**TRASME MSME Training at COSIA ( Business Owners & Senior Staff )**

**Operational Excellence & Quality Concepts**

1. World Class Manufacturing concepts & pre requisites
2. Quality Concepts, Attributes of Quality, Total Quality Management
3. 7 QC tools , Statistical Quality Control
4. Lean Management Concepts ( 5 S , 8 Wastes , 6 Losses , Lean tools )
5. Kaizen Deployment
6. Six Sigma Concept and deployment overview
7. Reverse Innovation , Blue Ocean Strategy
8. Bench Marking
9. Technology Upgradation and low cost automation
10. Customer Experience Management
11. Employee Engagement & Development
12. Design Concepts
13. Environment Management and Natural Resource Management
14. Vendor Governance
15. Business Excellence Frame works
16. Case Studies

**Detailed Coverage on each Module-**

1. **World Class Manufacturing:**

* WCM Components & Essentials
* Business Strategy
* Total Quality Management Concepts
* Lean Management
* Kaizen Continuous Improvement
* Frugal Re engineering
* Operations Improvement Tools

1. **Quality Concepts:**

* Quality definition and evolution
* Quality Gurus and their key contributions
* KANO’s Model of Quality
* Attributes of Quality
* Cost of Quality
* Price of Non-Conformance
* Quality Inspection-Game
* Defects, Defectives
* Measures of Central tendency, Dispersion
* Common Causes, Special Causes
* Total Quality Management
* Juran’s Trilogy
* Quality as a Lever for Organisational sustainability and growth

1. **Seven QC Tools, + Why-Why Analysis , Brainstorming: (Tool Concept, When to use, How to use)** **Statistical Quality Control:**

* Scatter diagram
* Check-sheets
* Histogram
* Pareto Diagram
* Cause and Effect Diagram
* Flow Charts
* Control Charts
* Why-Why Analysis
* Brainstorming
* Statistical Quality Control

**4. Lean Management Concepts ( 5 S , 8 Wastes , 6 Losses , Lean tools )**

* SEIRI
* SEITON
* SEISO
* SEIKETSU
* SHITSUKE
* 5 S Audits
* 5 Lean principles
* Eight Deadly Wastes
* 3M
* Six Big Losses
* TPM
* OEE
* Value Stream Mapping
* Standard work
* JIT
* Poka-Yoke
* Andon
* Kanban
* SMED
* Cellular layout
* Visual Factory
* Jidohka

**5. Kaizen Deployment**

* Organisational Leadership styles: Process focus Vs. Results focus
* Kaizen concept, practice and philosophy
* Gemba Walk concept
* Kaizen Mindset and Rules
* Kaizen and financial performance
* Kaizen implementation: Stage 1, 2 and 3 (Pre, during and post implementation)
* Role and expectations off various stakeholders in Kaizen deployment
* Sustaining Kaizen

**6. Six Sigma concepts and deployment overview**

* Six Sigma concept
* Paradigm shift-The process view
* Strategic focus
* Sources of variation and Six Sigma approach
* Key stakeholders and their roles and responsibilities
* Ingredients and barriers to successful deployment
* Methodologies (DMAIC/ DMADV)
* Broad deployment steps in each phase and stage-end deliverables
* Project selection and implementation guidelines

**7. Reverse Innovation, Blue Ocean strategies**

* Reverse Innovation concepts
* Made in India, for the world
* Low cost Innovation
* Blue Ocean concepts
* Case studies - Blue Ocean strategies

**8. Benchmarking**

* Need for benchmarking
* Types of benchmarking
* Process benchmarking
* Best practices and Next practices

**9. Technology upgradation and low cost Automation**

* Use of technology in operations
* Low Cost Automation

**10. Customer Experience Management**

* Internal and External Customer concept
* Quality Function Deployment (QFD)
* Service Quality Gap Model
* Concept of Net Promoter score (NPS)
* Inverted Pyramid

**11. Employee Engagement and development**

* Employee Role /Responsibility
* Training and development
* Employee involvement
* Career and Succession planning

**12. Design Concepts**

* Design and development
* Design Inputs and Outputs
* Design verification
* Design Reviews
* Design Change Management

**13. Environment Management and Natural Resource Management**

* Environmental issues and Impact on environment
* Environmental Laws
* Pollution Control
* Eco-friendly design (Reduce, Recycle, Reuse)
* Natural Resources Management

**14. Vendor Governance**

* Vendor Identification and Selection
* Vendor Governance and Assessment
* Vendor Development
* Rewards and Penalties

**15. Business Excellence Frameworks**

* Leading Global frameworks for Business Excellence
* ISO 9001: 2015
* ZED overview
* RBNQA framework- core values, broad requirements, certification process

**16. Case studies**

* Two or upto three Case studies from Industry how Organisations have used above approaches to avail breakthrough results in efficiency, Costs and Customer Service
* Operational Excellence case-studies (Manuf and Service)- Trainer’s personal turnaround stories