

TOPS CONVENTION - 7th June 2019- A REPORT

ISQ announces successful completion of TOPS Convention 2019 and thanks the Chief Guest, Jury Members and all the participants for an overwhelming support.



ISQ is happy to announce successful conclusion of a one-day contest on **Team Oriented Problem Solving/** improvement case studies/ projects for supervisors/ executives from OEMs, tier 1 and 2 manufacturing companies, process industry and service sector organisations with the objective to promote scientific approach towards problem solving with teamwork, customer centric approach and technical and soft skills capability enhancement by sharing/ learning through some the best case studies from organisations of repute. Against the targeted 15 presentations, 24 teams registered for the competition from 14 organisations including manufacturing, service sectors like software, banking/insurance sectors.

Two parallel sessions of presentations (12 each) were organised at two halls with three jury members each.

Programme Schedule

Programme Structure:

8 30 to 8 50	Registration
8 50 to 9 00	Inaugural Session.
9 00 to 9 30	Keynote address by Dr. Sarita Nagpal
9 40 onwards	Case study presentations
13 00 to 13 45	Lunch and networking
13 45 to 16 30	Case study presentations continue
16 50 to 17 00	Award presentation and conclusion
Inclusive of two in-between tea breaks	

The event, after registration of the participants, started with lighting of lamps by the Chief guest Dr. Sarita Nagpal, Program Chair Mr. R B Madhekar and the Governing Council members.



Mr. Amit Sharma, GC member welcomed the gathering, chief guest and the jury members. Mr. Anil Sachdev, Hon. Secretary of ISQ introduced the Chief Guest to the audience and gave a warm welcome to her.



Mr. R B Madhekar gave a warm welcome and introduced six Jury members Mr. Yashpal Sardana, Mr. Ranjan Vasishtha, Mr. Pradeep Sen, Mr. Prabodh Kumar, Mr. Suman Yadav, Mr. Pawan Datta to the participants.

Dr. Sarita Nagpal in her keynote address explained importance about the three eyes of Budha (Control, Continuous improvement and breakthrough management) and also explained about ladder of abstraction.



After the tea break the presentations of the projects commenced in two separate halls with the three judges each in each hall.

Details of Project presentations between two halls. (time allotted per team = 18 mins presentation+7 mins Q&A)

Team	Company	Project Details	Cat.	Team	Company	Project Details	Cat.
Hall A Jury Members: Mr. Yashpal Sardana, Mr. Ranjan Vasishtha, Mr. Pradeep Sen				Hall B Jury Members: Mr. Prabodh Kumar, Mr. Suman Yadav, Mr. Pawan Datta			
1	Bharat Forge Limited, Pune	Reduction of TIR Scrap on Forge Line	Mfg	1	Hero Motorcorp	To improve the process capability (cp) of cylinder block honing roughness using design of experiment (DOE)	Mfg
2	Tata Motors Ltd	Reduction of warranty failures of leaf springs using systematic problem solving approach.	Mfg	2	Ashok Leyland Ltd Alwar	Reduction of punching related issues in assembly line	Mfg
3	Usha Martin	Reduction of NC due to pieces defect in Line -7	Mfg	3	Bharat Forge Limited, Pune	OEE improvement on Crankshaft Machining Line	Mfg
4	Subros Limited Manesar	Air distribution NG & YHB rear cooling units	Mfg	4	Indus Towers	ERP Performance Stability	Service
5	SRF Limited	Reduce Chill roll wash and TD Break loss hours in line 1 from 20.58 hours to 13 hours between Aug' 17 to April 18	Mfg	5	Ashok Leyland Ltd PNR	Cabin Defect Reduction in PDI vehicles (One step towards the vision)	Mfg

6	Ashok Leyland Ltd Alwar	Reduction of direct consumable cost at trimline in bus manufacturing in low end bus by using advanced problem solving methodology	Mfg	6	HDFC Life	Enhancement of product offerings in Banca CA business	Mfg
7	Subros Limited Noida	To reduce Concentricity NG on 10S11 Cylinder Block Line from 10518 ppm (Av. of Apr'18 to Sep'18) to zero by Dec 18.	Mfg	7	Tata Motors Ltd	Optimisation of Canteen processes through scientific Problem solving approach for attaining cost advantage	Service
Lunch Break (01 00PM to 02 00 PM)							
8	Ashok Leyland Ltd PNR	Enhance Durability of Painted Cabin Through Defect Reduction	Mfg	8	SRF Limited	To increase line 3 (DTA BOPET Line) speed to 550 mpm in 8 micron to 10 micron (plain/corona/chemical coated) films wth uptime 95%.	Mfg
9	Sandhar Limited	To avoid noise problem in outer handling assembly	Mfg	9	Indus Towers	Project Khumbh	Service
10	Subros Limited Noida	To reduce In-House Rejection ppm of SFA 2 Heater Line.	Mfg	10	Infosys BPM	Resource Optimization through Capacity Modeling Approach for BPM processes	Service
11	Subros Limited Manesar	Quality improvement programme to resolve customer concern.	Mfg	11	Wipro Limited	Reduction of average handling time of calls for utility services provided by government client.	Service
12	Tata Motors Ltd	Reduction of door opening effort using statistics methodologies for customer delight	Mfg	12	Indus Towers	Project Swachalit	Service

Best three teams each from manufacturing and service were awarded by Governing Council members.

Manufacturing:

- Winner: Quality improvement programme to resolve customer concern - Subros Limited, Manesar
 I runner up: Enhanced durability of painted cabin through defect reduction. – Ashok Leyland Ltd, PNR
 II runner up: To avoid noise problem in outer handling assembly. – Sandhar Technologies Limited, Rathredi



Service :

- Winner: Optimisation of canteen processes through scientific problem solving approach for attaining cost advantage. – Tata Motors Limited, Jamshedpur.
 I runner up: Project Khumbh – Indus Towers Ltd
 II runner up: Resource optimization – Infosys BPM Ltd



Thanks to the good response from the Industries and participants, support of Judges, Keynote speakers and the Governing Council Members, the programme was concluded with vote of thanks.

Some of the feedback received from the participants.

1. Dear Prabhakar & Team,

“First of all I would like to thank you for a wonderful and stimulating the “TOPS Convention” event management by Indian Society for Quality (ISQ).

Thank you to entire team for your generosity in organizing the competition in very healthy and well control manner with all types of extended support to participants from Bharat Forge Limited. It was very easy going with ISQ Management Team though Bharat Forge was taking participation in event first time on TOPS Convention. I’m really happy with the evaluation criteria, jury team and their inputs on various diversified industrial projects.

“I enjoyed the TOPS Convention very much; diversified and nice participants and the wonderful arrangement by ISQ on improvement journey. I do appreciate your painstaking work for the organization and engagement of Problem Solving Initiatives, Zero Defect-Zero Effect message to community in the event, and needless to say, your nice hospitality and attending all the calls by participants”

On behalf of Bharat Forge Six Sigma and Excellence Team, thanks again for your wonderful hospitality. It was a fruitful and amazing time for me and my colleagues & wish to see again in ISQ conference at Pune in Dec-2019.

I am very much interested to get associated with Indian Society of Quality as a Member as well as Volunteer for conducting any such events of Six Sigma / Problem Solving Training in coming future so keep in touch.”

Thanks & Best Regards,

Santosh Bandal

Sr. Manager | Six Sigma - MBB (Director Quality Office), Bharat Forge Ltd, Pune

2. Dear Mr. Prabhakar,

Thank you for organizing TOPS convention. It was indeed a good learning and overall experience. This was really a memorable program which was very well organized.

Some feedback from our side:

1. Quality of certificates could have been better (in terms of design and paper thickness)
2. Separate certificates could be given to the winning teams

Regards,

Gunjesh Kumar, Tata Motors Limited, Jamshedpur.

3. Dear Mr. Prabhakar Shettigar,

Thank you for opportunity to witness improvement case studies presented by various organization. It was good learning experience for team Indus. It was good to interact with professionals from quality field and look forward many more such sessions.

Atul Gunale, Sr. Manager – Process Excellence, Indus Towers Ltd.

ISQ thanks the participants and their organisations, Chief guest, Jury Members and the service providers for making the event a memorable one.