

**Creating the Extraordinary Organization through Total Quality Management**  
**19~21, July 2024**  
**Crowne Plaza New Delhi Rohini**

The popularity of the program surges further. This was the 7<sup>th</sup> in the series of CEO through TQM Programs since 2019. No words are enough to thank Mr. N Ramanathan for his gesture of conducting the program pro-bono for ISQ and to the benefit of senior management of the organisations. In all, 36 senior executives from industries, participated in the program, even though it was scheduled at a short notice. This explains the impact and traction to the program.



Mr. Kunal Pareek, Vice President, ISQ NCR Chapter was the program Chair and coordinated the activity very well on behalf of NCR Chapter along with other executive committee members. Some glimpses of the program are as under:



Two eminent Guest Speakers, viz., Mr. Kiran Deshmukh, CTO, Sona Comstar and Mr. Janak Kumar Mehta, CMD-TQMI and President ISQ added value to the program by their exceptional talk which complimented the learnings of the program.

**Kiran Deshmukh** spoke about Quality 4.0, its importance in Quality management and his implementation experience on 19<sup>th</sup> July. The thoughts and perspective were widely appreciated by the participants.

**Janak Kumar Mehta** spoke about the role of leadership in propagation of Quality Management on 20<sup>th</sup> July. He emphasised upon the embracing the Indian Culture for nurturing quality at all levels.





### Networking Dinner with Senior Delegates from different industries

A networking dinner was organised on 20<sup>th</sup> July at 7 PM. Senior delegates from Industry, counsellors of TQM, GC members and EC members of NCR Chapter were present as invited Guests. Participants had an opportunity to exchange views with the esteemed guests on TQM implementation in various organisations. Among them was “The Deming Distinguished Practice Award” winner **Dr. Prem Motwani**.

The participants successfully completed the training were given the certificates signed by the faculty Mr. N Ramanathan.

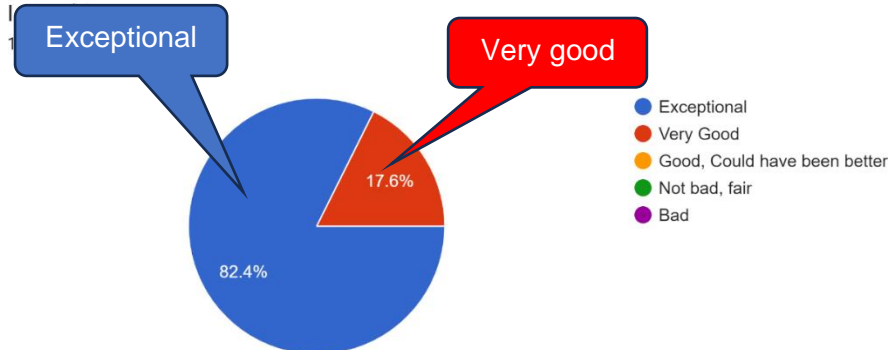


### Summary of participants

Organisation	Participants
Balkrishna industries ltd. MUMBAI	1
Shriram Veritech Solutions Pvt Ltd, G Noida	1
TP Central Odisha Distribution Ltd	2
Shree Amba Industries New Delhi	1
Tata Power DDL	15
TP SOUTHERN ODISHA DISTRIBUTION LIMITED (TPSODL), Odisha	1
TP Northern Odisha Distribution Limited (TPNODL)	3
Hero MotoCorp Ltd., Delhi-Jaipur Highway, Sector-33, Gurgaon	2
Tata Motors Pune	3
Tata Steel Downstream	1
Ashok Leyland Ltd PNR	1

## Highlights of the participants' feedback

### What I liked about this program



### What participants liked about the program:

#### Training Delivery and Structure

- Simple and easy-to-understand approach.
- Well-organized structure, content, and faculty.
- Great insights and breadth of topics covered.
- Content spanned from basics to advanced, with management-level knowledge.

#### Trainer and Faculty Performance

- Trainer's energy was engaging.
- Mr. Ramanathan shared deep knowledge on various TQM scenarios and practices.
- The guest interaction with Mr. Mehta was excellent.
- Faculty was knowledgeable and delivered thorough, well-researched content.
- Continuous engagement of faculty with participants was appreciated.

#### Content and Learning Experience

- Topics covered were comprehensive, and everyone participated.
- Multiple takeaways, including a balance of learning and unlearning.
- Concepts were explained with simplicity, making them easy to understand.
- Simplified content, with Q&A sessions after each module, helped clarify doubts.

#### Practical Application and Impact

- The knowledge gained is seen as highly applicable, especially regarding TQM.
- Participants expressed confidence in implementing the learnings in their organizations.

### What to improve – summary of the feedback

#### Duration

- Some participants felt that duration to the program to increase to full three days.
- More service sector examples will benefit service sector participants
- To avoid scheduling the program in a weekend. (Sunday)

The next program will be scheduled in FY 26. Look forward to continued participation and sharing of best practices in this never-ending journey of pursuit of excellence!