

Pune Chapter of Indian Society for Quality presents a 2-Day Program for Head of Departments and Divisional Heads

TQM for Errorfree Manufacturing

A Practical Approach by Mahesh Hegde



5-6 FEBRUARY, 2026

At PUNE (Physical mode)

Venue: Tata Management Training Centre,
Mangaldas Rd, Pune, Maharashtra 411001

Objective

Gain insights from a seasoned TQM expert on achieving First Time Right and transforming your manufacturing processes towards Zero Defect performance using best-in-class methodologies.

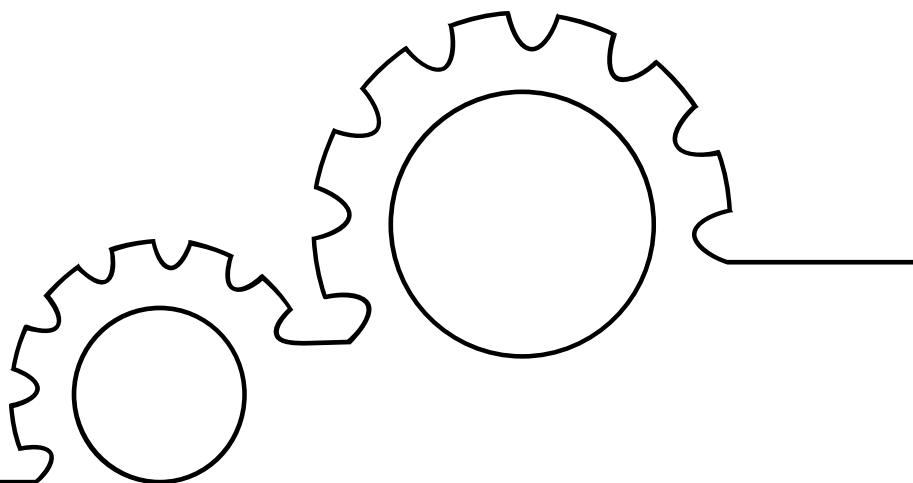
Who should attend?

- Head Quality and Team
- Head NPD and team
- Head Operations and executives
- Section heads
- Middle management
- TQM Counsellors
- Business Excellence team members

Why this program!

Achieving Zero Defects is a common goal but a complex challenge. This program demystifies the process by:

- Shifting mindsets through TQM principles and philosophy.
- Providing a structured, step-by-step approach to error-free manufacturing—from design and development to shop-floor execution.



INDIAN SOCIETY FOR QUALITY
PUNE CHAPTER

Glimpses of Program Content

- ❖ Do you aspire for zero defects by adopting proven strategy, methods and tools?
- ❖ Do you want to solve chronic problems?
- ❖ Do you want to learn how to prevent human errors using a structured approach?
- ❖ Do you want to learn how bring culture of adherence of SOP?
- ❖ Do you want to learn better ways of listing causes, than conventional approach of Ishikawa Diagram?

Registrations

As the program is intensive, the number of participants is restricted. Registrations will be on first come first served basis. For effective impact, organizations are encouraged to register multiple participants.

Registration fees

- ₹ 25,000/- +18% GST per person. (Total ₹ 29,500/-)
- ₹. 22,000/- +18% GST per person (Total ₹. 25,960/-) for the organizations registering 2 to 4 persons.
- ₹. 20,000/- +18% GST per person (Total ₹. 23,600/-) for the organizations registering 5 or more persons.

The fee covers programme fees, lunch and tea breaks for two days.

For registration and further details, please write to info@isqnet.org Or call 8012580850

Note: The fees should be credited to ISQ account below before the start of the program

Refund policy. Change in participant can be allowed if the registered participant is unable to join. Or the fees can be held over for the next CEO through TQM program.

Full refund if desired, can be made if cancellation is made before 24 hours of start of the program.

To register, scan the QR code below and update details



Strategy for Zero Defects

- ❖ 6 Proven Strategies to Eliminate Errors and achieve Quality.
- ❖ Driving Organization wide improvements. TEI Model, JDI, Blitz Approach
- ❖ Zero Defect : Philosophy and Tools

World Class SOPs

- ❖ Master 20 key elements of effective SOPs and conduct SOP assessments.
- ❖ Learn strategies to build a culture of SOP adherence, including with contract manpower.
- ❖ Understand the 4-step training method and supervisor development for shopfloor discipline.
- ❖ Explore Dojo/Dexterity setups, and practical demonstrations with implementation planning.

Human Error Prevention

- ❖ Error Vs Defect, Different Strategies based on 4 major causes.
- ❖ Understand 16 human error modes and 13 principles beyond traditional Poka-Yoke.

Quality in NPD (New Product Development)

- ❖ Apply quality tools for design and development, including DFMEA, Boundary/P-Diagrams, and Interface Matrices.
- ❖ World Class process FMEA & Quality Tools in NPD

Problem Solving

- ❖ 3 Types of improvement projects
- ❖ Flow Diagrams for approach selection
- ❖ Methods to drive problem solving company wide – 30 Evaluation criteria
- ❖ Tools Selection guidelines for different types of problems such as warranty, assembly and manufacturing processes.

Payment through cheque, IMPS/RTGS/NEFT may be made to the following account.

- Beneficiary Bank Account Name: **Indian Society for Quality**
- Name of the Bank: **HDFC Bank**
- Type: **Current Account**
- IFSC Code: **HDFC0000027**
- Bank Account No.: **00272000001288**
- Branch: **Greater Kailash 2**

Mahesh Hegde

Founder LearnEx Consulting Pvt Ltd.

Experience: 24 years' experience with **21 years in training and consulting** in the field of quality



He is specializing in TQM, Six Sigma and Lean. Mahesh has facilitated over 2,500 problem-solving projects across manufacturing and service functions.

He has trained professionals including senior leaders, on quality and operational excellence. His practical, hands-on approach has driven major cultural transformation in diverse industries. Mahesh is an expert in FMEA, Human Error Prevention, Lean Tools, SOPs, MSA, and DOE.

Mahesh is an expert in problem and has guided practical application of usage of more than 350 tools. His expertise includes statistical tools such as DOE, Good-Bad Analysis, FMEA, MSA, SPC Human Error Prevention, Lean Tools, SOPs, MSA, and DOE.

He has been mentored by Prof. Hitoshi Kume, Mr. N. Ramanathan and trained by Renault-Nissan Institute, France.

He has presented papers at ICQ and ANQ at Japan and published in NIQR, QCI, ISQ, through technical publications. A respected speaker at various quality events and former ISQ Pune President, he is known for inspiring quality training and consulting.

About ISQ

Indian Society for Quality (ISQ) is a not-for-profit society established in 1996 to fill the need for a national forum for interaction among quality professionals, leaders, practitioners and academics. ISQ is a non-partisan, independent body that attracts and invites individual members from business organizations, health care and educational institutions, government agencies and NGOs. Members share their knowledge and learn from each other. ISQ is thus engaged in both creating and disseminating knowledge.

Its mission is to contribute to the thriving of humanity in a healthy planet.

ISQ is well linked to similar national quality bodies in other countries. It is a board member from its very inception and has represented India in the Asian Network for Quality (ANQ). ISQ is a national partner to Quality Sustainability Award promoted by International Academy for Quality. ISQ is the face of India in the world of quality.