



National Institution for Quality & Reliability

Chennai Branch

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From Chairman...



Hearty Wishes,

I am delighted to announce, a new diamond is added to the NIQR Crown, the inauguration of Delhi – NCR Branch in Delhi on 20th February. The new team of Office Bearers and Executive Committee Members has taken charge under the able leadership of Mr. Ajay. K. Tomer, Executive Director-Quality Assurance, Maruti Suzuki India Limited, the new Chairman for the Delhi-NCR Branch.

The new Branch came into existence due to the initiative of our National President Mr. R. Sivanesan & National Vice President Mr. P. K. Aggarwal, the tireless efforts of National Joint Secretary Mr. K. Manikandan and his team in Delhi and the able guidance of National Secretary Mr. G. Rangarajan.

I take this opportunity to wish the Delhi- NCR team all success in the coming days.

I informed our members in the previous newsletter about our National Convention in June 2016. In our build up to our Convention, some of the important mile stones have been achieved. To name a few the dates, venue and the theme for the Convention have been finalised. The Convention Brochure will be available for our members shortly.

We have completed eight Convention review meetings till date and I take this opportunity to request all our Office Bearers and Executive Committee Members to take part in Convention Meetings and shoulder responsibility by joining various committees being formed for the conduct of the Convention.

With warm regards,
S. Rajasekaran



From Secretary....

After the deluge and floods, Chennai is having the best of seasons in the year, cool and comfortable; the Sun has started his Northern journey and hopefully, we will have good times ahead.

As expected, there is a flurry of activities in our Branch with the preparations for the National Convention taking the centre stage.

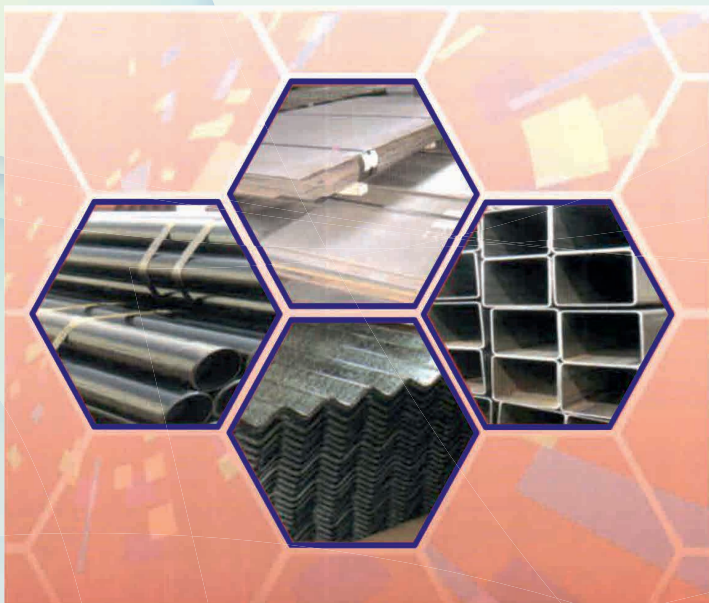
The Student Chapters front is also abuzz with lot of activities; we have inaugurated the Chennai Branch's 9th Student Chapter in S A Engineering College, Avadi on 11th Feb 2016. NIQR and Saveetha University are jointly organising a National Conference in April. A committee is formed for organising the competition to select the best student for the NIQR - T S Krishna Best Student Award. NIQR is organising guest lectures on various topics in many institutions.

As usual, Newsletter and Evening Lectures are on track and with the kind of support we receive from all of you, we hope to achieve higher levels of performance.

With kind regards,
C V Gowri Sankar



NIQR Welcomes Mr. Anand Radhakrishnan of Caterpillar
as new Individual Life member and
S A College of Engineering as the new Institutional Member
along with 174 Student Members who joined during Jan Feb 2016



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Chennai Branch Activities

Lecture Meeting held on 29th Dec 2015 by Prof. C. Uthayakumar



The Evening Lecture for the month of December was organised as a Video Discussion on 29th Dec 2015 at NIQR Conference Hall, Nungambakkam. Prof. C. Uthayakumar, Executive Committee Member, NIQR Chennai Branch was the speaker and the topic was "Creativity and Innovation". Mr. S. Rajasekaran, Chairman - NIQR Chennai Branch presided over the session and Mr. C V Gowri Sankar, Secretary - NIQR Chennai Branch introduced the speaker.

This is the second in the series of Video Discussion Lectures. The session started with a video clip by famous cartoonist Mr. Madhan wherein he advocated that creativity is prevalent in the whole Universe in some form or other.

Prof. C. Uthayakumar, explained the meaning of Creativity, Innovation, Invention & Genius with a few examples. Creativity is an idea by combining of 2 or more things together uniquely & quickly, Invention is producing or prototyping a new idea, Innovation is reproducing it many times with new value additions and Genius is one who thinks differently than others and making it a habit. He gave a beautiful picture of how Gillette blade and Diner card were invented.



Professor made the session lively and it became special for the high interaction level; Mr. P R Iyer, a senior NIQR Life Member gave an account of how the wheeled trolley was invented, Mr. Raghavan thrilled the audience with a story about astronomers using pencil in space when pen could not be used due to lack of gravity, Mr. Rajasekaran gave lot of examples from the book '1001 Inventions That Changed the World' by Jack Challoner and Mr. Gowri Sankar mentioned about the development of new varieties of steel - EN or Emergency Number series during World War II.

The newsletter for Nov - Dec 2015 was released on the occasion by Mr. P R Iyer.



Prof. C. Uthayakumar, is an Electronics and Communication Engineer with more than thirty two years of experience in Education, IT enabled Solution Delivery, Total Quality Management, Project Management and Knowledge Management.

He has got vast experience in conducting video discussions in educational institutions. His hobbies are Self developmental activities, Holistic healing including Flower therapy, Self-hypnosis, Spiritual Healing, Social Service, etc

Evening Lecture on 27th Jan 2016 by Mr. G. Thirumurugan

The first Evening Lecture for the year 2016 was organised on 27th Jan 2016 at NIQR Conference Hall, Nungambakkam. Mr. G. Thirumurugan, Managing Director, Rakshashe.com, a Communication & Advertising Company was the speaker and the topic was "Strategies for Effective Business Communication". Mr. S. Rajasekaran, Chairman - NIQR Chennai Branch presided over the session & Mr. V. Venkatesh, Vice Chairman - NIQR Chennai Branch introduced the speaker.



'Communication' – we know it; then why a lecture session for it; the audience thought in the beginning, but in the end, they were surprised it has so much in it.

Mr. G. Thirumurugan started his lecture with basics of communication and detailed how communication varies for different receivers with the same content. Moving on to Corporate Communication, he enlightened the audience about internal and external corporate communication methods and its relevance.

Dwelling on ways and means of corp. communication, he listed different methods like logo, stationary, corp. fonts, intranet branding and explained the benefits through each. To make the customer recollect the brand, one powerful way is through storytelling and he was emphatic that one need not copy Western cultures, instead can connect powerfully with Indian culture.



According to him, communication plays major role in product positioning. Example: Voltas uses 'energy efficient' for their air conditioning products, while Hitachi uses 'silence', but traditionally we had very effective ways of communicating the products in India, ex. Dhanalakshmi for Banking, Annapurna for Hotels etc. He also enlightened the audience about the Social corporate communication system, viz inner and public, why social media etc. He concluded with the better reach MNCs gain through news items than through the latest trend of full page advertisements.

With thought provoking visuals & quick response to the queries from audience in the Q&A session, Mr.G Thirumurugan indeed made the audience leave the hall wondering communication has so much in it.

Dr. P Ramesh, Co-opted Member of National Body summed up the proceedings emphasizing the fact 'Oh! Communication is so powerful; still simple, if done scientifically'. Mr. V Raghavan, Vice Chairman of Chennai Branch proposed the vote of thanks.

Mr. G. Thirumurugan, a Post Graduate in Computer Applications and Business Administration, is Managing Director of Rakshashe.com, a strategic Communication & Advertising company with over 16 years of experience in building brands across India. Also served as a Consultant to Tamilnadu Health Department for Health Communication Challenges. Worked on various communication delivery models for FMCG, Retailing, IT & ITES, Realty, Channel Promotions. Started Video Production house in 2008 to deliver Commercial & Corporate videos.

Change Business strategy, Strategic Business Consulting and Management Consulting are the areas of interest. Redesigned Saravana Stores Business model and converted the retail store into Organised Retailing model by implementing SAP, ERP & Supply Chain Business Models in-detail to enhance the brand delivery via Standard Operating Procedures, Functional Procedures and IT enabled merchandising in Saravana Stores and other retail outlets.



NIQR Student Chapter in S A Engineering College



NIQR Student Chapter in S A Engineering College, Thiruverkadu, Chennai was inaugurated on 11th February 2016. This is the 9th Student Chapter of NIQR Chennai Branch. Dr. V Swaminathan, National Vice President NIQR, was the Chief Guest for the inaugural function organised by the Department of Mechanical Engineering in the college premises at 10.00 AM.

Mr. B Madhu, HOD/ Mechanical Engineering welcomed the gathering which included many dignitaries from NIQR, 174 students & some staff members. Dr. P K Nagarajan, Principal delivered the felicitation address and commended NIQR for the services it was offering through Student Chapters. He elaborated on the Innovation Hub in the Institution.

Mr. S. Rajasekaran, Chairman NIQR Chennai Branch spoke about NIQR and its activities especially in the area of industry - institution interaction. Then Mr. G. Rangarajan, National Secretary of NIQR presented the vision, mission and goals of NIQR.



Mr. S R Venkatraman, Ass. Prof/Mechanical introduced the mentor of this Student Chapter Mr. Venkatramani, Executive Committee Member of NIQR Chennai Branch to the audience.

The Chief Guest, Dr. V Swaminathan in his address, explained the importance of change over time & commended the college for its Innovation Hub. He advised the students to make use of opportunities created by NIQR to enhance their knowledge and be in industry ready stage when they leave the institution.



Mr. K. N. Krishnamurthy, Former National President - NIQR gave a lecture on Global Scenario of Quality. Explaining the prevailing concept in Western Countries, he visualized the Industries funding Institutions soon in India. Individual Student Membership Certificates were presented to 5 students by the dignitaries.



Mr. Venkatramani, Mentor for the Chapter explained to them the activities he is planning for the students and advised them to fully make use of the opportunities.

Mr. B Madhu proposed the Vote of Thanks.

Training Program on Quality Awareness



NIQR, Chennai Branch organised a two day training program on Quality Awareness for shop floor operatives on 19th & 20th Feb 2016 at NIQRConference Hall. There were 9 participants from various Organisations of SIMA.

On the first day, Mr. K. N. Krishnamurthy, Past National President-NIQR took sessions on Changing Scenario & Working together and Dr. V M Gunasekaran, Past Vice Chairman-NIQR Chennai Branch took sessions on 5S, Kaizen & TPM. On the second day, Mr. C V Gowri Sankar,

Secretary-NIQR Chennai Branch handled 7QC Tools & ISO 9000 and Dr. V Swaminathan, National Vice President-NIQR handled Quality Circle including a case study presentation.

In the valedictory function, Dr. V Swaminathan distributed the training certificates to the participants. The feedback from the participants was good.



NIQR Student Chapter - Saveetha University Lecture on Poka Yoke



NIQR Student Chapter of Saveetha University organised a guest lecture for the students of automobile engineering department.

Mr. C V Gowri Sankar, Secretary NIQR Chennai Branch delivered a lecture on Poka Yoke on Saturday 13th March 2016. About 30 students of Automobile Engineering and faculty members attended the program. Mr. Achanta Vineel Satyakanth, NIQR Student Chapter Coordinator, Saveetha University introduced the speaker to the students.

Mr. C V Gowri Sankar started the session explaining the various TQM concepts followed from Japan. The importance of POKA YOKE in mass production, especially in auto sector was explained with some exercises.

He briefed the audience about the Ten Types of Human Mistakes and various errors possible during mass production. He then explained the 3 methods of Poka Yoke, namely the contact method, the fixed-value (or constant number) method & the motion - step (or sequence) method.

The difference between warning Poka Yoke and control Poka Yoke was explained with examples. In the end he gave a lot of examples in real life situation and the audience responded with lot of interaction.

The students and faculty members thanked the HOD for arranging a lecture on a useful topic and expressed their desire to have lectures on various TQM concepts in future.



Head Quarters Activities

QCI – NABET – NIQR - Excel Lean Auto Cluster, Hosur Project

Our honourable Prime Minister Shri. D. Narendra Modiji has given a thrust to the Manufacturing Sector in India through “Make in India” Program. As part of this program, Quality Council of India (QCI), the apex Government Body for Quality related matters, has started an initiative called Lean Manufacturing Cluster. This initiative is driven by *National Accreditation Board for Education and Training (NABET), member of Quality Council of India.*

Lean Manufacturing Cluster (LMC) aims at improving the working of MSMEs (Micro, Small and Medium Enterprises) thereby making them Globally Competitive. The duration of this program is 18 months, at the end of which the participating industries are expected to have reached predetermined Levels, envisaged in the Roadmap.

NABET officials make periodic visits to review the progress. The Cluster members benefit through cross learning by way of interactions among themselves, common presentations and factory visits.

NIQR with vast experience and talent pool was selected as Excel Lean Auto Cluster Consultant for Hosur Area. The selection was based on the competitive technical presentation and moderate quote. Past successful experience in conducting Cluster programs for MSMEs greatly helped NIQR to gain the confidence of NABET for bagging this assignment.

A Core Team consisting of Mr. K. N. Krishnamurthy, Dr. A. Sanjeeva Rao, Dr. V. Swaminathan and Mr. G. Rangarajan will be guiding the Counsellors especially identified for this Project. The Counsellors will visit each MSME unit once in a week and guide and handhold to progress in line with the Roadmap. The Core team will make periodical visits & monitor the activities carried out to achieve the expectations of NABET.

The program consists of 5 stages namely

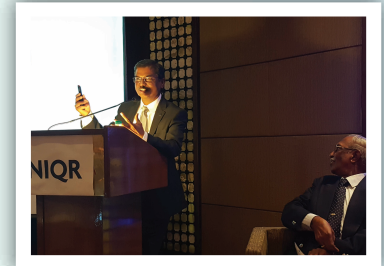
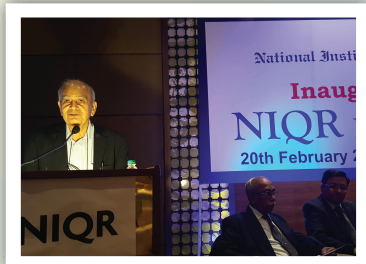
- Diagnostic Phase
- Hoshin Kanri (Policy Deployment) and Lean Committee Formation
- Value Stream Mapping and Kaizen
- Just-in-Time (JIT), Visual Management(5 S), Kanban phase
- Audit phase, Case study, closing report and Inter factory idea exchange

Each stage will be monitored by NIQR core team and NABET officials. It is to be noted that all the MSME Units in this cluster are Suppliers of Ashok Leyland Ltd.

This project is definitely a feather in the cap of NIQR and NIQR is fully geared to make the program a grand success to the fullest satisfaction of all stake holders.

Delhi NCR Branch Launched!

We have achieved our next milestone in our mission of taking NIQR to the Next Orbit. We have created a new arm of ours by establishing our New Branch in Delhi NCR region, in a glittering Inauguration Function organized at Hotel Crowne Plaza, Gurgaon on 20th Feb 2016,



A senior member team lead by Mr. R. Sivanesan from NIQR Headquarters was present for the function well attended by the Quality Professionals in the Delhi NCR region. Mr. G. Rangarajan aptly anchored the proceedings. Mr. P. K. Aggarwal set the tone of the program with his motivating welcome address. Mr. S. Rajasekaran made an impressive presentation on various activities of NIQR.

Mr. Sivanesan inaugurated the Delhi NCR branch by handing over "Key" to

A K Tomer – Executive Director Quality Assurance, Maruti Udayog India Limited, who took over as Chairman of the Branch. Mr. R Sivanesan commended the work done by all the members in Delhi branch for starting the Branch with special mention about the role played by Mr. K Manikandan, National Joint Secretary – NIQR and his team. The Presidential Address of Mr. Tomer was focused on the need to improve skills across the country, which is also the theme of our forth coming Annual Convention. He formally introduced the first 20 members of Executive Committee consisting of senior professionals from automotive giants viz. Maruti, Ashok Leyland, JCB, Hero Honda as well as National Physical Laboratory.



The function was blessed by the eminent Quality Professional, Dr Krishan Kumar – Former Director Engineering, Maruti Suzuki India Limited. Mr. R Sivanesan conferred the NIQR Lifetime Fello

Membership on Dr Krishan Kumar. His vast experience & zeal to promote quality was clearly visible in his acceptance address which appraised all of us of the upcoming challenges.

Mr. G. Rangarajan presented detailed guidelines to the new executive committee and was able to effectively answer various anxious queries put up by the audience. Mr. Lokesh Pandey, Secretary of the new branch, nicely summarized the proceedings while delivering vote of thanks.

The New team under the Leadership of Mr. A K Tomer is very enthusiastic in spreading the Quality Culture across Delhi NCR region and have started working on preparing the activity road map!

Let us all support the newly formed branch in their endeavor to sharpen our Indian Industry's competitive Edge!..

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Members in News

Inauguration of the most modern Special Wards at Saveetha Medical Centre, Saveetha Medical College Campus, Thandalam, Chennai on 20th January, 2016 at 9.30 am. **Mr. S Rajasekaran, Chairman – NIQR Chennai Branch & President, SIMA** was the Chief Guest and inaugurated the Special Wards.



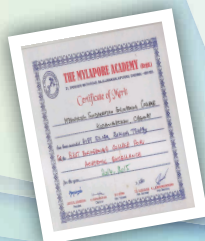
Dr. P. Ramesh, Co-opted Member of National Council - NIQR and Head, Materials Technology- Lucas TVS Ltd has been recognised as a Research Supervisor by Center for Research -Anna University for PhD and M.S (by research) scholars under faculty of Science and Humanities.

His area of specialization includes Organic Chemistry, High performance Polymers, Polymer synthesis, Thermal conductive polymers, Resins, Adhesives, Composites, Light weight and Green materials.

Honorary Fellowship 2014 was conferred on **Prof K S Babai, National Council Member – NIQR and Principal, Meenakshi Sundararajan Engineering College, Chennai** by Indian Society for Technical Education during its 44th Annual National Convention on 11th January 2016. This was in recognition of the commendable services rendered for the growth and development of ISTE and the valuable leadership provided towards the development and promotion of Technical Education in India.



Meenakshi Sundararajan Engineering College, Chennai has been awarded the HIET Silver Rolling Trophy for the Best Engineering College for Academic Excellence for the year 2014 – 2015 by The Mylapore Academy. **Prof K S Babai, Principal of the College is National Council Member – NIQR**



Prof. D. R. Kiran, National Council Member – NIQR has been elected as the National Vice President of the Indian Institution of Plant Engineers during their AGM held on 20th February 2016 at Hotel Shelter, Mylapore.



Know the Quality Gurus - 5

Dr. Ishikawa a Japanese Engineer created the system called Companywide Quality Control in which everyone in the company plays a part, from top management right down to ordinary workers and later called it Total Quality Management (TQM) for customer service. He developed the famous quality tool Cause & Effect (Fishbone) Diagram used for problem solving.

He was the first quality guru to emphasize the importance of the “internal customer”, the next person in the production process. He was also one of the first to stress the importance of total company quality control, rather than just focusing on products and services.

Dr. Ishikawa believed that everyone in the company needed to be united with a shared vision and a common goal. He stressed that quality initiatives should be pursued at every level of the organization and that all employees should be involved. In 1960, Ishikawa, in conjunction with JUSE, was a proponent of implementation of quality circles, which are small teams of employees that volunteer to solve quality related problems.

Dr. Ishikawa expanded Deming's four steps PDCA into six steps:

- Determine goals and targets.
- Engage in education and training.
- Check the effects of implementation.
- Determine methods of reaching goals.
- Implement work.
- Take appropriate action.

Dr. Ishikawa's contributions for quality improvement are plenty however some important quality contributions are:

- User Friendly Quality Control
- Implementation of Quality Circles
- Shared Vision
- Fishbone or Cause and Effect Diagram - Ishikawa diagram
- Emphasis for the 'Internal Customer'

Dr. Ishikawa was known for the use of the “seven basic tools of quality”:

- Pareto analysis : which are the big problems?
- Cause and effect diagrams : what causes the problems?
- Stratification : how is the data made up?
- Check sheets : how often it occurs or is done?
- Histograms : what do overall variations look like?
- Scatter charts : what are the relationships between factors?
- Process control charts : which variations to control and how?

Also he Categories the causes which are not familiarly known to the industry

- The 6 M's
 - Machine, Method, Materials, Measurements, Man and Mother Nature (Environment)

(recommended for the manufacturing industry.

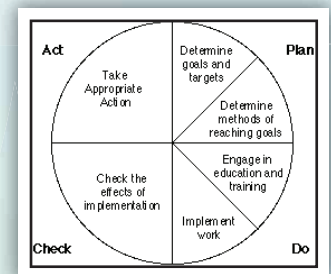
- The 8 P's
 - Price, Promotion, People, Processes, Place/Plant, Policies, Procedures, and Product (or Service)

(recommended for the administration and service industries).

- The 4 S's
 - Surroundings, Suppliers, Systems, Skills (recommended for the service industry).



Dr. Kaoru Ishikawa
(1915 ~1989)



Strategic Quality Framework - 5

How to measure the Quality of Product and Services?

All the companies have tried to upgrade the product quality and services through various programs like cost of quality, reliability engineering, First time right etc, using 7 QC tools and Design of Experiments. But some of the organizations have failed because of lack of seriousness & perceived these programs as defensive measures to remove defects. So the concept called Strategic Quality Framework (SQF) emerged. Dr. Garvin developed this framework of 8 dimensions to measure the quality of product / services.

- | | |
|----------------|----------------------|
| 1. Performance | 2. Features |
| 3. Reliability | 4. Conformance |
| 5. Durability | 6. Serviceability |
| 7. Aesthetics | 8. Perceived Quality |

In the previous newsletters, we have studied the importance of the Performance, Features, Reliability and Conformance dimensions. In this issue, let us concentrate on Durability dimension.

Durability is the assurance or probability that an equipment, machine, or material will have a relatively long continuous useful life, without requiring an inordinate maintenance. It is the Ability of the product to exist for long without significant deterioration by resisting the effects of heavy use, drying, wetting, heating, freezing, thawing, corrosion, oxidation, volatilization, etc. Durability, a measure of product life, has both economic and technical dimensions. Technically, durability can be defined as the amount of use one gets from a product before it physically deteriorates.

For example: In a light bulb after so many hours of use, the filament burns up & the bulb must be replaced. Repair is impossible. Durability becomes more difficult to interpret when repair is possible. Then the concept takes on an added dimension, for product life will vary with changing economic conditions.

Durability may be expressed as a function of service quality and service life. Key characteristics and relationships associated with differential durability concepts are explained in the below diagram.

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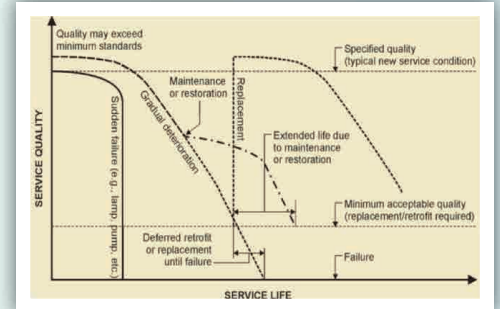
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There are three critical service quality functions related to durability,

1. Specified quality established by the designer
2. Minimum acceptable quality level indicating need for replace or retrofit
3. Failure where the product or material is considered completely unserviceable

Failure may occur suddenly as in the case of a lamp, pump or some kind of equipment / devices or it may result after gradual deterioration as like industrial machineries. Maintenance or restoration taking place prior to failure can extend the products life, whereas deferred retrofit or replacement beyond the minimum acceptable quality level can accelerate total failure. We should also understand that in some cases, the initial service quality of the material or assembly may exceed the required quality level based on codes and standards.

For example, the expected life of an automobile has risen steadily over the



Durability characteristics and relationships as a function of service quality and service life.

last decade, and now averages fourteen years. Older automobiles are held for longer periods & have become a greater percentage of all cars in use. Among the factors thought to be responsible for these changes are rising gasoline prices and a weak economy, which have reduced the average number of miles driven per year, and federal regulations governing gas mileage, which have resulted in a reduction in the size of new models and an increase in the attractiveness to many consumers of retaining older cars. In this case, environmental changes have been responsible for much of the reported increase in durability.

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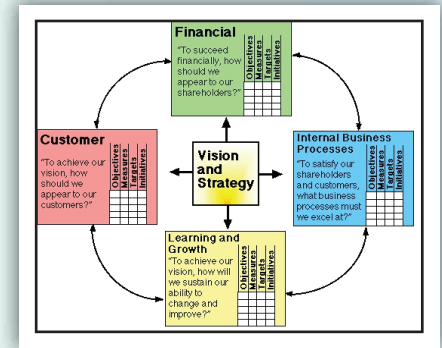
1. TQM (Total Quality Management)	6. SIX SIGMA Process Improvements
2. SQC (Statistical Quality Control)	7. ISO 9001 & 14001 Awareness
3. DOE (Design of Experiments)	8. QMS & EMS Internal Auditor Skills
4. QCC (Quality Control Circles)	9 .ISO/TS 16949 Awareness
5. 5S & Kaizen	10 World Class Manufacturing Practices

What it is? - 5

Balanced Scorecard

This is one of the management tools used to set the target and evaluate the performance for an organization, department or employee. It tracks all the important elements of a company's strategy from continuous improvement and partnerships to team work and global scale. And that allows organizations to excel.

This tool was developed by Robert S. Kaplan and David P. Norton A balanced scorecard helps us to think of our company's mission and strategy from four key perspectives;



1. Customers Perspective - How do customers see us?
 - i. New Products, On-time delivery, Warranty, Cost reduction, etc.,
2. Internal Business Perspective - What internal process must we excel at?
 - i. Technology capability, manufacturing excellence, Design, productivity, etc.,
3. Innovation and Learning Perspective - How can we do continuous improvement and create value?
 - i. Time to market, process time to maturity, time to develop next generation, etc.,
4. Financial Perspective - How do we look to shareholders?
 - i. Cash flow, sales growth, operating income, increase in market share, increase in Return on Equity, etc.

A Balanced scorecard helps the organizations to

1. Balances short and long-term measures
2. Balances performance drivers (leading indicators) with outcome measures (lagging indicators)
3. Should contain just enough data to give a complete picture of organizational performance... and no more!
4. Leads to strategic focus and organizational alignment.

Compiled by
S. Kumar – Jt. Secretary NIQR Chennai
 GM – Operations, Bridgestone India Automotive Products

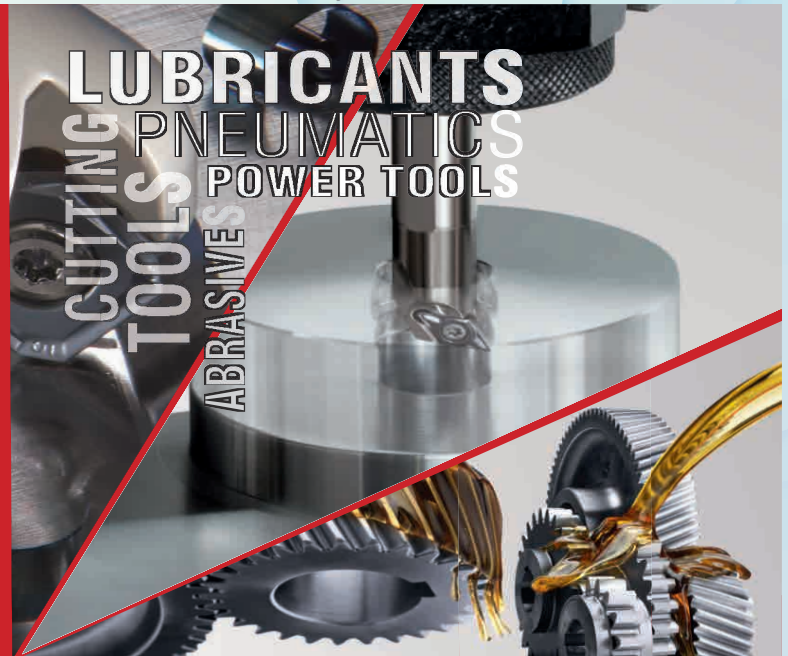
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QCI - D. L. Shah Quality Award

Website: <http://nbqp.qci.org.in/>.

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Quality Council of India is pleased to invite applications for the 10th Cycle of QCI - D. L. Shah Quality Awards.



About the Award

The QCI – D. L. Shah Quality Awards have been instituted with a view to promote awareness that performance improvement through quality initiatives is an important element for gaining a competitive edge. The Award recognises successful projects of an organisation that have resulted in continuous improvement of processes, products and /or services, better / effective operations and increased customers/stake holders' satisfaction.

Eligibility:

This award is open to all type of organisations/sectors (Govt. of India, Public Sector, Private Sector, Finance, Manufacturing, Infrastructure, Healthcare, Education, Logistics, Drugs and Pharmaceuticals, Mining, Food and related products, IT/Software, ITes/BPO, NGOs etc.)

- The organisation should be registered in India
- The organisation has not been convicted by any Court for any irregularities.

Note: An organisation can submit a maximum of three projects.

Award Presentation:

The awards will be presented during the 11th National Quality Conclave of QCI. There are 3 levels of the Award namely:

- Platinum, Gold, Silver

Each level has its own distinct rigors and requirements for quality and performance and has minimum marks to be achieved.

Application Procedure:

Applications can be submitted online latest by **10th March 2016**. Details regarding the award criteria and terms and conditions are available at <http://nbqp.qci.org.in/>.

QCI Membership is open for Individuals and Corporates (Registration for Consultants / Auditors is also open).

For any queries mail us at - ceo.nbqp@qcin.org | priyanka.nbqp@qcin.org



National Institution for Quality and Reliability (NIQR) is a World Class Professional Institution dedicated to promotion of Excellence in Quality with its Head Quarters at Chennai. NIQR came into existence in July 1987 with the amalgamation of National Institution of Quality Assurance and Indian Association of Quality and Reliability.

Vision

Be a World class professional Institution dedicated for promotion of Excellence in Quality

Mission

NIQR will enhance its competencies to provide strategic directions to Quality Movement and be an enabler in transforming Indian industry and Service Organisations to emerge globally competitive and socially responsive.

Objectives

- To promote Quality as a way of life in Indian Industry and Service Organizations
- To propagate knowledge and awareness of quality and reliability throughout our industry and service organizations through education and training
- To help industry achieve production of goods of quality at low costs in order to make Indian industry internationally competitive
- To assist organizations in service sector such as Banks, Transport, Communications, Utilities etc., and academic institutions in enhancing customer satisfaction.

Membership Benefits

- Free Invitations to Lectures and Presentations
- Top quality seminars, conferences and training programs at concessional rates
- Annual Family Get-together
- Training Consultations and organising customized in-house modules for member organisations at special rates
- Free circulation of NIQR Newsletters containing useful articles and case studies
- Members and others with outstanding contribution to Quality and Reliability are awarded “NIQR Fellowship”

National Institution for Quality & Reliability

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Thanks You Sir !



We thank Mr. V R Janardhanam, our Past National President, for his noble gesture in donating 52 books pertaining to Quality related topics to our Library. This demonstrates the attachment Mr.VRJ has for this institution, which he had nurtured and brought to this level of significance. These books will certainly enhance the knowledge about Quality to all our members.



Forthcoming events

NIQR - 15th National Convention
Theme : Skill India for Sustainable Global Quality
Dates : 10th & 11th June 2016

Beyond Customer Expectations | Leadership in Innovation | Operational Excellence
 World Class Value Chain | Performance for Success
 Enhancing Competency | Building Responsive Society

Venue : Hotel Hyatt Regency, Chennai

NIQR Invites Students for Presentation of Paper for
NIQR - T S Krishna Best Student Award

Last date for submission of E- Paper : 26th March 2016

Paper Presentation on 4th April 2016

Award Function on 11th June 2016 at Hotel Hyatt Regency, Chennai

Second National Conference on

"Recent Trends in Automotive Manufacturing in Industries"

Organised by Department of Automobile Engineering,
 Saveetha School of Engineering, Saveetha University
 &

National Institute for Quality and Reliability

Date: 11th April 2016 Last date for Paper Submission: 21st March 2016

National Institution for Quality & Reliability

Chennai Branch Newsletter Jan - Feb 2016

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