

Management Development Programme
on

Determining Cost of Quality

26-28 April, 2010

FSM Campus, New Delhi

Programme Director:

Prof. Vivek Kumar

FORE School of Management

Backdrop

Globalisation is ushering in competition basically on three parameters – Quality, Cost and Timeliness. In some ways all three are related and require investment into the operations. Managements would like to find out the cost-benefit of this additional outlay. Conventionally, investments on the quality front and its direct returns were not quantifiable but methods for evaluating the ROI in a scientific manner are now available to the Industry.

Philip B. Crosby in his book titled ‘Quality is Free’ introduced financial focus to investments in quality improvement. To evaluate the cost of quality, it is necessary that organizations have standard procedures and methods that are acceptable across the board. It is widely accepted that cost of quality (CoQ) in Indian manufacturing industry is typically above 25 percent of turnover while it is substantially higher in case of services sector (in some cases even 40 percent of the turnover).

This two-day programme has been designed to enable Indian business identify the quality costs in their operations, evaluate & quantify the same and then take appropriate measures to reduce them.

Objectives

- Provide an insight into the concept of Quality Cost
- Appreciate importance of controlling Quality Cost
- Develop Quality Cost estimation skills
- Learn various tools used to control Quality Costs

Contents

- Meaning of Quality Cost
- Elements of Quality Costs
- Determination of each element of Quality Cost
- Consolidation of Total Quality Cost
- Control of Quality Costs
- Industry practices and experiences

Methodology

- Case studies
- Interactive exercises
- Experience sharing
- Conceptual presentations

Faculty

Prof. Vivek Kumar, Programme Director: Senior Professor at FORE School of Management is an accomplished trainer in the Operations Management area. He has extensive industrial as well as academic experience spread over 23 years. His consultancy work spans across both public and private sectors like Department of Electronics, Uttaranchal Government, Jindal Group, Surya Roshni Group, Flex Industries, JCB, Maruti Udyog Ltd. etc. to name a few, besides having worked for Shrirams, Tatas and Polar Groups. He specializes in Quality Management, Supply Chain Management and related fields. He teaches Operations and Quality Management subjects at FORE School of Management. Earlier, he was also associated with FMS, IIT Roorkee, IMT etc.

Besides the Programme Director, FORE faculty and industry experts with rich experience in the field will be invited to share their wealth of knowledge.

Who May Attend

Entrepreneurs, Senior and Middle level Executives from manufacturing as well as service sectors. It is recommended that executives from cross-functional areas (including Accounts) jointly attend the programme.

Administrative Details

Dates & Venue

April 26-28, 2010

FORE School of Management
B-18, Qutab Institutional Area
New Delhi 110016

Fee:

Non-residential - Rs. 13,000 per participant (plus Service Tax @ 10.3%) covering professional fee, programme kit and lunch.

Discounts:

- Early bird discount of Rs. 1300 per participant for nominations received on or before **April 19, 2010**.
- One complimentary nomination on non-residential basis for every group of three nominations from the same organization (3 + 1).

Privileges:

- Training portfolio comprising of comprehensive reading material.
- Certificate of participation
- Complimentary copy of group photograph
- Membership of FORE School of Management Alumni Association

Nomination (s) in the enclosed proforma accompanied by a local cheque/bank draft for the programme fee payable to "FORE School of Management, New Delhi" should be sent to The MDP Office, FORE School of Management, B-18, Qutab Institutional Area, New Delhi 110016. The last date for the receipt of the nomination(s) is **April 21, 2010**. In case of subsequent withdrawal or cancellation of nomination(s) no refund of fee will be allowed. However, substitute(s) may be permitted with prior intimation.

For any additional information, please contact:

Mr. Dilip Gopalkrishnan

or

Ms. Laxmi Joshi

FORE School of Management

B-18, Qutab Institutional Area, New Delhi 110016

Phone (011) 2685 6301 (Direct), 4124 2424 (Extn.498)

Fax: (011) 2652 0509, 2696 4229; E-mail: mdp@fsm.ac.in, Website: www.fsm.ac.in

FORE School of Management
Management Development Programme on
Determining Cost of Quality
April 26-28, 2010

Nomination Form

Name:

Designation:

Organization:

Office Address:

Phone (O):

Residence:

Email:

Fax:

Your expectations from the programme:

Residential / Non Residential

Payment Details: (Please tick appropriate and fill)

Payment enclosed (Local cheque/DD No: _____ Date: _____
Amount: _____)

Payment is under process and will reach you before the programme

Signature of Sponsor

(Please return the completed form by post, or fax (2652 0509/2696 4229) or email:
mdp@fsm.ac.in, to:

MDP Office
FORE School of Management
B-18, Qutab Institutional Area
New Delhi 110 016

Note: In case you wish to nominate more than one participant, please feel free to make duplicate copies of this form.