

## from the CEO's desk



I am delighted to launch the first issue of our newsletter. This is yet another landmark in the series of events that have taken place in our 'journey so far'. A lot has been achieved in a relatively short period time – yet a lot remains to be done.

Through the medium of this publication, we hope to keep our readers abreast of all the developments that are taking place in this School of Excellence. The schedule is hectic with never a dull moment.

The most heartening feature of our endeavour has been the feedback that we have received from industries and students. They provide the adrenaline to our team.

I appeal to all readers to keep in touch with us and share their success stories. Good luck and God bless!

*Manish Trehan*

## from the Editor's desk



A point of view...

Success in the corporate world, depends largely on two factors: analytical ability and communication skills. How to acquire these two qualities? We, in this School, make a concerted effort to impart these skills to our learners. Our course content and assignments are structured to develop analytical ability. Our contact sessions provide an opportunity to develop communication skills; not only listening ability but also the sharing of views.

This newsletter provides an excellent opportunity to all our readers to share news, views and reviews. The views of a large section of people must be heard. If we like them, we accept them; even if we do not agree, we must tolerate them. The ability to navigate successfully through the haze of uncertainty caused by a host of views is what "separates the men from the boys".

No wonder – we are a School with a difference!

*Brig. (Retd.) Surinder Singh*  
Prog. Leader - B.Tech IE & M (Spl. in TQM)

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## editorial team

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*Suparna Sinha - Associate Editor*  
*Bhushali Sachar - Sub Editor*  
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## Launch of our B.Tech. programme in Delhi NCR



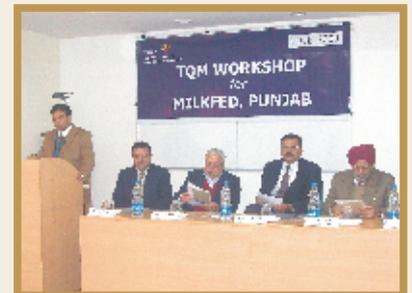
PTU's Gian Jyoti School of TQM & Entrepreneurship (PGSTE), Mohali and Maruti Center of Excellence (MACE), Gurgaon have joined hands to launch India's first B. Tech.-Industrial Engg. & Management (Spl. in TQM) programme in Delhi National Capital Region (NCR).

The first batch commenced in Gurgaon in July 2009. The batch comprises 58 learners, with average work experience of 14 yrs, from 38 companies including Maruti Suzuki, and its vendors such as Krishna Maruti, Jay Bharat Maruti, Sona Koyo Steering, Jay Ushin, Minda Lighting, Bosche, as well as from other leading organizations like Hero Honda, Honda Scooters & Motorcycles, Escorts, Mahindra, Indian Airforce, and others.

Dr. Krishan Kumar, Director MACE, delivered the inaugural address during the Orientation Programme. He hoped that the partnership with PGSTE will facilitate innovation of managerial practices and promote excellence in organisational performance.

## TQM workshop for Milkfed

Our School commenced the third 10-day TQM workshop (spread over 4-5 months) on TQM concepts and QC Tools for 26 participants from Milkfed on 23rd June, 2009. In the first two workshops, which were conducted between December, 2008 to April, 2009, there were ten cross-disciplinary teams of 52 senior officers from ten plants of Milkfed. During the inaugural function of the 3rd TQM workshop, Mr. V. K. Singh, IAS, Managing Director, noted with satisfaction the progress made by the teams of the first two workshops.



The programme consists of formal training on TQM principles and practices by way of contact sessions and projects to be completed in the respective plants. The 3rd workshop will conclude by the end of November, 2009.

The projects taken up by the participating teams in the three workshops relate to productivity enhancement, milk quality improvement, waste management, capacity enhancement, operation time reduction, inventory control, water conservation, and saving of electrical & thermal energy. These projects will result in a cumulative annual saving of Rs. 3 crores to Milkfed. In addition, the employees are well equipped to solve day-to-day problems and achieve continuous improvement in their place of work.

## Orientation Programme for 8th batch of B.Tech.



An Orientation Programme was held on 19th July, 2009 for the 8th Batch of B. Tech.- Industrial Engineering & Management (Specialisation in TQM) at the School's Mohali campus.

110 working diploma holders from over 60 different organizations in the North-West region, with experience ranging from 2 to 22 years, have enrolled in the 8th Batch at Mohali. Mr. T K Magazine, Director TRAAM Services Pvt. Ltd., Chandigarh was the Chief Guest.

The success of this programme can be gauged from the fact that 1012 students from 355 organisations have enrolled in the first 8 batches of this programme from various industries and functional areas.

## QT&T Singapore joins hands with School

The School in association with QT&T Consulting (Asia) Private Ltd., Singapore launched its first Lean Six Sigma Black Belt certification programme, with 35 participants from various corporate.

The participants acted enthusiastically and had a free wheeling discussion on various aspects of Lean Six Sigma. The participants short listed 13 Lean Six Sigma Projects from their organizations, which will be completed by them during the 4 months of training.



## Mohali company shines in Qimpro Convention 2009



For the past two decades Qimpro Convention has been a recognition platform for excellence in team performance. The two parallel competitions under the Qimpro Convention banner are: QualTech Prize for process improvement and BestPrax Compass for innovative practices. Godrej & Boyce Manufacturing Co. Ltd., who were the winners of the North-West QualTech Awards 2008, held at PGSTE Mohali, got automatic entry into the finals of QualTech Prize for manufacturing sector. The Six Sigma team's efforts resulted in a saving of Rs. 30.6 lakh p.a. and a throughput improvement of 25%. In this contest, held on 17-18 September, 2009, they came very close to winning the QualTech Prize. Our compliments to them! Mr. Manish Trehan, who was in the Panel of Judges, handed over the Certificate of Merit to the team leader, Mr. Hitesh Kakkar, GM-Q.A., Godrej & Boyce, at the Qimpro convention.

## Corporate speak

B.Tech Industrial Engg. & Management (Spl. in TQM) is a unique programme aimed at improving the knowledge and technical skills of working diploma holders in the concerned disciplines. The course also focuses on up gradation of various other skills like communication ability, personality development, problem solving and conflict resolution. What is really satisfying to note is that the course has led to an attitudinal change wherein the learners have developed a positive outlook towards their work and career.

Kamlesh Bhatt-Vice President (Operations)  
Secure Meters Limited

## Dil Se....

*Nitin Dev, our B.Tech. student of 2nd Semester writes ...*

Hi!

First of all I would like to thank the Marketing team for encouraging me to do B.Tech in Industrial Engg. & Management (specialization in TQM). I have just entered the second semester and by now I am feeling the essence of the course.

Recently, I gave interview in Philips Electronics, Mohali and cleared the interview at one go. They were really impressed with my awareness of TQM quality principles. I have been selected as an Officer (Lamp Filament Production).

I have joined the new company on 1st October, 2009. My heart felt thanks to the entire team of School (PGSTE) for their cooperation and full credit of my career boosting goes to you.

## Student Success Story

*Hardev Singh, student of our 1st B.Tech. batch, who graduated in July, 2009, writes:*

I dedicate my success to PGSTE who are offering first ever hybrid course which is having brain of old experienced managers and the strength of strong shoulders of young managers of the Indian industry. It is providing us a platform to discuss various work related issues with the eminent faculty of the School, comprising of top-notch industry professionals and academicians, who are familiar with best industrial practices.

This course is also meant for self development and encourages the learners to develop their overall personality. This course has transformed my life by enhancing my level of thinking and making me a quality conscious person.

It has boosted my career tremendously. At the time of joining this course, I was working as a Dy. Manager Mechanical in a cement grinding unit and now I am working as Dy. General Manager (Projects) in a 3 million tonne full fledged cement plant.

In my current profile, I along with my team (comprising 20 managers and engineers), have achieved a lot of milestones during execution of our Rs. 700 crore green field project. We have brought down the monthly manpower supply bills from Rs. 18.00 lacs to Rs. 2.00 lacs by eliminating wastes, without affecting the work progress.



## Miscellany

### **\*Mind your words\***

**Infosys, Bangalore:** An employee applied for leave as follows:

**"Since I have to go to my village to sell my land along with my wife, please sanction me one-week leave."**

**From H.A.L. Administration Dept:**

**"As my mother-in-law has expired and I am only one responsible for it, please grant me 10 days leave..."**

**Another employee applied for half day leave as follows:**

**"Since I've to go to the cremation ground at 10 o'clock and I may not return, please grant me half day casual leave"**

**A leave letter to the headmaster:**

**"As I am studying in this school I am suffering from headache. I request you to leave me today"**

**Covering note:**

**"Dear Sir: with reference to the above, please refer to my below..."**

**Letter writing:**

**"I am well here and hope you are also in the same well."**

**A candidate's job application:**

**"This has reference to your advertisement calling for a ' Typist and an Accountant - Male or Female'... As I am both (!!) for the past several years and I can handle both with good experience , I am applying for the post "**

## Forthcoming events

### North-West QualTech Awards, 2009

North-West QualTech (NWQT) Awards have been instituted by the School for recognising organisations and their project teams that have achieved extraordinary results in their Quality improvement journey. Instituted in 2004, these awards have acquired a lot of prestige in the North-West region. More than 150 teams from leading organisations of the region have participated in the last five conventions. Winners are selected by an eminent Jury comprising of business leaders, after a rigorous process of evaluation.

We are extremely privileged to have Maruti Center of Excellence (MACE), Gurgaon as our strategic partners for NWQT awards, this year. Maruti Suzuki and MACE have been in the forefront of the Quality movement in India.

This year, we have added a new dimension to the competition by instituting Educomp Quality Innovator Award for service sector companies.

Entry deadline	:	Dec 26, 2009
NWQT convention & Awards Ceremony	:	Feb 26, 2010
For more details, visit	:	<a href="http://tqmbizschool.org/progs-nwqt.html">http://tqmbizschool.org/progs-nwqt.html</a>

## Premier Quality Awards of North-West Region *Winners 2008*

### Vardhman Quality Navigator Award Large Business



Godrej & Boyce Mfg. Co., Mohali

### Trident Quality Pioneer Award Medium Business



DCM Engineering Products, Ropar

### Winsome Quality Pathfinder Award Small Business



Hycron Electronics, Baddi

### Certified Six Sigma Black Belt

The Second batch of the Six Sigma Black Belt certification programme, in association with QT & T Consulting (Asia) Private Ltd., will commence in February, 2010. The programme has been very well appreciated by all the 35 participants.

9-day programme aims at providing thorough knowledge of Six Sigma philosophies and principles, including supporting systems and tools. DMAIC model of problem solving in accordance with Six Sigma principles will be covered in 4 sessions of 2 days each over a period of 4 months. During the programme participants will be given an extensive training on the use of six sigma tools using Minitab. Each participant will be required to complete 1 six sigma black belt project and clear the open book examination on the last day.

Entry deadline	:	December 30, 2009
For more details, visit	:	<a href="http://tqmbizschool.org/progs-short-blacksigma.html">http://tqmbizschool.org/progs-short-blacksigma.html</a>