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From the CEO's desk...



Welcome to the 3rd issue of Pragati. I hope you enjoyed the first two issues of this Newsletter. Thank you for your enthusiastic response. Through the medium of Pragati we remain in touch with you and keep you updated on various activities of the School.

Our B.Tech. programme has been totally revamped and the new Batch commenced on 18th July 2010. Another milestone was the presentation of a paper by me at the Canadian Quality Congress at University of Toronto, Canada where I had the opportunity to meet international experts on Quality including the Quality Gurus, Mr. Masaaki Imai and Dr. Jim Harrington. It was a marvellous experience indeed.

The School will be hosting the 2nd Convocation on 20th November, 2010 and the North-West QualTech Convention 2010 in February, 2011.

We look forward to receiving your suggestions for making 'Pragati' more interesting and informative.

Happy Diwali and best wishes for a great New Year.

Manish Trehan

From the Editor's desk...

This issue of Pragati comes from a heart full of joy - both on account of the all round progress made by our School and on account of Diwali. Our B.Tech. has become more prestigious, our Consultancy has spread its wings and our NWQT awards have grown in stature.



Pragati will henceforth have a 'Theme Article' on a topic of current interest. For this issue, the theme was 'Improving competitiveness through lean management.' We received 6 entries from our Faculty members and are grateful to each one of them for their contribution. The selected entry has been written by Mr. Prasanth R. (Junior Faculty) and is being published in this issue.

Your suggestions on themes for subsequent issues and contributions to Pragati will be welcome.

We thank all our readers for their enthusiastic response and wish them happiness and success in all their forthcoming ventures. Happy Diwali and Happy New Year.

Brig. (Retd.) Surinder Singh
Dean Academics



B.Tech. programme relaunched in new Avataar



Orientation Programme was held on 18th July 2010 for the new Batch of the revamped part-time B.Tech.- Industrial Engg. & Management (Spl. in TQM) at the School's Mohali campus. Mr. AK Goel, Plant Director, Philips Electronics India Ltd., Mohali was the Chief Guest of the programme. 71 working Diploma holders, from 48 different organisations with experience ranging from 2 to 20 years, have enrolled in this batch.

As per new university regulations, the B.Tech.-Industrial Engg. & Management programme has been converted into a regular, 8 semester programme, delivered in part-time mode, with weekend classes. The course content of this application focused programme has been expanded and laboratory/seminar courses added, the programme structure and delivery continue to suit the convenience of working Diploma holders.

CEO presents paper at International Quality Congress at University of Toronto, Canada

Mr. Manish Trehan, CEO of the School, presented a paper titled "TQM Journey of a Government-run Milk Producing Cooperative in India" at the 2nd Canadian Quality Congress held from 23rd-25th August at University of Toronto, Canada.



The paper focused on the adoption of TQM techniques by MilkFed, Punjab. It demonstrated how TQM principles can be used to create an organisation-wide environment of continuous improvement in a cooperative sector organisation, steeped in tradition and facing numerous challenges. It is noteworthy that Milkfed has saved over Rs. 4 crore per annum by implementing 14 improvement project during the first phase of its TQM journey.

The paper highlighted that the project-by-project approach, used in conjunction with the basic 7 QC tools, is an excellent approach for building a culture of continuous improvement, which is universally applicable across all sectors. It has many important lessons for organisations which are starting their quality improvement journey.

PGSTE appointed Lean Manufacturing Consultant for MSMEs of Mohali & Baddi



To achieve sustainable rates of growth and enhance their competitiveness, SMEs in the northern region are gearing up to apply various lean manufacturing techniques under a scheme initiated by the Union Ministry of Micro, Small and Medium Enterprises (MSME). The techniques focus on reducing seven types of waste, including over-production, inventory, transportation, over-processing and defects.

SMEs that manufacture bathroom fittings and accessories in Mohali have come together to form a mini "cluster", under the lean manufacturing competitiveness scheme introduced by the Union Ministry of MSME. A similar cluster has been formed at Baddi (Himachal Pradesh) by SMEs that manufacture engineering goods.

The consultancy division of PGSTE has been appointed lean manufacturing consultant for the Mohali and Baddi clusters. The programme was kick-started on 7th August 2010 for the Mohali cluster by Mr. Vijay Kapoor (Principal Consultant) and Mr. Naresh K. Chawla (General Manager, Consultancy Services) of PGSTE.



Certified Six Sigma Green Belt programmes for corporates

The School has undertaken Six Sigma Green Belt programmes for the following companies:

a) Godrej & Boyce, Mohali

Showing its tireless fervour towards continual improvement, Godrej and Boyce Manufacturing Company Limited, Mohali kicked off a Six Sigma Green Belt certification programme for the junior and middle managers, which is being conducted by PGSTE. The programme was inaugurated by Sh. Anil Rijhwani, General Manager, Godrej & Boyce, Mohali on 20th August 2010. Total of 23 participants are undergoing this training. USP of the programme is that, apart from the routine Six Sigma's statistical & managerial skills, participants are being trained in Minitab-15 to provide an additional fillip to their data analysis capabilities.

b) Nectar Lifesciences Ltd., Derabassi

The only mantra to combat competition is to learn new skills. Nectar Lifesciences Ltd. is also following this doctrine and engaged PGSTE for conducting Green Belt certification programme starting from 14th July 2010. A total of 25 participants from the middle and senior management are undergoing this training. The programme is specifically tailor made to suit the requirement of an Active Pharma Ingredients/Intermediate manufacturer.

c) Guru Nanak Auto Enterprises (GNA), Jalandhar

Auto component manufacturers are reeling under the pressure of rising input costs and the survival kit is to reduce the defects, variations and the buffers in the manufacturing processes. Management of GNA approached PGSTE to train 30 of their employees in six sigma methodology. The objective of the management was to develop a culture of data driven problem solving. The programme, which started in September 2009, was inaugurated by their MD, Mr. Jagdish Singh. Two teams have already completed the projects. The annual savings from these projects are Rs. 54 lac and Rs. 11 lac respectively. Other two projects are expected to be completed by October 2010.

Six Sigma Black Belt: 2nd Batch nears completion



Second batch of Six Sigma Black Belt commenced on 21st May 2010 at the institute's Mohali campus. 19 executives from 13 different organisations including Federal Mogul Goetze (I) Ltd., Gates India, GNA Enterprises, Titan and IDS Infotech participated in the programme.

The programme is being anchored by PGSTE's own Six Sigma Black Belt professionals, Mr. Vinod Bhardwaj and Mr. Naresh K Chawla. The final project presentations and the certification examination was held on 23rd October 2010. The estimated savings from the nine projects, being undertaken by the participants in their respective organisations, are expected to be more than Rs. 4 crore.



Dil se...

I, Jawaharlal Nehru, am working with Vardhman Yarns And Threads Ltd. at Baddi. I am a Diploma Holder in Textile Technology. I joined PTU's Gian Jyoti School of TQM & Entrepreneurship in July, 2009 and since then my professional career has risen to new pinnacles of glory.



Recently, we were in the process of getting TS 16949 certification for our company. The knowledge I have gained through Statistics and other Quality Improvement tools under this B.Tech. course has helped me in documentation and training of my colleagues for the TS certification. We could get through the certification through BSI in a record time which was greatly appreciated by the management.

Also, I got promoted to Chief Manager from Senior Manager last year and might get another promotion this year. Thanks to this innovative B.Tech. course by PGSTE, specially designed for working professionals. I thank all the esteemed faculty members of PGSTE for guiding me in the right direction; they are my role models and guides.

NWQT finalists on a winning spree at Qimpro Convention, 2010

Three teams from the North, who were the finalists at the North-West QualTech Awards 2009 (held in March, 2010 at PGSTE) won the prestigious national QualTech Prize 2010 in the 22nd Qimpro Convention held at Mumbai on 23rd - 24th September, 2010.

Godrej & Boyce-Mohali, Secure Meters-Barotiwala and Moser Baer-Noida were judged winners in the "Improvement Category" for Manufacturing. A total of 15 teams from various organisations made it to the finals of the competition. The winning teams competed against prestigious organisations like Apollo Tyres, Godrej and Boyce (Satara), Hindalco Industries (Copper Division), Hindustan Zinc, Larsen & Turbo, Piramal HealthCare, Reliance Industries, Reliance Infrastructure, Sterlite Industries etc.

This is a fantastic achievement for the teams from the North-West and will give a tremendous boost to the TQM movement in this region.



Secure Meters, Barotiwala



Godrej & Boyce, Mohali



Moser Baer, Noida



Fine show by PGSTE learner



Ashutosh Shukla is enrolled in the 5th semester of our B.Tech.-Industrial Engg. & Management (Spl. in TQM) programme. He is working with Winsome Knitwear, Mohali. He has gained remarkable achievement in his company this year.

Here is an extract from the email by Dr. Ashok Seth, President of Winsome Knitwear, Mohali, to all the employees.....

Dear All,

All of you are aware of the goal that we have set for ourselves to achieve Rs. 35 crore turnover for the year 2010-2011. One important aspect which was missing in the system was a person who would oversee / visualize / streamline the key areas starting from planning, sourcing and manufacturing (knitting to packing) through-and-through for cohesive and planned activity to achieve the above goal.

Mr. Ashutosh Shukla, a capable and dedicated person, fits the position aptly.

It is indeed a pleasure to announce to you all, that from 1st April 2010, Ashutosh had been reassigned in the role of GM (Operation) to fulfill the above objective.

Ashutosh, best wishes to you for your new career in Winsome Knitwear and in Winsome Group.

Theme Article

Improving competitiveness through lean management

The core philosophy behind lean management is that it enables the production and delivery of the right amount of high quality products and services at the right time, the first time, while minimizing waste and being open to change.

There are seven potential wastes: over-production, inventory, extra processing steps, motion, defects, waiting and transportation. Employees involved in the field of lean management need to examine processes and look for areas of wastages.

An important part of lean management is developing a set of metrics for employees to document. Metrics are used in business to identify trends and record progress towards the ultimate goal of eliminating waste. This form of management allows company executives to have a clear picture of what is working correctly for the company and what areas are in need of change.

The companies implementing lean philosophy find greater awareness with regard to waste. Efficiency becomes a top priority, thereby attaining the ability and performance in the firm to sell and supply goods and services in the competitive market and helps to maximize corporate profit.





Forthcoming programmes

a) **North-West QualTech Awards 2010 (NWQT)**

For the past six years, North-West QualTech (NWQT) Convention has been a platform for recognition of team excellence in quality. NWQT Awards are a tribute to the efforts of the middle management in an organisation's pursuit for excellence. The awards, instituted by PTU's Gian Jyoti School of TQM & Entrepreneurship in 2004, are presented after a rigorous process of evaluation to improvement teams that are recognized as best-in-class.

PGSTE has been at the forefront of the Quality Movement in North-West India. The School has initiated several initiatives to promote TQM culture in the region. NWQT awards are one such initiative. These awards have acquired a lot of prestige in the North-West region. More than 200 teams from leading organisations have participated in last six conventions.

The forthcoming NWQT convention will be a two-day event, which will be held on 24th & 25th February, 2011. On Day 1 of the event, manufacturing organisations in small and medium business category will compete, while on Day 2, manufacturing organisations in large business category and service organisations will make their project presentations. The winners will be announced at the end of second day and presented the NWQT Awards at an Award ceremony in the evening.

Competition is open to both Manufacturing and Service sectors.

Entry deadline	:	16 th December 2010
NWQT Convention & Awards ceremony	:	24 th - 25 th February 2011

b) **2nd Convocation**

The second Convocation of PGSTE is scheduled in the end of November this year. In this ceremony, B.Tech. degrees will be awarded to the students of 2nd, 3rd and 4th batches while Advanced Diploma will be awarded to 4th, 5th and 6th batches.

Shri Pawan Kumar Bansal (Union Cabinet Minister, Parliamentary Affairs) will be presiding over the Convocation as the Chief Guest and Dr. Rajneesh Arora (Vice Chancellor, Punjab Technical University) will be the Guest of Honour.

c) **Enrolments open for B.Tech. (part-time) Programme: Jan, 2011 Batch**

India's first B.Tech. programme specializing in TQM for working professionals has now been made richer and converted into a regular 8-semester B.Tech. Programme, delivered in part-time, weekend mode. Wholesome combination of Industrial Engineering, Management and TQM in its curriculum multiplies its utility. The programme has been very well received by the 1096 learners enrolled so far and their employers.

Admissions are open for the batch beginning in Jan 2011. The application form is available on our website www.tqmbizschool.org

Deadline for submission of application form : 30th December 2010

For more information on all programmes mentioned above please visit www.tqmbizschool.org

or

Contact Harmanjeet Singh (Assistant Manager-Marketing) at +91-95920 92704, 0172-2236187.

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