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## From the CEO's desk...



It is with great pleasure and enthusiasm that I address you at the start of the New Year.

As the 21st century accelerates, paradigm shifts are taking place swiftly on all fronts — economic, societal and industrial.

In May 2011, this Punjab Technical University's first School of Excellence, completed its journey of 7 years. Raising PGSTE from scratch to a pioneer in application-focused education has been a very fulfilling experience. We have successfully launched several innovative programmes, the latest being the Executive MBA programme for working graduates, which was launched in July 2011. The services of our Training & Consultancy division in the areas of operational excellence and business transformation, which are highly valued by industry, have expanded considerably.

You will get to read more about the School's activities in the year 2011 in this 4th issue of Pragati. Hope to continue receiving your support and suggestions for Pragati.

I wish all the readers an year full of vigour, good health and prosperity. Remember friends: to succeed, always have very strong internal motivation, what I call the "fire inside ignited". God bless!

Manish Trehan  
 CEO

## From the Editor's desk...

The year gone by saw many changes in the School – the launch of Executive MBA being the biggest of them all. Consultancy wing has progressed by leaps and bounds while the part-time B. Tech programme is introducing a new semester every six months. The first batch under the part-time programme will now be entering the fourth semester achieving very good academic results in the first three.



Industrial slow down in the Northern region has put tremendous pressure on engineers and managers who must increase productivity of all resources. The knowledge and skills acquired in the institute will come in handy in such crucial times.

Pragati wishes all its readers a very happy new year and hope that all our learners come out with flying colours.

Brig. (Retd.) Surinder Singh  
 Dean Academics



## 205 Diploma holders received B.Tech Degrees at the 3rd Convocation



November 19th, 2011 was a day of fond memories and achievements for the students who received their well-earned degrees and diplomas with much excitement at the 3rd Convocation of PGSTE. 205 students graduating in B.Tech.-Industrial Engineering and Management (specialisation in TQM), received their degrees.

The annual report, highlighting the Institute's multi-faceted achievements, was presented by the CEO, Mr. Manish Trehan. He reported that the graduating B.Tech. students, who had joined the programme as working Diploma Holders, undertook 54 projects in the final semester, in their own organisations, which resulted in average financial saving of Rs. 58 lacs per project per annum.

In his convocation address, the Chief Guest, Prof. Manoj Datta, PEC University of Technology, Chandigarh, reminded the graduating engineers about the huge challenges before Indian industry and hoped that they would make the nation proud by their achievements. He lauded the efforts of the students who successfully balanced pressure of home and work to complete their B.Tech degree.

Registrar of Punjab Technical University, Dr. H S Bains, conferred the degrees and called upon the graduating students to utilize the knowledge gained from this unique application-focused programme for betterment of one and all in our society.

Mr. J S Bedi, Member of the School's Governing Council, in his concluding remarks observed that the School's students, who form the TQM brigade, have made a valuable contribution towards uplifting quality in industries of this region.

## Executive MBA launch by PGSTE

Yet another milestone of PGSTE is the launch of the Executive MBA programme, in partnership with Punjab Technical University, from July 2011 session. This 2-year, four semester Executive MBA is designed exclusively for working graduates with 2-year experience. The programme was launched on 28th April 2011 at the PHD Chamber of Commerce by Mr. Suresh Kumar, IAS, Principal Secretary, Technical Education Punjab and Dr. Buta Singh, Dean Academics, PTU. Mr. Keshav Sachdev, Former Managing Director, DCM Engineering delivered a talk on "Developing Competitive Advantage" during the launch programme. Unique features of this programme are:

- World-class curriculum adapted for application in India
- Focus on "doing"
- Flexible learning (Weekend classes)
- Emphasis on personality development, teamwork and soft skills
- Stress on inculcating ethics and value
- Excellent opportunity for networking with peers



Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.



- William A. Foster



## Orientation Day – New Vistas, New Horizons



An Orientation programme was held on 24th July 2011. It marked the beginning of a new session at PGSTE. The function was held to welcome and introduce the new students to the institute and the part-time B.Tech programme. The CEO, Mr. Manish Trehan, took his moment of pride in introducing all to the vistas and annals of the PGSTEian family. Speaking on the occasion, the Chief Guest, Mr. Vikram Hans, Founder and Managing Director of Multi Overseas (I) Pvt Ltd. encouraged and motivated the students to achieve the most from this uniquely designed application focused programme designed by industrial experts. Also present was Mr. Rajesh Jain as the Guest of honour who is Vice President of Syngenta India Ltd.

Dean Academics of the School, Brig. (Retd.) Surinder Singh, in his welcome address vocalized that "There are many Everests in the life of man. It is not the mountain we conquer, but ourselves". The day provided an excellent platform of interaction between faculty and the new students. The senior students shared their experience with the new joinees.

## 1st Batch of Executive MBA commences at PGSTE

An Orientation Programme was organised on 7th August 2011 for the 1st Batch of Punjab Technical University's Executive MBA programme for working graduates. Working professionals from more than 30 reputed organisations in the North-west region, with experience ranging from 2 to 33 years, have enrolled in the 1st Batch of this globally relevant but India-specific programme.



The immediate past President of CII-Northern Region, Mr. R M Khanna, delivered the keynote address on "Preparing Managers for India of Tomorrow". Complimenting the School for starting an MBA programme for working graduates, he expressed his happiness at the good response that the programme had received from industry, and hoped that the programme will fulfill the career aspirations of the participating executives.

With global competitiveness becoming increasingly critical for Indian industry and business, there could be no better timing for the launch of this programme, said Mr. P K Verma, Director-HR, Alchemist Group. He shared his thoughts on industry's expectations from managers in today's globally competitive world. The School, with its strong linkages with industry, was ideally suited to launch this unique programme of PTU, he added.

CEO of the School, Mr. Manish Trehan, welcomed the participants who have enrolled in the School's 1st Batch of Executive MBA. The course will cause no dislocation of career, family life or income for the students. Assuring them of a journey of transformation through this innovative programme, developed by the best of practicing managers and experts, he called upon them to be the change they wish to see in the world.



Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organisation, not part of the fabric.



- Philip Crosby



## Applause for PGSTE Faculty members

- a) Our faculty member, Dr. Amandeep K Sandhu, was awarded doctorate of management from Panjab University in August 2011. Amandeep's study examined the strategies of the automobile companies for environment impact mitigation of process and product, measuring the extent of integration of environmental concerns through the Value Chain. Moreover, the research also aimed to understand customers' perceptions about environmental impact of cars and various issues that impact mobility; highlighting the attitudes and resultant behaviours concerning the selection, purchase, maintenance, servicing and handling of cars.



- b) Our faculty member, Naresh Chawla, was selected by National Productivity Council, India for a Training Course on Development of Productivity Practitioners (Advance Programme) at Kuala Lumpur, Malaysia. Objective of the Programme was to develop Productivity Specialists in member countries for improving business competitiveness. It was a three weeks Programme with major emphasis on role of innovation and entrepreneurship and application of TQM, Six Sigma, Advanced Productivity Measurement (through BSC), Knowledge Management and Modern Manufacturing Practice (based on Lean Manufacturing) for improving productivity and business competitiveness. During the Programme he visited Samsung SDI (M) Sdn Bhd (CRT TV

manufacturing unit) and Proton Holdings (Passenger Car Manufacturer) and interacted with their top management about their innovation road map and plans for employee education. It was a certified course and he was adjudged the best participant. The Programme was attended by participants from 15 different countries and was organised by Asian Productivity Organisation, Japan.

## PGSTE appointed Lean Manufacturing Consultant for second cluster at Mohali



The consultancy division of PGSTE is registered as Lean Manufacturing Consultant (LMC) under a cluster-development scheme initiated by the Union Ministry of Micro, Small and Medium Enterprises (MSME) for enhancing competitiveness of Small & Medium Enterprises. The activities of 1st cluster comprising nine units engaged in bathroom fittings and accessories are nearing completion. A 2nd Cluster, comprising 12 units engaged in manufacturing tractor components and railway parts, started in June 2011. The Diagnostic Study Report (DSR) of the project was approved in September 2011 and the second phase of the project has been successfully completed.

Apart from this, PGSTE has also implemented 5S and basics of Lean Manufacturing in six units in Panchkula under TERI-SIDBI MPC cluster project.

The consultancy division is also working closely with a number of industries of the region to improve their operational efficiency. Prominent among these is a flash light manufacturer, a bus body manufacturer and a PU foam manufacturer.



'Quality' means those features of products which meet customer needs and thereby provide customer satisfaction.

- Juran





## Certification programmes

There has been a strong focus on imparting training in Six Sigma and Lean, which are organisation-wide approaches for achieving breakthrough improvements leading to significant bottom line results.

### a) Six Sigma Black Belt

The third batch of Certified Six Sigma Black Belt commenced in Feb., 2011 and concluded in August, 2011. It was anchored by our own Six Sigma Black Belt faculty. 19 executives from 13 organisations, both from manufacturing and service industries, participated in the programme.

Estimated savings from the seven improvement projects, undertaken by the participants in their respective organisations, exceed Rs. 4.4 crore per annum. The 4th batch of Certified Six Sigma Black Belt has commenced in November, 2011.

### b) Certified Lean Professional

A lean professional certification programme was started in March 2011. A total of 19 participants enrolled for this course. The final project presentations and the certification examination were held in July 2011.



## Corporate Training Programmes

### a) Management Development Programme

A second batch of Management Development Programme (MDP) was started for KDDL (formerly Kamla Dials & Devices Ltd.) in April 2011. Apart from the modules on quality management, lean manufacturing, industrial engineering and behavioural skills, this time, modules on finance and marketing were also included in the curriculum. During the course of this MDP, the participants undertook improvement projects for improving productivity and strengthening the systems of their respective units.

### b) Other Training Programmes

Various training programmes were conducted for corporates at their premises in 2011. These include:

- 6-day Six Sigma Green Belt Programme for Trident Group of Industries, Barnala.
- Programmes on Product Reliability, DFMEA, and Supply Chain Management for ITL, Hoshiarpur.
- Programme on Quality Management for NFL, Panipat.
- Programme on Root Cause Analysis for Vardhman Special Steels, Ludhiana
- Programme on 5S, Manufacturing Wastes and Kaizen for Faiveley Transport India Ltd., Baddi
- Sandwich TQM programme based on Juran's 'project-by-project' approach, at Deepak Spinners Ltd., Baddi
- Programme for Improving Employee Participation to initiate a culture of continuous improvement at Winsome Knitwear, Mohali



Quality is a company-wide process – it must touch everyone, with no exceptions.

- Feigenbaum





## Dil se...

I, Dilip Kumar Rout, was a student of PGSTE, and completed my B.Tech.-Industrial Engg. & Mgmt. in December 2011. The School has changed my vision on Quality. I have retired from Indian Air Force as a Junior Warrant Officer (Flight Engineer) on 31st Mar 2010. The School's B.Tech programme helped me to establish myself in a position of Top management in Aviation Industry. I had joined as an ISO Auditor and Quality consultant in Global Quality Group, in April 2010, based on the School's Certificate in Quality Management, on completion of First year of the B.Tech. Programme. While doing QMS audits, application of the B.Tech. course material helped me a lot.



The Advanced Diploma Certificate, issued on completion of 2nd year of the B.Tech. Programme has helped me to be elected as an Associate Member of QCI (Quality Council of India). I have now joined Spirit Air Pvt. Ltd. Bangalore as an Assistant Manager (Maintenance and Quality). The personality development programme of this institution through interactive classes and exercises in project presentation classes has helped me to face interview board with self-confidence. I have started practicing 5S and few lean philosophies in my organisation to cut down company expenses. As a result, I have been nominated as the Continuing Air worthiness Manager (CAM) of my organisation w.e.f Feb. 2011. The credit goes to my School, PGSTE, and I wish my School achieves great success in imparting quality education.

## Laugh a while...

How to recruit the right person for the job?

Put about 100 bricks in some particular order in a closed room with an open window. Then send 2 or 3 candidates in the room and close the door. Leave them alone and come back after 6 hours and then analyze the situation.

If they are counting the bricks, put them in the Accounts Department.

If they are recounting them, put them in Auditing.

If they are arranging the bricks in some strange order, put them in Planning.

If they are throwing the bricks at each other, put them in Operations.

If they are sleeping, put them in Security.

If they have broken the bricks into pieces, put them in Information Technology.

If they are sitting idle, put them in Human Resources.

If they say they have tried different combinations, yet not a brick has been moved, put them in Sales.

If they have already left for the day, put them in Marketing.

If they are staring out of the window, put them on Strategic Planning.

And then last but not least. If they are talking to each other and not a single brick has been moved, congratulate them and put them in Top Management.

(Taken from an e-mail extract) By: Suparna S. Saha, Associate Editor



Quality also marks the search for an ideal after necessity has been satisfied and mere usefulness achieved.



- William A. Foster



## Forthcoming programmes

- a) Enrolments on for Part-time B.Tech. and Executive MBA Programmes: Feb., 2012 Batch  
Admissions are open for the 12th batch of B.Tech.-Industrial Engineering & Management (Spl. in TQM) and 2nd batch of Executive MBA which commence in Feb. 2012. The application form is available on our website [www.tqmbizschool.org](http://www.tqmbizschool.org)
- The regular 8-semester B.Tech. programme, delivered in part-time, weekend mode has been very well received by the 1180 learners enrolled so far and their employers. Wholesome combination of Industrial Engineering, Management and TQM in its curriculum multiplies its utility.
- Industry response to the 4-semester of Executive MBA programme, which commenced in July 2011, is very encouraging and the learners find the programme very useful in their day-to-day work-life.
- Deadline for submission of application form : 04<sup>th</sup> February 2012
- b) North-West QualTech Awards 2011 (NWQT)  
For the past seven 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.
- More than 250 teams from leading organisations have participated in last seven conventions. During the 7th North-West QualTech Convention held at the institute in February 2011, over 250 delegates witnessed the project presentations of 22 finalist teams.
- The forthcoming NWQT Convention will be held on 04<sup>th</sup> May, 2012. Competition is open to both Manufacturing and Service sectors.
- Entry deadline : 05<sup>th</sup> March 2012  
NWQT Convention & Awards ceremony : 04<sup>th</sup> May 2012
- d) Certified Six Sigma Green Belt  
Certified Six Sigma Green Belt programme is a 7 day programme spread over 3 sessions of 2 days each plus 1 day for project presentation and examination. The programme will be completed over a period of 4 months. The participants apply the tools learnt on an improvement project selected from their own organisation. They are required to complete 'One' Quality Improvement project using the tools taught. On the last day of the workshop, the participants will present the Project before an independent Jury and appear for the written exam.
- Application Registration closes : 20<sup>th</sup> April, 2012

For more information on all programmes mentioned above please visit [www.tqmbizschool.org](http://www.tqmbizschool.org)

or

Call at +91-98554-06222, +91-95920 92704, 0172-2236187.

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