



Q.M.

TQM and TPM

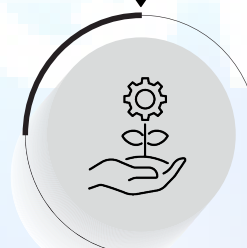
TSIC Offerings

Total Quality Management is one of the core competencies of the organization helping it stay focused on its True North. The systematic approach towards improving / innovating products, processes and services has ensured TSL's leadership position in the marketplace. Tata Steel runs its own TQM Academy with the help of in-house experts to continuously enhance people's capability thereby creating experts of tomorrow. With a vision to create ambassadors for the journey of business excellence. In the last 5 years, ~ 700+ people have been groomed under the aegis of the ambitious TQM Academy through classroom-based training programs.

Why is this Important for Companies?



To achieve long term competitiveness improving efficiency and effectiveness of businesses is imperative



Encourages organizations to become Agile, resilient, and adaptable required in VUCA world



Quality today has become an opening day requirement for any business and understanding Quality Dimensions and its Impact in Businesses is becoming a Necessity



Innovation: Quality Components of Standardize & Improve has Progressed to a Triad of Standardize, Improve, and Innovate

How can we help differently?



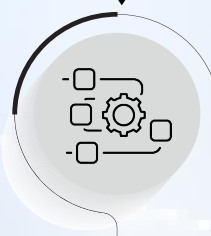
Setting frameworks: Approach, deployment, learning and integration (end to end)



Experience/knowledge sharing from experts and practitioners with used cases and examples



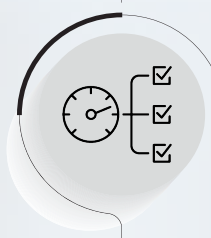
Discover potential areas for innovation leading to cost reduction and increased profitability



Detecting, reducing, and eliminating errors in manufacturing



Improved product and service quality



Differentiated products at low cost

List of Offerings

Total Quality Management

Training



Handholding



Implementation



**To be understood during the discussion and mapped*

1

Quality circles concept:

(Aims to enhance the ability to solve shop floor problems)

- » Introduction to Quality Circles, Small Group Activities (SGA)
- » 12 steps problem-solving methodology
- » 7 QC tools
- » Quality Control Technique

2

Daily Management:

(Aims to enable consistent performance through a stable process)

- » Deciding right KPIs
- » Monitoring of KPIs
- » Abnormality analysis
- » Review (stability & conformity)

3

QA & QMS:

(Aims to enhance the ability to implement Quality Assurance practices)

- » Cost of Quality (COPQ)
- » QA Standardization- Customer Processes, Raw Material, In-Process, Supply Chain,
- » QMS
- » Elements of QMS, IATF pillars
- » MSA, SPC, QFD, QA Audit



4

Internal auditor's training on integrated management system:

(Aims to strengthen the deployment of IMS)

- » Risk-based thinking
- » Process approach
- » Standard requirements
- » Auditing technique



5

Internal auditor's training on integrated management system

(Aims to enhance the ability to solve complex problems)

- » Yellow belt
- » Six Sigma Green Belt
- » Six Sigma Black belt
- » DMAIC
- » Hypothesis Test
- » Modelling & Simulation techniques
- » Critical Chain Project Management (CCPM)
- » Value Engineering
- » Design of Experiments (DOE)



6

Policy Management and Strategy Planning

(Aims to achieve Long- term and mid- term business plan)

- » Policy Management and Daily Management
- » 4 Student Analysis
- » Business Objective and Strategies
- » Long term and Annual Business Strategies
- » PDCA Approach

Total Productive Maintenance

**Fundamentals: Initializing 5S and VWM
(Visual Workplace Management)**



**8 Pillars of TPM: Central and
Departmental level pillars**



**Jishu-Hozen
(Autonomous Maintenance)**



Planned maintenance



**Kobetsu Kaizen
(Focussed Improvement)**



**Hinshitsu-Hozen
(Quality Maintenance)**



Safety Health and Environment



**Development Management:
New Product and sites**



Education and Training



**OTPM (office total productive
maintenance, or office TPM)**



