



Gujarat Technological University

A Report

on

*“Global Quality Management & Lean Six
Sigma”*

Date: 23rd August 2014

Venue: GTU, Chandkheda, Campus, Ahmedabad, Gujarat.

GUJARAT TECHNOLOGICAL UNIVERSITY (GTU)

(<http://www.gtu.ac.in/>)

GTU's Post Graduate Centre for Business ethics & CSR organized a seminar on "Global Quality Management & Lean Six Sigma". At GTU, we believe that our educational system is a strategic asset that is critically important for a strong and robust economy. In fact it is essential for our very survival. We can no longer ignore the decline of these strategic assets.

This one day introductory seminar was a small step towards this vision. In order to survive and prosper in a competitive environment Managers, Engineers, Technologists and Faculty Members need to understand the principles of EQLSS - Excellence in Quality Management, Lean methodology, Six Sigma in Business. The EQLSS is unique in providing knowledge and skills in all major dimensions of today's business.

Firstly it builds a business foundation with the global quality management system and then focuses on operational excellence by learning and implementing LEAN methodology originated by Toyota Motor Company in Japan. The Seminar also focuses on Six Sigma enabling the participants to learn about cost saving techniques, problem solving and defects / variation reduction techniques that can add 15% to 20% to the business bottom line net profits. Various Japanese Techniques will be also teach in the seminar which shall be useful in real life & career ahead, in service sector or manufacturing sector.

Inaugural Ceremony:

Inaugural Session started with "Deep Pragatyam" of Saraswati Devi by the dignitaries and guest. The honorary guests were felicitated by GTU officer's with flowers.

Dr. Akshai Aggarwal, Hon. Vice Chancellor, GTU welcome all the dignitaries on dais, off the dais and the participants of the program. He said that it is always a pleasure to interact with students and faculty members and talked about GTU's MBA Program. The MBA program is judged by teaching in the classrooms and the work that the faculty member do. The MBA program is successful only when both faculty member and students put efforts together in order to make it successful,



because their joint efforts will able to change the system of the country as the students will acquire the capability to analyze the things in the span to two years. He further talk that six sigma is the systematic process for achieving excellence. Excellence can be achieved

anywhere in any industry or in any business. He wished that GTU becomes a great university which can only be achieved with the great efforts and hard work of students and faculty community.

Mr. Sanjay Trivedi, Senior manager with Corporate Communications of Shalby Hospitals welcomed all the participants present at the seminar. He talks about the importance of achieving excellence in life and he also shares his industry experience. The education system put emphasis on theory aspects only while they lack innovative approach in the practical aspects. He also thanked Hon. Vice Chancellor Sir for providing opportunity to share his experience of six sigma with the faculty members.



Mr. Suresh Patel is former Technical Director and Operational Excellence Executive welcomed all the participants, he further talked about the MSME and the growth of the GDP. He briefed about how to achieve the excellence in quality of six sigma and wishes to have a free course on six sigma for the students to improve productivity and work better.

Session I: Understanding Processes and importance of Global Quality Management System – Mr. Suresh Patel

He talks about his vision and believe that the educational system, are like highways and roadways, is a strategic asset that is critically important for a strong and robust economy, in fact we can no longer ignore the decline of these strategic assets. He discusses about the present scenario of India and its basic needs and Remedy – Improve Productivity using minimal resources, In order to provide these basic needs, to survive and prosper in a competitive environment, the College Graduates, Engineers, Technologists and Faculty Members need to understand the principles of EQLSS -Excellence in:

- Quality Management ,
- Lean methodology,

- Six Sigma and
- Business.

The EQLSS is unique in providing knowledge and skills in all major dimensions of today's business requirements so that business can not only provided the basic necessities to the employees and stakeholders but help the business to become a world class leader beating the competition. He further gave example of Toyota motors to show how we can achieve excellence and also explained about the improving productivity and ISO 9000, standard process based including documents, management responsibility, Resource Management, Product realization and measure, analyze, improve. He also avers the organizational processes and it's identification methods that includes finance management process, project management process, HR Process and non - conformance management process and the tradition process v/s the new process along with generic process improvement process using PDCA cycle (Plan, Do, Check, Act).

Session II: Quality Management in Real Life and Problem Solving Techniques by Mr. Sanjay Trivedi

He discussed the top ten problems viz. Uncertainty, Globalization, Innovation, Government, Policy & Regulation, Technology, Diversity, Complexity, Information Overload, Supply Chains, Strategic Thinking & Problem Solving and the only solution to this is six sigma. He explains about the six sigma (6σ) and Companies should strive for 'Six Sigma' quality levels. A successful Six Sigma programme can measure and improve quality levels across all areas within a company to achieve 'world class' status. Six Sigma is a continuous improvement cycle. He also shared his personal experience about how he made TV9 No. 1 Channel there was blame game in TV9 and the problems were in Marketing, Content and distribution and he also shared about his previous experience in Divya Bhaskar as they have done designing for six sigma and done survey before launching Divya Bhaskar. The excellence through six sigma can be achieved by gaining customers satisfaction. He discussed why there is a need of Six Sigma in education as Quality of education is going to be of foremost importance in all further higher education and how manufacturing sector is different from education sector. The target areas in Six Sigma are improving customer satisfaction, reducing cycle time and Reducing defects and the benefits of Six Sigma includes three E's viz. EXPERIENCE, EXPOSURE and EXCITEMENT

Session III: Lean Methodology Six Sigma by Mr. Suresh Patel

He talked about Lean Transformation, Cultural Enablers and Enterprise Alignment and Understanding Mass and Lean Production Mass Production and lean history, roadblocks to lean transformation, understanding business mindset, nurturing lean culture, techniques to change to the lean culture, process focus. He also avers about nine wastes (Muda), Muri and Mura and Lean tools and primary purpose and LSS implementation process.

Session IV: A Six Sigma - A Tactical Strategy by Suresh Patel

He talks about the business excellence – a tactical level through six sigma because the tactical approach establishes the key initiatives to achieve the overall goal. For example, if you have decided to be the Number 1 provider in your market then you will develop tactics (e.g. lowest cost provider) to achieve that outcome. He briefed about the history of lean six sigma, the concept difference six sigma and lean, understanding variation and sigma, the flowchart of variation types and their removals, the normal curve, Importance of six sigma and its process, management system, six sigma methodologies, Situations that warrant initiation of Six Sigma and/or Lean and lastly he describes the Five critical factors ensure a successful Lean Six Sigma implementation:

- A customer-centric culture.
- Positive financial results.
- Management engagement.
- Resource commitment.
- An infrastructure that integrates Six Sigma projects into the organization's real work

Valedictory Session:

Ms. Krutika Raval, Assistant professor, Centre for Business Ethics & CSR, GTU extended a very hearty vote of thanks to the speakers on behalf of GTU for gracing the seminar and sharing their experiences and opinions with the participants. She expressed a deep sense of appreciation to Mr. Sanjay Trivedi and Mr. Suresh Patel the experts of the seminar for their efforts towards Lean Six Sigma and for demonstrating their deep knowledge on lean methodology. She also thanked all participants for being present in the whole day seminar.

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Photo Gallery:



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