



# QUALITY MANAGEMENT AND SIX SIGMA



**Programme Director:**  
Prof. Narpat Ram Sangwa



**Programme Dates:**  
August 23 - 25, 2024



**Programme Venue:**  
IIM Sirmaur, Himachal Pradesh



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**INDIAN INSTITUTE OF MANAGEMENT SIRMAUR**

Dhaulta Kuan District Sirmaur Himachal Pradesh 173021

## OBJECTIVE



- Quality is a competitive advantage and has become an important business strategy. The objectives of this course are to describe concepts and methods for achieving success in process and product development in manufacturing and business domains. This course provides insights and solutions to realistic applications in the quality management field. Six-Sigma strategy of process improvement and variation reduction would be covered in detail. Skills developed include identification of the statistical methods and problem-solving techniques to improve the quality management domain. It will meet following objectives (however, not limited to this list):
  - To develop an understanding of quality management philosophies and process improvement methods used in the manufacturing and service industries.
  - To develop a thorough understanding of tools and techniques used for process measurement and analysis.
  - To understand the concept of Six Sigma for process improvement.
  - To Plan statistically designed experiments for optimizing and improving quality as well as productivity.
  - To develop analytical skills to identify, investigate, and analyze quality issues in industries and suggest implementable solutions to those issues.

## PEDAGOGY



- Case studies, Interactive exercise, Experience sharing, Conceptual presentation, Assignments and Projects

## WHO MAY ATTEND



- Junior/Middle level professionals and decision makers from IT, Supply Chain, Logistics, Sales-Distribution, Production and allied areas who are involved in managing cross functional teams.

## KEY TOPICS



- Introduction to Quality Management
- Basic QC Tools
- Voice of Customer; Kano Model
- DMAIC Methodology
- Measure phase
- Improve Phase
- Quality Function Deployment (QFD), House of Quality
- Understanding Six Sigma Concept, Measurement of Six Sigma, Throughput Yield, DPMO, Six Sigma Improvement Models
- Costs of Poor Quality
- Seven Management and Planning Tools
- Process capability
- Define phase
- Analyze Phase
- Control Phase

## PROGRAMME DETAILS

**Duration:** August 23 - 25, 2024

**Programme Commencement:** 10.00 AM on August 23, 2024

**Programme Conclusion:** 5.00 PM on August 25, 2024

**Venue:** IIM Sirmaur Campus

### Accommodation

**Check in:** August 23 (6.00 PM onwards)

**Check out:** August 25 (till 1.00 PM)

## PROGRAMME DIRECTOR

- **Dr. Narpat Ram Sangwa** is working as an Assistant Professor in the Area of Operations and Supply Chain Management at IIM Sirmaur. Prior to this, he worked as a Post-Doctoral Research Associate at Indian Institute of Technology (IIT) Ropar under a joint research project with the University of Cambridge, UK, entitled "Transforming India's Green Revolution by Research and Empowerment for Sustainable food Supplies (TIGR2ESS)".

**Dr. Sangwa** completed his Ph.D. from Birla Institute of Technology and Science Pilani, India and also worked on Indo-German collaboration projects during this tenure. He is certified Lean Six Sigma Green Belt and Black Belt professional. He has published various research papers in ABDC category journals such as Journal of Manufacturing Technology Management, International Journal of Productivity and Performance Management, The TQM Journal, Quality Management Journal, International Journal of Quality & Reliability Management, etc.

His current research interests include lean manufacturing, lean six sigma, quality management, life cycle assessment, sustainability, and supply chain management.

## PROGRAMME FEES

- - Course fee for the programme would be Rs. 24000/-
  - We would strongly encourage candidates to enroll as Residential participants, as the experience of an MDP is optimized in a full-immersion mode.
  - **Discount on Programme fees:** A discount of 10% on the Programme fees can be availed by an organization if it nominates at least 4 participants for a particular MDP.

## TERMS AND CONDITIONS

- Participants would have to make their own travel arrangements.
- Accommodation at IIMS will be provided till 12:00 noon on August 25, 2024. Participants staying beyond this time will have to bear additional stay and food charges, which they have to settle directly with the hospitality service provider, conditional upon room availability.
- Cancellation Policy: In case you/your nominated candidate(s) does(do) not attend the programme, 40% of the programme fees will be retained, as per policy.



## HOW TO APPLY

- To apply or nominate personnel for the Programme, click on the "Register Now" link in the brochure or visit <https://www.iimsirmaur.ac.in/mdp/mdp-calendar>
- Once the candidature is approved, the sponsoring authority or participant (in case of self-nomination) will receive an email with a Payment Advice requesting the Programme fees in advance.
- Programme fees can be remitted online through Electronic Fund Transfer (NEFT/RTGS). After remitting the fees online, please inform the CMDP office of the UTR number or relevant transaction details via email. This will allow us to connect your remittance to your nomination(s).
- Please note that confirmation of participation is subject to receipt

## HOW TO REACH IIM SIRMAUR

IIM Sirmaur is located in Dhaula Kuan, in Himachal Pradesh. The distance of Dhaula Kuan from Jolly Grant Airport Dehradun is 96 km. It takes 2 hours and 30 minutes from Dehradun Airport, 2 hours and 30 minutes from Chandigarh Airport, and 6 hours and 20 minutes from Delhi Airport to reach Dhaula Kuan. The nearest Railway stations are Yamuna Nagar, Saharanpur, and Dehradun. They are all located approximately at one and half hour taxi drive from Paonta Sahib.

## NEAR BY TOURIST DESTINATIONS

- Renuka Lake: Located 31 km away
- Kalesar National Park: Located 38 km away
- Gurudwara Paonta Sahib Ji: Located 21 km
- Mussoorie: Mussoorie is a hill station located 99 km away
- Haridwar: Haridwar is a holy city situated 119 km away



Our correspondence address is as follows:

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Phone: 01704 277367

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