

# ISO 9000 LEAD AUDITOR TRAINING COURSE

Quality Management System Auditor/Lead Auditor Training based on  
ISO 9001 : 2008

*Certificated by*

**International Register of Certificated Auditors (IRCA) - UK**

**Course provider: NIGEL BAUER & ASSOCIATES, UK**  
(Course Registration No. A17027)

*Organized by*

**FICCI QUALITY FORUM**

**238<sup>th</sup> Course – January 9 - 13, 2012**

*at*

**FICCI, NEW DELHI**



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## 1. COURSE OBJECTIVE

The aim of the course is to provide an understanding of the principles and practices of quality management system auditing and to impart practical training on quality auditing skills.

At the end of the course the participants will be able to:

- ✓ Interpret correctly the requirements of ISO 9001:2008 and how they apply to the processes of a company.
- ✓ Conduct an effective gap analysis/internal audit/supplier's audit/third party certification audit.
- ✓ Initiate improvements in the quality management system (QMS) of a company.

## 2. WHO SHOULD ATTEND?

The course is suitable for those:

- Who require a detailed knowledge of quality auditing process.
- Whose jobs involve assessment of suppliers and potential suppliers.
- Who are responsible for managing the internal quality audit function within their organisation.
- Who are involved in preparing their organisation for assessment by customers or certification body.
- Who wish to become registered as Auditor or Lead Auditor with International Register of Certificated Auditors (IRCA, IQA - UK).

## 3. PREREQUISITE

Prior to commencement of the course, all participants are expected to have an understanding of the content & implementation of ISO 9000 series of standards.

## 4. COURSE CONTENTS

As given in Annexure.

## 5. RECOGNITION

The course is recognized by the IRCA, IQA-UK (International Register of Certificated Auditors). The course meets the training requirements for individuals seeking registration as Auditors/Lead Auditor with IRCA. The course is registered with IRCA and bears Certification No. A 17027.

## 6. COURSE MATERIAL

Registered participants are sent pre-course material in advance for preparation. Course kit comprising detailed course material and International Standard on QMS is given to each participant.

## 7. CERTIFICATE

Those participants who successfully complete the continuous assessment during the course and also the written examination, which is conducted on 5th day of the course, **will be issued certificate by Nigel Bauer & Associates, UK.**

## 8. COURSE ORGANISATION, SCHEDULE & REGISTRATION PROCEDURE

The course is of non-residential nature. The course is of 5 days duration and starts at 0900 hrs and goes up to 1830 hrs daily for the first four days & on the fifth day the course finishes at 1700 hrs after the written examination.

Tea/Coffee and working lunch is provided by the organizers.

**The fee for the course is Rs. 19,850/- per participant plus 10.30% Service Tax (Total Rs 21,895/-)**

For joining the course, the particulars of the participants (name, designation, email, postal address, phone number, etc) along with fee by draft/cheque payable at Delhi in favour of "FICCI QUALITY FORUM" should be sent to FICCI New Delhi address as given below.

The seats in the course are limited to maximum 20 and are allocated on first-come-first served basis.

### 9. ABOUT OUR LEAD FACULTY

Our Lead Faculty of this course Mr. S.C. Arora has rich experience of over 40 years in quality control, third party certification and quality management. He is IRCA UK certificated ISO 9000 Lead QMS Auditor (Registration No. A005025) and has conducted more than 200 Lead Auditor Courses till date not only in India but in other countries viz. Bangladesh, Bahrain, Bhutan, Kyrgystan, Malawi, Maldives, Mauritius, Nepal Oman, Sri Lanka, Tajikistan, etc. He is the author of six books on quality management related subjects published by International Trade Centre, UNCTAD/WTO, Geneva and United Nations Industrial Development Organization (UNIDO), Vienna for worldwide distribution. He is the Principal Consultant of FICCI Quality Forum and has also provided consultancy to multinational, large, medium and small companies in India and abroad for effective implementation of the ISO 9001 based quality management system both in manufacturing and service sector.

### 10. ABOUT FICCI QUALITY FORUM

FICCI Quality Forum (FQF) is a specialized division of FICCI set up to sharpen the competitive edge of Indian Industry. FQF provides training, consultancy and research services focused on enhancing the quality quotient of clients and partner organization. FQF in collaboration with Nigel Bauer and Associates, UK offers IRCA, UK approved Auditor Lead Auditor training courses on Quality Management System (QMS) ISO 9001, Environment Management System (EMS) ISO 14001, Food Safety Management System (FSMS) ISO 22000 and Occupational Health and Safety Management System (OHSAS) 18001 standards. In addition we also provide training on Six Sigma Green and Black belt certification, training on Leadership, Organizational Excellence, Creativity and Innovation etc. We also provide consultancy on effective implementation of above management systems standards leading to certification and six sigma implementation.

### 11. VIEWS OF PAST PARTICIPANTS

Some of the comments on our above course made by past delegates are reproduced below;

- ☞ I had wonderful experience which is full of knowledge and information which will not only help in my professional life but also personal life.
- ☞ Programme was very good especially both faculties were extremely good having full knowledge about the concept.
- ☞ Through this course, I got more benefit. Before this course my knowledge on quality management and auditing were zero. But now I can say I am having more knowledge.
- ☞ Faculty has taken pains to make all the participants assimilate the course fully well.
- ☞ One of the excellent programmes I have attended so far. Excellent tutors.

#### Note :

For more comments see attached Annexure.

### 12. COURSE DATES

**January 9 – 13, 2012**

### 13. COURSE VENUE

**Federation of Indian Chambers of Commerce & Industry (FICCI),**  
Federation House,  
1 Tansen Marg, Near Mandi House  
**New Delhi –110001, India**

**For further details & to reserve your seat, please contact:**

Mritunjay Kumar  
Course Coordinator  
**FICCI Quality Forum**  
Federation House, Tansen Marg  
New Delhi - 110 001  
Tel: +91-11-2348 7356,  
Mobile : +91 - 99111 64501  
E Mail: [fqf@ficci.com](mailto:fqf@ficci.com)  
or  
[mritunjay.kumar@ficci.com](mailto:mritunjay.kumar@ficci.com)

For any technical clarification you may contact our Lead Faculty  
Mr S C Arora  
[scarora@ficci.com](mailto:scarora@ficci.com)  
Ph # +919810115588

(continued....)

## ANNEXURE

COURSE CONTENT	<u>Comments from participants of previous ISO 9000 Lead Auditor Courses</u>
<p><b>1. Introduction</b></p> <p>1.1 IRCA and Auditor Registration Scheme</p> <p>1.2 Auditor Codes of Conduct</p> <p><b>2. An Overview of Quality Management</b></p> <p>2.1 What is Quality?</p> <p>2.2 Managing for Quality</p> <p>2.3 What is Quality Assurance?</p> <p>2.4 Evolution of Quality Management Systems</p> <p>2.5 An overview of the ISO 9000 series</p> <p>2.6 Background to ISO 9001:2008</p> <p><b>3. The Requirements of ISO 9001 Explained</b></p> <p>3.1 Introduction and scope</p> <p>3.2 The Structure of ISO 9001</p> <p>3.3 Quality Management System</p> <p>3.4 An overview of ISO 9001 requirements <i>Exercise on above</i></p> <p><b>4. Quality Auditing</b></p> <p>4.1 What is an Audit and why are Audits necessary?</p> <p>4.2 The Audit Process</p> <p>4.3 Auditing in relation to the "Process approach"</p> <p>4.4 ISO 19011 and auditor competence</p> <p><b>5. The Assessment Process</b></p> <p>5.1 An Overview</p> <p>5.2 Initial Contact</p> <p>5.3 Pre-Assessment Visits</p> <p>5.4 Document Review</p> <p>5.5 Initial Preparation</p> <p>5.6 Development of the Assessment Schedule</p> <p>5.7 Communication</p> <p>5.8 Detailed Planning</p> <p>5.9 The On-Site Assessment</p> <p>5.10 Opening Meeting</p> <p>5.11 Audit Conduct</p> <p>5.12 Evaluating Results</p> <p>5.13 Closing Meeting</p> <p>5.14 Corrective Action</p> <p>5.15 Formal Report</p> <p>5.16 Follow-Up and Surveillance Visits <i>Exercises on above</i></p> <p><b>6. Audit Tools &amp; Techniques</b></p> <p>6.1 Detailed Planning &amp; Check List development</p> <p>6.2 Searching for Evidence</p> <p>6.3 Conducting Interview and Asking Questions</p> <p>6.4 Auditor and Auditee Tactics</p> <p>6.5 Recording the Results <i>Exercise on above</i></p>	<p>Reproduced below are some of the answers given by past participants to the question, "What did you enjoy most about the course"?</p> <ul style="list-style-type: none"> <li>☞ The course and the manner in which it was delivered certainly deserve high grades on the scale. It has gone beyond what I had actually expected before being part of it.</li> <li>☞ The friendly and tension free environment created by the trainers.</li> <li>☞ Concepts of ISO 9001 especially process approach.</li> <li>☞ Calmness of trainers in answering all the queries.</li> <li>☞ The learning that comes with each course is always good but the way it is given is really important. The Course material/learning were very well disseminated and the ease with which I could learn was good. I enjoyed learning.</li> <li>☞ The group activities conducted for assimilation of subject.</li> <li>☞ The structured methodology and experience and expertise level of the faculty.</li> <li>☞ Ample time being given to every clause of the standard.</li> <li>☞ Training material was very clear and sequential methodology was conducive to learning.</li> <li>☞ The Role Play-Audit, Exercises in groups &amp; individual assignments.</li> <li>☞ The deliberations by the Lead Faculty were the best thing. His pace &amp; pitch during the entire course was constant which led to good learning.</li> <li>☞ Good learning and understanding on Standard (ISO 9001) and also its practical applicability is well understood.</li> <li>☞ Lively presentation, healthy interaction and professional approach.</li> <li>☞ Teaching method was excellent. Still can't believe that whole ISO 9001:2008 covered and understood so well in 5 days.</li> </ul>

## LIST OF PARTICIPANTS OF LAST THREE ISO 9000 LEAD AUDITOR COURSES

234<sup>th</sup> course: 10<sup>th</sup> to 14<sup>th</sup> October 2011

232<sup>nd</sup> course: 25<sup>th</sup> to 29<sup>th</sup> July 2011

230<sup>th</sup> course: 21<sup>st</sup> to 25<sup>th</sup> Feb 2010

<p><b>1. Mr. Viteshver Tyagi</b> QA Department Asian Paints Ltd A-UPSIDC, Industrial Area, Kasna, Greater Noida U.P. 203207 (M) 9268504593, 9268504598 Email: rpvitesh@gmail.com</p>	<p><b>2. Mr. Dileep Kumar Dixit</b> Manager (QA &amp; I), NTPC Flat-41, Sanchar Vihar Plot-58/4 Near Fortis Hospital Sector-62 Noida-201301 (M) 9650994700 Email: DD006948@GMAIL.COM</p>
<p><b>3. Mr. Anshuman Shukla</b> C/O Ms. Shweta Sharma J-107, First Floor, Street No 6 Near Brahma Kumari Ashram Laxmi Nagar Delhi -110092 Phone Number: 9910030937, 9873508703 anshuman.shukla@hotmail.com</p>	<p><b>4. Mr. Sheo Das Prasad</b> Production Engineer, AL-SHAMALI &amp; WARIS CO. W.L.L. G-124, Kunwar Singh Nagar, Nangloi New Delhi-110041 (M) 9716977393 <a href="mailto:prasadsheodas@gmail.com">prasadsheodas@gmail.com</a></p>
<p><b>5. Mr. Md. Dastagir</b> QA Department Asian Paints Ltd, A-1, UPSIDC, Industrial Area, Kasna, Greater Noida U.P. 203207 (M) 9891717820 Email: <a href="mailto:infodastagir@gmail.com">infodastagir@gmail.com</a></p>	<p><b>6. Mr. Shantanu Sinha, (NTPC)</b> Engineer-CQA, 2nd Floor, EOC, NTPC Ltd, A-8A, Sector-24, Noida-201307. (M) 9650992323 Email: <a href="mailto:shantanusinha@ntpceoc.co.in">shantanusinha@ntpceoc.co.in</a></p>
<p><b>7. Mr M P Singh</b> General Manager (NR) Pawan Hans Helicopters Ltd Safdarjung Airport New Delhi (M) 9818611993 Email: <a href="mailto:mp.singh@pawanhans.co.in">mp.singh@pawanhans.co.in</a></p>	<p><b>8. Mr. D.K. Dubey</b> RDC-46, Rajnagar Ghaziabad (M) 9871797408 Email: deshkant@gmail.com</p>
<p><b>9. Mrs Bhupinder Kaur</b> Sectl Officer (P&amp;HRD) Pawan Hans helicopters Ltd Corporate Office C-14 Sector -1 Distt Gautam Bhudh Nagar, (U.P.) Noida 201 301 (M) 9899352464 Email: bk.arora@pawanhans.co.in</p>	<p><b>10. Ms. Ashima Chauhan</b> Indraprastha Apollo Hospital C/o Inder Singh Chauhan 16/102, Eastend Apartments, Mayur Vihar Phase – 1 Extn Delhi-110096 (M) 9818674113 Email: Ashimachauhan08@gmail.com</p>

<p><b>11. Mr Himanshu Shrivastava</b> DGM (Engg) Pawan Hans Helicopters Ltd Western Region Juhu Aerodromes, S V Road Vile parle (West) Mumbai 400 056 (M) 9833690152 Email: <a href="mailto:himanshu.srivastava@pawanhans.co.in">himanshu.srivastava@pawanhans.co.in</a></p>	<p><b>12. Mr. Tanouj Mathur</b> Quality Inspector 71, Golden Avenue -1, Opp. Kuber School, Roorkee Road, Meerut - 250005. Ph: 09552533006; 0121-6541979. E-mail - <a href="mailto:tanoujmathur.qmp@gmail.com">tanoujmathur.qmp@gmail.com</a></p>
<p><b>13. Mr. Chetan Dinkar Chaudhari</b> Near Kacheri Sub Post Office, Kulkarni Plots, Bhusawal Pincode :425201 District - Jalgaon, Maharashtra (MS) Phone No. : 02582220307 Mobile No. : 09890973307 Email: chetan_ch@rediffmail.com</p>	<p><b>14. Dr. M G Sinha</b> Head Insilco Limited, PO Bhartiagram, Gajraula 244 223 Distt. J P Nagar (UP) (M) 09927991637 Email: <a href="mailto:m.g.sinha@evonik.com">m.g.sinha@evonik.com</a></p>
<p><b>15. Mr. Shashank Rege,</b> Deputy Manavger - QA C\o Albert David Ltd. B- 12 &amp; 13, Meerut Road, Industrial area Ghaziabad (U.P.), Pin : 201003. (M) 9582504839 Email: shashankrege22@yahoo.com</p>	<p><b>16. Mr. Arun Pandey</b> A -112 GF Parasvsnath Paradise J P Garden Mohan Nagar GHAZIABAD=201007 ( UP) (M) 9210728767 Email : pandey.arun02@gmail.com</p>
<p><b>17. Mr. Maharaja Himandu Upadhyay</b> Becton Dickinson India Pvt. Ltd. Plot No.1, Sector -3, Industrial Growth Centre, Bawal, Distt: Rewari (Haryana) India Cont No. 08053011984 Email: mhu_ibs@yahoo.com</p>	<p><b>18. Mr. Amit Kumar Batabyal</b> Assistant Manager, QAQC Cell Jindal Steel &amp; Power Limited, Kharsia Road Raigarh – 496001 (C.G.) (M) 09827477654 Email: batabyal_amitk@yahoo.co.in</p>
<p><b>19. Mr. Lokesh Mandloi</b> Manager QAQC Cell Jindal Steel &amp; Power Limited, Kharsia Road Raigarh – 496001 (C.G.) (M) 9827477122 Email: <a href="mailto:lokeshmandloi@yahoo.com">lokeshmandloi@yahoo.com</a> lokesh@jspl.com</p>	<p><b>20. Mr. Shahnawaz Ahmad</b> Associated Construction &amp; Investment Co. LLC C/o Mr Rehan H-32 , First floor Muradi Road Batla House New Delhi - 110025 Email: <a href="mailto:shahnawaz@asconuae.com">shahnawaz@asconuae.com</a> (M) 9953515223</p>
<p><b>21. Mr. Anuj Sharma</b> Tower -7 Flat No.404 Valley View Estate BSF Corporate Society Gwal Pahari, Gurgaon – Faridabad Road Gurgaon - 122003 (M) 9811809123 Email: anujshar80@gmail.com</p>	<p><b>22. Mr. Ankur Bawa,</b> B-58, IInd Floor Vivek Vihar Phase I Delhi-110095 (M) 9811420260</p>

<p><b>23. Ms. Rashmi Chaudhuri</b> Pearson VUE C-7, First Floor, Sector 3 NOIDA (UP)-201301 Telephone: +91-120-4001600; (M) 9910890004 Email: <a href="mailto:rashmi.chaudhuri@pearson.com">rashmi.chaudhuri@pearson.com</a> <a href="mailto:rashmi.chaudhuri@hotmail.com">rashmi.chaudhuri@hotmail.com</a></p>	<p><b>24. Ms. Gurpreet Kaur</b> (Impetus Consultancy Pvt. Ltd) 3257 (GF) South Patel Nagar Ranjeet Nagar New Delhi-110008 (M) 9818822033 Email : <a href="mailto:leo.kpadam@gmail.com">leo.kpadam@gmail.com</a></p>
<p><b>25. Mr. Sharanvir Rathi,</b> C-134, First Floor, Raju Park, Khanpur New Delhi-110062 (M) 9953595133 E.Mail: <a href="mailto:rathi1819@gmail.com">rathi1819@gmail.com</a></p>	<p><b>26. Ms. Ruchi Saun</b> Quality Manager Espire Infolabs Pvt. Ltd. Espire Campus, A-41, Mohan Co-op. Estate, Mathura Road, New Delhi - 110044, (M) 9899513117 E-mail: <a href="mailto:ruchiasra@gmail.com">ruchiasra@gmail.com</a></p>
<p><b>27. Mr. Pankaj Kr.Mishra</b> Consultant P.S. Solutions &amp; Services 3rd A 57 Nehru Nagar Near Nasirpur Railway Crossing Ghaziabad U.P. Ph:- 9873141999, 9311167960 E-mail: <a href="mailto:er.pankajmishra9@gmail.com">er.pankajmishra9@gmail.com</a></p>	<p><b>28. Mr. J.N.Saxena</b> GM (E-QA&amp;TS) NACIL Room No.321 113- Gurdwara Rakabganj Road New Delhi-110001 (M)09811260797 <a href="mailto:gmgatshqrs@gmail.com">gmgatshqrs@gmail.com</a></p>
<p><b>29.Mr. Manish Kumar</b> Asian Paints LTd H.No. C-76, B-I Greater Noida Uttar Pradesh (M) 09910626346 Email: <a href="mailto:mani.rk18@gmail.com">mani.rk18@gmail.com</a></p>	<p><b>30. Mr. N.K.Vyas</b> Dy. Manager (QA&amp;I) NTPC Tower 5, Flat No.1425, Ashian Uphwan, Near Shanti Gopal Hospital, Indirapuram Ghaziabad-201014 – UP (M) 9650992570 Email: <a href="mailto:nkvyas@sify.com">nkvyas@sify.com</a></p>
<p><b>31. Ms. Divya Garg</b> Quality Analyst, Fortis Healthcare Ltd, New Delhi 5N-23,NIT-5,Near Ram Mandir, Faridabad, Mobile No.9650515033 E-mail: <a href="mailto:divya.garg@rediffmail.com">divya.garg@rediffmail.com</a></p>	<p><b>32. Mr. Rana Pratap</b> Sr. Technical Officer, Horizon Aircraft Maintenance Repair &amp; Overhaul K-1192/1, Killa No.1164/2 Near Evergeen, Behrampur Road, Gurgaon -122001, Haryana Ph: 0124-4389789 to 4389798 (M) 9899236166 E-mail: <a href="mailto:ranapratap20@rediffmail.com">ranapratap20@rediffmail.com</a></p>
<p><b>33. Mr. Swapneswar Mishra</b> Engineering Office Complex, NTPC Limited, Plot No.4-8A,Sector-24 Noida-201301, U.P. Phone: 09650997780 E-mail: <a href="mailto:s.mishra@ntpceoc.co.in">s.mishra@ntpceoc.co.in</a> <a href="mailto:talktosapan@gmail.com">talktosapan@gmail.com</a></p>	<p><b>34. Mr. Vivek Shukla</b> Consultant M/s. P.S. Solutions &amp; Services Sector 82, Noida (UP) Pin. 201304 E-Mail: <a href="mailto:vvekshukla@gmail.com">vvekshukla@gmail.com</a></p>
<p><b>35. Mr. Ashwani Arora</b> Senior Manager, Glaze Trading India Pvt. Ltd A-3 Commercial Complex, Shankar Garden, Vikas Puri, New Delhi-110018 Phone No. 9818800331 Email: <a href="mailto:ashwani-arora2085@yahoo.co.in">ashwani-arora2085@yahoo.co.in</a></p>	<p><b>36. Ms Charu Goel</b> Glaze Trading India Pvt. Ltd A-3 Commercial Complex, Shankar Garden, Vikas Puri, New Delhi-110018 Phone No. – 9811656377 E-mail: <a href="mailto:g.charu@yahoo.co.in">g.charu@yahoo.co.in</a></p>

<p><b>37. Ms. Manjeera Sachdeva</b> Quality Manager, Kukreja Hospital &amp; Heart Centre Pvt Ltd A-28, West Patel Nagar, Near Patel Park New Delhi-110018 8447071550. E-mail: <a href="mailto:manjeeradeka@gmail.com">manjeeradeka@gmail.com</a></p>	<p><b>38. Mr. K.K. Sharma</b> Dy. Manager – Flight Safety Flight Safety Department 1<sup>st</sup> Floor, Air India Reservation Complex Safdarjung Airport, New Delhi-110003 Mob - 9891199625 Email: <a href="mailto:kakes1962@gmail.com">kakes1962@gmail.com</a> <a href="mailto:kakes1962@rediffmail.com">kakes1962@rediffmail.com</a></p>
<p><b>39. Ms. Tanushree Nair</b> Asstt. Manager HR &amp; Dy. MR Pearey Lall &amp; Sons (E.P.) Limited 9<sup>th</sup> Milestone, G.T. Road, Mohan Nagar, Sahibabad (U.P.) Ph: +91-120-4177900/ +91- 9717655466 91-9999165234 Email: <a href="mailto:tsnair@plseindia.com">tsnair@plseindia.com</a> <a href="mailto:tanu_301185@yahoo.co.in">tanu_301185@yahoo.co.in</a></p>	<p><b>40. Ms. Preeti</b> Quality Assurance and Training Manager - India World Courier (India) Pvt. Ltd. 3rd Floor, Rishyamook Building Block-A, 85A, Panchkuiyan Road New Delhi - 110001 (M) 9717496226 E-mail: <a href="mailto:preeti@worldcourier.co.in">preeti@worldcourier.co.in</a> <a href="mailto:preetislj@gmail.com">preetislj@gmail.com</a></p>
<p><b>41. Mr. H.P. Sinha</b> CAE, QA &amp; TS Divison NACIL, E.R, Kolkata 09831108118 Email: <a href="mailto:hpsinha1@yahoo.co.in">hpsinha1@yahoo.co.in</a></p>	<p><b>42. Mr. Jayanto Bhattacharya</b> Chief Aircraft Engineer NACIL, Mumbai <a href="mailto:joy1963@ymail.com">joy1963@ymail.com</a> Mobile No.: +919820632581</p>
<p><b>43. Mrs. Kirti Shah</b> V21/10, First Floor, Flat # 3, DLF PHASE III, Gurgaon, 122002. Ph: 9910540932 Email: <a href="mailto:knowkirti@hotmail.com">knowkirti@hotmail.com</a></p>	<p><b>44. Ms. Sandhya Sharma</b> C-43, Manoj Vihar (AWHO Colony) Near Shanti Gopal Hospital Indrapuram Ghaziabad-201010 (UP) Ph: 9899650925; 9810276943 Email: <a href="mailto:sandhyasharm@gmail.com">sandhyasharm@gmail.com</a>; <a href="mailto:sandhya_r2002@yahoo.com">sandhya_r2002@yahoo.com</a></p>
<p><b>45. Mr. Vijay Kumar Pushkarna</b> GH5/6C, Orchid Garden, SunCity, Sector-54 Gurgaon-122003 Tel: 0124-4140532, (M) 9810068532 Email: <a href="mailto:gdpvkp@yahoo.co.in">gdpvkp@yahoo.co.in</a></p>	<p><b>46. Ms. Malvika Sinha</b> Assistant Quality Manager CNBC Hospital, B-1121, second Floor, front side, Gate no.4, Greenfield Colony, Faridabad. Ph: 9953777675 Email: <a href="mailto:malvikasinha01@gmail.com">malvikasinha01@gmail.com</a></p>
<p><b>47. Ms. Amita Mukhia</b> Thomson Digital B-11/12 NOIDA Special Economic Zone Close to Sec 82 NOIDA - 201305 Email: <a href="mailto:amita.m@thomsondigital.com">amita.m@thomsondigital.com</a></p>	<p><b>48 Mr. S.L. Sankhyan</b> Alliance Air Alliance Air (A wholly owned subsidiary of NACIL(I)) Domestic Terminal, Hangar #3, IGI Airport, New Delhi-110 037, India Tel: 91 11 25675706; (M ): 09910307308 Fax : 91 11 25672151 Email: <a href="mailto:slsankhyan@rediff.com">slsankhyan@rediff.com</a>;</p>
<p><b>49. Mr. Satish Kant</b> Production Manager, Omega Fish Ltd Mwanza, Tanzania Mob - 9892616515 Email: <a href="mailto:s_kantd@yahoo.co.uk">s_kantd@yahoo.co.uk</a></p>	<p><b>50. Dr. Milind Jamdhade.</b> ECOCERT – India Pvt Ltd, Sector 3, Hindustan Awas, Nakshetrawadi, Aurangabad-431002, Maharashtra State, India Tel: 0240-2376882; (M) 09764891872 Email: <a href="mailto:jamdhade.milind@gmail.com">jamdhade.milind@gmail.com</a></p>

<p><b>51. Mr. Gaurav Bhargava</b>  Alliance Air  (A wholly owned subsidiary of NACIL(I))  Domestic Terminal, Hangar #3,  IGI Airport, New Delhi-110 037, India  Phone : 91 11 25675706; (M) 9910307308  Email: <a href="mailto:gauravbhargava_128@yahoo.co.in">gauravbhargava_128@yahoo.co.in</a></p>	<p><b>52. Ms. Neha Dutta</b>  Toluna  1<sup>st</sup> Floor, Unitech Trade Centre,  Sushant Lok, Phase I,  Gurgaon  Email: <a href="mailto:nehadutta@toluna.com">nehadutta@toluna.com</a>  <a href="mailto:nehawal@gmail.com">nehawal@gmail.com</a></p>
<p><b>53. Mr. Gopal Jha</b>  Alliance Air  (A wholly owned subsidiary of NACIL(I))  Domestic Terminal, Hangar #3,  IGI Airport, New Delhi-110 037, India  Tel: 91 11 25675706; (M) : 09868553822  Email: <a href="mailto:golfjha2006@yahoo.co.in">golfjha2006@yahoo.co.in</a></p>	<p><b>54. Mr. C.P. Malhotra</b>  Officer (Ice Cream Plant)  Mother Dairy  Patpargang,  Delhi-110092  (M) 999457430  <a href="mailto:Chander.malhotra@motherdairy.com">Chander.malhotra@motherdairy.com</a></p>

### FACULTY

<p><b>Mr.S.C. Arora</b>  Principal Consultant  FICCI Quality Forum  Federation of Indian Chambers of Commerce and Industry  Federation House, Tansen Marg,  New Delhi-110001  Ph: 011-23359735,011-23739947  Email: <a href="mailto:scarora@ficci.com">scarora@ficci.com</a></p>	<p><b>Maj. Gen. S. Rishi (Retd.)</b>  Sr. Consultant  FICCI Quality Forum  Federation of Indian Chambers of Commerce and Industry  Federation House, Tansen Marg,  New Delhi-110001  9811238660  Email: <a href="mailto:srishi37@gmail.com">srishi37@gmail.com</a></p>
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