

# 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**

257<sup>th</sup> Course – June 25-29, 2013

at

**FICCI, NEW DELHI**



## 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. YOU SHOULD ATTEND THIS COURSE IF:

- You require detailed knowledge of quality auditing process.
- Your job involves assessment of suppliers and potential suppliers.
- You are responsible for managing the internal quality audit function within your organization.
- You are involved in preparing their organization for assessment by customers or certification body.
- You 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. 20,850/- per participant plus 12.36% Service Tax (Total Rs 23,427/-)**

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.
- ☞ Program 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 programs I have attended so far. Excellent tutors.

#### Note :

For more comments see attached Annexure.

### 12. COURSE DATES

**June 25-29, 2013**

### 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

<b>COURSE CONTENT</b>	<b><u>Comments from participants of previous ISO 9000 Lead Auditor Courses</u></b>
<p><b>1.0 Introduction</b></p> <p>1.1 IRCA and Auditor Registration Scheme</p> <p>1.2 Auditor Codes of Conduct</p> <p><b>2.0 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>3.0 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>4.0 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>5.0 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>6.0 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 PREVIOUS ISO 9000 LEAD AUDITOR COURSES

<p><b>Ms. Zita Vargas Contreras</b> Food Engineer Santiago Chile E: <a href="mailto:zitavargas@gmail.com">zitavargas@gmail.com</a></p>	<p><b>Mr. Atul Paranjape,</b> G.M. QA, QC Larsen &amp; Toubro, Mumbai-400072 M: 9870437840 E: <a href="mailto:atul.paranjape@larsentoubro.com">atul.paranjape@larsentoubro.com</a></p>
<p><b>Mr. Roomesh Garg</b> Moser Baer, Greater Noida M: 9312125812 E: <a href="mailto:roomeshgarg@sify.com">roomeshgarg@sify.com</a></p>	<p><b>Mr. Hardeep Singh</b> Pavilions and Interiors (I) Pvt. Ltd., Noida, T: 0120-4513400; M: 9717766799 E: <a href="mailto:hardeep.pni@gmail.com">hardeep.pni@gmail.com</a></p>
<p><b>Ms. Annapurna Tripathi</b> Pavilions and Interiors (I) Pvt. Ltd., Noida T: 0120-4513400 M: 9310159115</p>	<p><b>Mr. Rehan Ahmad</b> Consultant, Middle East M: 9897273804, +974-70219923 E: <a href="mailto:rehan_188@yahoo.co.in">rehan_188@yahoo.co.in</a> <a href="mailto:Terna.rehan@gmail.com">Terna.rehan@gmail.com</a></p>
<p><b>Mr. Avnish Mishra</b> Ex NAVY Officio, Ghaziabad M: 8745997591 E: <a href="mailto:m.avnish@gmail.com">m.avnish@gmail.com</a></p>	<p><b>Mr. Sumantu Chhabra</b> Moser Baer, Noida M: 9958299028 E: <a href="mailto:sumanta@gmail.com">sumanta@gmail.com</a></p>
<p><b>Dr. Reba Chhabra</b> Head – Immuno Diagnostic Kit Lab National Institute of Biologicals (MOHFW) M: 9811215521 E: <a href="mailto:rchhabra@nib.gov.in">rchhabra@nib.gov.in</a></p>	<p><b>Ms. Sudha V. Gopinath</b> Deputy Quality Manager &amp; Incharge – Blood Product Lab National Institute of Biologicals (MOHFW) M: 9810710056 E: <a href="mailto:sudhagopinath@rediffmail.com">sudhagopinath@rediffmail.com</a></p>
<p><b>Mr. Manvendra Singh Senger,</b> Manager QA Jubilant Life Sciences Ltd, Gajraula, Uttar Pradesh M: 91-9639003233 E: <a href="mailto:manvendra_senger@jubl.com">manvendra_senger@jubl.com</a></p>	<p><b>Mr. Kuldeep Singh Yadav</b> Head (HR) Aravali Infra Power Ltd, Gurgaon, Haryana M: 8447732315 E: <a href="mailto:kuldeephrd@gmail.com">kuldeephrd@gmail.com</a></p>
<p><b>Ms. Simaba Jadeja</b> Gujarat Environment Management Institute Ahmedabad, Gujarat M: 9586268371 <a href="mailto:email-simajadeja@gmail.com">email-simajadeja@gmail.com</a></p>	<p><b>Ms. Nitasha Khatri</b> Gujarat Environment Management Institute (GEMI) Gandhinagar Gujarat M: -09408635040. E: <a href="mailto:nitashakhatri@rediffmail.com">nitashakhatri@rediffmail.com</a></p>
<p><b>Ms. Merily Abraham,</b> Asian Institute of Medical Service , Faridabad M: 09650099182 E: <a href="mailto:merilyabraham@gmail.com">merilyabraham@gmail.com</a></p>	<p><b>Dr. Minal Shukla</b> Asst. Quality Manager Sarvodaya Hospital and Research Center, Faridabad, Haryana M: +91-9717779560 E: <a href="mailto:shukla.minal@gmail.com">shukla.minal@gmail.com</a></p>
<p><b>Ms. Barsha Das</b> New Delhi M: 9555132485 E: <a href="mailto:barsha20000@gmail.com">barsha20000@gmail.com</a></p>	<p><b>Mr. Raj Kumar Singh,</b> Moser Baer Delhi-110091 M: 9911729174 E: <a href="mailto:rajmits.mbil@gmail.com">rajmits.mbil@gmail.com</a></p>
<p><b>Mr. Krishnaraj Das</b> Mumbai: 400093. M: 09022734992 E: <a href="mailto:krishnaraj.das@gmail.com">krishnaraj.das@gmail.com</a></p>	<p><b>Mr. Prashant D. Nikhade</b> Borouge (India) Pvt. Ltd., Mumba M: 9820063165 E: <a href="mailto:prashant.nikhade@borouge.com">prashant.nikhade@borouge.com</a></p>

<p><b>Mr. Vishal Kumar</b> INDIGO, New Delhi M: 9953540037 E: <a href="mailto:amrendra.kumar@goindigo.in">amrendra.kumar@goindigo.in</a></p>	<p><b>Ms. Shalu Bansal</b> New Delhi M: 8527840980 E: <a href="mailto:shalubansal1234@yahoo.com">shalubansal1234@yahoo.com</a></p>
<p><b>Mr. Amrendra Kumar</b> INDIGO Engineering Office, New Delhi M: 9953540037 E: <a href="mailto:amrendra.kumar@goindigo.in">amrendra.kumar@goindigo.in</a></p>	<p><b>Mr. Prince Badyal</b> Maruti Suzuki India Ltd, Gurgaon, Haryana M: 9999034889 E: <a href="mailto:prince.badyal@maruti.co.in">prince.badyal@maruti.co.in</a></p>
<p><b>Mr. Rakesh Singh</b> Freelance Consultant M: 9212255506 E: <a href="mailto:rakeshbhagwantsingh@gmail.com">rakeshbhagwantsingh@gmail.com</a></p>	<p><b>Mr. Hari Murti Yadav</b> Moser Baer India Ltd, Greater Noida M: 9999239642 E: <a href="mailto:harimurti_yadav@yahoo.co.in">harimurti_yadav@yahoo.co.in</a></p>
<p><b>Mr.Susanta Kumar Bhuyan</b> Kiran Udyoga Pvt Ltd.,Gurgaon Haryana M: 9818896940 E: <a href="mailto:susanta_bhuyan@yahoo.co.in">susanta_bhuyan@yahoo.co.in</a></p>	<p><b>Ms.Amrita Tripathi</b> Datamatics Global Services Limited, Mumbai M: 8960557908 E: <a href="mailto:amritatripathi22@yahoo.co.in">amritatripathi22@yahoo.co.in</a></p>
<p><b>Mr. Rajeev Jain,</b> Moser Baer India Ltd, Greater Noida. Uttar Pradesh M: 9560693599 E: <a href="mailto:Jain.rajeev73@gmail.com">Jain.rajeev73@gmail.com</a></p>	<p><b>Mr. Har Pratap Singh</b> Solar Industries (I) Ltd, Bhilwara, Rajasthan M: 9928932828 E: <a href="mailto:har.pratap@yahoo.in">har.pratap@yahoo.in</a></p>
<p><b>Ms. Kanchan Mundhra</b> Mundhra Chemicals Pvt. Ltd New Delhi - 110034 M: 8860681964 E: <a href="mailto:kanchan@mundhrachemicals.com">kanchan@mundhrachemicals.com</a></p>	<p><b>Dr. Priya Jaitly Mehta</b> Fortis Hospital, Shalimar Bagh Delhi-110088 M: 9311187925 E: <a href="mailto:drpriyamehta003@gmail.com">drpriyamehta003@gmail.com</a></p>
<p><b>Dr.(Lt.Col.) Rahul Shukla</b> Yashoda Superspeciality Hospital Kaushambi, Ghaziabad M: 9910855611 E: <a href="mailto:drrahulshukla@gmail.com">drrahulshukla@gmail.com</a></p>	<p><b>Mr. Ravi Narasimhan</b> GCAS Quality Certifications India &amp; UAE Tel: 011 - 45261824 M: 9818001116 E: <a href="mailto:nravi10@gmail.com">nravi10@gmail.com</a></p>
<p><b>Ms. Kanika Seth  </b> BC Management Services Pvt Ltd Noida-201301, Uttar Pradesh T: 0120-4584060 M: 9891982248 E: <a href="mailto:Kanika.Seth@britishcouncil.org">Kanika.Seth@britishcouncil.org</a></p>	<p><b>Mr.Krishna Kumar Jha</b> Sahara Helicopters Sahara Prime City Ltd New Delhi-110037 M: 9312545087 E: <a href="mailto:krish_kjha@yahoo.com">krish_kjha@yahoo.com</a>; <a href="mailto:sarahelicopters@gmail.com">sarahelicopters@gmail.com</a></p>
<p><b>Mr. Sujoy Kumar Goswami</b> Chandannagore West Bengal-712136 M: 9731842500 E: <a href="mailto:sujoykgoswami@gmail.com">sujoykgoswami@gmail.com</a></p>	<p><b>Mr. Vipin Singhal</b> TUV SUD South Asia Pvt Ltd, New Delhi M: 9871979555 E: <a href="mailto:vipinsinghal_001@rediffmail.com">vipinsinghal_001@rediffmail.com</a></p>
<p><b>Capt. Manu Lath</b> Astamurti Entertainment Private Limited Rohini, New Delhi - 110085 M: 9971031157 E: <a href="mailto:manulath@gmail.com">manulath@gmail.com</a></p>	<p><b>Ms. Parul Wadhwa</b> Management Consultant EXL Services, New Delhi-110065 M: 9810569338 E: <a href="mailto:wadhwa5parul@gmail.com">wadhwa5parul@gmail.com</a></p>
<p><b>Ms. Jaswant Kaur</b> Perfect Professional, Mumbai M: 9930872212, 9878266012 E: <a href="mailto:jaazz17@gmail.com">jaazz17@gmail.com</a></p>	<p><b>Mr. Pranoy Banerjee</b> Win Medicare Pvt Ltd New Delhi M: 9582914624 E: <a href="mailto:pranoybanerjee@live.com">pranoybanerjee@live.com</a></p>

<p><b>Mr. Amolak Sandhu</b> Agilyst Consulting Private Limited Chandigarh M : 9888599557 E : <a href="mailto:amolak_sandhu@yahoo.com">amolak_sandhu@yahoo.com</a></p>	<p><b>Ms. Nisha Sharma</b> Defence Institute of Psychological Research (DIPR), DRDO Organization, Timarpur M: 9013805530 E: <a href="mailto:nisha_sharma343@yahoo.com">nisha_sharma343@yahoo.com</a></p>
<p><b>Commander A. Sarabhai,</b> NSTL, Vigyan Nagar, Vishakhapattanam-530027 Andhra Pradesh M: 9490744387 E: <a href="mailto:anshumali_sarabhai@rediffmail.com">anshumali_sarabhai@rediffmail.com</a></p>	<p><b>Mr. Sunil Kumar</b> Stellar Info, Timar Pur, New Delhi – 110054</p>
<p><b>Mr. Pawan Kumar</b> Suzuki India Limited, Gurgaon Haryana -122015 M: 8800677169 / 9310109423 E: <a href="mailto:pawan.kumar.sinha@gmail.com">pawan.kumar.sinha@gmail.com</a></p>	<p><b>Mr. Atul Bhardwaj</b> Agilyst Consulting Private Limited, Chandigarh M: 9780818207 E: <a href="mailto:30atual@gmail.com">30atual@gmail.com</a></p>
<p><b>Mr. Saurabh Sharma</b> HCL Technologies Ltd, Noida 201301 Uttar Pradesh - 201301 M: 9958890680 E: <a href="mailto:mt_saurabh@rediffmail.com">mt_saurabh@rediffmail.com</a></p>	<p><b>Mr. Vivek Sharma</b> Quality Assurance Asian Paints India Limited, Noida Uttar Pradesh T: 0120-2344113 M: 9810774042 E: <a href="mailto:vivekzchem@gmail.com">vivekzchem@gmail.com</a></p>
<p><b>Mr. Ankur Kaushik</b> Sledge Hammer Oil Tools Pvt Ltd Faridabad Haryana - 121005 M: 9958177838 E: <a href="mailto:ankur@sledgehammerasia.com">ankur@sledgehammerasia.com</a></p>	<p><b>Mr. S.C. Verma</b> Scientist 'D' DCV &amp; E (DRDO HQ), Rajaji Marg, New Delhi-110011 M: +91 9911510002 E: <a href="mailto:vermasasc@rediffmail.com">vermasasc@rediffmail.com</a></p>
<p><b>Mr. Sukhbir Singh</b> QVC Certification Services Pvt Ltd Ambala City – 134003, Haryana M:+91 9215988404 / 9868457449 E: <a href="mailto:sspempl@rediffmail.com">sspempl@rediffmail.com</a></p>	<p><b>Mr. Minesh kumar Dutt,</b> Glaxo Smithkline Ltd, Nabha, Punjab M: +91 9463053605 Mail: <a href="mailto:mineshkdutt@gmail.com">mineshkdutt@gmail.com</a></p>
<p><b>Ms. Kamakshi Sriram</b> Evershine Millenium Paradise Kandivali (E), Mumbai 400101 M: +91 9920065195 Mail: <a href="mailto:kamakshi.shriram@gmail.com">kamakshi.shriram@gmail.com</a></p>	<p><b>Ms. Swati Makhija</b> Delhi-110009 M: +91 9873334232 E: <a href="mailto:swatimakhija14@gamil.com">swatimakhija14@gamil.com</a></p>
<p><b>Wg Cdr PS Randhawa (Retd)</b> Head Quality, Quickjet Cargo Old Udaan Bhawan, Domestic Terminal, IGI Airport New Delhi-110037 M: +91 8800112225 E: <a href="mailto:ps.randhawa@quickjet.co.in">ps.randhawa@quickjet.co.in</a></p>	<p><b>Mr. Deepak Kumar Thapliyal</b> Ghaziabad 201014, U.P. M: + 91 9810361706 E: <a href="mailto:deepakthaps@rediffmail.com">deepakthaps@rediffmail.com</a></p>
<p><b>Md Shamshad Nawaz</b> Centre Incharge, IMS Learning Resources Pvt Ltd. New Delhi-110092 (M) 9718224593 E: <a href="mailto:shamshadnawaz@gmail.com">shamshadnawaz@gmail.com</a></p>	<p><b>Mr. Amit</b> HCL Technologies Ltd, Noida Uttar Pradesh - 201301 M: 9560400947 E: <a href="mailto:t-amit@hcl.com">t-amit@hcl.com</a></p>
<p><b>Mr. Suket Gurtu</b> Head Quality Assurance Proof of Performance Data Services Pvt. Ltd. B-77, Sector 63, Noida - 201301 (UP) India Mobile: 8750040908 E: <a href="mailto:suket.gurtu@proof-of-performance.com">suket.gurtu@proof-of-performance.com</a> <a href="mailto:suketgurtu@yahoo.com">suketgurtu@yahoo.com</a></p>	<p><b>Mr. Dheeraj Kumar Singh</b> Officer Production, Asian Paints Ltd, Noida. U.P 203207 M: + 91 9911070860 E: <a href="mailto:dheeraj_2512@yahoo.co.in">dheeraj_2512@yahoo.co.in</a></p>



<p><b>Mr. Rajesh Mishra</b> Sr officer QA Asian Paints Ltd, Noida.- 203207. E: <a href="mailto:rajmishra_029@rediffmail.com">rajmishra_029@rediffmail.com</a></p>	<p><b>Ms. Spardha Khare</b> Spice Jet Ltd M: + 91 9953591623 / 9891355965 E: <a href="mailto:spardhak85@gmail.com">spardhak85@gmail.com</a></p>
<p><b>Mr. J. P. Baruah,</b> Assam Mineral Development Corporation Ltd., Guwahati - 781006. M: 91 9435048783 E: <a href="mailto:jpbghy@rediffmail.com">jpbghy@rediffmail.com</a></p>	<p><b>Mr. Anupam Upadhyay</b> Nokia Siemens Networks Noida-201 307 M: +91 9711 987342 E: <a href="mailto:u.anupam@gmail.com">u.anupam@gmail.com</a></p>
<p><b>Ms. Neha Narula,</b> Officer (CQA), Engineers Indi Ltd, Gurgaon M: + 91 9871558838 E: <a href="mailto:neha@eil.co.in">neha@eil.co.in</a></p>	<p><b>Mr. Arif Ahmad Khan,</b> Stellar Information Systems, Gurgaon M: + 91 9910069938 E:: <a href="mailto:ARIFAHMAD786@GMAIL.COM">ARIFAHMAD786@GMAIL.COM</a> <a href="mailto:ARIF.KHAN@stellarinfo.com">ARIF.KHAN@stellarinfo.com</a></p>
<p><b>Mr. Vishal B Patel,</b> Asst.Manager (QA) MOLEX, Gandhinagar – 382028; Gujarat M: 9601276507 E: <a href="mailto:vishal.patel@molex.com">vishal.patel@molex.com</a></p>	<p><b>MR P K DE,</b> Deputy Manager, Technical Training Chambal Fertilisers &amp; Chemicals Ltd, Kota Ph:: 0744 2782077 M: + 91 9829384265 E: <a href="mailto:pk.de@chambal.in">pk.de@chambal.in</a></p>
<p><b>Mr. Jatin Lohmorh,</b> Engineer (CQA) Engineers India Limited, , New Delhi-110066 M: (+) 91 8860629688 E: <a href="mailto:jatin.lohmorh@eil.co.in">jatin.lohmorh@eil.co.in</a></p>	<p><b>Mr. Xavier Paul Sampson</b> Director-Operations NTT Data Inc. Gurgaon, Haryana 122001 M: + 91 9811522048 Email: <a href="mailto:Xavier.sampson@nttdata.com">Xavier.sampson@nttdata.com</a></p>
<p><b>Dr. Farah Deeba</b> Vice President – Medical Quality Max Helath Care Institute Ltd, Max Super Specialty Hospital, New Delhi-110017 M: + 91 9999743452 E: <a href="mailto:dr_farha_deeba@yahoo.co.in">dr_farha_deeba@yahoo.co.in</a></p>	<p><b>Dr. Deepti Sharma</b> Associate Director, Quality Management, Fresenius Kabi Oncology Ltd M: + 91 9650649696 E:: <a href="mailto:Deepti.Sharma@fresenius-kabi.com">Deepti.Sharma@fresenius-kabi.com</a></p>
<p><b>Dr. Tushar Palchoudhury</b> Senior Manager – Quality Max Health Care Institute Ltd Max Super Specialty Hospital New Delhi - 110017 M: + 91 9971954888 E: <a href="mailto:doctor.tpc@gmail.com">doctor.tpc@gmail.com</a></p>	<p><b>Ms. Shilpa Chauhan</b> Head – Quality Assurance, Fortis Hospital, Shalimar Bagh, Delhi-110036 M: + 91 9999100761 E: <a href="mailto:shilpa.sdhs@gmail.com">shilpa.sdhs@gmail.com</a></p>

### **Faculty**

<p><b>Mr.S.C. Arora</b> Principal Consultant FICCI Quality Forum Federation House, Tansen Marg, New Delhi-110001 T: 011-23359735,011-23739947 E: <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 House, Tansen Marg, New Delhi-110001 M: 9811238660 E: <a href="mailto:srishi37@gmail.com">srishi37@gmail.com</a></p>
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