

FICCI

Training CD - ROMs



**For achieving your
'Mission Critical Objectives'**

**Achieve a
Quantum Jump
in your
business performance**



Jointly developed by FICCI Quality Forum & Competitive Edge Management Consultants

CONTINUOUS IMPROVEMENT

1. Developing continuous improvement as an organizational strategy

The CD-ROM contains **350 outstanding training slides** with utility packages on continuous improvement and self assessment for on-line training & development of human resources on the following aspects: -

- Challenge the status-quo
- Organization-wide approach to continual improvement
- Making continual improvement of products & processes
- Establishing goals to guide and quantifiable measures to track
- Methods and tools for continual improvement
- Strategies for recognizing and acknowledging improvements
- SMAIC - Unique model for continuous improvement
- Guidelines for institutionalizing continuous improvement
- Benchmarking continuous improvement practices

Price : Rs. 7,500/-

CUSTOMER FOCUS

2. Strategies for becoming a customer focused organization

The CD-ROM contains **275 outstanding slides** for on-line training & development of human resources on the following aspects:-

- Developing a customer focused vision
- Strengthening the internal customer service – profit chain
- Building customer focused culture
- Measurement of customer satisfaction
- Customer satisfaction management
- Characteristics of customer satisfaction
- Strategies for acquiring new customers
- Exceeding customer expectations
- Drivers of customer loyalty
- Customer focused practices of the global leaders
- Improving customer satisfaction
- Developing creativity and innovation culture
- Translating customer's voice into development of new products
- Quantifiable customer excellence parameters

Price : Rs. 5,000/-

SIX SIGMA

3. Six Sigma - A breakthrough strategy

The CD-ROM contains **400 outstanding slides** with self-assessment utility package for training and development on the following aspects:-

- Basic concepts of Six Sigma
- Improving sigma level and reducing cost of quality
- Six Sigma business improvement mechanism
- Fundamentals of the breakthrough strategy
- Business, Operations and Process perspectives of the breakthrough strategy
- Six Sigma players and their responsibilities
- Black belt training program
- Step by step methodology for implementing DMAIC strategy
- Six Sigma tools for moving towards zero defects
- Tools for improving product reliability
- Six Sigma product design controls- checklist
- Improving bottom line and overall business performance

Price : Rs. 7,500/-

PRODUCT QUALITY

4. Seven steps to world class manufacturing

Objectives of World Class Manufacturing

- To be successful in your chosen market against any competition
- Matching or exceeding any competitor on quality, price, delivery and innovation &
- Becoming first, focused & fast

The CD - ROM enables the organizations to achieve these objectives. It contains **1100 outstanding slides** for training and development on the following aspects:-

- i. Focus on competitive quality
- ii. Implement lean manufacturing
- iii. Achieve cost efficiency
- iv. Reduce time to market
- v. Exceed customer expectations
- vi. Outsource processes
- vii. Have a global perspective

Price : Rs. 9,500/-

BUSINESS EXCELLENCE

5. Concise encyclopedia of business excellence

The CD-ROM is the **most comprehensive training resource** on Quality & Business Excellence. It contains **1800 outstanding training slides** for training & development of human resources on the following aspects: -

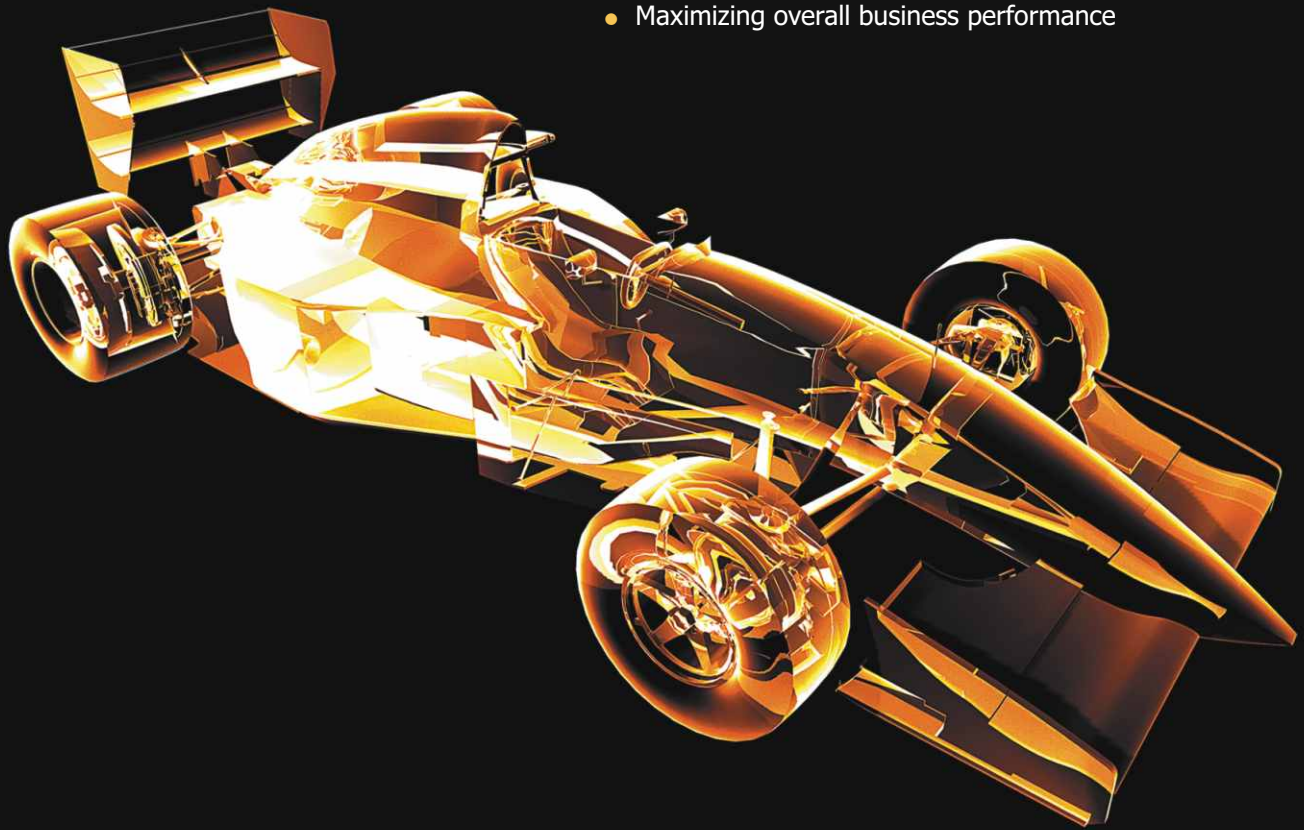
A	I	R
A passion for Business Excellence	Improving internal health	Reliability improvement
Assessment of Business Excellence	Indicators of excellence	Risk analysis
Action plan for Business Excellence	International Marketing - Guidelines	Robustness and Taguchi methods
B	ISO 9000:2000 standards	Root cause analysis
Benchmarking world class quality	J	S
Black belt training program	Just in time production systems	Scientific improvement techniques
Breakthrough improvement	Juran trilogy	SCAMPER creativity tool
C	k	Six Sigma
Competitive Edge model	Kaizen implementation	SMAIC Model of improvement
Continuous improvement guidelines	Kanban	Strategic planning
Controlling quality costs	Key result areas	Supplier quality improvement
Cost management	L	Supply chain management
Creativity & innovation	Leadership - best practices	T
Customer loyalty maximization	Lean manufacturing	Takt time
Customer practices of global leaders	M	TPM
Customer Relationship Management	Measures of business excellence	Total Quality Management
Customer satisfaction maximization	Mistake proofing	U
D	Mission	Using emotional intelligence
Defect prevention techniques	N	V
Design of experiments	New product development	Value added - concept
DMAIC business strategy	Non conformity reduction	Value stream mapping
E	O	Vital few, useful many
Eliminating Non-value adding activities	Objective formulation	Vision and vision statements
Employee attitude building	Organizational change	Voice of the customer
Employee motivation techniques	Organizational internal assessment	W
Employee recognition	P	Waste reduction methods
Employee retention strategies	PDCA	Wealth creation strategies
F	Pokayoke principles	World class quality practices
FMEA	Problem solving methods	Z
Five S	Process improvement	Zero defects
Force field analysis	Product design - checklist	
Flow charting	Pull system	
G	Q	
Gain Sharing	Quality audit	
Goals to guide	Quality function deployment	
H	Quality management principles	
HACCP Principles	Quality policy deployment	
Hoshin planning	Quality improvement tools	

Price: Rs. 9,500/-

The power to put your career and business on **FAST TRACK**

Advantages

- Capability enhancement & professional development
- Training and development of human resources
- Maximizing overall business performance



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