



Web Report on Guest Lecture on “Total Quality Management- Six Sigma”

Title	Guest Lecture on “Total Quality Management - Six Sigma” for the students of BBA, MBA and MCA.
Date	March 29, 2016
Resource Person/Facilitator	Mr. Rohit Bawa (PMP certified, Agile PM (DSDM Atern), ITIL V3, Six Sigma Black Belt)
Summary	<p>Six Sigma and TQM emphasize the importance of top-down support and leadership. Both approaches make it clear that continuous improvement of quality is critical to long-term business success. These quality-improvement systems attempt to reduce defective products or poor service in an organization, while improving customer satisfaction. Thus, a lecture was organized to raise basic awareness of students for TQM and enable them to identify various statistical tools used in Six-Sigma to eliminate defects.</p> <p>The speaker gave a brief overview to the students about the topic. He explained TQM as a systems approach to management that aims to enhance value to customer by designing and continually improving organizational processes and systems. It provides a new vision for management leadership whereas Six-Sigma is a business management strategy which seeks to improve the quality of process outputs by identifying and removing the causes of defects. It helps in eliminating defects in products & services and in enhancing customer focus and global acceptance of quality systems. The concept was further infused with a power point presentation that spoke about tools applied in Six-Sigma like measure of central tendency, measures of dispersion, normal</p>

distribution curve etc. with the help of interesting examples. The facilitator discussed theoretical concepts as well as practical aspects of the same.

It was an enlightening session as the resource person shared real life experiences and told the students that in order to gain competitive advantage the company should provide value to its customers and these technique provides strong competitive advantage to improve product quality, increase speed of delivery of service, eliminate unproductive labor, ensures consistency etc. which ultimately leads towards business firms development with increase in its market share.