



# PTVA'S Institute of Management

(Approved by AICTE, DTE and affiliated to University of Mumbai)

Chitrakar Ketkar Marg, Behind M. L. Dahanukar College of Commerce, Vile Parle (East), Mumbai –400 057.

Tel.: 022-31061594/31099598, Email: admin@ptvaim.com, Web: www.ptvaim.ac.in

ISO 9001:2015 Certified Institute & Accredited by NAAC

## 3- Day Quality Improvement and Capacity Building Programme (AIMS-IIMB Programme) at IIM Bangalore

### Introduction:

The Quality Improvement and Capacity Building Programme, hosted by IIM Bangalore from [Dates], aimed to enhance professional skills and managerial capabilities among participants. This intensive three-day program catered to professionals seeking to elevate their expertise in various aspects of management and organizational excellence.

### Day 1:

#### Morning Session:

#### Topics Covered:

- Fundamentals of Quality Improvement
- Strategic Management Principles

#### Activities:

- Interactive lectures by industry experts.
- Case studies and group discussions.
- Introduction to tools for quality assessment and improvement.

#### Key Takeaways:

- Understanding of foundational concepts in quality management.
- Practical insights into strategic decision-making.
- Initial exposure to tools and methodologies for organizational improvement.

#### Afternoon Session:

#### Topics Covered:

- Operational Excellence and Lean Six Sigma
- Quality Metrics and Performance Measurement

#### Activities:

- Hands-on workshops on Lean Six Sigma methodologies.



*B. Chmukh*

Director  
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- Simulation exercises to apply quality metrics.
- Group assignments to analyze performance data.

## Key Takeaways:

- Proficiency in Lean Six Sigma techniques.
- Skills to measure and improve organizational performance.
- Application-oriented learning through practical exercises.

## Evening Session:

### Topics Covered:

- Networking Reception
- Informal discussions with faculty and peers.

### Activities:

- Networking opportunities among participants.
- Informal Q&A sessions with program faculty.
- Building professional connections and collaborations.

## Key Takeaways:

- Expanded professional network within the industry.
- Insights from informal interactions with experts.
- Preparation for deeper engagement in subsequent sessions.

## Day 2:

### Morning Session:

### Topics Covered:

- Total Quality Management (TQM)
- Change Management Strategies



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## Activities:

- In-depth lectures on TQM principles.
- Case studies on successful change management initiatives.
- Role-playing exercises to simulate change scenarios.

## Key Takeaways:

- Mastery of TQM principles and methodologies.
- Strategies for effectively managing organizational change.
- Enhanced problem-solving skills in dynamic environments.

## Afternoon Session:

### Topics Covered:

- Leadership in Quality Management
- Employee Engagement and Motivation

### Activities:

- Leadership development workshops.
- Discussions on fostering a culture of quality.
- Team-building activities to enhance employee engagement.

### Key Takeaways:

- Skills to lead quality improvement initiatives.
- Techniques for motivating and engaging teams.
- Insights into creating a conducive work environment.

## Evening Session:

### Topics Covered:

- Panel Discussion on Industry Trends
- Participant Presentations on Program Insights

### Activities:

- Panel discussion with industry leaders.
- Participant presentations summarizing key learnings.
- Feedback and insights from panelists and peers.



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## Key Takeaways:

- Understanding of current industry trends and challenges.
- Opportunity to showcase program insights and achievements.
- Feedback for further enhancement of learning outcomes.

## Day 3:

### Morning Session: Topics Covered:

- Continuous Improvement and Kaizen
- Benchmarking Practices

### Activities:

- Workshops on implementing Kaizen principles.
- Benchmarking exercises to compare performance.
- Development of action plans for continuous improvement.

### Key Takeaways:

- Techniques for ongoing improvement through Kaizen.
- Skills to benchmark against industry best practices.
- Actionable strategies for sustaining quality excellence.

### Afternoon Session: Topics Covered:

- Project Presentations by Participants
- Roundtable Discussions on Future Applications

### Activities:

- Presentation of quality improvement projects.
- Roundtable discussions on applying learnings in practice.
- Identification of future opportunities and challenges.

### Key Takeaways:

- Showcasing of implemented projects and outcomes.
- Insights from peer feedback and expert evaluation.
- Roadmap for applying program insights in participants' organizations.

### Evening Session: Valedictory Session:



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- Recapitulation of key program highlights.
- Recognition of outstanding contributions and achievements.
- Closing remarks by program organizers and chief guests.
- Distribution of certificates to participants.

### Conclusion:

The Quality Improvement and Capacity Building Programme at IIM Bangalore provided a comprehensive platform for participants to enhance their managerial skills and deepen their understanding of quality management principles. Through a structured curriculum comprising lectures, workshops, case studies, and interactive sessions, participants gained practical insights and tools to drive organizational excellence. The program not only facilitated learning but also fostered networking and collaboration among professionals from diverse industries. The Valedictory Session marked the successful culmination of this enriching experience, reinforcing the commitment to continuous improvement and leadership in quality management.



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