No. 31533/22
Dt. 25-11-2022

Sub: 22-CP-39-GE-TRC-A Training Course on Total Quality Management in SMEs from 30 January-2 February 2023, (four Days) Digital Multicountry (DMC). (Visit www.npcindia.gov.in/NPC/User/InternationalServices for detailed Project Notification)

Dear Sir,

We invite your kind attention to NPC **www.npcindia.gov.in/NPC/User/InternationalServices** with regard to above Asian Productivity Organization (APO) project. The project notification and the APO bio data form are available on the above mentioned page and the same are also attached herewith. The duly filled in **single copy** of Performa enclosed (in excel form only) of the suitable officers for participation as per the para **(Qualifications for Participants)** of the project notification may kindly be forwarded to reach us latest by **12th January 2023**. In this regard, the following points may be noted.

- **Fees and Charges** An Application fees (NON-REFUNDABLE) of **Rs. 500** for MSME Sector, Trade Unions and NGO's and **Rs. 1000/-** for others is payable along with the nomination form, for each participant.

  The requisite amount can be paid through a demand draft/cheque/ECS drawn in favour of National Productivity Council, New Delhi. In the regard, the bank account of NPC details is attached herewith. Kindly e-mail the details of the ECS/RTGS/NEFT payment made, **mentioning the name of applicant in remarks** to mayank.verma@npcindia.gov.in, isg@npcindia.gov.in, rk.rawat@npcindia.gov.in Please note in the absence of application fee, the nomination will not be considered.

- **Nomination Procedure all nominations should be routed through proper channel and as per the attached APO bio data form.** The nominations received after the last date will not be considered. It is the responsibility of the candidates to complete all the official formalities required by their organizations/department for participating in the program. It is requested to send nominations by e-mail to mayank.verma@npcindia.gov.in, isg@npcindia.gov.in, rk.rawat@npcindia.gov.in (application in prescribed excel format) and one hard copy by post along with the covering letter of the competent authority on company's letter head. All information pertaining to nominations will be treated as confidential and classified. The nominated officers may be invited as a faculty in programs on the relevant subjects organized by NPC.

We look forward to receiving of nominations from your esteemed organization.

Thanking you,

Yours faithfully,

-sd
(K.D. Bhardwaj)
Director & Head (Int'l Serv.)
for Director General
e-mail: isg@npcindia.gov.in

Ref. No.: 22-CP-39-GE-TRC-A-PN2200030-001

Date of Issue	25 November 2022
Project Code	22-CP-39-GE-TRC-A
Title	Training Course on Total Quality Management in SMEs
Timing and Duration	30 January–2 February 2023 (4 days)
Hosting Country(ies)	APO Secretariat
Modality	Digital Multicountry
Implementing Organization(s)	APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Qualifications of Participants	Professionals of National Productivity Organizations, associated consultants and trainers, top management personnel of enterprises, and representatives of industry associations working on quality control and improvement, business excellence, customer satisfaction, and innovation in business processes
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	12 January 2023

1. Objectives

    a. Highlight quality improvement as an important tool for business growth, productivity enhancement, and meeting customer needs.

    b. Disseminate knowledge on total quality management (TQM) including case studies showcasing implementation approaches, best practices, and benefits.

    c. Share recent technological and digital advances in implementing the TQM framework in SMEs within the context of Industry 4.0.

2. Background

Improved quality of a service or product offered by an enterprise leads to higher productivity, fewer defects, and greater competitiveness and profitability, while meeting customer needs at the least cost. Products or services offered under TQM frameworks conform to standards and hence benefit enterprises across the supply chain, employees, and consumers. In the era of Industry 4.0, enterprises strive toward business excellence by leveraging technology and digital tools, and quality takes center stage in digital transformation.

With evolving customer requirements, improving and maintaining quality are continual processes rather than goals. They require implementation of a framework involving all employees with commitment from top management to work toward quality improvement. TQM is a widely applied management approach in the manufacturing, service, agriculture, and public sectors. It is based on robust frameworks including principles and tools to guide enterprises in detecting and eliminating defects, addressing issues across supply chains, improving customer experiences, and enhancing the skill levels of employees. Over the years, different management approaches like lean manufacturing and Six Sigma with cross-sectoral relevance have emerged from TQM. The ISO 9000 family of quality management standards has interlinkages with TQM.

In efforts to improve the quality of the workforce, facilitate smart transformation, and create a robust innovation ecosystem, this training course will enhance the knowledge of participants on TQM and enable them to disseminate the learning in their organizations and national contexts.

3. Scope, Methodology, and Certificate of Attendance

The duration of each day's sessions will be around three hours comprising presentations by resource persons, group discussions, and other relevant learning methods. The indicative topics of the presentations are:

Day 1:
- Defining quality and its contribution to business growth
- The quality and productivity nexus
- Approaches to managing and improving quality at the enterprise level

Day 2:
- Understanding the concept of TQM
- Guiding principles of TQM and their elements
- SME-specific case studies and best practices

Day 3:
- Quality control tools and their applications
- TQM implementation approaches in SMEs
- Digital transformation and the future of quality

Day 4:
- Multiplier effects through training and consultancy on TQM implementation methodologies
- Group work

The detailed program and list of resource persons will be provided one week prior to the sessions.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

4. Financial Arrangements

The APO will meet the assignment costs for resource persons, and for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

Please refer to the implementation procedures for APO digital multicountry projects circulated with this document.

Dr. Indra Pradana Singawinata
Secretary-General