



## Certificate Programme on **Operational Excellence**

**12 days – 6.30 to 8.30 p.m.  
Monday to Friday, December 5 to 20, 2016**

---

**Venue:** Torrent-AMA Management Centre, Core-AMA Management House,  
AMA Complex, Vastrapur Ahmedabad

---

The guiding principle is:

‘An organization must constantly measure the effectiveness of its processes and strive to meet more difficult objectives to satisfy customers’

(Taiichi Ohno: Toyota Production System)

### **WHO SHOULD ATTEND?**

Graduates and Postgraduates who want to succeed in the following competitive job markets:

In Banks, Insurance Providers, Loans & Stock Trading, Clinics, Hospitals, Healthcare Centre, Manufacturing sectors including: Automotive, Biotech, Chemical, Clothes/Shoes, Electronics, Construction Equipment, Foundry, Plastic, Textile, Furniture, Agro-equipment & Fertilizers, Pharmaceuticals, Nutrition and R&D Laboratories, Logistics, Transportation, Deliveries Freight, Shipping & Warehousing, HR Services Employment, Career Counseling, Job Seeking, Training.

### **TRAINING OVERVIEW (Monday to Friday, 6.30 p.m. to 8.30 p.m.)**

#### **Quality System:**

**December 5:** • Why Quality Training?

- Monday**
- Quality Standards and their benefits
  - Process Approach, SIPOC
  - Integrated Organizational Processes

**December 6:** • Product/Process control plan (Excel Work Sheet Training)

- Tuesday**
- Problem Solving
  - Root Cause Analysis Tools
  - Drill Deep Drill Wide Analysis to stop problems from occurring again and again

**December 7:** • Integrated Organizational Processes

- Wednesday**
- Process to improve the Process
  - Conclusion
  - Feedback

**December 8:** Lean Transformation in Process and Manufacturing Industries:

- Thursday**
- Promoting Lean Culture
  - Barriers to Continuous Improvement
  - Building Quality in the product and process

**December 9:** Lean Tools and Practices

**Friday**

**December 12** : Lean Tools and Practices (continued)  
**Monday**

**December 13** : Lean Performance Measures and Lean Tools Assessment  
**Tuesday**

**December 14** : Tactical Guide to Six Sigma Implementation:  
**Wednesday**

- What is Six Sigma
- Business Performance Measures
- Define Stage

**December 15** :  
**Thursday**

- Measure Phase
- Process Capability Measurement

**December 16** :  
**Friday**

- Analyze Phase:
- Regression and Correlation
- Analysis of Variance
- Hypothesis Testing
- Root Cause Analysis

Improve Phase:

- Cause and Effect Matrix
- Lean Six Sigma

**December 19** : Control Phase:  
**Monday**

- SPC
- Control Plan
- Sustenance of Improvements

**December 20** : Design for Six Sigma:  
**Tuesday**

- Reliability
- Tolerance

Case Study:

- Improvement using Lean Six Sigma

**Faculty: Mr. Suresh Patel** is a past technical director and operational excellence executive. He earned a B.E. Electrical degree from M.S. University, Baroda, a Master's in Production Technology from South Bank University, London, and an MBA from the University of Texas at Brownsville. He is a Certified Reliability Engineer, Certified Quality Engineer and Certified Management Systems Auditor. He has developed a wide range of products/processes and has helped establish six manufacturing plants in India and five US plants in Mexico. His career path has enabled him to work in industries in India, UK, Europe (Denmark, Italy and Belgium), USA, China, Mexico and Chile (SA).

**Concessional fee:** Rs.3000/- per participant. Fee includes course fee, course material, tax and refreshment

**Registration:** Please send your registration along with participation fee to:  
**Ahmedabad Management Association**, AMA Complex, Dr. Vikram Sarabhai Marg, Vastrapur, Ahmedabad 380 015 • Phone:079-26308601-6 • Mobile : 9537407187  
Fax: 079-26305692 • E-mail: ama@amaindia.org • Website: www.amaindia.org  
Android Mobile App: AMA-Ahmedabad amaIndia.org



**Certificate Programme on  
Operational Excellence**  
12 days – 6.30 to 8.30 p.m.  
Monday to Friday, December 5 to 20, 2016

---

**Venue:** Torrent-AMA Management Centre, Core-AMA Management House,  
AMA Complex, Vastrapur Ahmedabad

---

**Registration Form:**

Please fill-in and return this form along with participation fee to:

**Ahmedabad Management Association**

AMA Complex, Dr. Vikram Sarabhai Marg,  
Ahmedabad 380 015

Phone: 079-26308602-6 • Mobile: 9537407187

E-mail: ama@amaindia.org • Website: www.amaindia.org

Android Mobile App: AMA-Ahmedabad amaIndia.org

**Name(s)** \_\_\_\_\_ **Position** \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Pin Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Mobile** \_\_\_\_\_

**E-mail:**

**Fax:** \_\_\_\_\_

---

---