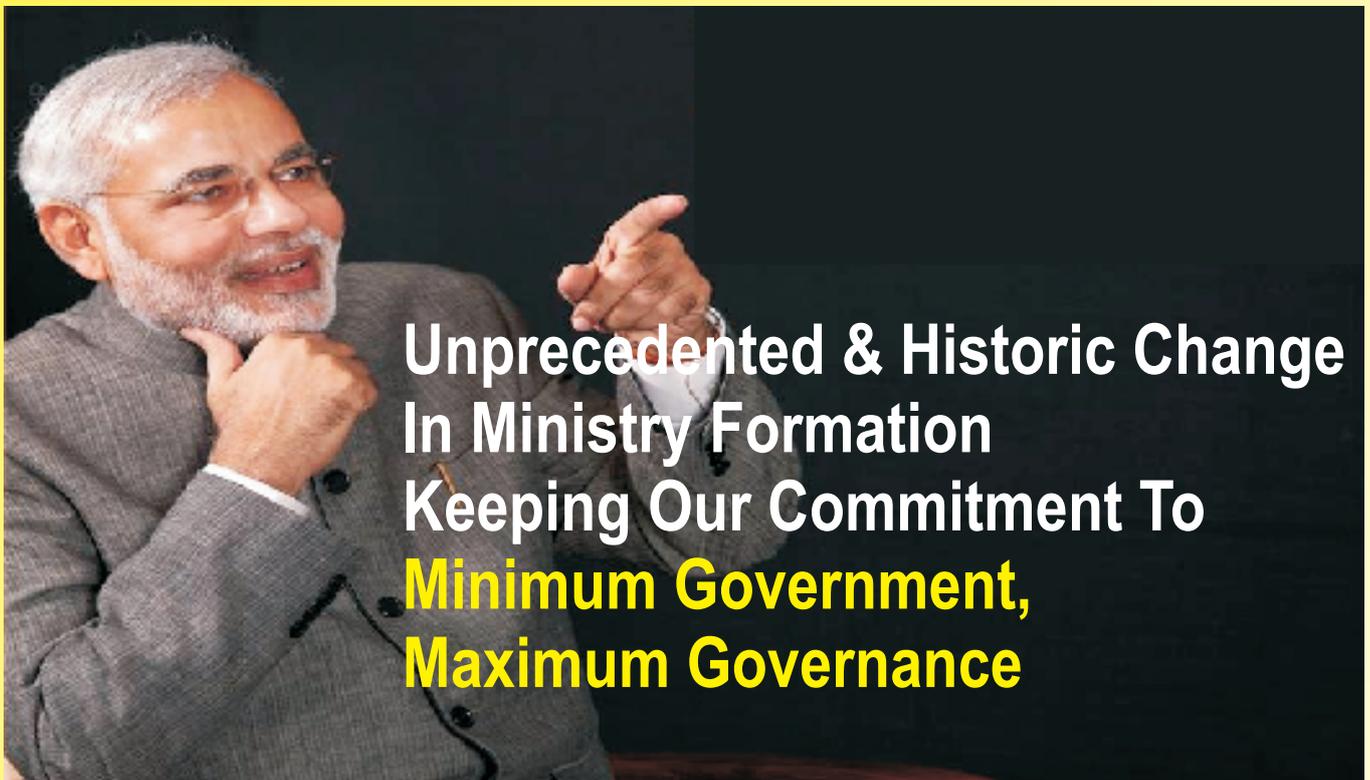


SPECIAL ISSUE ON

GOOD GOVERNANCE WAY AHEAD IN LIFE



**Unprecedented & Historic Change
In Ministry Formation
Keeping Our Commitment To
Minimum Government,
Maximum Governance**

Congratulations
Narendra Modi!
Prime Minister - India!





Message From the desk of
Sumeet Kataria
ICS Pvt. Ltd.
(Country Manager)

Good governance a way ahead in life

In today's competitive world performance expectations of clients have undergone transformational change & "doing correctly & appropriately" are the bare minimum deliverables expected. Hence there is a need for each individual to "value add" further to make one's organisation as the preferred auditor for a client.

Adopting the principles of 7 Habbits (Written by the famous erstwhile Stephen Covey) enables individuals to improved performance / delivery as a normal routine & there by bringing admiration to the organisation. Steven Covey's philosophy is a seven course meal on how to take control of ones life and suggests a recipe to becoming a complete and trustworthy person.

"Be Proactive" inculcates the habit of "Planning" & "planning well" in advance for timely delivery & in full. Missing deadlines is the most unforgettable incident etched in a human mind & it lingers for long.

"Begin with the end in mind" prods one to understand why at-all the client needs this service & in what way the results would be used. There are numerous possibilities to "value add" & deliver more than client's expectation if this habit is internalised. It also aids in "planning well" & supersede the quality expected by doing the **"right things"**.

Respect & trust are two qualities of an auditor which one must never compromise. The habit of **"Put first things first"** enables one to achieve this without being bogged down by fear or shame. Continous upgradation of knowledge with a learning mind-set is a sure-shot recipe for competence. One must never stop & feel small to ask in the learning process. In today's cut throat competition, no one teaches the trade secrets & hence it is left to each individual to ask fearlessly for clarity/ self learning. Trust follows over a period when one delivers **consistently & fearlessly**.

The above 3 habits are the most difficult & are the bricks/ building blocks of self governance & self mastery. It demands that one must be flexible & adjust to the extent possible in today's fast paced world. **"Think Win-Win"** conceptually guides one to always keep this in mind which dealing either during initial discussions, field execution or sharing result in the end. Listening carefully before speaking out is the most important habit which accentuates the "Win Win" philosophy. This habit is nicely coined **"Seek first to understand & then to be understood"**.

As trust develops over a period, one becomes an integral part of the client system & a relationship develops. Both sides bring their learnings to the table, agree to remove differences & start working on a higher platform of understanding for improved delivery – **"Synergy"** is what describes this habit.

Howsoever smart you may be & might have delivered in-numerous field audits to expectations of both client & your organization , one does become complacent & starts working in a robot like manner. The last of the 7 habits **"Sharpen the saw"** reminds each one of us of this complacency & warns us to continuously keep upgrading & challenging oneself for higher achievements. The sense of purpose must prevail.

Guide to principles of good governance

Governance

The way organizations are directed and controlled to ensure that they are effective in achieving their objectives.

'Whatever governance arrangements are in place in any management/operating scheme, it is vital that they support and promote the integrity of the scheme and office holder and, above all, protect the independence of the office holder, particularly from those over whom the scheme has jurisdiction.

The six principles

Independence

- Openness and transparency
- Accountability
- Integrity
- Clarity of purpose
- Effectiveness

Independence

Ensuring and demonstrating the freedom of the office holder from interference in decision making:

- Freedom from interference in decision making on complaints
- Appropriate and proportionate structure and financial arrangements
- Appointment, re-appointment and remuneration of the office holder consistent with ensuring independence
- Governance arrangements which ensure and safeguard the independence of the office holder and the scheme
- Those involved in the governance of the scheme to conduct themselves at all times in the best interest of the scheme

Openness and Transparency

Ensuring openness and transparency in order that stakeholders can have confidence in the decision-making and management processes of the scheme:

- Clear explanation of legal constitution, governance and funding arrangements
- Open and clear policies and procedures, and clear criteria for decision making
- Clear and proper recording of decisions and actions
- Free availability of information and publication of decisions, consistent with statute, contract and good practice
- Clear delegation arrangements, including levels of authority
- Register of interests, to apply to the office holder, appropriate staff members and members of any governing body

Accountability

- Ensuring that all members of the scheme, including the office holder staff members and members of any governing body are seen to be responsible and accountable for their decisions and actions, including the stewardship of funds (with due regard to the independence of the office holder):
- Subject to appropriate public or external scrutiny
- Accountable to stakeholders for operation of scheme
- Financial accountability, and appropriate internal controls to demonstrate the highest standards of financial probity
- Robust mechanism for review of service quality
- Clear 'whistle-blowing' policy

Integrity

Ensuring straightforward dealing and completeness, based on honesty, selflessness and objectivity, and ensuring high standards of probity and propriety in the conduct of the scheme's affairs and complaint decision making:

- Impartiality in all activities
- Identify, declare and deal with conflicts of interest (including office holder, staff members and members of any governing body)
- Compliance of all those involved in the governance or operation of the scheme with relevant principles of public conduct
- Arrangements for dealing with conflicts about governance issues

Clarity of purpose

Ensuring that stakeholders know why the scheme exists and what it does, and what to expect from it:

- Explanation of the purpose of the scheme and who it serves
- Clear status and mandate of the scheme
- Clarity of extent of jurisdiction
- Governance arrangements which are clear in relation to the office holder's adjudication role

Effectiveness

Ensuring that the scheme delivers quality outcomes efficiently and represents good value for money:

- Leadership which defines and promotes the values of the scheme
- Keeping to commitments
- Good internal planning and review processes
- Quality assurance and a process for review of service
- Quality outcomes for complainant, organization complained about, scheme and all other stakeholders
- Recommendations accepted by bodies in jurisdiction
- Effective risk management controls
- Cost effectiveness and value for money



Effective - Governance

Not To Ignore Co-ordination For Effective Project /activity Management In Home, Office, Club And At Site Etc, Co-ordination, Apart Form Other Activities Discharging Process, Plays A Very Important Role. In Order To Send This Message Home, A Short Story Follows.

Madhusudan, Aged 25, Is A Son Of A Teacher Who Retired A Month Ago And Desperately Wanted Madhu To Get A Job For Survival Of The Family Of Five. Apart From Father Krishna & Son Madhu, There Are Three More In The Family I.e Madhu's Wife Kavita, Younger Sister Asha & Mother Savitri. After Lots Of Searching, Waiting And Convassing, Madhu Received An Interview Call For A Position He Wanted All The Time. He Had To Attend To It Next Day At 10 A.m.

Message From the desk of
Ramakant Prasad
ICS Pvt. Ltd.

Being A Member Of A Poor Family, He Had No Fitting & Decent Trouser To Go Alongwith His Formal White Shirt But His Father Had One Trouser Though Longer By Two Inches As Compared To That Of Madhu's Trouser. Whole Family Were Excited About The News Of Expected Employment Of Madhu And It Was Obvious To All That Father's Trouser Has To Be Shortened By Two Inches, Making The Trouser Suitable For Madhu To Use & Face The Interview Next Morning. On The Same Very Day His Sister Returned In The Evening From Her College And Wished To Be Of Help, She Cuts The Trouser By 2 Inches And Hangedit For Her Brother To Use It Next Day.

Madhu's Wife Kavita After Meeting Household Work At Night, She Cuts The Trouser By 2 Inches In Length And Keeps It For Her Husband To Use It Next Day And Goes To Sleep. Madhu's Mother, An Early Riser, Wishing To Get Her Son A Job, First Thing On That Morning, She Cuts The Trouser By Two Inches And Keeps It By The Side Of Madhu's Washed & Ironed Shirt. In This Case All The Members Were Technically Capable; They All Were Highly Co-operative, They All Efforted & Put Their Best But The Whole Project, Of Making Madhu Decently (as Per Occasion) Dressed For Interview, Failed. If You Analyse Root Cause Of This Failure, Absence Of Coordination Is The Answer. Coordination Meetings Are Not A Waste Of Time But If Observed Properly, Involving All Concerned, It Gives Very Good Governance & Avoids Possible Failures.



Message From the desk of
Purshottam Poddar
QMS, EMS, OHSMS
Consultant & Lead Auditor

A Ten Step Method to Continual Improvement

Continual improvement is a type of change that is focused on increasing the effectiveness and/or efficiency of an organization to fulfill its policies and objectives. It is not limited to quality initiatives. Improvement in business strategy, business results, and customer, employee, and supplier business relationships can be subject to continual improvement. Putting it simply, it means getting better all the time'. Continual improvement should focus on enablers such as leadership, communication, resources, organization structure, people, and processes - in other words, everything in the organization, in all functions at all levels. Continual improvement should also lead to better results, such as, price, cost, productivity, time to market, delivery, responsiveness, profit, and customer and employee satisfaction. There has been a tendency in total quality management programs to focus on departmental improvements which do not improve business results overall. Departmental improvements may merely move the constraints or problem somewhere else in the process chain.

What continual improvement is not:

Improvement is not about using a set of tools and techniques. Improvement is not going through the motions of organizing improvement teams and training people. Improvement is a result, so it can only be laimed after there has been a beneficial change in an organization's performance.

Gradual, incremental, or breakthrough?

Continuous improvement is gradual never-ending change, whereas continual improvement is incremental change. Both types of improvements are what the Japanese call Kaizen. In the United States, Lean and Six Sigma improvement is common place. Breakthroughs are improvements, but in one giant leap - a step change. However, the method of achievement is the same, but breakthroughs tend to arise out of chance discoveries and could take years before being made.

When should continual improvement be started?

All managerial activity is directed either at control or at improvement. Managers are either devoting their efforts at maintaining performance, preventing change, or creating change, breakthrough, or improvement. If businesses stand still, they will lose their competitive edge, so improvements must be made to keep pace and stay in business. Every system, program, or project should provide for an improvement cycle. Therefore, when an objective has been achieved, work should commence on identifying what is meeting the requirements of the process, and what better ways of doing it. There is no improvement without measurement. An organization must establish current performance before embarking on any improvement. If it does not, it will have no baseline from which to determine efforts.

There are ten steps to undertaking continual improvement:

1. Determine current performance.
2. Establish a need to improve.
3. Obtain commitment and define the improvement objective.
4. Organize the diagnostic resources.
5. Carry out research and analysis to discover the cause of current performance.
6. Define and test solutions that will accomplish the improvement objective.
7. Produce improvement plans which specify how and by whom the changes will be implemented.
8. Identify and overcome any resistance to the change.
9. Implement the change.
10. Put in place controls to hold new levels of performance, and repeat step one.

Good governance a way ahead in life



Message From the desk of
Bharat Senani
Adani Gas Ltd.

Although as far as politicians are concerned, in all ages good governance has been the most fashionable thing even today it is in vogue. The prevalent determinant in our lives is our culture, and the surrounding we live in. But the second biggest factor is probably governance, good governance makes a huge difference in our lives. If we see the definition of good governance given by Planning Commission, "Governance relates to the management of all such processes that, in any society, define the environment which permits and enables individuals to raise their capability levels, on one hand, and provide opportunities to realize their potential and enlarge the set of available choices, on the other" but we wish good governance was a commodity which could have been imported in case if it is not available in our country.

When we talk about good governance we tend to believe a corruption free, participatory, accountable, effective and efficient governance. We generally don't bother about inclusive growth and also tend to overlook its importance because we just look for immediate gains.

Good governance is not created solely by the government and every stakeholder has an equal role in achieving it. We should be happy that at least we are approaching towards a matured democracy as far as participatory governance is concerned thanks to social media all the politicians have realized the need of being on face book twitter etc. and face the public, their every ill doing is criticized and all good work is appreciated there and then without waiting for the elections. Moving with the current development pace. achieving our Millennium development goals by 2015 is a big question mark.

But as we read a political party claims for our happy days ahead we expect a moderate inflation rate, secured jobs and a sustainable growth rate. Irony is we have a minimum qualification criteria to select clerk but no qualification is required to elect a person who rules our country, forms policies and represent our nation internationally.

We need to hire think tanks and much better planners to judge all pros and cons and nitty gritty involved in policy formation at least in advisory committees. Corruption free development is the utter need of the nation. Higher industrial growth rate increase job opportunities which increases buying capacity of people which in turn increases demand and thus increases manufacturing rate and leads to higher imports improving balance of trade and results in nations economy to grow. Attracting FDIs and FII by retaining their interest and by swift decision making in all sectors like tourism, IT, infrastructure, energy boosts our economy.

Good Governance A Way Ahead In Life



What is good governance?

Good governance is about system and procedures for making and implementing decisions. The process should be fair and transparent and should not be ambiguous and complex so that decision making process is not tilt towards favouritism and nepotism. Corruption is all about faulty and non-transparent processes of decision making. The output of such decisions is often squandering of public money and beneficial to few ignoring public interest. Good governance will not only regulate public dealing in fair and equitable manner but also result into best use of resources for the interest of large population.

Message From the desk of
J P N Agrawal

Characteristics of good governance:

The following are characteristics of good governance.

1. Accountability:

The decision makers are responsible to the community for the consequences of any decision they have taken. The authority of taking decision goes along with responsibility. The credits and blame are both two sides of a coin. Accountability will ensure for fair decision making.

2. Transparency:

The decision making process is subject to scrutiny and inspection. Thanks to RTI, the process has become transparent and chances of manipulation have gone down. The requirement of fair decision making has made whole decision making process transparent.

3. Following law of the land:

One of the important characteristics is following law of the land in making and implementing decisions. The decision making process should follow basic principles of equal opportunity and natural justice as per law of the land. Any decision in contravention to law of land is questionable and subject to review and may be quashed.

4. Participative:

The decision making process should be participative. It means that community for whom the decision is taken should participate in decision making process. There is benefit from this norm. First best possible decision can be taken and second community can be taken into confidence.

Benefits of good governance:

Good governance is important for several reasons. Often the decisions are accurate and beneficial for the community, the resources are put to optimum use and authority become responsible for their decision making. Ethics in discharging duties form basis for good governance in personal and administrative dealings. The benefits can be listed as below.

1. Better decisions:

Good governance leads to better decision. Since decision making process is participative hence community interest is protected and decision is accurate and better. Debate and discussion always result into better decision. Decision is taken by seeking opinions from the community and incorporating their suggestions.

2. Optimum use of resources:

Since decision making process is transparent and authorities are accountable to people, the resources are put to optimum use. Public money is not squandered and decision is implemented in fair and justifiable manner.

3. Ethical decision making:

Ethics in discharging responsibilities are maintained. Accountability and transparency in decision making process make decision making ethical. This itself improves moral conduct and right use of resources.

4. Orderly decision making:

Since one of the requirements of good governance is following law of the land hence there is benefit of orderly decision making. There is a trust between administrative and civic body and decision is implemented considering law of the land.

Conclusion: The conclusion can be drawn that good governance should be a way of life in personal as well as administrative dealings. We are engaged in personal and community governance. Whatever decision is taken should be in the interest of community and in a fair and equitable manner. A mutual trust between self and others for whom decision is taken should be there. This will bring growth, social acceptance, health and prosperity and above all a comfortable life.

Good governance a way ahead in life –



Message From the desk of
Rajesh Sodani

In today's competitive world performance expectations of clients have undergone transformational change & "doing correctly & appropriately" are the bare minimum deliverables expected. Hence there is a need for each individual to "value add" further to make one's organisation as the preferred auditor for a client.

Adopting the principles of 7 Habbits (Written by the famous erstwhile Stephen Covey) enables individuals to improved performance / delivery as a normal routine & there by bringing admiration to the organisation. Steven Covey's philosophy is a seven course meal on how to take control of ones life and suggests a recipe to becoming a complete and trustworthy person.

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"Begin with the end in mind" prods one to understand why at-all the client needs this service & in what way the results would be used. There are numerous possibilities to "value add" & deliver more than client's expectation if this habit is internalised. It also aids in "planning well" & supersede the quality expected by doing the "right things".

Respect & trust are two qualities of an auditor which one must never compromise. The habit of "Put first things first" enables one to achieve this without being bogged down by fear or shame. Continous upgradation of knowledge with a learning mind-set is a sure-shot recipe for competence. One must never stop & feel small to ask in the learning process. In today's cut throat competition, no one teaches the trade secrets & hence it is left to each individual to ask fearlessly for clarity/ self learning. Trust follows over a period when one delivers consistently & fearlessly.

The above 3 habits are the most difficult & are the bricks/ building blocks of self governance & self mastery.

It demands that one must be flexible & adjust to the extent possible in today's fast paced world. "Think Win-Win" conceptually guides one to always keep this in mind which dealing either during initial discussions, field execution or sharing result in the end. Listening carefully before speaking out is the most important habit which accentuates the "Win Win" philosophy. This habit is nicely coined "Seek first to understand & then to be understood".

As trust develops over a period, one becomes an integral part of the client system & a relationship develops. Both sides bring their learnings to the table, agree to remove differences & start working on a higher platform of understanding for improved delivery – "Synergy" is what describes this habit. Howsoever smart you may be & might have delivered in-numerous field audits to expectations of both client & your organisation , one does become complacent & starts working in a robot like manner. The last of the 7 habits " Sharpen the saw" reminds each one of us of this complacency & warns us to continuously keep upgrading & challenging oneself for higher achievements. The sense of purpose must prevail.

Keys To Governancestrategic Leadership For Quality Of Life

Good governance is the key to sustainability of our organizations and success of humanity in improving quality of life for all citizens of our world. Governance is much more than just the structure, processes, and rules of decision making and controls. Good governance is a culture and a climate of Consistency (predictability), Responsibility, Accountability, Fairness, Transparency, and Effectiveness that is Deployed.

What is interesting is that these principles, despite different forms of application, are common regardless of the size, complexity, and jurisdiction of an organization. Furthermore, it requires an understanding of "regarding the others, as you regard yourself" to become prevalent. This understanding transcends the individual's interests and requires considering not only interests of others that we share our planet with, but also interests of future generations. Good governance is the key to effective utilization of our limited resources and not only improves the quality of life, but also ensures sustainability of life on our planet.



Message From the desk of
Anand Pal Singh
ICS Pvt. Ltd.
Regional Manager (North)

The essence of good governance is ensuring trustworthy relations between the institution and its stakeholders. Trust is the foundation of sustainable development. Good governance is the key to establish common expectations, ato devise effective policies and processes in order to achieve desired performance levels in a sustainable fashion. Governance involves the rights and processes of decision making and exercising controls in an organization to achieve mutual goals. In short, governance is about performance.

To establish these structures, consistency is necessary at a global scale. Global consistency requires a convergence on implementing common values in all aspects of life. The solution has to start at grassroots: if transformation and change can be inspired at all levels of society, the process to shape the future begins. The role of those who do not take part in the process will be limited in a future shaped by others. Thus, for sustainability of our institutions we need to consider new ways of involving all stakeholders in governance mechanisms.

QUOTESON GOVERNANCE

"Mere good governance is not enough; it has to be pro-people and pro-active. Good governance is putting people at the center of development process."

- Narendra Modi, The designated Prime Minister of India.

"The biggest determinant in our lives is culture, where we are born, what the environment looks like. But the second biggest determinant is probably governance, good governance or a certain kind of governance makes a huge difference in our lives."

-Nicolas Berggruen, founder and president of Berggruen Holdings, a private investment company "In any country, governance issues are there. Challenges are there, pressures are there. When multi-party coalitions take decisions, sometimes delays will be there. But that is what democracy is: it is beauty or it's challenge."- Anand Sharma, Union Cabinet Minister, in charge of Commerce and Industry and Textiles in the Government of India.

Aries

A Zodiac Sign In The Table Below To Read Its May 2014 Horoscope.

Be happy! On May 3rd 2014 Venus, the planet of love and harmony, will enter Aries where it will stay until towards the end of the month (May 29th). With Venus by your side, your heart will be warm, your gestures will become tender, and the atmosphere around you will be filled with sensuality. Love, benevolence, joy, pleasures and beauty will make more and more place in your life. You'll pay a lot of attention to the way you look, and you'll choose grace and elegance more often than usual.

Taurus

May is generally a good month for Taurus and it brings you a lot of reasons for satisfaction, but in 2014 it does not promise much as regards sentimental fulfilment. Saturn, located in Taurus' house of couples, will have a sober or restrictive influence (which you have probably already felt since the second half of 2012). Mars, the ruler of Taurus' house of couples, has been in a delicate situation since December last year. Moreover, Venus is not in a very good mood now either. Between the 3rd and the 29th of May 2014, Venus will cross an introvert, mysterious, confined area.

Gemini

Gemini's interests in May 2014 seem to be especially of a practical nature rather than a sentimental one. Mercury's transit through Gemini will most probably be favorable from many points of view, but it won't be very romantic. Relationships can be very pleasant and comfortable as long as the spirit of friendship prevails and the couple shares preoccupations, but they will tend to operate at a rational level and somehow impersonal or superficial.

Cancer

May 2014 will not lack tension for Cancer people; however, in spite of this fact, the situation will be quite stable. You might go through moments in which you and your partner will have different visions on the same thing and you'll find it difficult to negotiate an acceptable solution for both; you might sometimes have the sensation that the other one doesn't understand you or doesn't give you enough attention, or you might have to join your forces against some trial from the outside. On the other hand, in May 2014 you'll have the tendency to raise the standards, to have higher expectations than before. Moreover, you'll have a rather subjective attitude and you'll withdraw into yourself too easily when something is not to your like. If you took things in a more relaxed way and with more humor, you'd only gain from it.

Leo

Love will have the capacity to influence your thinking and ideas, to open new horizons to you. In May 2014, Leos will be able to explore unexpected spiritual dimensions or to discover the world by the side of the person they love. Romantic trips and relationships that will begin at a distance or that will transcend cultural, religious or even moral barriers will be further possibilities in May 2014. On the other hand, Leo will greatly need privacy at the emotional level. You won't be as expansive as before, nor will you feel like talking about your feelings with anybody, at anytime.

Virgo

All throughout May 2014 Jupiter, the ruler of Virgo's house of couples, will be in the luckiest area of Virgo's horoscope. It'll be well accommodated and, even if there are difficult moments from time to time, it'll see that they will be cast away and peacefulness and joy will be brought back. Jupiter will nurture your romantic lust, which for a while has been haunting you more and more intensely (surprisingly intensely for Virgo, which is usually perfectly rational!), will encourage you to experience emotional excitement and will provide favorable opportunities. Feelings will become more intense, experiences deeper, and attention will go to psychological aspects of the relationship, to its mysterious side, which demands to be deciphered.

Libra

Celebrate! On May 3rd 2014 Venus will enter Libra's house of couples, where it'll stay until the 29th. Venus is the lady of hearts, the planet of love and of good understanding, of pleasures and chance. Venus' presence in one's house of couples is the happiest configuration for the sentimental life. With Venus in your house of couples, the need for affection will grow, you'll turn towards the other one more easily and you'll be more inclined towards behaving in a coquettish and seductive way. It'll be the time when you can conquer, consolidate, make up.

Scorpio

May 2014 will be important for Scorpio's relationships: the Sun will cross Scorpio's house of couples, which will increase your need to be with someone, to reflect yourself in the other one. It's not the time of loneliness, but the time of fusion, of sharing, of communion. In this period you'll be more attentive to the person by your side, you'll have availability to understand him/her, to look at things from their point of view as well. In their turn, they might need your attention more than usual. On the other hand, Venus' position says that in May 2014 you and your partner can cooperate in doing the work or negotiate how to assign tasks and responsibilities.

Sagittarius

Venus will cross Sagittarius' house of love and eroticism. This is the greatest astral configuration for love, fun and sex. Therefore, May 2014 promises to be sensual, full of very attractive offers. Venus rules love, pleasures, and the joy of living. It'll come surrounded by waves of romanticism and will radiate the irresistible scent of seduction. It'll urge you to show your sex-appeal and coquetry and will lure you to places and circumstances you can meet love in. Venus is the fan of gallant adventures, born out of genuine affection and desire, with no connection to responsibilities or conventions.

Capricorn

You'll deeply feel the need for emotional safety. In May 2014, your preferences will go towards a peaceful life, warmth and privacy. You want a relationship that offers certainty. You might talk to your partner about starting a family or, if you have already done it, about building or buying a house, about redecorating the accommodation or about other things that will make your living together more comfortable, more fulfilling and beautiful. In May 2014, Capricorn people will receive guests or will arrange family reunions.

Aquarius

The first week of April 2014 will be quite peaceful. The Sun, the ruler of Aquarius' house of couples, will be in an area that will incline towards an isolated life and will lay emphasis on emotional privacy, on home and family. On May 7th 2014 Mercury will enter Aquarius' house of love and eroticism, and the atmosphere will lighten up: the tendency towards flirts will grow and the attitude will become more playful, more cheerful, more open to experiments. You might now read about sex, find out useful information for the private life or try new things, not experimented before. Attraction will be stimulated by communication and by intellectual compatibility.

Pisces

May 2014 will be a rather stable period for Pisces people, in which domestic and financial preoccupations will prevail. You'll now learn to appreciate comfort, safety, and genuine, but quiet affection. You won't be very inclined towards wild and restless passion. You won't be willing to take too much trouble, nor to take big risks. At least for now. The couple partner will rather act as a business associate with whom you'll decide what you need to purchase, how money needs to be managed or how you can raise your income.



DTQM (DIPLOMA IN TOTAL QUALITY MANAGEMENT)

ICS TECHNOLOGIES

Approved & Accredited by CQI (Chartered Quality Institute), London, UK.

Industry Connecting Society Through Excellence In Education Perspective:

Total Quality Management, TQM, is a method by which management and employees can become involved in the continual improvement in the production of goods providing services. It is a combination of quality and management tools aimed at increasing business and reducing losses due to wasteful practices. This course focuses on total quality management concepts, methodologies and practices of manufacturing industries. Topics like organizational; and cultural aspects of total quality management associated with implementing quality management systems, communicating the quality message, team building, training and learning will be addressed.

Who Should Attend?

The Total Quality Management (TQM) course is intended for aspiring students and professionals who wish to pursue their career in the field of quality dealing with management, engineering, and decision-making in both products and services sectors towards continual improvements.

Course Objective:

This course has been designed to provide participants with a solid grounding in the essential aspects of quality in today's business environment. While specific techniques used to ensure product quality (goods or services) will be discussed, the main emphasis will be on the implementation of total quality management philosophy concepts and techniques to improve process performance in all aspects of firm's operation.

Course Content:

The course contains 10 modules whose details are as follows:

Module A: Basics of Quality

Module B – Management Systems

Module C - Statistical Process Control

Module D – Statistical Quality Control

Module E – Sampling

Module F – Quality Improvement Tools(Basic QC Tools)

Module G – Tools & Techniques for Organizational Excellence

Module H – TQM in Manufacturing Industries

Module I – TQM in Services Industries

Module J - Bench Marking

Methodology:

➤ The above 10 modules are divided into two semesters, with 5 modules covered in each semester. Each module has 10- 20 chapters for which we have literature, slide presentation assisted by a voice over and exercises to reinforce learning and understanding. There are online tests at end of each chapter in which the candidates will have to score 50% marks failing which they would not be able to move to the other consecutive chapter. Any queries related to any of the modules and chapters shall be attended by our experts online during the contact sessions or at our training centre located at Mira Road on specified days.

Schedule and Course Details:

- Duration: 1 year (6 month each 1st & 2nd Semester)
- Instructor-led, Classroom Training, Workshops & Contact Sessions.
- Short Lectures, Discussions and Exercises
- Case studies & Assessments

The new batch for Distance Learning in **Total Quality Management** starts in July 2014.

Semester I	July'14 – December'14
Semester II	January'14 – June'15

Certification details:

Diploma participation / Successfully completed certificates will be provided to each participant, after successful completion of the DTQM course.

The passing criterion for the course is 70% overall. There would be 25% weightage given to the online tests on continual assessments and 25% to assignments and projects; and 50% to the Final Exam.

Request Trial:

You may request for a free trial session by sending a mail info@icstechnologies.org or by registering online at <http://icstechnologies.org/dtqm/Register.aspx>

For Details & Registration, please contact:

Name: Mr. Shreyas Acharya

Email: info@icstechnologies.org,

Tel: 91-22-26507777-82, 42200900 & 30608900 Mobile: 9321526774

For more information on ICS Technologies and current offerings, please

visit us at

www.icstechnologies.org

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Our Next issue on “ENVIRONMENT and Challenges in Development”

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