



# QUALITY MANTRA

November 2019



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Aarya Sumeet Kataria

## An Investment in Knowledge pays the best Interest

Upskill Yourself – The E-Learning Way

“Where my reason, imagination or interest were not engaged, I would not or I could not learn.” Winston Churchill



Dear Friends,

What decides your future progress in your career? The answer to this question is, how much value you can add to your organization. How can you make yourself valuable? By acquiring new knowledge, new skills and new attitude. This way you can stand apart as a High Quality Professional. And if the same high quality professional is able to deliver Quality in each report that he prepares, in each product that he touches and in every sales calls that he makes; this professional will always be hot cake in the job list. Get The Point! The world has changed and you need to be the global player

“We need to bring learning to people instead of people to learning.” Elliot Masie,



Upskill Yourself – The E-Learning Way

You need that extra dash of competence. Additional degrees in conventional subjects no more democrat you. With additional qualifications in Management Systems, will label you as a breed apart. So think of adding that extra punch to your profile. When we say Quality, we mean it. The E - course of ICS to will be a game changer for your life, A turning point at every movement. Consider embarking on this journey with us. We have painstakingly researched the global market and scenarios. We want Make In India to really happen. We want our professionals to out shine others and enjoy the luxuries of globalization. And so we have brought to you the cream of professionals from the industry and academia to offer this course. We assure you that you will enjoy every movement learning the subject from our mentors. A post with a promise of future dollars, available for incredibly affordable Indian rupees, at your work session, at your own pace; almost on your own terms. So pick up the phone friends, speak to us or just write to our coordinators. The turning point in your life is just a few steps away. And yes, also remember, ICS is the company that assessed over 8000 companies of quality and empowered them to become significant businesses. It is India's first International Certifying Body

COMPANIES USING E-LEARNING SEE A REVENUE PER EMPLOYEE INCREASE OF 26%.

E-Learning – The Unforgettable Training

Exciting graphics...pull your learners in, and meaningful interactions makes the learning memorable and effective



## Future of training

**Sushma Kindalkar**  
ICS Technologies

Training is very important for organizational development and success. It is fruitful for the employers as well as the employees in an organization. If employee is trained well, he will become more efficient and productive. ... It has specific goals of improving one's capacity, capability, productivity and performance

### Training isn't just important to any company, it is vital.

Although there are many categories of training such as management training and or sales training, employees with Project Management skills are an important asset to any organisation

### But what does training and development, mean to your organisation?

Training presents a prime opportunity to expand the knowledge base of all employees, but many employers in the current climate find development opportunities expensive. Employees attending training sessions also miss out on work time which may delay the completion of projects. However despite these potential drawbacks, training and development provides both the individual and organisations as a whole with benefits that make the cost and time a worthwhile investment. The return on investment from training and development of employees is really a no brainer

### So what are the benefits ?

#### Improved employee performance - :

The employee who receives the necessary training is more able to perform in their job. The training will give the employee a greater understanding of their responsibilities within their role, and in turn build their confidence. This confidence will enhance their overall performance and this can only benefit the company. Employees who are competent and on top of changing industry standards help your company hold a position as a leader and strong competitor within the industry.



#### Improved employee satisfaction and morale -:

the investment in training that a company makes shows employees that they are valued. The training creates a supportive workplace. Employees may gain access to training they wouldn't have otherwise known about or sought out themselves. Employees who feel appreciated and challenged through training opportunities may feel more satisfaction toward their jobs

### Addressing weaknesses

Most employees will have some weaknesses in their workplace skills. A training program allows you to strengthen those skills that each employee needs to improve. A development program brings all employees to a higher level so they all have similar skills and knowledge. This helps reduce any weak links within the company who rely heavily on others to complete basic work tasks. Providing the necessary training creates an overall knowledgeable staff with employees who can take over for one another as needed, work on teams or work independently without constant help and supervision from others

## Consistency :-

A robust training and development program ensures that employees have a consistent experience and background knowledge. The consistency is particularly relevant for the company's basic policies and procedures. All employees need to be aware of the expectations and procedures within the company. Increased efficiencies in processes results in financial gain for the company

## Increased productivity and adherence to quality standards :-

Productivity usually increases when a company implements training courses. Increased efficiency in processes will ensure project success which in turn will improve the company turnover and potential market share

## Increased innovation in new strategies and products :-

Ongoing training and upskilling of the workforce can encourage creativity. New ideas can be formed as a direct result of training and development.

## Reduced employee turnover :-

staff are more likely to feel valued if they are invested in and therefore, less likely to change employers. Training and development is seen as an additional company benefit. Recruitment costs therefore go down due to staff retention.

## Enhances company reputation and profil :-

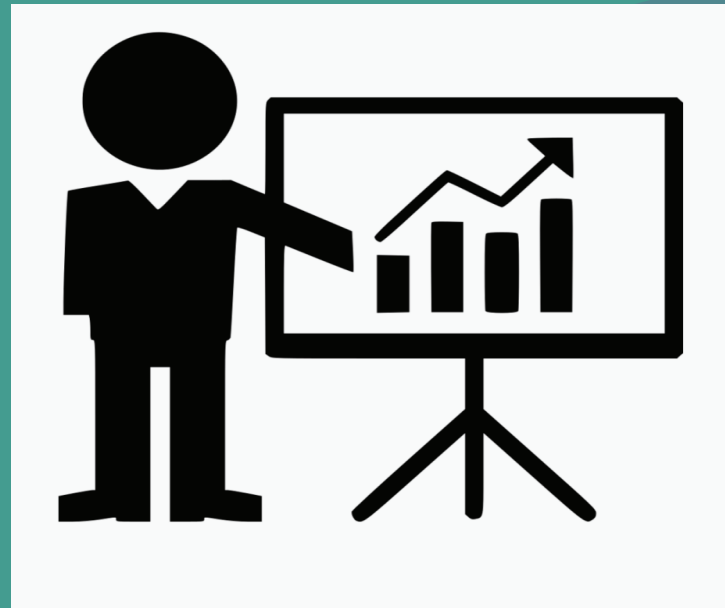
Having a strong and successful training strategy helps to develop your employer brand and make your company a prime consideration for graduates and mid-career changes. Training also makes a company more attractive to potential new recruits who seek to improve their skills and the opportunities associated with those new skills.

Training can be of any kind relevant to the work or responsibilities of the individual, and can be delivered by any appropriate method.

For example, it could include :-

- On-the-job learning
- Mentoring schemes
- In-house training
- Individual study

The importance of training your employees – both new and experienced – really cannot be overemphasized.





**Hasrat Jahan Naik**  
ICS Technologies

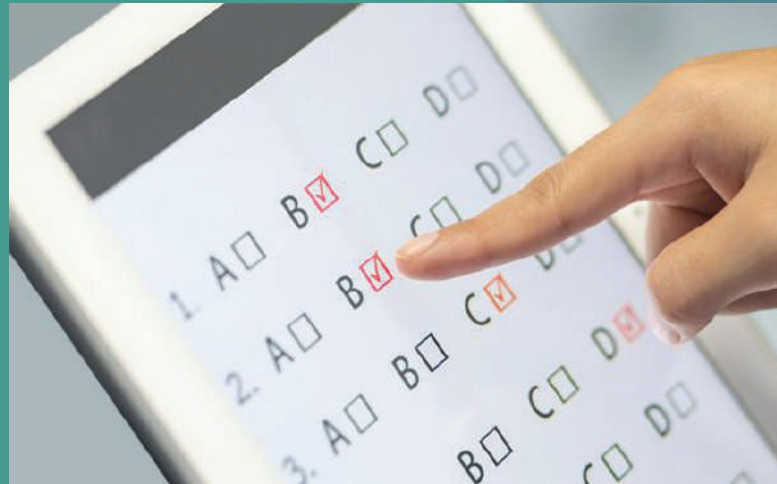
## Multipal Choice Questions (MCQ)

### MCQs ?

Multiple choice questions (MCQs) are a form of assessment for which students are asked to select one or more of the choices from a list of answers

### Structure of MCQs

MCQ consists of a stem and a set of options. The stem is usually the first part of the assessment that presents the question as a problem to be solved; the question can be an incomplete statement which requires to be completed and can include a graph, a picture or any other relevant information. The options are the possible answers that the student can choose from, with the correct answer called the key and the incorrect answers called distractors



### Advantages of MCQs

- Good MCQs are designed to be objective. They usually have one (or a few) definite answers that are given as choices for the students to select. Thus there will be no ambiguity in marking due to subjective factors in the questions. Objective MCQs are easy to mark (a set of answer sheets is all that is required from the assessor) and thus do not require experienced tutor to mark them
- MCQs take less time to complete, with shorter assessment time required, more questions can be assessed. Feedback is fast
- MCQs can be administered as on-line assessments, such online assessments can be very effective, and can prompt correct answers directly after completion with clarification and reasoning of the answers
- Factors irrelevant to the assessed material (such as handwriting and clarity of presentation) do not come into play in multiple choice assessments
- MCQs have high reliability, validity and manageability

#### 1. WHAT IS THE MEANING OF QMS?

- a) ENVIRONMENTAL MANAGEMENT SYSTEM
- b) FOOD SAFETY MANAGEMENT SYSTEM
- c) QUALITY MANAGEMENT SYSTEM**
- d) NONE OF THE ABOVE

#### THE CURRENT VERSION OF ISO 9001 IS OF WHICH YEAR ?

- a) 2008
- b) 2014
- c) 2015**
- d) 2000
- e) NONE OF THE ABOVE

## Disadvantages of MCQs

> MCQs are typically used for assessing knowledge only, students may often memorize MCQs with rote learning. If assessors wish to use MCQs to assess deeper learning, careful attention (and many practices) on appropriate questions are required



> Guessing – with MCQs there is a possibility of guessing the correct answer, there are numerous methods to penalize students from guessing, such as negative marking (not recommended as sometimes produce negative effects to students who know the answers), more options to answers, adopting mathematical strategies to normalise marks, giving partial marks to an answer very near the correct answer



> MCQs are usually used as formative assessments during class. They have a reputation of being easy. Thus students tend to receive higher marks in comparison to other assessments such as essays, reports, and presentations etc., for which a "glass ceiling" of around the 80% mark are often incurred. Care must be taken to design MCQs which have the same level of difficulty as other assessments. Obviously, students are unlikely to complain if they receive high marks in a formative MCQ assessment, but for summative assessment, if a different assessment method is used (which is usually the case), then students should be given clear assessment procedures and expectations. It is advisable to give practices on other assessments if such assessments are used for summative assessment



> MCQs cannot test oral or written skills, it can test only the theories

## DIPLOMA IN TOTAL QUALITY MANAGEMENT (DTQM)

**Nikita Gamre**  
ICS Technologies



Diploma in Total Quality Management is a diploma level Business Management course. Total Quality Management is a management concept in which managers constantly communicate with all organizational stakeholders to emphasize the importance of continuous quality improvement and total elimination of waste. The course is designed for meeting the demand of the growing needs of experts in the fields of management and administration, public policy, quality policy and planning, auditing, certification, inspection besides TQM in banking and financial services, hospital and medical services, hospitality and tourism industry, manufacturing and service sector, printing and publications, graphics technology, documentation etc



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



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## > Diploma in Total Quality Management course Suitability

Diploma in Total Quality Management is suitable for a wide range of applicants including those employed in quality improvement, seeking up-to-date knowledge of the methods, principles and practice of total quality management and organizational excellence

## > How is Diploma in Total Quality Management Course Beneficial?

Post Graduate Diploma in Total Quality Management is beneficial for professional managers who wish to develop their career in the important area of total quality management and organizational excellence

The course helps to evaluate and apply various statistical process control techniques used in manufacturing and services and effectively apply the tools and techniques of quality improvement

## > Diploma in Total Quality Management Employment in areas

- Auditor and Certification Manager
- Banks and Financial Organizations
- Government Institution
- Hospital and Tourism
- Retail Operation Sector

## > Diploma in Total Quality Management Job Types

- Assistant Manager Quality
- Quality Analyst
- Quality Control Executive
- Quality Management Consultant
- Quality Planning Manager
- Quality Process Manager
- Teacher And Lecturer
- TQM Manager





## Course Content:

The course contains 10 modules whose details are as follows:

### Module A: Basics of Quality

- > Quality Characteristics
- > Quality Control (QC)
- > Quality Assurance(QA)
- > Evolution of QC to QA
- > Total Quality Control(TQC)
- > Evolution of TQC to TQM
- > Vital Aspects of Quality
  - Customer Driven Quality
  - Top Management Leadership & Commitment
  - Process Approach, System Approach and Continual Improvement
  - TQM Culture
- > Application of TQM
- > Bench Marking on Products, Processes, Systems and Services
- > The Cost of Poor Quality (COPQ)
- > Quality Function Deployment (QFD)

### Module C - Statistical Process Control

- > Quality Control to Quality Assurance to Total Quality Management
- > Measures of process working level and presentation
- > Process Control Chart and their interpretations
- > Process Control Analysis and Economic working level Process
- > The Control Limits
- > Process Variation
- > Process Deviation
- > Charts for Range
- > Sample Standard Deviation
- > Tolerance Limits
- > Product Audit-Acceptance Sampling Plans
- > Acceptance sampling by Variables
- > Simple correlation and Regression Analysis
- > Online and Offline Statistical Process Control Techniques
- > Interface between SPC and ISO
- > Statistical Tables
- > Implementing SPC

### Module D – Statistical Quality Control

- > **Quality Measurement**
  - Variables
  - Attributes
- > Control Charts for Attributes
  - P Charts
  - C Charts
- > Control Charts for Variables
- > Types of Attribute Sampling
- > Acceptance Sampling

### Module B – Management Systems

- > **Management Principles**
- > **Management Systems**
  - QMS – ISO 9001, Quality Management System
  - EMS – ISO 14001, Environmental Management System
  - OHSAS – ISO 18001, Occupational Health & Safety Assurance Series
  - OHSAS – ISO 45001, Occupational Health & Safety Assurance Series
  - FSMS – ISO 22000, Food Safety Management System,
  - HACCP
  - ISMS – ISO 27001, Information Security Management System
  - ISO 13485 & 13488, Medical Devices
  - SA 8000 – Social Accountability
  - ISO /TS 16949 – Automotive Management System
  - ISO 30003 – Ship Recycling Management System
  - ITSMS–ISO22000, Information Technology Service Management System
  - GMP
  - GHP
  - GAP
  - CODEX
  - Certification of Products / CE Marking
  - Certification of Personnel Qualification
  - ISO 17020 – Inspection Bodies
  - ISO 17025 – Certification of Laboratories Management Systems
- > Evolution of Quality Management Systems
- > ISO19011:2011 Standard for Auditing Management Systems
- > Overview on other Industry Specific Standards
  - TL 9000: Telecommunication
  - AS 9000: Aerospace
  - Software: CMMI

### Module E – Sampling

- > **Need of Sampling**
- > **Advantages / Disadvantages of Sampling**
- > **Acceptance Sampling**
- > **Survey Sampling**
- > **Stratified Sampling**
- > **Sampling Frame**
- > **Sampling Methods**
- > **Data Collection**

## Module F – Quality Improvement Tools (Basic QC Tools )

- Check Sheets
- Fishbone Analysis
- Pareto Charts
- Graphs
- Histograms
- Cause and Effect Diagram / Fishbone Diagram  
Ishikawa Diagram
- Scatter Diagram
- Stratification Diagram
- Flow Charts

## Module G –Tools & Techniques for Organizational Excellence

- The Seven ‘S’ for a “Neat and Clean & Safe  
“Factory with One Touch Pickup.
- Basics of JishuHozen (Autonomous Maintenance)
- Total Productive Maintenance (TPM) – Overview  
on its Eight Pillars.
- JIT (Just in Time), Kanban
- TPS (Toyota Production System), Pokayoke
- Lean Manufacturing System –Overview on  
Seven Types of Muda (Waste)
- Kaizen
- SGIA (Small Group Improvement Activity)
- Six Sigma

## Module H – TQM in Manufacturing Industries

- Quality in Design
- Value Creation and Support Processes
- Benchmarking on Key Process Performance  
Indicators (KPI's)
- Customer Satisfaction Measures
- Complaint Handling and Root Cause Analysis
- Overview of workforce focus
- Cost Reduction and Value Addition
- Stake Holder Expectations
- Functional Objectives and Measures on  
Targets and Goals
- Development and Execution of Quality Plans

## Module I – TQM in Services Industries

- Benchmarking on Key Process Performance  
(Indicators (KPI's
- Customer Satisfaction Measures
- Complaint Handling and Root Cause Analysis
- Overview of workforce focus
- Cost Reduction and Value Addition
- Understanding the Service System
- Customer Segments and Understanding their  
Stated and Implied Needs
- Sector Specific Quality System - Quality in  
Healthcare Services
- Sector Specific Quality System - Quality in  
Education both Profit Making & Non Profit Making
- Sector Specific Quality System - Quality in  
Information Technology (IT)-Sector
- Sector Specific Quality System-Financial,  
Hospitality and Public Utilities Services

## Module J

- Bench marking
- Customer Satisfaction
- Complaint Handling
- Root Cause Analysis
- Cost Reduction / Value Addition
- Corrective Action
- Preventive Action
- Continual Improvement

## DTQM WEBSITE -:

- [www.icstechnologies.org](http://www.icstechnologies.org):3003

## Register Now -:

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E-mail : [info@icstechnologies.org](mailto:info@icstechnologies.org)

Web : [www.icstechnologies.org](http://www.icstechnologies.org)



## E- LEARNING

**Hasrat Jahan Naik**  
ICS Technologies

### Introduction of 'E-learning -:

A learning system based on formalised teaching but with the help of electronic resources is known as E-learning. While teaching can be based in or out of the classrooms, the use of computers and the Internet forms the major component of E-learning. E-learning can also be termed as a network enabled transfer of skills and knowledge, and the delivery of education is made to a large number of recipients at the same or different times. Earlier, it was not accepted wholeheartedly as it was assumed that this system lacked the human element required in learning



However, with the rapid progress in technology and the advancement in learning systems, it is now embraced by the masses. The introduction of computers was the basis of this revolution and with the passage of time, as we get hooked to smartphones, tablets, etc, these devices now have an importance place in the classrooms for learning. Books are gradually getting replaced by electronic educational materials like optical discs or pen drives. Knowledge can also be shared via the Internet, which is accessible 24/7, anywhere, anytime





## Benefits of E-Learning

### E-learning saves time and money :-

With online learning, your learners can access content anywhere and anytime. They don't need to take time out from their jobs to attend classes. E-learning is also cost-effective; companies save a substantial amount on the travel and accommodation costs of both learners and instructors, as well as the venue and materials. No printing helps reduce your carbon footprint, too

### E-learning is consistent :-

In face-to-face sessions, every instructor has his or her own method of teaching. Each varies in approach and style and is susceptible to mistakes. You can eliminate these issues with e-learning. Online learning provides consistent and standardized training every time. Each learner goes through the same experience regardless of when and where he or she takes the course

### E-learning offers personalization

Each learner has unique preferences and learning goals. E-learning makes it possible to cater to individual needs. It allows learners to choose their learning path and navigate at their own pace. When they decide what to learn and when, they remain invested in the course

### E-learning leads to better retention :-

Modern learners prefer bite-sized, interactive content. They would rather watch a video or listen to a podcast than read through pages of a manual. E-learning tools enable learning designers to make content interactive. The more engaging the content is, the better the learners remember information. If they enjoy learning, they can able to recall and apply the concepts at work

### E-learning is scalable

Online learning is scalable. You can roll it out to as many employees you need and is a one-time investment. The more learners take the course, the faster you can write off the expense



## TRAINING CALENDER

Training Calendar October 2019 to June 2020			
	Oct-19	Nov-19	Dec-19
Date of training	15th to 19th October 2019	12th to 16th November 2019	20th & 21st December 2019
Course Name	Lead Auditor Training - Quality Management System	Lead Auditor Training - Occupational Health & Safety Management System	Internal Auditor Training - Quality Management System
Location	Mumbai	Mumbai	Mumbai

	Jan-20	Feb-20	Mar-20
Date of training	20th & 21st January 2020	20th & 21st February 2020	27th & 28th March 2020
Course Name	Internal Auditor Training - Environmental Management System	Internal Auditor Training - Quality Management System	Internal Auditor Training - Occupational Health & Safety Management System
Location	Mumbai	Mumbai	Mumbai

	Apr-20	May-20	Jun-20
Date of training	24th & 25th April 2020	19th to 23rd May 2020	15th to 19th June 2020
Course Name	Internal Auditor Training - Environmental Management System	Lead Auditor Training - Quality Management System	Lead Auditor Training - Occupational Health & Safety Management System
Location	Mumbai	Mumbai	Mumbai

## ONLINE TRAINING

AWARENESS	INTERNAL QUALITY AUDITOR	LEAD AUDITOR
<ul style="list-style-type: none"> <li>&gt; DTQM</li> <li>&gt; QMS</li> <li>&gt; EMS</li> <li>&gt; OHSAS 18001</li> <li>&gt; ISO 45001</li> <li>&gt; FSMS</li> <li>&gt; SA 8000</li> <li>&gt; ISMS</li> <li>&gt; IMS</li> <li>&gt; Medical Devices 13485</li> <li>&gt; 5S</li> <li>&gt; Solving Techniques</li> <li>&gt; Space Utilization</li> <li>&gt; Staff Utilization</li> <li>&gt; FSMS_Transition</li> </ul>	<ul style="list-style-type: none"> <li>&gt; QMS</li> <li>&gt; EMS</li> <li>&gt; OHSAS 18001</li> <li>&gt; ISO 45001</li> <li>&gt; FSMS</li> <li>&gt; SA 8000</li> <li>&gt; ISMS</li> <li>&gt; IMS</li> <li>&gt; 13485</li> </ul>	<ul style="list-style-type: none"> <li>&gt; QMS</li> <li>&gt; EMS</li> <li>&gt; OHSAS 18001</li> <li>&gt; ISO 45001</li> </ul>

## PUZZLE

Search the words related to ICS Technologies Training

B	H	E	N	V	I	R	O	N	M	E	N	T	B	F
S	S	Q	F	T	O	N	E	A	G	K	R	E	G	A
I	I	M	W	A	J	E	D	E	S	A	C	I	S	S
X	S	K	V	S	R	J	Z	R	N	Q	S	S	R	M
S	L	I	G	R	A	Q	B	I	M	O	H	S	M	S
I	Y	N	J	O	G	K	N	F	S	M	S	O	S	I
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M	N	E	M	I	P	D	A	D	I	K	D	E	F	S
A	A	R	O	D	T	N	C	J	P	G	V	P	E	I
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D	R	A	W	A	T	K	P	N	A	W	I	F	Y	K
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- |                |                    |
|----------------|--------------------|
| 1.ISO STANDARD | 11.IMS             |
| 2.FSMS         | 12.TRAINING        |
| 3.OHSMS        | 13.AUDITOR         |
| 4.DTQM         | 14.MOCK            |
| 5.ENVIRONMENT  | 15.SAFETY          |
| 6.QUALITY      | 16.CHECKLIST       |
| 7.SRMS         | 17.SIX SIGMA       |
| 8.ISMS         | 18.HAZARD ANAYLSIS |
| 9.SHIP         | 19.FIRE            |
| 10.EMODULE     | 20.INTERNAL        |

Estimated Time





## INTERNATIONAL CERTIFICATION SERVICE

Please send your valuable comments and suggestion on “[suggestions@icsasian.com](mailto:suggestions@icsasian.com)”. To subscribe for free subscription send us a mail with subject “subscribe for “Quality Mantra”” at [suggestions@icsasian.com](mailto:suggestions@icsasian.com)

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