



Quality Circle Forum of India

Nagpur Chapter



संक्षल्प

Awarded
Best e-journal
at 34th
NCQC2020
and 36th
NCQC2022

New Letter of QCFI Nagpur Chapter

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EDITOR'S DESK

VIVEK A. SHROUTY

Secretary, QCFI Nagpur Chapter

And

Editor , 'SANKALP'

Dear Quality Aspirant,

Given that this edition of SANKALP is dedicated to CELEBRATION, I am really happy to compose this editorial.

To begin with, your favourite News Letter SANKALP wins the BEST NEWSLETTER AWARD at the 36th NATIONAL CONVENTION ON QUALITY CONCEPTS(NCQC-2022) was held physically in association with MGM University and hosted by QCFI Aurangabad Chapter, from 27th to 30th December 2022.

In continuation, I'm pleased to announce that QCFI Nagpur Chapter will be hosting the 37th National Convention on Quality Concepts (NCQC-2023), the next NCQC. QCFI HQ, President, Directors, and Executive Director Mr. DK Srivastava deserve a heartfelt thank you for believing in the QCFI Nagpur Chapter and providing this opportunity.

I would also want to thank everyone, organization, QC teams, and QCFI members who participated in CCQC-2022, which was organized at Shri Ramdeobaba College of Engineering and Management, Nagpur.

I am optimistic that your involvement will continue in both CCQC-2023 and NCQC-2023.

Various organizations celebrated the QUALITY MONTH in November 2022 and to encourage all, articles related to Quality Month are well placed in this issue.

I would also like to thank our authors and artists for their support and phenomenal work in penning down the engrossing articles/posters you are about to read.

I want to wish a very Happy and Prosperous New Year 2023 to all the Quality Aspirants. I hope 2023 is more exciting and joyful.

My Best Wishes!





CHAIRMAN'S TALK

A. K. JAIN

**Chairman - QCFI, Nagpur Chapter
Director - QCFI Board**

Dear All,

It gives me great pleasure to discuss yet another accomplishment of the Nagpur Chapter.

Congratulations on CCQC 2022's enormous success, which was made possible by your dedication, zeal, and active participation. It is commendable that these young leaders of the Nagpur chapter are fervently and passionately supporting the QCFI objective. We now look to these members to bring in as many teams as possible from different organizations to participate and bring laurels from the Nagpur chapter as the QCFI Aurangabad chapter hosts NCQC 2022 in Aurangabad.

This is not the end of it. The NCQC is going to be held in Nagpur in 2023. It is both a great honor and a huge responsibility. I implore all GC representatives and members to make it a resounding hit.

QCFI aspires to develop quality individuals and improve quality of life. QCFI enlarges its scope to develop total quality people and to improve quality of life through the concepts and philosophy of quality with QC as an essential and integral total part. Quality encompasses all the existing and emerging concepts relevant to quality.

With great enthusiasm and energy, numerous industries engaged in the celebration of November 2022 as "quality month" with an eye toward the objectives of the quality circle. To raise awareness among employees, supervisors, and team members, they have hosted a variety of programs in their establishments. I congratulate them and intend to spread the word further in the future and take forward QCFI's distinctive approach of total integrated development of all strata of people.

On behalf of the Nagpur Chapter of QCFI, I would like to thank you for your efforts and dedication. This team has learned a lot from their mentors and are also bringing bright ideas and refreshing energy to the chapter. I wish you all the best in the future endeavors. We hope you will stay involved in the community and continue to work with enthusiasm. We can't wait to see what you'll do next!



33RD CCQC-2022 -CHAPTER CONVENTION ON QUALITY CONCEPTS ORGANIZED AT RCOEM, NAGPUR

Quality Circle forum of Indian, Nagpur Chapter in association with Shri Ramdeobaba College of Engineering and Management has organized 33rd CCQC :2022 Chapter convention on quality concepts with theme **“Integrated Quality Concepts-The Gateway To Global Leadership”** on 18th September 2022 at Shri Ramdeobaba College of Engineering and Management, Nagpur. Convention was attended by Governing Council members of QCFI Nagpur Chapter, participant from Academic fraternity & Industry.



Opening ceremony started with '**Ganesh Vandana**' by Mrs. Anjail Godbole and Ms.Vartika Shrouthy by lightning the lamp by the dignitaries.



Mr. Vivek Shrouthy, Secretary, QCFI Nagpur Chapter welcomed all the participants and share the details of convention.



Mr. Devendra Patodi, Vice President - Operations & Plant Head CEAT Ltd. Nagpur was the chief guest for the inaugural function. “In his address, he emphasized on the quality concepts with the quote” **Defining the problem is solving the problem.”**



Mr. A. K. Jain, Chairman, QCFI Nagpur Chapter, Explains the purpose of the such convention and benefits which strength the ecosystem of the Quality.



Mr. Rajesh Jain, Plant Head, JSW Steel Coated Products Ltd, Nagpur , **Mr. Iyer Srinivasan**, MD. Elkem South Asia Pvt Ltd. Mumbai **Dr. Rajesh Pande**, Principal ,RCOEM , **Dr. Rupesh Pais**, Head DMT, RCOEM were present as guest of honor and **Mr. Manohar Hedao**, Vice Chairman ,QCFI Nagpur Chapter, **Mr. Ajai Nigam**, Vice Chairman, QCFI Nagpur Chapter, **Mr. Dushyant Pathak**, Plant Head, . Elkem South Asia Pvt Ltd, Nagpur, & Vice Chairman, QCFI Nagpur Chapter welcomed the participants with their gracious presence.



Mr. Iyer Srinivasan, MD. Elkem South Asia Pvt Ltd. Mumbai in his speech he focused on the sustainability and thrust on how important it is for the society at large.

Mr. Dushyant Pathak, Plant Head, Elkem South Asia Pvt Ltd, Nagpur, & Vice Chairman, QCFI Nagpur Chapter as key note speaker at the convention focused on the quality and cost of quality and how an improvement happens are explains with examples.

presentation in various categories of events like Kaizen, Lean Safety Circle, QC Case study, Lean Quality Circle, Six Sigma, SMED, 5S, Poka Yoke and Other Allied quality concepts. There are competitions on Essay, Poem, Slogan, Poster, model making, Knowledge test and best page setting.

QCFI Nagpur chapter gives the other awards like “Organization in Propagating of Quality Concepts” and “Late Shri Ashok S.Gadge Memorial Quality Circle 4.0 Award”. Total of 174 awards in different categories were announced. 94 teams who have enthusiastically presented their excellent work were awarded with Super Gold, Gold and Silver awards. The saving from all the case study presentation is 20 Cr plus.

This convention was a gathering of more than 750 quality aspirants which include 567 QCFI member participants from various industries portrayed their best practices through case study

No. of Industry	Kaizen	Lean Safety Circle	QC Case Study	Lean Quality Circle	Six Sigma	SMED	5S	Other Allied	Poka Yoke	Total
26	20	1	63	2	2	1	3	3	1	96
Total Participant	112	6	383	12	9	6	12	21	6	567

CASE STUDY PRESENTATION

AWARD CARAGORY	No OF AWARDS
SUPER GOLD	75
GOLD	15
SILVER	4
TOTAL	94

Note:

- 1) One organization registered but not participated
- 2) One organization sent team only to witness & learning at convention

COMPETITION DETAILS

AWARD CARAGORY	First	SECOND	Third
ESSAY	3	5	2
POEM	3	5	2
SLOGAN	3	5	2
POSTER	3	5	2
MODEL	3	5	2
KNOWLEDGE TEST	3	5	2
BEST PAGE SETTING	3	5	2



Mr. Satyanarayan Nuwal, Hon. Chairman, Solar Group of Industries and Chairman RCOEM was the chief guest for the valedictory function. Through his lifelong expertise in the industry he deliberated on the safety and importance of product quality. He emphasized the importance of quality focus in the product lifecycle at every stage of production.

Mr. Rajendra Purohit, Hon. General Secretary RCOEM blessed the event with his gracious presence.

The souvenir, SANKALP has been published on this occasion which has been specially design for the CCQC-2022 containing various success stories, articles, essay, slogans and poems.

The participants from the various organizations participate in cultural programme

OTHER AWARDS

AWARD CATEGORY	No OF AWARDS
Best Award - Organization in Propagating of Quality Concepts -2022	5
Late Shri Ashok S.Gadge Memorial Quality Circle 4.0 Award	5



Mr. Surendra Nishanrao ,GC Member, QCFI Nagpur Chapter proposed vote of thanks



Governing Council members of QCFI Nagpur chapter, Faculty members and Students from Department of Management Technology, RCOEM worked for the grand success of the event.



Mrs Pooja Jaiswal, Solar Industries, Nagpur and Ms.Vartika Shrouthy guided the Opening ceremony and Valedictory function in very impressive manner.

WORLD QUALITY MONTH CELEBRATED

AT JSW STEEL COATED PRODUCTS LIMITED, KALMESHWAR WITH FULL OF ENTHUSIM

JSW Steel Coated Products Limited, Kalmeshwar celebrated the Quality Month to raise the level of Awareness of Quality, Continuous improvement and to recognize the efforts and contributions of quality professionals with full of enthuse. Numbers of activities are planned for the entire month.

During the month, at JSW, quality training given to operation team, encourage for suggestions from all the employees, associates and resulted in good numbers of suggestion. Poster and essay competition with Quality as

Apex Agenda has been conducted at plant. JSW kept aim in world Quality Month is to “Achieve Zero Defect Products”. At JSW employee concentrate on making sure that all activities along with production are carried out in the right manner, at the first time and every time.

On the occasion of World Quality Month awards are distributed at the hands of Mr. Rajesh Jain, Plant head, JSW Steel Coated Products Limited, Kalmeshwar. This help to motivate the employees in the organization to excel.



CEAT Nagpur Plant Celebrate Quality Month Meet

CEAT Ltd., Nagpur Plant has celebrated Quality month meet with QCFI & BMA on 19th Nov'22. The event started with the warm welcome of QCFI & BMA dignitaries with roses and bouquets followed by lamp lighting. Further, as an opening ceremony, the forum was addressed by Mr. Devendra Patodi (VP – Operations), CEAT Ltd., Nagpur Plant. Plant overview was shared by Mr. Praveen Singh (Senior Manager), CEAT Nagpur followed by QCFI introduction/ overview by Mr. Vivek Shrouthy, Secretary QCFI Nagpur Chapter.

Two of CEAT business impacting projects, completed through 2 Quality Circle, formally known as SPARSH Circle here in CEAT Ltd., Nagpur Plant. Where in SPARSH Circle projects were presented in front of all dignitaries of QCFI & BMA.

During Q&A session, Mr. Nitin Lonkar

RPG **CEAT**

CEAT Nagpur Plant Celebrates Quality Month Meet With

BMA & **Quality Circle Forum of India Nagpur Chapter**

Saturday, 19th November 2022

Quality Month Theme:
"Quality Conscience: Doing The Right Thing"

Quality Month Meet



(President – BMA) expressed his views on QC culture penetration in MSME companies and requested QCFI to help BMA in this noble initiative.

Mr. Uttam Wagh (GM- Production) then escorted guests for Plant round wherein they witnessed the entire Tyre manufacturing process with Quality Based Management approach as CEAT's working culture. After these sessions, everyone enjoyed lunch together.

After the lunch, GC Meeting was organized wherein the objective was discuss regarding NCQC 2022 & 2023 planning, followed by the closing ceremony.

"Doing it right the first time" is what CEAT believes in.

Excellence Through Collaboration Quality month celebrations @ Ashok Leyland Bhandara Plant

Over the years, “**Team Ashok Leyland**” has continuously achieved the milestones set for higher quality levels and we are constantly raising the bar further to challenge the global quality standards. Ashok Leyland re-enforced belief of conquering through team efforts with Quality month 2022 theme of '**Excellence through Collaboration**' aligned to global theme of '**Quality conscience: doing the right thing**'. Quality is everyone responsibility. It is result of a collaboration of right man, machine, material, method and environment. All these when collaboratively function then only world class Quality emerges.

Quality month 2022 kick started on November 1st with unfurling of quality flag, administering of quality pledge and signatures for our' quality commitment. Plant Head-Bhandara, Head-Quality, Head-Manufacturing and Head - HR addressed the enthusiastic team. S. B. Joshi – Plant Head explained importance of Quality as a brand. He asked to focus on reducing chronic concerns with effective root cause analysis, finding best solutions and ensuring sustenance.



Address by Plant Head



Quality Head



Mfg Head shared various events planned

S G Dhawad, Head - Quality emphasized on importance of adapting basic 7 QC tools and systematic problem solving techniques for achieving global quality. M G Deshmukh, Head – Manufacturing invite all for enthusiastic participation in various events planned throughout the month.



Quality Pledge by team



Quality Pledge



Signature commitment for Quality

November month was buzzed with active participation of one and all in series of competitions throughout the month as below:

1. **Best Quality Gate** - No fault forward competition
2. **First time right** Competitions through ALMPES process audit
3. **Best Quality improvement** projects competition (Implemented from 1st Apr'22)
4. **Best Pokayoke** project (Implemented from 1st Dec'21)
5. **Quality Quiz** – Executives and associates
6. **Best Quality JDI** (Just Do It) idea.

Month also witnessed motivating guest lectures by eminent speakers including Dr Sivan, ISRO and Sudhanshu Mani, Vande Bharat. Best podcast by executives on adopting TQM in personal life also published through all AL mailboxes. Quality month concluded with felicitation of winners.



Guest lectures



Podcast on adapting TQBM in personal life



Glimpses of various competitions



Best Wishes!

From QCFI Nagpur Chapter

QCFI NAGPUR CHAPTER BAGS THE FOR BEST NEWS LETTER

संकल्प

This the happiest movement for all the QCFI Nagpur Chapter members that your own News Letter SANKALP got the BSET NEWS LETTER AWARD at 36th NATIONAL CONVENTION ON QUALITY CONCEPTS(NCQC-2022) was held physically in association with MGM University and hosted by QCFI Aurangabad Chapter, from 27th to 30th December 2022.

This is proud moment for all of us. A special to mention hear that the QCFI Nagpur Chapter got this award second time.

QCFI Nagpur Chapter takes this opportunity to thank all the Authors, Writers, and Artists who penned and support the SANKALP to reach the next level.

Congratulations!



37th NATIONAL CONVENTION ON QUALITY CONCEPTS(NCQC-2023) WILL BE HELD AT NAGPUR

36th NATIONAL CONVENTION ON QUALITY CONCEPTS(NCQC-2022) was held physically in association with MGM University and hosted by QCFI Aurangabad Chapter, from 27th to 30th December 2022. In this 37th NATIONAL CONVENTION ON QUALITY CONCEPTS(NCQC-2023) it was declared that NCQC 2023 will be held at Nagpur.



ABOUT NCQC-2022

Grand inauguration of National Convention on Quality Concepts organised by QCFI in presence of Chief Guest Chancellor of MGM University **Hon'ble Ankushrao Kadam sir, Guest of Honours respected Ms Supriya Badve madam and Ms Maithilee Tambolkar madam.** QCFI's Executive Director Mr D K Srivastava, President Mr Avinash Mishra, President Emeritus Mr Satish Kalokhe, Dr A K Mittal. Nitin Kingoankar Present Chairman of QCFI Aurangabad Chapter along with Respected Mr Chandraprakash Tripathi sir, founder of Aurangabad Chapter was present with former chairman beloved Mr Pratap Borade sir, former secretary Mr Shrinivas Vaidya, Mr Manoj Deglookar, and others.

Mr Tukaram Kandakure MD, Dhananjay Auto Group was Guest of Honour for Valedictory Session of NCQC 2022.

NCQC 22 – STATISTICS

No of Organizations Participated	:	560
No of Case Studies	:	2031 Teams
ParExcellence	:	921
Excellent	:	849
Distinguished	:	228
Meritorious	:	33

THE GLIMPSES OF NCQC-2022







The NCQC-2023 will be held in association with Shri Ramdeobaba College of Engineering and Management, Nagpur and will be hosted by QCFI Nagpur Chapter.

On this occasion Mr. AK Jain , Chairman , QCFI Nagpur Chapter thanks to QCFI HQ for giving the opportunity to QCFI Nagpur Chapter for hosting the 37th NATIONAL CONVENTION ON QUALITY CONCEPTS (NCQC-2023) at Nagpur.

Mr. Jain in his speech appeal to all the organization, QC team and QC members to participate in NCQC-2023 at Nagpur also called as Orange City in large numbers. Mr. Jain emphasis that QCFI Nagpur Chapter eagerly waiting to welcome all.



Award

JSW Kalmeshwar Continues Winning Streak at ICQCC-22, Indonesia



JSW Steel Coated Products Ltd, Kalmeshwar Participated in **47th International convention on Quality Control Circles- ICQCC 2022 held at Indonesia, Jakarta** from 15th to 18th November 2022. The theme of the event was **“Build Back Better Through Quality Effort”**.

The 9 teams from **JSWSCPL, Kalmeshwar** participated in this event Virtually. and delighted to share that 2 of our teams have won the **“Prime Gold Award”** and 7 teams have won **“Gold Award”**. The QC team includes both Employees and associates.

The prime objective of this convention is to showcase the best improvement, innovation practices from all over the world, especially among countries in Asian region. Therefore, this international quality event has been a great Opportunity for Sharing and Learning the Quality Improvements in all areas.

9 teams from JSWSCPL were selected from the Chapter Level and National Level Conventions under various categories viz., Kaizens, Quality Circles, QIP and nominated for this International Convention.



Sr.no	Team	Department	Award
1	BETTER EVERYDAY	QC	GOLD
2	ROCKERS	GAL-1	PRIME GOLD
3	LAKSHYA	CCL-3	GOLD
4	SAMARPAN	CPL	GOLD
5	SHOURYA	MILL	GOLD
6	PRAGATI	GAL-2	PRIME GOLD
7	INVENTIVE	CGL-2 MM	GOLD
8	SPARK	CGL-2	GOLD
9	VIVEKA	GAL-2 MM	GOLD

QCFI Nagpur chapter is proud and congratulate the JSWSCPL, Kalmeshwar for the outstanding achievement at ICQCC'22 – Indonesia.

Congratulations!

JSW KALMESHWAR CONTINUES WINNING STREAK AT NCQC-22, AURANGABAD.

JSW Steel Coated Products Ltd. Kalmeshwar Participated in 36th National Convention On Quality Concepts NCQC - 22 held at Aurangabad, from 27th to 29th December 2022.

The theme of the event was “Integrated Quality Concepts – The Gateway to Global Leadership”. Total 11 teams from JSWSCPL, Kalmeshwar participated in this event and we are delighted to share that all 11 teams Won the “Par Excellence Award”. Along with that team Samarpan and team Viveka won the “Consolation Prize” in the Quiz Competition.

This Quality Circle Platform makes every member of the team confident in their approach imbibing a positive attitude, creativity besides acquiring Problem Solving Skills. Also willingness to take responsibility and ownership mindset with teamwork are the important learning and adaptation of Integrated Quality Concepts.

This achievement is a testimony for our Total Quality journey towards Excellence with Better Everyday.



QCFI NAGPUR CHAPTER TEAM VISIT TO VISVESVARAYA NATIONAL INSTITUTE OF TECHNOLOGY (VNIT NAGPUR)

QCFI Nagpur Chapter GC member visited VNIT Nagpur a prestigious institution at Nagpur on 7th November 2022

Visvesvaraya National Institute of Technology, Nagpur is one of the thirty National Institutes of Technology in the country. The Govt. of India conferred on the Institute, the Deemed to be University status (under University Grants Commission Act, 1956 (3 of 1956)) with effect from 26th June 2002. Subsequently, the Central Govt. by Act of Parliament (National Institutes of Technology Act, 2007 (29 of 2007)) declared VNIT Nagpur as an Institute of National Importance along with all other NITs. The Act was brought into force from 15th August 2007.

QCFI Nagpur Chapter team comprising of Mr. Ajai Nigam-Vice Chairman, Mr. Manohar Hedao-Vice Chairman, Mr. Vivek Shrouthy-

Secretary, Mr. Vivek Joshi-Jt.Secretary and Mr. Praveen Singh, Mr. Akashchandra Mahakulkar, Dr. Rajiv Khaire Governing Council Members with Dr. Pramod M. Padole, the Director of Visvesvaraya National Institute of Technology (VNIT), Nagpur along with Prof.SB Thombre- HOD Mech Dept, Prof. Dhananjay Jolhe, Prof.YM Puri, Prof..Nitin Kumar.

Mr. Ajai Nigam-Vice Chairman QCFI Nagpur Chapter presented the Book on Quality Circle and a copy of Sankalp, Souvenir of QCFI Nagpur Chapter. Mr. Vivek Shrouthy-Secretary QCFI Nagpur Chapter presented his book on ISO 9001:2015 to Dr. Pramod M. Padole, the Director of Visvesvaraya National Institute of Technology (VNIT), Nagpur.

In the meeting discussion held on the upcoming NCQC 2023 which will be organized at Nagpur.



Glimpses of QCFI Director's Meet at Nagpur on Sunday 25th Sept 2022



Glimpses of Director's Meet at Nagpur on Sunday 25th Sept 2022



QUALITY MONTH CELEBRATES AT ELKEM NAGPUR PLANT

Like last year, this year also Elkem celebrated Quality month at Elkem Nagpur Plant in Nov-2022. In this Month we have set theme – “Continues Improvement in Quality is the only my aim.” which rightly fit for Evolution of Quality culture in Industries way forwards.

The Quality month started in plant from 1st Nov-2022 in presence of Mr. Iyer Srinivasan, MD, Elkem South Asia Pvt Ltd & Mr. Dushyant Pathak, Plant Head, Elkem Nagpur , in presence of all the employees.

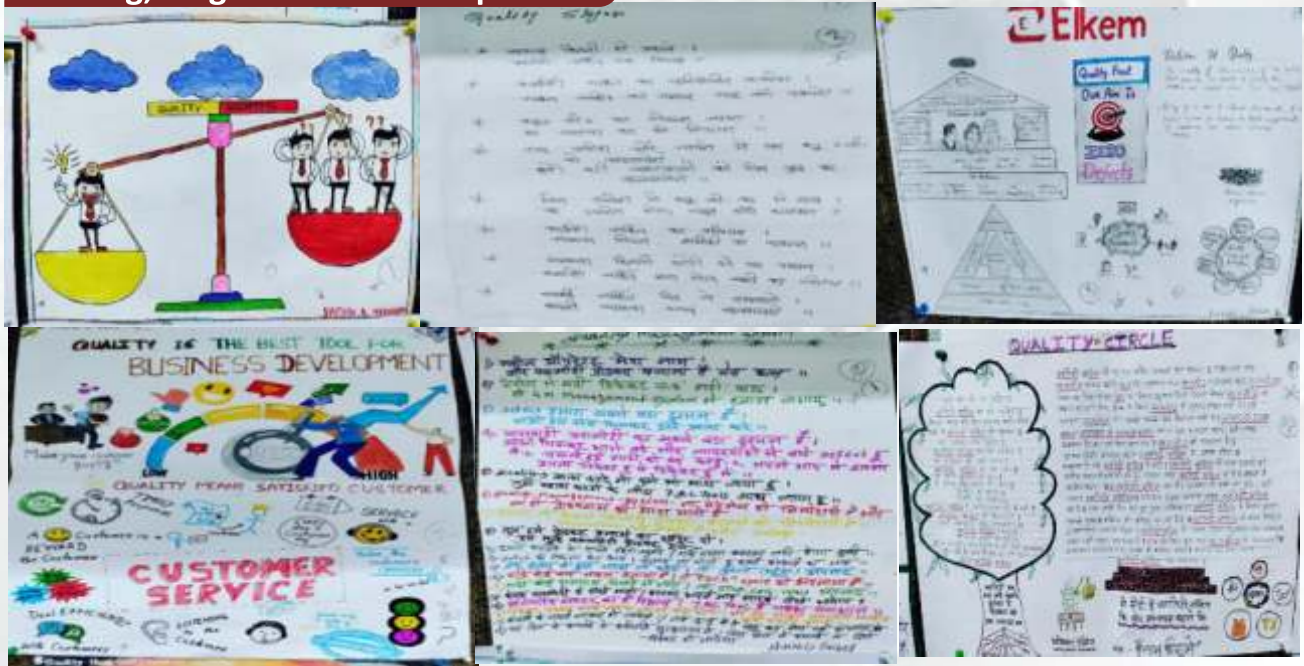
Mr. Iyer Srinivasan, MD, Elkem South Asia Pvt Ltd & Mr. Dushyant Pathak, Plant Head, Elkem Nagpur addressed the event and talked about Quality. They express their view by adding that

Quality is an important aspect towards customer satisfaction & help in making our product at par and Excellence. Quality mindset & developing quality culture in the plant is important for sustainable growth. We as a organization have to focus on Quality in each area and all must be committed to contribute towards quality. Quality is only way of sustaining in the Market.

At Elkem Nagpur lots of activities happened during Quality month like Quiz, Slogan, Drawing, Suggestions, Articles, kaizen Competition. Revisit of all SOP's, Customer visit, TCS & Sales managers, Global Quality manager, Global Business Head, VP-Innovation, R&D Director has been visited and participated during the Quality Month celebration and made this a successful and a learning event.



Drawing, Slogan & Poem Competition



People Engagement & Celebration



Reward & Recognition



Quality Comes not from inspection
but from improvement of the
production process...

Quality Circle का अर्थ कुछ भी न हो व्यर्थ

गुणवत्ता नियंत्रण इंजिनियरिंग और निर्माण की शाखा है जो ग्राहकों की जरूरतों को पूरा करने या उससे ज्यादा करने के लिए, उत्पाद या सेवाओं के उत्पादन और डिजाईन में विश्वसनीयता और विफलता परिक्षण लेने का कार्य करता है।

गुणवत्ता आश्वासन प्रबंधन के लिए व्यापक रूपसे प्रयोग होनेवाला एक प्रतिमान है PDCA (योजन-करो - जांच कार्य) (प्लान-डू चेक-एक्ट) दृष्टीकोन, जिसे शेवार्ट चक्र के रूप में भी जाना जाता है।

असफलता परिक्षण (जो प्रतिबल परिक्षण के रूप में भी जाना जाता है), संपूर्ण उपभोक्ता उत्पाद पर प्रदर्शन के लिए एक महत्वपूर्ण प्रक्रिया है। उत्पाद का यह विफल नहीं हो यह परिचालन (ऑपरेशन) तब तक कि वह विफल नहीं हो जाता, चहा तक चलता है भारी दबावों जैसे कि कंपन, तापमान और आर्द्रता के बढ़ने पर भी जारी रहता है। यह उत्पाद की कई अप्रत्याशित कमजोरियों को उजागर कर देता है और डेटा को इंजीनियरिंग और निर्माण प्रक्रिया सुधारों को चलाने में प्रयोग किया जाता है।

कई संगठन, संगठनों की गुणवत्ता से सिक्स सिग्मा स्तर तक पहुंचने के लिए सांख्यिकीय प्रक्रिया नियंत्रण का इस्तेमाल करते हैं, दुसरे शब्दों में ताकि एक अप्रत्याशित असफलता की सामान्य वितरण पर छः मानक विचलनतक

सीमित रहती है। यह संभावना उ.य. दस लाखवी होती है। नियंत्रित वस्तुओं में कई बार लिपिक कार्य जैसेकि आदेश - प्रविष्टि साथ ही साथ पारंपरिक विनिर्माण कार्य भी शामिल होता है।

परंपरागत सांख्यिकीय प्रक्रिया सामान्य तौर पर उत्पादन का एक-एक करके (रेन्डमली) नमूने लेते हुए और अंशतः परिक्षण करते हुए आगे बढ़ते हुए उत्पादन परिचालन का नियंत्रण करती है। महत्त्वपूर्ण गुंजाइशों (टोलेरेन्स) के प्रसारण पर लगातार नजर रखी जाती है और विनिर्माण प्रक्रियाओं को खराब भाग के उत्पादन होने से पहले ही ठीक कर लिया जाता है। १९८० के दशक के दौरान, “कंपनी गुणवत्ता” लोगो और प्रबंधन पर ध्यान केन्द्रीत करने के अवधारणा के साथ सामने आई थी। यह माना गया था कि अगर सभी विभाग एक खुले दिमाग के साथ गुणवत्ता को सामने लाने का, तो सफलता संभव थी अगर प्रबंधन गुणवत्ता सुधार प्रक्रिया का नेतृत्व करेगी कंपनी का व्यापक गुणवत्ता दृष्टीकोण तीन पहलुओं पर ज्यादा जोर देता है :-

नियंत्रण, नौकरी प्रबंधन, निरूपित और अच्छी तरह प्रबंधित प्रक्रियाएं, कार्यप्रदर्शन और अखंडता मानदंड तथा अभिलेखों की पहचान जैसे तत्त्व.

समर्थता जैसे ज्ञान, कुशलता, अनुभव, योग्यताएं सॉफ्ट घटक जैसे की कर्मियों की निष्ठा, विश्वास, संगठनात्मक संस्कृति, प्रेरणा, टीम भावना और अच्छे संबंध.

Mr. Aaditya P. Nagvekar
JSW Energy Ltd., Ratnagiri



‘गुणवत्ता’

मैं और मेरे वरिष्ठ अधिकारियोंका ध्यान क्वालिटी पर केन्द्रित है क्योंकि हमने पहले कहा था क्वालिटी ही भविष्य में हमारी सफलता की कुंजी है। हम इस क्षेत्र में कई पहल कर रहे हैं और हमने ‘क्वालिटी’ के इर्दगिर्द काफी सरगर्मी देखी है। इन में एक ‘क्वालिटी महिना’ है जो हमने एक नवंबर को शुरू किया था और इस सरगर्मी का लक्ष्य है इस आंदोलन की गंभीरता को महत्व देना। यह हमारे रिजेशन कम करने के तरीके में मूल बदलाव लाएगा और क्वालिटी उत्पाद बनाने की आकांक्षा को प्रतिबिम्बित करता है। क्वालिटी कुछ लोगों के साथ से नहीं मिल सकती है, वह 900 प्रतिशत सहभागिता से ही मिलती है। यानिकी यह बदलाव लाने के लिये हम में से हरेक को इसका हिस्सा बनना है। मैं यहा ‘महात्मा गांधी के शब्द दोहराना चाहूँगा’ हमारे में व बदलाव होना चाहि जो हम दुनिया में देखना चाहते हैं।’

हम एक बार फिर याद करेंगे कि क्वालिटी हमारे व्यापार के लिये बहुत महत्वपूर्ण है। असल में हमारे बने रहने के लिये बहुत अनिवार्य है। हमें सभी ने एक प्रतिज्ञा ली है गुणवत्ता बढ़ाने के लिये, और यह प्रतिज्ञा हमें प्रोडक्ट डेव्लपमेंट, सोर्सिंग, निर्माण, निर्मितवाहन, जिस तरह से निर्मित वाहन आर.एस.डी. में रखे जाते हैं, जिस तरिके से वाहन डीलर के यहाँ स्थानांतरित किये जाते हैं, सभी में प्रदर्शित करनी है। एक सफल संघ वह कहलाती है जिस कंपनी के लक्ष, निजी लक्ष्यों से मेल खाते हो और हमें अगर सफल होना है तो हम में से हर एक के लिये क्वालिटी सब से महत्वपूर्ण होनी चाहिये।

Zero defect is the sign of good productivity, Elimination of Non-value adding inspection activity.

G.S. Kayarkar

Ashok Leyland Ltd., Bhandara

‘गुणवत्ता चक्र’ Quality Circle

‘गुणवत्ता चक्र (क्वालिटी सर्किल) का जन्म जापान में माना जाता है। और इसके जन्म का श्रेय कारु इशिकावा और उनके क्रियेटर को जाता है।’

जापान में कुल 36 कंपनी सर्टिफाईड है। और इन कम्पनी में क्वालिटी सर्किल अच्छे प्रभाव पर काम कर रही है। सन 1980 में गुणवत्ता चक्र की सुरुवात भारत में लागू की है। जबकि भारत में क्वालिटी सर्किल की 1989 में मुहीम सुरु करने का श्रेय श्री एस.आर. उदप्पा को जाता है। उन्होंने भेल कंपनी हैदराबाद में क्वालिटी सर्किल कि सुरुआत कि इस में स्वयम् कि सर्वांगिण विकास के लिये भी लागू कर सकते हैं। व उत्पादन कि गुणवत्ता में सुधार कर

सकते हैं। जितनी अच्छी क्वालिटी होगी उतना ही जादा उत्पादन होंगा व उसकि लागत को कम करता है। क्योंकि गुणवत्ता में ही समस्या का समाधान है। अपने डिपार्टमेंट में छोटे-छोटे कार्य ग्राहक की संतुष्टी में सहायक होते हैं।

गुणवत्ता चक्र यह एक ऐसा धागा है जो हम सबको एक सुत्र में बांधकर रखता है। और हम सबको एक दिशा में सोचने के लिए प्रेरित करता है।

गुणवत्ता चक्र से हम अपने कार्यक्षेत्र में छोटे छोटे कार्य को जाने, ग्राहक को जाने और उनके संतुष्टी को हासिल करने के लिए वचनबद्ध रहे। और अपने कार्य में रोजाना सुधार लेकर आए ताकी हम अपने परिवार का

अपनी कंपनी का पूरी दुनिया में नाम कर सके।

गुणवत्ता चक्र यह एक समान काम करने वाले ६ से १२ कर्मचारियों का एक छोटा सा मुह है जो स्वेच्छा से नियमित रूप से मिलकर काम करते हैं। ताकी विभिन्न तकनीकों का उपयोग किया जा सके और संबंधित समस्याओं को सुलझाने का प्रयास कर सके।

गुणवत्ता चक्र क ध्यान के लिए विशिष्ट विषय व्यावसायिक सुरक्षा और स्वास्थ्य में सुधार कर रहे हैं। उत्पाद डिजाइन में सुधार कर रहे हैं, और कार्यस्थल और विनिर्माण प्रक्रियाओं में सुधार कर रहे हैं।

गुणवत्ता चक्र को नियंत्रित करने के लिए एक 'गुणवत्ता नियंत्रण सर्कल' होता है। यह उन श्रमिकों का एक समूह है जो समान कार्य करते हैं। जो नियमित रूप से कार्य संबंधी समस्याओं की पहचान, विश्लेषण और हल करने के लिए मिलते हैं।

यह आकार में एक छोटा समूह होता है जो पर्यवेक्षक या प्रबंधक के नेतृत्व में होता है। और प्रबंधन के लिए समाधान प्रस्तुत करता है। जहां संभव हो लेबर युनियन के प्रदर्शन में सुधार और कर्मचारियों को प्रेरित करता है।

व्यापार में गुणवत्ता शब्द मतलब वस्तुओं में कमियां ना पायी जाएं. सभी मापदंडों के अनुरूप वस्तुओं को तैयार किए जाएं ग्राहक या उपभोक्ता के अपेक्षाओं का भी पुरा रखा जा जाए गुणवत्ता ज्यादातर व्यक्तिपरक और अवधारणरत्मक विशेषता है.

यदि कोई कंपनी अच्छे गुणवत्ता में सामान का आदान-प्रदान कर रही है और कोई ग्राहक उस सामान को खरीद रहा है और ज्यादा पैसे दे रहा है. तो वो कंपनी उस ग्राहक को अच्छी सर्विस देने का वादा करती है.

ग्राहक के हर शंका का हल कंपनी के पास होना चाहिए और फिर यदि ऐसा ना हो तो वही कंपनी अपनी

गुणवत्ता को ध्यान में रखते हुए ग्राहक को संतुष्ट कर नहीं पाएगी. गुणवत्ता किसी उत्पादन में महत्वपूर्ण स्थान रखती है क्योंकि गुणवत्ता से ही कंपनी के प्रोडक्ट का प्रचार होता है. एक विक्री में बढ़ोतरी होती है.

किसी भी कंपनी में जब हम जाते हैं तो कंपनी के गेट पर बोर्ड में उस कंपनी की कौलीटी पॉलीसी लिखी हुई होती है क्यों की यह कंपनी के लिए बहुत जरूरी होती है इसे हमें जानना बहुत जरूरी होता है। क्वालीटी पॉलीसी को समझने के लिए।

हमें अपने कंपनी में काम करने का तरीका कंपनी में क्या काम होता है और किस तरह की हम सोच रखते हैं इन सब के बारे में वह हमें बताता है कौलीटी पॉलीसी में कंपनी की विचारधारा होती है और वह सब के लिए एक होती है चाहे वह किसी भी डिपार्टमेंट में काम करता हो किसी भी स्तर का काम करता हो।

कस्टमर वह होता है जो आपकी सर्विस को ले रहा होता है आप किसी भी डिपार्टमेंट में काम करते हो प्रोडक्शन, कौलीटी, मेन्टेनेंस या एच.आर. आपका सबसे पहला मकसद होता है कस्टमर सेटेकफेक्शन उसके लिए आपको यह जानना बहुत जरूरी है की हमारा कस्टमर कौन है। और वह क्या चाहता है।

**Suraj Khodkar
Vaibhav Nimke
Shubham Bodale
Gopal Hage
Ankush S. Kakad
Shubham Khedkar**

Saksham QC, Raymond Luxury Cotton Ltd.,
Amravati



Poem

क्वालिटी सर्किल

बात-बात पर तकरार करते हो, तुम यह कैसा व्यापार करते हो,
रुक जाते हो, कदम कदम पर कैसा तुम यह व्यवहार करते हो।
बात करते हो नंबर वन आने की, क्यों नहीं तुम गुणवत्ता में सुधार करते हो।
सफलता है यदि पाना तो बाहर क्यू जाना,
अपने ही संगठन में छोटे-छोटे समूह बनाना।
क्यू.सी. टूलस् का जब होगा इस्तेमाल,
तब होंगे सब खुशहाल।
आईडिया आएंगे सारे चार्मिंग,
जब होगी समूह में ब्राइस्टोर्मिंग।
हर आईडिया का करना होगा सम्मान,
तभी बनेगा काम आसान।
जब होगा समस्या का संपूर्ण डाटा
तब समस्या को भी कहना होगा टाटा

जितेंद्र माथनकर
सी.ई.ए.टी. नागपूर

गुणवत्ताचक्र

गुणवत्ता का अर्थ नहीं, उत्पादन तक ही सीमित है।
गुणवत्ता का सारा जीवन, गुणवत्ता तक जीवित है।
आओ मेहनत करो मजदूरों,
आओ क्वालिटी सर्किल को अपनाओ।
गुणवत्ता एक मंत्र है जो हँसना हमें सिखाती है।
गुणवत्ता मानव के मन में मानवता को लाती है।
आओ मेहनत करो मजदूरों,
आओ क्वालिटी सर्किल को अपनाओ।
ऑफिस में तुम काम करो या घर को जाओ।
सभी जगह तुम गुणवत्ता को अपनाओ।
आओ मेहनत करो मजदूरों,
आओ क्वालिटी सर्किल को अपनाओ।
क्वालिटी अगर बनी रहे हो तो क्या तूफान आएगा।
गुणवत्ता मेरी मुट्ठी में तो कौन तुम्हें झुका पाएगा।
आओ मेहनत करो मजदूरों,
आओ क्वालिटी सर्किल को अपनाओ।
आज का अर्थ विज्ञान तर्क सब बहुत निकट आया है।
आज हमारे दृष्टि कोण से विश्व सिमट आया है।

किरण घासे
राष्ट्रीय केमिकल्स फर्टिलायज़र लिमिटेड

क्यू.सी.कविता

क्वालिटी सर्कल को हमने अपनी पहचान लिखा

व्यक्तित्व विकास के संग बढ़ता हुआ ज्ञान लिखा।
क्वालिटी सर्कल को हमने अपनी पहचान लिखा ॥
आधुनिक युग परीक्षा की घड़ी है,
उद्योगों में आज प्रतिस्पर्धा बड़ी है।
नित नये आविष्कार सामने आते हैं,
जो रूकों तो समझो कुछ गड़बड़ी है ॥
कदमों में धरती और मुट्ठी में आसमान लिखा।
क्वालिटी सर्कल को हमने अपनी पहचान लिखा ॥
समुह शक्ति का ही जलजला है,
विचार मंथन से मिटा फासला है।
विश्लेषणों से होती जाँच तब,
समाधान हमको समस्या का मिला है ॥
क्रियान्वयन के बाद ट्रायल का जरूरी प्रावधान लिखा।
क्वालिटी सर्कल को हमने अपनी पहचान लिखा ॥
निम्न श्रेणी के श्रमिकों का उत्थान,
प्रबंधन से प्रोत्साहन का हो विधान।
प्रगतिशील उद्योग की धूरी यही है,
बढ़ चले है अब हम सीना तान ॥
इस भारत भूमि को विकास गंगा के प्राण लिखा।
क्वालिटी सर्कल को हमने अपनी पहचान लिखा ॥

अखिलेश कुमार
प्रकाश क्यू.सी. - मॉयल लिमिटेड, तिरोडी

हम ही हम हैं तो क्या हम हैं, तुम हो क्या तुम हैं,
ना हम कम हैं ना तुम कम, तो फिर किस बात का गम है।
चलो फिर आओ कुछ बड़ा करते हैं
एक इनोवेटिव क्वालिटी सर्कल बनाते हैं
और अपने भविष्यको संवारते हैं
प्रोडक्शन आओ में टेनेंस क्वालिटी संग
वेयरहाऊस को भी लो सबको एक टेबल पे लाओ
मिल बैठे जब दो चार यार, एक साथ तो समस्या क्या
बड़ी से बड़ी भी समस्या दूर हो जाएगी
बने वन टीम स्पिरिट जिसमे हो वन इनोवेटिव कल्चर
जो दे जाए हम सबको खुशी के वो लम्हे की
हमारी कंपनी के साथ साथ हम भी सुधार कर जाए
इसी लिए तो कहते हैं यारो
हमी हम हैं तो क्या हम हैं तुम हो क्या तुम हैं
ना हम काम हैं ना तुम काम तो फिर किस बात का गम है
चलो फिर आओ कुछ बड़ा करते हैं।
एक इनोवेटिव क्वालिटी सर्कल बनाते हैं।

नारायण सिंग
एलकम साऊथ एशिया प्रा.लि.

Slogan

People forget how fast you did a job-but they remember how well you did it.

Profits are the result, the by-product of great service.

Quality does not begin with a letter Q ; It must be followed by U.

Quality is in its essence a way of managing the organization.

Quality is not an act .It is a habit.

Mahesh Bopche

Avigna QC, MOIL Limited, Balaghat Mine



Y.B.S. Rao

Avigna QC, MOIL Limited, Balaghat Mine

दुनिया के उद्योग क्षेत्र में रोज ही रही नयी हलचल ।
पहुँच रहे वे उच्च शिखर पर जो अपना रहे है
कालिटी सर्किल ॥

शंका सारी मिट गयी, दूर हुआ अभिमान ।
क्वालिटी सर्किल में मिला इतना
उत्तम ज्ञान ॥

Akanksha Kumari

Pratibimb QC, CEAT Tyres

When "Quality" is in our "Minds"
The "Defects" will stay "Behind"

"Quality Circle" is a Treasure
it improves
"Knowledge & Pleasure"

Jayant Gupta

Synchonigels QC, Ashok Leyland Ltd.

Poster

Coming Together is Beginning
Keeping Together is Progress



Working Together is Success.

NAME : CHIEFENGINEER,
COMPANY: ZIL ENERGY LTD,
RATHAGIRI
TEAM : JAZZLERS

RCOEM

Shri Ramdeobaba College of
Engineering and Management, Nagpur



Quality Circle Forum of India

RCOEM-QCFI CENTRE OF HUMAN EXCELLENCE (CoHE)

Shri Ramdeobaba College of Engineering & Management (RCOEM) and Quality Circle Forum of India (QCFI)-Nagpur Chapter have established RCOEM-QCFI Centre of Human Excellence.

Centre of Human Excellence envisages being a place that will focus on Academic & Behavioral Excellence of all stakeholders. Centre will act as a world-class centre that intends to undertake activities that will improve the performance of student, faculty & Industry personnel. The Centre aims at providing government organizations and industries with state-of-the-art facilities for facilitating research, training, and development of human resources.

Centre for Human Excellence aims to help organizations attain a higher level of innovation and productivity. The Centre focuses on small, medium, and large organizations situated in rural and urban areas. The specialized areas such as Finance and Accounting, Human Resources Marketing, Operations, Decision Sciences, Business Environment, Business Sustainability, Agribusiness Management, Communication, Information Technology and Systems, Strategic Management, and Legal Management will contribute in imparting useful management

skills to the participants.

RCOEM-QCFI Centre of Human Excellence is interested to partner with Agencies for the following activities

1. Management Development Programs for Leadership Development
2. Technical Training Programs for Productivity Improvement
3. Continuing Education Program for improving Qualification & Exposure
4. Industry based Projects for improving health of Organisations
5. Promote and carry out academic/commercial research in various areas of Human excellence with a focus on innovation and productivity enhancement
6. Provide expertise and advisory services to Governmental and Non-governmental organizations.
7. Develop partnerships and engagements with organizations from various sectors for knowledge sharing.
8. Provide a platform for collaboration to allied industries

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