



# ANNA UNIVERSITY AU TVS CENTRE FOR QUALITY MANAGEMENT

## MANAGER OF QUALITY/ORGANIZATIONAL EXCELLENCE CERTIFICATION

9 Days | Weekend Learning | Case Studies | 16<sup>th</sup>, 17<sup>th</sup>, 23<sup>rd</sup>, 24<sup>th</sup> Feb'19 & 2<sup>nd</sup>, 3<sup>rd</sup>, 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup> March'19

The Certified Manager of Quality/Organizational Excellence is an expert who leads and champions process-change activities - wherever from private companies to multinational partnerships - that can have provincial or worldwide concentration in an assortment of administration and mechanical settings.

A Certified Manager of Quality/Organizational Excellence encourages and drives collaborations to set up and screen client/provider relations, bolsters key arranging and arrangement activities, and creates estimation frameworks to decide hierarchical change.

The Certified Manager of Quality/Organizational Excellence ought to have the capacity to persuade and assess staff, oversee ventures and HR, break down budgetary circumstances, decide and assess hazard, and utilize learning administration apparatuses and systems in settling hierarchical difficulties.

The Certified Manager of Quality/Organizational Excellence developed from the affirmed quality administrator as an approach to widen the extent of the examination. The Quality Management Division overviewed affirmed quality directors and other perceived topic specialists.



# Content

#	Topic	Subtopics
1	Leadership	<ul style="list-style-type: none"> <li>Organizational Structures</li> <li>Leadership Challenges</li> <li>Teams and Team Processes</li> </ul>
2	Strategic Plan Development and Deployment	<ul style="list-style-type: none"> <li>Strategic Planning Models</li> <li>Business Environment Analysis</li> <li>Strategic Plan Deployment</li> </ul>
3	Management Elements and Methods	<ul style="list-style-type: none"> <li>Management Skills and Abilities</li> <li>Communication Skills and Abilities</li> <li>Project Management</li> <li>Quality System</li> <li>Quality Models and Theories</li> </ul>
4	Quality Management Tools	<ul style="list-style-type: none"> <li>Problem-Solving Tools</li> <li>Process Management</li> <li>Measurement</li> </ul>
5	Customer-Focused Organizations	<ul style="list-style-type: none"> <li>Customer Identification and Segmentation</li> <li>Customer Relationship Management</li> </ul>
6	Supply Chain Management	<ul style="list-style-type: none"> <li>Supplier Selection</li> <li>Supplier Communications</li> <li>Supplier Performance</li> <li>Supplier Improvement</li> <li>Supplier Certification, Partnerships, and Alliances</li> <li>Supplier Logistics and Material Acceptance</li> </ul>
	Training and Development	<ul style="list-style-type: none"> <li>Training Plans Training Needs Analysis</li> <li>Training Needs Analysis</li> <li>Training Materials, Development, and Delivery</li> <li>Training Effectiveness and Evaluation</li> </ul>

**Admission** 1. Restricted to 20 on First Come First Serve Basis.

2. Last date of Registration **10- February -2019**.

**Certificate** will be awarded to all participating delegates.

## PAYMENTS DETAILS

**Course Fee: ₹ 20,250/-**

Includes professional fee (Exclusive of TDS), Course Kit, Lunch & refreshments, Certificate, etc.

- ✓ **Special Concession 10% discount** for AU TVS CQM program certificate holders with certificate copy.

Payment can be made by cheque / DD in favour of "**AU TVS Centre for Quality Management**" and sent through courier or in person.

# Delegate Registration Form

## Manager of Quality/Organizational Excellence Certification

Name (Mr. / Ms.) :  
Name of the Organization :  
Designation :  
Specify your identity document enclosed :  
(Company ID /Pan Card/ Voters Id/ Passport/ Driving License/Aadhar card)  
Products/Service of the Organisation :  
Academic Qualification :  
Experience. (Years) :  
Address (Residence/Company) :  
Telephone :  
Mobile :  
E-Mail :  
AU TVS CQM program certificate holders : Yes / No  
(Enclose certificate copy)

Payment can be made by cheque / DD in favour of "**AU TVS Centre for Quality Management**" and sent through courier or in person.

Enclose the Cheque / DD No. :

Amount : Date: Bank:

Signature with date

To:  
**The Director,**  
**AU TVS Centre for Quality Management,**  
**Anna University, Chennai – 600 025.**

### Contact

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**Website:** cqm.annauniv.edu / www.annauniv.edu

**Enquiry:** Kindly email your query with your phone number & email id