



Total Quality Management in Services Sector by an Australian Expert



National Productivity Organization (NPO), Ministry of Industries & Production in collaboration with Pakistan National Accreditation Council (PNAC), Ministry of Science & Technology, Australian Centre for Education & Training (ACET) and Government Engineering Academy (GEA), Lahore is pleased to announce a Two-day corporate training program on "Total Quality Management in Services Sector".

Who Should Attend?

The course is designed for the employees of public and private sector services organizations, such as Banks, telecommunication, customer services organization, educational institutions, advertising agencies, construction industries, business entrepreneurs and who are really interested in improving their interpersonal skills.

Course Objective

The simple objective of TQM is "Do the right things, right the first time, every time". TQM is infinitely variable and adaptable. Although originally applied to manufacturing operations, and for a number of years only used in that area, TQM is now becoming recognized as a generic management tool, just as applicable in service and public sector organizations.

Course Outline

The course includes the following topics and activities.

- Introduction to Quality Management
- Managing Quality
- The Six Basic Quality Control Tools
- Statistical Process Control
- 5S & Just-In-Time Systems
- Benchmarking
- Quality Awards & Certification
- TQM Plan Preparation

About Presenters

Syed B. H. Shah:-Director, Australian Centre for Education & Training.

Master of Business in International Trade, Cert IV in Assessment & Workplace Training. Mr. S.B.H. Shah has developed an extensive experience over the last 8 years, conducting many public and in-house training programs for leading organizations ranging from SME to Multi-national companies. He is passionate about education and training. His areas of interest include Entrepreneurship, Risk Management, International Trade, and Innovations.

Hasan Haider:- Deputy General Manager, (NPO-Pakistan)

Hasan has a versatile and dynamic 11-year experience as professional trainer and management consultant for public and private sector organizations with an aim to helping people understand quality and management techniques which would change mindsets and bring about corporate renaissance. He consulted over 100 SMEs and provided training to over 5000 national organizations. He conducted over 600 hundred workshops over 41 cities of Pakistan.

Schedule of the Workshop:

Time

0900 hrs -1700 hrs

Date

3rd-4th July, 2008.

Venue

Government Engineering Academy (GEA),
Tokhar Niaz Baig Lahore

Fee

2,500/- (Inclusive, course material, certificate,
lunch & tea)

Mode of Payment

Cash/Bank draft in the favour of National
Productivity Organization, Islamabad.

For Registration Please Contact:

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