



NATIONAL CENTRE FOR QUALITY MANAGEMENT

National Centre for Quality Management (NCQM) was established in 1985 by a group of eminent industrialists and professionals as a not-for-profit organisation with Founder President being Late Shri Ramkrishna Bajaj.

NCQM is a premier institution engaged in promoting Quality culture in Indian economic sectors through services like training, education, publication and membership.

NCQM is a society registered under Bombay Public Trust Act, 1950. NCQM has its headquarters in Mumbai and extension centres at Ajmer, Bengaluru, Hyderabad, Kolkata, Navi Mumbai, Nagpur, Noida and Pune.

OUR VISION

To be a premier professional institution to spread culture of Quality in all aspects of human endeavour.

OUR MISSION

NCQM shall operate as professional not-for-profit service organisation to promote Quality leading to total satisfaction and to provide knowledge and expertise to business industry and society in pursuit of Quality.

OUR VALUES

Our fundamental objective is creating Quality values through key beliefs in constant respect for people and uncompromising integrity, key goals of excellence in performance through Quality and key initiatives such as Six Sigma, TPM, Lean Operations, Leadership through Quality, Continual Performance Improvement and Empowerment through participative, co-operative and creative workplace.

OUR ORGANIZATION

Founder President:

Late Shri Ramkrishna Bajaj, Ex-Chairman, Bajaj Group.

Past Presidents:

Late Shri D. L. Shah, Ex-CMD, Perfect Machine Tools Co. Ltd.

Shri Viren Shah, Ex-Governor, West Bengal.

Dr. K. K. Anand, MD, Anand Consultancy Services.

Shri Atul Bhagwati, CMD, ATE Enterprises Ltd.

Past Presidents / Trustees:

Dr. H. M. Mehta, Chairman, NHB Bearings Ltd.

Dr. R. H. G. Rau, Consultant & Ex-Advisor, RPG Enterprises.

Shri Mahesh V. Gandhi, Chairman, Industrial Development & Investment Co.

Governing Board

Functional Committees

Executive Director

www.ncqm.com



OUR OFFERINGS

Training – Public / In-house / Assignment:

- Six Sigma
- Total Quality Management
- Total Productive Maintenance
- Productivity Improvement
- Lean Manufacturing
- Workplace Management through 5S
- Waste Elimination through 7W
- Kaizen
- Root cause analysis through use of QC tools
- Design of Experiments
- CE Marking
- ISO 9000 Quality Management System
- ISO 14000 Environment Management System
- OHSAS 18000 Occupational Health & Safety Management System
- Integrated Management System
- TS 16949
- ISO 17000 (Laboratory Accreditation)
- ISO 22000 (Food Safety)
- ISO 27000 (Information Security)
- ISO 28000 (Supply Chain)
- ISO 50000 (Energy)
- Hazard Analysis & Critical Control Point (HACCP)
- Statistical Process Control
- SEI – CMM
- Marketing
- Customer Service
- Materials
- Inventory Management
- Finance
- Human Resources

Education:

Correspondence course – Post Diploma in Total Quality Management (PDTQM),
Certificate Course in Dimensional Metrology.

Publication:

Quarterly newsletter – “Quality Striving for Excellence”, books, video, training / application software and research survey reports.

Membership:

Members can avail of services and benefits from NCQM such as:

- Free participation in periodic seminars / lectures.
- Quarterly newsletter.
- 10% discount for services.
- Use of library facilities.

Healthcare:

Workshops, advisory and consultancy services in healthcare including grading and classification of hospitals & nursing homes and laboratory accreditation.



OUR ACHIEVEMENTS

Programmes:

- Conducted over 1000 public programmes.
- Conducted over 500 in-house programmes.
- Executed over 150 assignments of ISO certification and TQM projects.
- More than 400 organizations have benefited from our programmes.

Educational Services:

- Awarded “Post-graduate Diploma in Quality Management” to over 1000 candidates.
- Developed course materials, organized workshops, seminars and conducted improvement projects for schools and colleges.
- NCQM has instituted “Best Educational Quality Enhancement Team (BEQET)” President award for schools and colleges to promote the cause of Quality.
- NCQM has instituted “Best Research Paper (BEREP) award for educational institutions to promote educational excellence.

Seminars & Lectures:

- Arranged lectures on Quality by well-known experts such as Dr. Roshan Chadda, Dr. Taguchi, Dr. Gopal Kanji, Dr. James Harrington.
- D. L. Shah Memorial lectures have been delivered by Mr. Suresh Lulla of QIMPRO in January 2010, Mr. J. Sridharan of Aditya Birla Group in February 2011 and Dr. Girdhar Gyani of Quality Council of India.
- Free seminars & lectures on topics of current interest are held from time to time.

Conferences:

- 2006: Quality Conference on “Quality Drives Economic Value” in association with Bombay Management Association (BMA).
- 2007: International Conference on “Quality Management Practices” in association with Institute for Technology & Management (ITM).
- 2008: International Conference on “Contemporary Management Systems” in association with Narsee Monjee Institute of Management Studies (NMIMS).
- 2009: International Conference on “Service Quality Excellence” in association with Institute for Technology & Management (ITM).

Networking:

- Conducted joint conferences, seminars and programmes with ASQ, ASM, APQO, QCI, QCFL, WICMA, AIPMA and like minded organizations, associations, educational and professional institutions.

International Affiliations:

- American Society for Quality (ASQ).
- World Quality Council.
- Asia Pacific Quality Organization (APQO).
- Iranian Society for Quality Managers.
- New Zealand Organization for Quality.



OUR CLIENTS

Our clients are spread across government, semi-government, public / private limited organizations and manufacturing & service sectors such as:

- Agro Equipments
- Automotive
- Carbon Black
- Chemical
- Communications
- Consulting
- Construction
- Defence
- Education
- Electrical
- Electronics
- Engineering
- Fabrication
- Financial
- Food
- Foundry
- Glass
- Hospitality
- Healthcare
- Information Technology
- Insurance
- Irrigation Systems
- Jewellery
- Logistics
- Nuclear
- Oil & Petroleum
- Packaging
- Pharmaceutical
- Platinum
- Ports & docks
- Printing & Publishing
- Retail
- Rubber
- Shipping
- Textile
- Utilities

OUR FACILITIES

- NCQM Learning Centres (2 nos.) are air-conditioned halls equipped with audio, visual and LCD facilities and can accommodate 20 to 35 persons. They are available for conferences, board meetings and symposiums.
- Library is well equipped with books, videos, training softwares, instruction materials and research survey reports.

OUR FACULTIES / CONSULTANTS

- NCQM has distinguished, experienced, eminent and expert faculties and consultants on its panel.
- Based on the client requirements, NCQM chooses the suitable faculty / consultant for the in-house programmes and assignments.
- NCQM conducts public programmes based on popular demand and specific requests from the clients.
- NCQM faculties / consultants upgrade their knowledge and skills through the "faculty development programme".

For further details and enquiries, please contact:
Executive Director

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