

One day training on Supervisory Skills Development

April 15, 2017

Organized by
National Centre for Quality Management, Mumbai

Perspective

Supervisors are line management and are generally part of the lower Management team controlling the activities of others under their span of control. Supervisors are to ensure people under them are responsible and carry out organization's strategies, policies and procedures. In the process besides technical requirements, administration, man management and human development also needs to be governed.

Coverage

- To create awareness about efficiency, effectiveness and excellence
- To motivate staff towards peak performance
- To eliminate dysfunctional emotions and behaviors which affect productivity
- To encourage the staff to come up with new ideas to do their work a little quicker and a little better.
- To ensure cost consciousness and strive for operational excellence

<u>Workshop Contents:</u>	<u>Take away:</u>
<ul style="list-style-type: none">• Role of a Supervisor• Developing the self• Communication and Interpersonal skills• Planning, Organizing and Monitoring• Goal setting and time management• Coaching• Delegating• Team Building	<p>Upon completion of this program participants will be able to:</p> <ul style="list-style-type: none">• Plan, organize, communicate and monitor• Maximize productivity• Go the extra mile under pressure• Create a positive climate and work culture• Develop more competent staff, with focus on quality work• Delegate effectively• Extract benefit of both physical and full mental faculties of the staff• Display leadership

Who Should Attend:

- Supervisors with less than five years of supervisory experience
- Process and production supervisors who want the benefit of basic management skills training.

Timing: Registration at 9.30 a.m. **Session:** 10.00 a.m. to. 5.30 p.m.

Fees: Rs. 3,000 + 15% Service Tax per participant.

Discount: 15% discount for Patron, Life Patron and Corporate Life Members and 10% for other members and group registration of 3 or more participants.

Venue: NCQM Learning Centre, G-501, Kailas Industrial Complex,
Vikhroli-Hiranandani Link Road, Vikhroli (W), Mumbai 400 079

Registration

Please send nominations accompanied by course fee in favor of “National Centre for Quality Management” by demand draft / cheque payable at Mumbai to:

National Centre for Quality Management

G - 503, Kailas Industrial Complex,

Vikhroli - Hiranandani Link Road , Vikhroli (W), Mumbai 400 079.

Tel: (022) 2517 0483 / 69 Email: ncqm@vsnl.com; ed@ncqm.com. Website: www.ncqm.com

Organizer

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, research and advisory assignments. NCQM is a society registered under Bombay Public Trust Act, 1950. NCQM has its headquarters in Mumbai and extensions centres at Ajmer, Coimbatore, Navi Mumbai , Nagpur , Noida and Pune.

Our Offerings

Public / In-house programmes:

Six Sigma, TQM, TPM, ISO 9000 on QMS, ISO 14000 on EMS, OHSAS 18000, Integrated Management Systems (IMS), TS 16949, ISO 17000 (Laboratory accreditation), ISO 22000 (Food Safety), ISO 27000 (Information security), ISO 28000 (Supply Chain), ISO 50000 (EnMS), HACCP, Statistical Process Control (SPC), Workplace Management (6S), Waste management (8W), Design of Experiments, Kaizen, SEI-CMM, CE Marking, Productivity Improvement, Internal Quality Audit, Lean Manufacturing, Root Cause Analysis for problem solving through use of QC tools and other various Modules in Marketing, Materials, Operations, Finance and Human Resources in Manufacturing and Services Sectors.

Membership: Members can avail library facilities, quarterly newsletter, free participation in periodic seminars / lectures. 10% / 15% discount in participation fees of training programmes.

Publications: Quarterly newsletter “Quality Striving for Excellence”, books, video, training and research survey reports

Education: Post Diploma in Total Quality Management (PDTQM) January 2017 Batch

NCQM Forthcoming Programmes	
From ISO 14001:2015 Environment Management System	Feb 4
H A C C P	Feb 11
ISO 9001:2015 Transition Auditors' Certificate Course	Mar 3 - 4
Root Cause Analysis & Use of QC Tools	Mar 11
Effective Management of Work Place Through Principles of Housekeeping (6S) & Waste Elimination (8W)	Mar 18
Value Engineering – An Effective Management Tool for Competitive Edge	Mar 25
Supervisory Skills Development	Apr 15
Performance Management System	Apr 29