



Educate. Assimilate. Excelerate

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About MIQ

Set up in the year 2006, Mahindra Institute of Quality (MIQ), located at Nashik, Maharashtra, is India's premier school of quality.

Funded entirely by Mahindra & Mahindra, MIQ was established to create a culture of quality, and drive organization-wide excellence, both within and outside the group, of creating a community of hands-on problem solvers who make a difference. MIQ's offerings are administered by a mix of top-rated faculty, both in-house as well as experts and practitioners from industry and academia.

MIQ offers a mix of flagship programs - PGDQM and PGDOM and Accelerated Learning Program on Safety -

and various certification as well as customized training programs. MIQ's USP is its focus on implementation, and on quality management consultancy projects for corporates.

MIQ is also the custodian of *The Mahindra Way* (TMW), the group's Business Excellence framework. TMW is an integrated approach to promote excellence across processes and operations of a business, and facilitates the adoption of certain common policies and practices across the group.

MIQ's mission is to foster a culture of learning and outperformance leading to sustained business results.

MIQ's verticals

- Quality
- Business Excellence
- Safety
- Supply Chain, and,
- Data Analytics



From Chairman, Governing Council



The Institute has indeed travelled far and helped embed a culture of excellence across our various group companies.

Mahindra Institute of Quality (MIQ) was born out of a passion to shape the Mahindra of tomorrow. In a little over a decade since its inception, the Institute has indeed travelled far and helped embed a culture of excellence across our various group companies.

Quality is a shared responsibility, quality is all pervasive. The pursuit of quality has over time metamorphosed into a perpetual quest for excellence in everything we do. Towards this endeavour, MIQ offers a perfect blend of quality-related training leading up to a diploma together with administration of a business excellence model - *The Mahindra Way*.

Having succeeded in creating the basic building blocks within our group, MIQ's revised mandate is to step out of the confines of the group to help foster a culture of outperformance, and shape quality evangelists in the country, in our own small way Mahindra's contribution to shaping the India of tomorrow.

On behalf of the Governing Council of MIQ, and on my own behalf, welcome to this journey to excellence.

Dr. Pawan Goenka

Chairman - Governing Council, MIQ
and Managing Director - M&M Ltd.

From the Director's Desk



MIQ is about the pursuit of business excellence, of creating the business leaders of tomorrow.

Welcome to a voyage of learning and discovery; to a world of reflection, networking and knowledge; to India's premier school of quality - Mahindra Institute of Quality.

Set up as a residential institute nestled in lush green surroundings, the campus offers top-end infrastructure; a highly-rated faculty, both in-house as well experts and practitioners from industry and academia, and an ambience conducive to imbibing wisdom.

MIQ is an abode of learning, a knowledge-sharing hub where quality is a way of life; MIQ is about the pursuit of business excellence, of creating the business leaders of tomorrow. We invite you to join us on this intellectual journey to create change agents to drive organization-wide excellence.

In addition to our standard menu of offerings in the quality space - Quality Tools, Lean,

SSBB, TRIZ, SMED, VSM, HEP, et al - MIQ offers customized programs tailored to a specific industry context, and flagship Post Graduate Diploma programs in management focused on Manufacturing, Operations and Service, both for Mahindra as well as external participants.

MIQ's differentiator is its focus on implementation, of hand-holding participants to realise the benefits of content imbibed by them during classroom learning, and of undertaking quality management consultancy projects for corporates. Come, partner with us to benefit from our wide menu of offerings, to together create the enterprises of tomorrow.

Welcome aboard!

Harsh Kumar
Director - MIQ

Governing Council

The Governing Council (GC) of MIQ provides strategic direction to the institute and comprises of leaders from within and outside the group.



Dr. Pawan Goenka
Chairman - Governing Council, MIQ
and Managing Director - M&M Ltd.



Rajeev Dubey
Group President (HR & Corporate
Services) & CEO (After-Market
Sector) and Member of the Group
Executive Board



Prof. Karuna Jain
Director, National Institute of
Industrial Engineering



Dr. Anish Shah
Group President (Strategy) and
Member of the Group Executive
Board



Harsh Kumar
Director, MIQ - Member
Secretary

Awards Won

Golden Peacock National Training Award

Golden Peacock National Training Award for Excellence in Training Practices.



Asian Quality Leadership Award

Asian Quality Leadership Award for Quality Excellence in Teaching and Learning Practices from Dubai Chamber of Commerce.



Quality Excellence and Leadership Award

Quality Excellence & Leadership Award presented at Singapore in the category Excellence in Learning Outcomes.



Asian Network for Quality Award



Award for Paper Presentation at ANQ Congress, Singapore.



Best Paper Award at Asian Network of Quality, Hongkong.

Quality Council of India National Award

Award for Achieving Excellence through Quality Management Education.



National Award for Excellence in Training & Development

Award for Excellence in Training & Development from the World HRD Congress.





An Institute Par Excellence

Mahindra Institute of Quality offers a unique learning experience to participants.

1. World-class training infrastructure at Nashik

The Institute's modern classrooms are equipped with state-of-the-art audio visual facilities. Participants are provided residential accommodation equipped with 24/7 internet connectivity in serene and peaceful surroundings. Also on offer are extensive recreation facilities like gymnasium, basketball, volleyball, table tennis and beyond.

2. Holistic program design

Classroom teaching through theory and case study sessions is complemented with visits to world-class company sites and through Self Learning Teams where participants learn by sharing experiences.

3. Balanced learning

MIQ encourages all-round development through indoor and outdoor activities and encourages participation in programs such as Yoga and Art of Living.

4. Focus on application of learning

Participants are expected to undertake improvement projects in their organizations to apply classroom learning and these projects are supported through individual guidance and facilitation by MIQ's experienced program managers.

5. Faculty

Faculty comprises MIQ's in-house resources as well as leading quality management professionals from India and Japan. Guest speakers from various companies in the Mahindra group, and outside, are invited on a regular basis for knowledge sharing sessions.

Digital Experience Centre (DEC)

DEC seeks to demystify the emerging new-age digital world of AI, AR, VR, MR, ML, Autonomous Robotics, Digital Twins, IoT, 4.0, et al, and enable learning by participants in a non-intrusive and fun environment. One-of-its kind facility in the country in an educational context.





Why You Should Consider Us

- A professional training organization with in-house faculty.
- Track record of 13 plus years in training in manufacturing and service verticals.
- F19 Highlights:
 - 212 programs
 - 4024 participants
 - 245 projects completed
- Impacted business results for up to Rs. 602 crores in the last 13 years through improvement projects undertaken by participants.
- Flexibility in terms of venue; in F19, 52% of the programs were conducted at client locations
- Full-time faculty are experienced industry professionals; part-time specialized faculty is carefully selected, both from overseas and India, to address specific training needs.
- Facilitation for TQM roll-out at companies and handholding for Deming Application Prize.
- Expertise in consultation for Lean, Advanced Problem Solving and Operational Excellence.
- In addition to short duration programs, MIQ offers Post Graduate Diploma programs in Quality, Service and Operations.
- An end-to-end bouquet of training offerings covering Quality, Business Excellence, Safety, Supply Chain and Data Analytics.
- A Digital Experience Centre which demystifies the new-age digital world of AI, AR, VR, MR, Robotics, Digital Twins, et al.

Customer Speak

Mahindra Institute of Quality believes in outperformance, and inculcates this approach among its participants as well. While companies have benefitted from MIQ courses, here's word from some leading corporate managers about their experience at MIQ:



Dr. Jaideep Devare
Managing Director, Mahindra
Insurance Brokers Limited

The programs run by MIQ have significantly benefited our team in terms of managing quality in individual departments and the organization as a whole. These programs have helped to enhance our culture of data based decision making, customer centricity, employee engagement, and knowledge sharing. We have also been able to move towards building a pro active approach to quality.



Sujit Paul
Chief Member Experience Management
and Business Excellence

MIQs courses are well designed, comprehensive and relevant to the needs of the business. MIQ has not only excelled in quality management tools but also in Data Analytics and Machine Learning. I have had multiple engagements with MIQ to train our staff and every time MIQ faculty has exceeded our expectations. Kudos to the MIQ Team!



Girish Tiwari
Vice President, Head - Electrical
Standard Products Business, E&A, L&T

Practising managers teaching manufacturing concepts makes teaching extremely effective and easy to grasp by learners. This differentiates MIQ from other quality schools.



Sushant K Behera
Sr. Manager- R&D, CEAT Ltd.
Participant of PGDQM 2018 program

PGDQM-13 training was full of practical tips and the interactive approach was excellent with in-depth theory as well as practical sessions. The Institute has on its rolls knowledgeable and highly skilled faculty.



R. Jayakanthan
Director - People, Systems and Strategy,
Elgi Equipments

ELGi is a TQM practicing company and we looked up to Mahindra for learning and MIQ has always extended superb support to us. We have been sending our people to various courses at MIQ over the last many years and have always received great feedback from our executives. MIQ's faculty ensures that we implement learnings by handholding us through various projects. We have found the team at MIQ very passionate and I am glad we are building a great long lasting relationship.



Ritesh Oza
DGM Production, Larsen & Toubro, EBG

MIQ's ability to bring to us knowledge and implementation of TPM philosophy helped us to improve our Key Performance Indicators – mainly reduction in losses and improving top and bottom lines. Apart from these, we also achieved better upkeep of the workplace, favourable change in the attitude of our operators, sharing of knowledge and experience, and a feeling among workmen of owning the machine.



Harsh Kumar



Rajinder Singh



Suhas Gokhale



Sharath Chandra Peddi



Samir Khachane



Mangesh Chirekhani



Milind Deshpande



Aravind Appi Raj



Ashish Kumar Gupta



Rohit Pathak



Rajesh Bhatia



Jaideep Karkhanis



Hemant Bhatkar

MIQ Internal Faculty Profile

1. Harsh Kumar

Former Managing Director, Mahindra Intertrade Ltd and Mahindra Steel Service Centre Ltd; Member, Group Executive Board, M&M Ltd.; currently Director-MIQ. Mechanical Engineer from IIT-D and PGDBM from XLRI, with over 40 years of experience; previously with the Tata Group. His expertise includes Manufacturing, Marketing and Sales, SCM, Strategic and Project Planning, Quality Management, Employee Development and General Management.

2. Rajinder Singh

Mechanical Engineer and PGDM, 33 years of experience; previously with Whirlpool, Sanyo and Voltas; managed operations and quality. His expertise includes TQM, Six Sigma, Lean and facilitation for Deming Model application and Change Management. He is certified in Six Sigma Black Belt.

3. Suhas Gokhale

Mechanical Engineer and MBA in Operations Management, 34 years of experience; previously with Hindustan Aeronautics, Crompton Greaves, Bosch and Godrej. His expertise includes Manufacturing, SCM, Industry 4.0, Process Planning, Quality Management, Lean tools, Supply Chain improvement, Tool Room, Product and Vendor development.

4. Sharath Chandra Peddi

Mechanical Engineer, 26 years of experience in quality management; previously with TACO, Rane and Delphi. His expertise includes TQM, Advanced Problem Solving methodologies, Six Sigma Black Belt, Design for Six Sigma and New Product Development.

5. Samir Khachane

Industrial Engineer, 25 years of experience; previously with M&M in Manufacturing Engineering, and SSA Business Solutions in the consulting domain. His expertise includes Business Excellence, ToC, Lean and Six Sigma deployment in manufacturing and service sectors. He is certified in Lean Six Sigma Master Black Belt and MOST.

6. Mangesh Chirekhani

Mechanical Engineer, 21 years of experience; previously with Toyota, Renault Nissan and Tenneco in quality management and manufacturing. His expertise includes TQM, Supplier Development and Problem Solving methodologies.

7. Milind Deshpande

Mechanical Engineer, 19 years of experience; previously with Honda Motorcycles and Scooters (I) Pvt. Ltd. His expertise includes TQM, Problem Solving methodologies and Human Error Prevention. He is certified in Six Sigma Green Belt, ASQ CRE and level 2 TRIZ user.

8. Aravind Appi Raj

Production and Industrial Safety Engineer, Certified DuPont Trainer on incident investigations and safety management fundamentals; Lead Auditor for OHSAS 18001 & ISO 14001, 15 years of experience in safety management; previously with Hyundai Motors, Tata Motors & JSW Steel. His expertise includes incident investigations through RCFA, safety standards and procedures, and development and implementation and contractor safety management.

9. Ashish Kumar Gupta

Production Engineer and MBA in Operations Management, 14 years of

experience; previously with Deloitte, WNS Global Services and Renoir Group in the consulting domain. His expertise includes TQM, Balanced Score Card and Lean Six Sigma for the service sector.

10. Rohit Pathak

Mechanical Engineer and MBA in Supply Chain and Operations Management, 12 years of experience; previously with TAFE. His expertise includes TQM, Problem Solving techniques, Advanced Quality Tools and Six Sigma. He is certified in Six Sigma Black Belt from the Motorola University.

11. Rajesh Bhatia

Electronics and Communication Engineer and MBA in Operations and Marketing, 8 years of experience; previously with the Tata Group. His expertise includes Business Excellence, Daily Work Management and Standardization, Benchmarking, Six Sigma and Quality Management. He is certified in Six Sigma Green Belt.

12. Jaideep Karkhanis

Electrical Engineer and MBA in Analytics from IIM Calcutta, 5 years of experience; previously with Rediff, Siemens and Schneider Electric. His expertise includes Data Science and Machine Learning.

13. Hemant Bhatkar

Mechanical Engineer with 39 years of experience; previously with Mahindra Research Valley, M&M's Tractor Division and Eicher Tractors Engineering Centre. His expertise includes Quality Management in New Product Development – Product Planning, Quality Function Deployment, How to market hit products, Development of NPD guidelines and Product development system manual.



Hiroshi Kubota



Shunsuke Tsuda



N Ramanathan



Dr. N Ravichandran



G Parthipan



Prakash R Apte



Anil Sachdeva



Peter Ward



Dr. Aravind Chandrasekaran

MIQ External Faculty Profile

1. Hiroshi Kubota

Director, Daikyo Nishikawa Corporation (DNC); Lead Examiner, Deming Application Prize Subcommittee; Examiner and Chairman of the TPM (Total Productive Maintenance) Excellent Award Committee, and, Honorary member, Japanese Society for Quality Control.

2. Shunsuke Tsuda

Former Sr. General Manager, Hitachi India Ltd. His expertise includes Lean implementation.

3. N Ramanathan

Former President-TQM, SRF; Governing Council Member, Indian Society for Quality (ISQ); Academician, International Academy for Quality, and member of its Examination Committee.

4. Dr. N Ravichandran

Former Executive Director, Lucas TVS Ltd. Member of various professional associations. Member of the academic councils of various engineering colleges and institutions in the country.

5. G Parthipan

President, Rane TRW Steering Systems Ltd. Handled various functions like Process Engineering, Sourcing and Operations. Spearheaded the TQM movement at Rane TRW Steering Systems Ltd. leading to the award of the Deming Grand Prize.

6. Prof. Prakash R Apte

Ex-Professor, IIT Mumbai. His expertise includes improving innovation and reliability of electronic devices, creating next generation products/processes through innovation tools of TRIZ, and Quality improvement/Cost reduction by Taguchi Methods.

7. Anil Sachdeva

President, TQMI. He has been leading the Six Sigma deployment team at TQMI for over a decade. His expertise includes Lean, DWM, NPD, DFSS, etc.

8. Peter Ward

Senior Associate Dean at The Ohio State University (OSU)'s Max M. Fisher College of Business; Professor of Operations Management and Richard M. Ross Chair in Management at Fisher College, and Director of the Center for Operational Excellence at OSU. His expertise includes Operations Management.

9. Aravind Chandrasekaran

Associate Professor in Management Sciences at the Fisher College of Business at The Ohio State University (OSU); Academic Director for the Master of Business in Operational Excellence (MBOE) - an executive master's program. His expertise includes Operations Management.

Programs Offered

The programs offered are of two types:

- a) Regular programs announced through the Training Calendar
- b) Customized programs based on specific customer requirements

Venue: MIQ's residential Training Centre at Nashik, or any other venue preferred by the Client.

Programs are designed to address varying needs of participants' experience, and complexity, as follows:

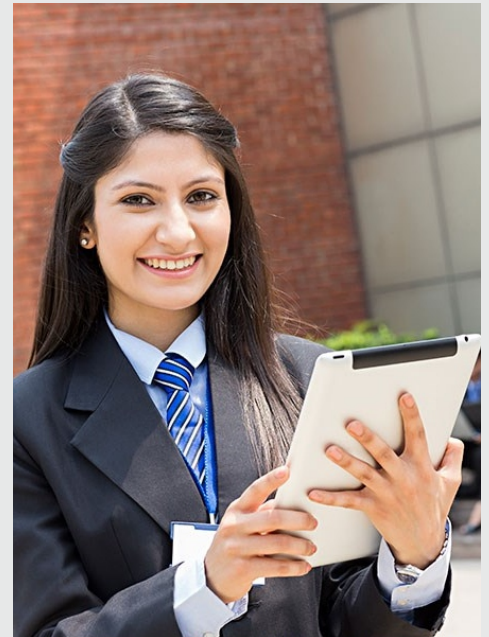
① Participants with 2 to 4 years of experience: such Programs are called "Essentials of" and are meant for those in entry level roles.

② Participants with 5 to 8 years of experience: such Programs are called "For Practitioners" and are meant for managers.

③ Participants with 9 and above years of experience:

such Programs are called "For Professionals" and are meant for those who need exposure to cutting edge knowhow and are driving change at the workplace.

④ Certification Programs are "Post Graduate Diploma in Quality Management in Manufacturing, Service or Operations Management" ALP - Safety or Yellow Belt, Green Belt & Black Belt programs.





Some of our unique offerings

Flagship Programs

Post Graduate Diploma programs in Quality and Operations Management. There are three programs offered under this category: PGDQM - Manufacturing, PGDQM - Service and PGDOM, each program being of 6-7 weeks duration spread over three phases. These programs aim to create change leaders to drive quality/operations management.

Data Analytics

Program aims to provide insights into the world of *Big Data* and *Analytics* to address business challenges.

Internet of Things (IoT)

Program aims to provide insights into the world of IoT in Manufacturing, IoT technologies and applications.

Digital Revolution in Sales and Service

Program aims to provide insights into the digital revolution which will impact the sales and service functions.

Supply Chain

Programs aim to provide insights for effective management of SCM functions like Warehousing, Logistics, Planning & Control, Inventory Management, Cost & Risk Management et al.

Accelerated Learning Program on Safety

Program aims to develop advanced safety management competencies, and application orientation, amongst participants, to create a culture of safety excellence at the workplace.

Innovation through TRIZ

Program aims to solve innovation problems and develop competency in systematic innovation.

Human Error Prevention

Program covers the principles of human error prevention and imparts skills to use human error principles.

Energy Conservation

Program aims to enhance energy conservation awareness for effective asset selection, resource utilization, process optimization and operational efficiency.

Water Management

Program aims to create awareness about various water streams to be planned in a new manufacturing facility; business risks arising from water scarcity and effective water utilization and process optimization.

Waste Management

Program aims to create awareness about various techniques to reduce waste generation, segregation of waste, effective handling, utilisation, and recycling of waste and to optimise processes by improving efficiency.

Technology Programs

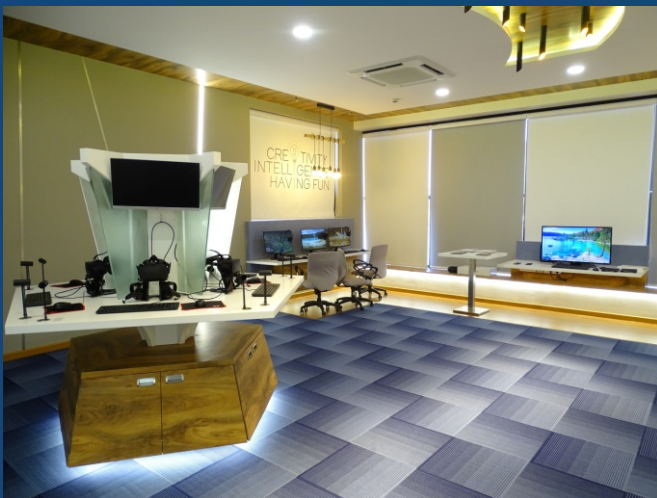
Programs developed in collaboration with Mahindra Leadership University to impart specific technology expertise. Programs offered under this category are Manufacturing Excellence, Machining, Painting Technology & Practices, Lean & TPM, Supply Chain Management and Gear Manufacturing for varying experience levels.

Programs for the Manufacturing Sector

Category	Programs
Post Graduate Diploma Programs	Post Graduate Diploma in Quality Management Post Graduate Diploma in Operations Management
Quality Management	Essentials of Quality Management Quality Management for Practitioners First Time Right Every Time Right - Poka Yoke Way Executive Diploma in Quality Management Essentials of Metrology Dexterity Essentials of Quality Systems and IATF Core tools
Quality Tools	New QC Tools QC Circles Shainin Design of Experiments (DOE)
Problem Solving	Mahindra Yellow Belt Mahindra Green Belt Lean Six Sigma Black Belt
Process Development, Optimisation & Control	Design of Experiments (Classical) Design of Experiments (Shainin) Process Failure Mode Effect Analysis (PFMEA) Statistical Process Control (SPC) & Measurement System Analysis (MSA) Taghuchi Design of Experiments
Process Technology	Essentials of Gear Manufacturing Essentials of Machining Essentials of Paint Technology Essentials of Foundry Technology Essentials of Assembly Techniques Essentials of Automotive systems Essentials of Resistance Welding & Robotics Essentials of Sheet Metal Stamping Processes, Tooling & Presses Essentials of Additive Manufacturing Advanced Gear Manufacturing for Practitioners Advanced Machining for Practitioners Advanced Paint Technology for Practitioners Advanced Foundry for Practitioners Hydraulic & Pneumatics Robotics & Industrial Automation
Reliability	Design for Six Sigma Essentials of Reliability Engineering Advanced Reliability Engineering Mahindra Certified Reliability Engineer Reliability Analytics
Daily Work Management	Daily Work Management and Standardization
Project Management	Essentials of Project Management Project Management for Practitioners
New Product Development	New Product Development Voice of Customer (VoC) & Quality Function Deployment (QFD) Design Review and Failure Mode Effect Analysis (DFMEA) Production Part Approval Process (PPAP) APQP Geometric Dimensioning and Tolerancing Essentials of Tolerance Stack up Analysis
Innovation	Innovation through TRIZ
Supply Chain Management	Essentials of Supply Chain Management Advanced Supply Chain Management for Practitioners Essentials of Inventory Management Essentials of Warehouse Management Essentials of Kanban Implementation SCM for Practitioners Supply Chain Risk Management Lean in Supply Chain Management Certified Supply Chain Manager Supply Chain Management Analytics Logistics Cost Management

Programs for the Manufacturing Sector

Category	Programs
Digitization in Manufacturing	Essentials of Industry 4.0 and Smart Manufacturing Essentials of Additive Manufacturing Essentials of VA/VR Internet of Things
Lean Manufacturing	Essentials Of Lean Manufacturing & TPM Lean & TPM For Practitioners Single Minute Exchange Of Dies (SMED) Value Stream Mapping Visual Work Place Mahindra Lean Bronze Certificate
Manufacturing Excellence	Essentials Of Manufacturing Excellence Manufacturing Excellence For Practitioners Low Cost Automation & KaraKuri Kaizen Dexterity
Human Error Prevention	Human Error Prevention Workshop
Sustainability	Energy Conservation-The Mahindra Way Water Management-The Mahindra Way Waste to Wealth
Safety	Accelerated Learning program on Safety (ALP-Safety) Behaviour Based Safety Incident Investigation Safety Culture for Leaders Permit to Work Working at Height Lock out and Tagout Confined Space Entry Machine Safety Electrical Safety Contractor Safety Management



Digital Experience Centre

Programs for Service Sectors like Financial Services, Construction/Real Estate, Hospitality, IT, etc. and Support Functions

Category	Programs
Post Graduate Diploma Programs	Post Graduate Diploma in Quality Management Post Graduate Diploma in Operations Management
Quality Management	Essentials of Quality Management
Quality Tools	New QC Tools FMEA
Problem Solving	Systematic Problem Solving Mahindra Green Belt Six Sigma Black Belt Lean
Daily Work Management	Daily Work Management and Standardization
Project Management	Project Management
New Product Development	New Product Development
Service Excellence	Achieving Excellence through Visual SOPs Value Stream Mapping (VSM)
Human Error Prevention	Human Error Prevention Workshop
Data Analytics	Demystifying Analytics Analytics Orientation Program Analytics Foundation Program Essentials of R for Data Analytics Advanced R for practitioners
Statistical Decision Making	Statistical Decision Making for Sales and Marketing Practitioners
Digitization	Digital Revolution in Sales and Service Leveraging Social Media
Supply Chain Management	Essentials of Supply Chain Management Supply Chain Risk Management Lean in Supply Chain Supply Chain Management Analytics SCM for Practitioners
Safety	Accelerated Learning Program on Safety Behaviour Based Safety Incident Investigation Safety Culture for Leaders Permit to Work Working at Height Lock out and Tagout Confined Space Entry Machine Safety Electrical Safety Contractor Safety Management Safety in Hospitality Sector

For enquiries please contact

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Mangesh Chirekhani, Program Manager at
chirekhani.mangesh@mahindra.com



Consulting Assignments

MIQ provides consultation in the areas of Quality Improvement, Advanced Statistics, Daily Work Management, Lean, TQM coaching, safety and beyond.

Examples of consulting assignments handled by MIQ:

1 Plant rejections

Client: Large automotive equipment manufacturer

MIQ worked on an assignment to reduce process rejections at this manufacturer's plant. This involved training of the team on critical quality tools including Problem solving, Shainin techniques, Regression analysis and Classical Design of Experiments; application of such tools on shop-floor projects, and facilitation to identify causes contributing to high rejections. Overall rejections in die casting were reduced by 50% over a 9 month period.

2 Lean

Client: Large automotive service dealership

An assignment on Implementation of Lean practices was taken up by MIQ, with a focus on 5S and tool management. Improvement projects were identified on vehicle flow management, and inventory reduction, leading to significantly higher productivity levels and lowered cost of service.

3 Daily Work Management (DWM)

Client: Leading Engineering, Construction and Project Management major

MIQ has facilitated the implementation of Daily Work

Management practices at two of their units. The assignment involved training the team on DWM methodology, development of a model area, and horizontal deployment across both units. At the same time, quality improvement projects to address chronic problems were facilitated by MIQ involving training on systematic problem solving tools, and hand holding on DPM (defects per million) reduction, leading to significant benefits.

4 Service Blueprinting

Client: Leading hospitality major

A Service Blueprinting assignment for their reservation process was taken up by MIQ leading to development of behavioural standards and deployment of a Service Excellence framework for their member relations team.

5 TQM roll-out and handholding for Deming Application Prize

Client: Large integrated steel plant

MIQ has been engaged by this company to assist with their TQM roll-out, and prepare them to apply for the Deming Application Prize.

6 Deming Application Prize

Client: Mobile Tower company

MIQ has been engaged by this company to assist with their Deming Application prize certification with focus on

Leadership involvement and DWM implementation.

7 Quality Management System

Client: Instrumentation controls company

MIQ has been engaged by the company for establishing quality management systems at their factory.

8 TRIZ

MIQ and AD Igatpuri won the Best Paper and Best Presentation in the category of Process Innovation at the TRIZ Asia conference. The project related to recovery of waste heat during engine testing and its re-use resulting in breakthrough reduction in power consumption.

9 Dexterity School

Client: Engineering company

MIQ established a Dexterity School (basic skill development training centre for operators) at one of their plants.

10 Safety

Client: A large automotive manufacturing unit

MIQ worked on an assignment to implement Behaviour Based Safety (BBS) at the plant leading to a cultural transformation at the workplace. This should reflect in lower safety-related incidents by the next year.

Our Non-Mahindra Clientele

ACC


ASHOK LEYLAND

BEHR

 **BLUE STAR**

 **BOSCH**

BRIGHT
AUTOPLAST

CEAT

 **Chola**
Enter a better life

DCM
TEXTILES

 **EICHER** GO PRO

ELGI


indus
TOWERS

JSW

 **LARSEN & TOUBRO**
It's all about Imagining

 **LEAR**
CORPORATION

 **MILACRON**

Rane
Expanding Horizons


SAINT-GOBAIN
CORPORATION

SIEMENS


sona
Driving Tomorrow

 **Sundaram-Clayton Limited**

TVS 

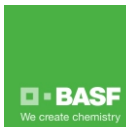
 **Visteon**

WELSPUN

Dare to Commit

 **GIC**


ADITYA BIRLA INSULATORS LTD

 **BASF**
We create chemistry

 **JCB**

 **TVS Logistics Services Limited**

SPARK MINDA
ASHOK MINDA GROUP
Minda SAI Limited

 **India Japan Lighting Private Limited**

ADITYA BIRLA
 **HINDALCO**

 **Fidelity**
INVESTMENTS


BAJAJ
Bajaj Electricals Ltd.
Inspiring Trust

 **AIS**

GABRIEL



Digital Experience Centre (DEC) at MIQ

The Digital Experience Centre (DEC) at MIQ, Nashik, possibly the first such initiative in the educational space in the country, seeks to demystify the emerging new-age digital world and enable learning in a non-intrusive and fun environment, and offers participants an immersive experience.

The DEC has been curated around:

- * *content to be accessed realtime and online.*

- * *everything in video mode, no written matter*

- * *self learning, no supervised teaching. Focus to remain on offering participants a touch-and-feel experience of the power of emerging digital technologies available in the world.*

- * *content databank to cover diverse topics reflecting the state of evolution of cutting edge technologies (e.g., AI, VR, AR, MR, ML, Autonomous Robotics, Digital Twins, IoT, 4.0,...) as these are likely to impact manufacturing, supply chain(s), quality, sales and marketing, safety, et al.*

- * *independent work stations for each technology area (e.g., IoT, VR, AR, MR, et al) with provision to accommodate up to 20 trainees at a time.*

- * *pre-selected links, discipline-wise (manufacturing, supply chain, quality,...) for participants to remain focussed on their work or interest areas (they could, of course, explore beyond).*

The intent behind DEC is to provide officers with the basics of how far advanced new age technologies have evolved thus far *relevant to the discipline that they work in* (e.g., manufacturing, supply chain, quality, sales and marketing, safety, et al). These basic inputs would conceivably trigger further research by the officer in the application of such technologies relevant to his own workplace once he gets back to his job.

DEC is integrated into all our relevant program offerings.

Program Effectiveness Survey findings:

92%

respondents put learnings imbibed at MIQ into effect when back on the job

88%

respondents felt that there was a noticeable improvement in the trainee's performance when back on the job

95%

respondents felt that their officers' approach to problem solving, or addressing operational / quality-related issues, improved, post program

88%

respondents were satisfied with the returns from their training-related investment in the officer

92%

respondents felt that the training imparted at MIQ would have an impact, going forward, in improving the quality /operational excellence / problem solving culture at their workplace



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Campus

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<https://www.linkedin.com/company/mahindra-institute-of-quality>