



Strategic **Quality Management** and **Business Performance**



**Achieve
Winning Results
Through Business
Excellence**



20 & 21 September 2010, Pearl Continental Hotel, Lahore
23 & 24 September 2010, Sheraton Hotel & Towers, Karachi
9:00 am to 5:00 pm

Key **Business Benefits:**

- **Understand** how to develop the business case for pursuing a quality strategy that will help you control your costs, ensure the quality of your products and win more business
- **Explore** Business Excellence, Six Sigma and Lean Strategies and how to implement them to improve business performance
- **Understand** when and how to deploy process improvement tools to transform your organization
- **Learn** how to develop and deploy long-range business plans, and how to report on your progress against these plans, to ensure that your plans are being successful

By completing this course you will be able to:

- Outline your business case for pursuing a quality strategy
- Explain how to implement excellence in an organization from developing your vision, mission and values to introducing process improvement programs
- Outline the principles of lean operations and demonstrate an ability to construct a value stream map
- Explain the principles of Six Sigma and demonstrate an ability to construct a control chart
- Understand when and how to deploy a selection of process improvement tools
- Construct a strategy map and a Balanced Scorecard



Course Facilitator:

Alan Power
MD, MPower (UK) Ltd.

For Details & Registration

Tel: 021-34534261, 021-34536315
Fax: 021-4520708, 34546693
E-mail: register@octara.com
www.octara.com

Special Offer
Book 3 seats and
Save PKR 15,000



Course Facilitator

Alan Power

MD, MPower (UK) Ltd.

A former Head of Quality Management at Lloyds Bank, UK, Alan Power today heads his independent consultancy. A veteran in the field of Quality Management and Business Excellence in UK's top ranked financial and services sector. Alan, while at Lloyds Bank had developed a model for corporate leadership based on Quality Management which he describes as Leadership from the Head, Hands and Heart.

Alan Power first became aware of the Total Quality movement in 1986, while he was The Personnel Director at Mortgage Express, a UK home loans company. It was at this time that he launched his first Total Quality Management program.

As a result of the success of that program Alan was invited to set up a new company, TSB Homeloans, the home loans arm of TSB Bank, a UK retail bank. The company was established in Scotland during 1989 and Alan was General Manager until the merger of TSB Bank with Lloyds Bank in 1997.

During the period of Alan's tenure as General Manager TSB Homeloans won the following:

- Digital Quality Award (1993)
- Quality Scotland Prize for Business Excellence (1994)
- Quality Scotland Award for Business Excellence (1996)

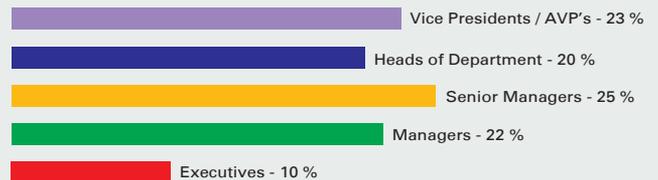
In addition, Mortgage Express Ltd. won the British Quality Award in 1996. Prior to taking up his general management role Alan had some 20 years experience in senior roles in human resource development.



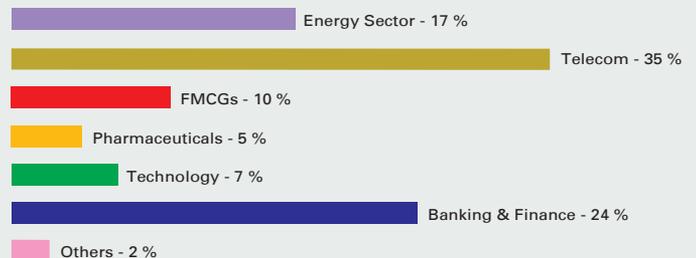
Participants of
"Measuring and Monitoring Customer Satisfaction"
 Octara workshop held on 19 to 21 May, 2008 with
Alan Power

"Measuring and Monitoring Customer Satisfaction" was a tremendous success in 2008. Participants from the top companies of Pakistan took part in the workshop, bringing in diversified experience to the program which may also be gauged from the following data compiled.

By Participant Profile



By Industries Represented



Local and International organizations which benefited from Alan's workshops



What delegates have said about Alan Power:

"I'm empowered by the valuable techniques to improvise Mystery Shopping & Customer Satisfaction. Thank you Alan for a definitive workshop."

AM Quality, Ufone.

"Alan is an excellent speaker with outstanding presentation skills."

**Quality System and SRA Coordinator
DAL Food Industries**

"The course has opened my mind to a whole lot of things that I feel I can apply to my work. A great 3 days journey! Best of luck to Alan and Octara."

Deputy General Manager, Habib Bank Limited

Who Should Attend?

This course is designed for business leaders, managers and executives who wish to implement quality tools and models in their organization including: Quality Managers and Directors, HR Managers and Directors, Planning and Budgeting Managers, Management Information Managers, Operations Managers, Administration Managers, Finance Managers and Directors.

Strategic Quality Management and Business Performance

20 & 21 September 2010, Lahore | 23 & 24 September 2010, Karachi

Course Overview: Quality management has the potential to make huge differences to your organization and to facilitate improvements on a continuing basis – but to achieve this, you must look at it as a strategic initiative – not a short term fix.

Strategic Quality Management and Business Performance is a focused and practical training course that will deepen your understanding of how you can help transform your organization to deliver business excellence. The effective implementation of the tools and techniques that you will learn can help secure greater market share and increased profits, as well as reducing costs.

Day ONE

Business Excellence - A Framework For Business Management

- A history of the quality movement and Business Excellence
 - Developments in Japan
 - Developments in USA
 - Developments in Europe
- The business case for Excellence

A Fast-Track Method Of Implementing Excellence

- The Grand Prix outlined
- The Grand Prix workshop method

Understanding And Communicating

Why Your Business Exists

- Developing an effective statement of business purpose
 - Understanding the need for a mission statement
 - The process for developing an effective mission statement

Determining Your Approach To Fulfilling Your Business Purpose

- Being clear about how you differentiate your business
- Understanding the need for a clear statement of business strategy
- The process for developing an effective strategy statement
- The contribution of a Porter analysis to strategy development

Identifying What Needs To Be Done To Deliver Your Strategy

- How to identify key business processes
- Establishing the principle of process ownership
- The role of the process owner

Process Management – Identifying Improvement Opportunities

- The 4 dimensions of quality
- The importance of quality suppliers and quality inputs
- Improving the quality of plant, machinery and tools
- Improving the three dimensions of human side of the enterprise: competence, culture and commitment
- Control points and the importance of zero defects

Output Quality – How To Monitor Productivity

- Efficiency
- Effectiveness
- Output per paid hour
- The complexity of managing human performance

Managing the Transformation Process to Deliver Reduce Waste – Lean Operations

- Lean thinking
 - The 7 wastes
 - The Principles of Lean Operations
 - The 5Ss
 - Process Mapping & Flow charting
 - Value Stream Mapping

Exercise:

Developing The Skills Of Value Stream Mapping

Day TWO

Managing Business Processes to Reduce Variability – Six Sigma

- Common Cause & Special Cause Variability
- 6 Sigma as a business strategy – the DMAIC model
- Statistical Process Control

Exercise:

Developing Basic SPC Charts

Managing The People Dimension Of Your Business

- Developing ethics, values and beliefs
 - Understanding the need to articulate ethics, values and beliefs
 - The process for developing a clear set of statements of ethics, values and beliefs
 - Consider the need to prioritise beliefs
 - The impact of ethics, values and beliefs on organizational culture
 - A theoretical framework for developing ethics, values and beliefs

Developing And Deploying Your Long-Range Business Plan

- Producing an analysis of your strengths, weaknesses, opportunities and threats
 - Environmental analysis
 - Capability analysis
- The contribution of vision statement to long-range planning
 - Understanding the need for a 'rich picture' of the business for the planning horizon
 - How to develop a vision statement

Converting Vision Into Reality With A 5-Year Business Plan

- Understanding the need for a structured approach to business planning
- Identifying results and actions to deliver results using the 'walkback' technique

Making Sure Your Plan Is Delivered

- An outline of the policy deployment process
- Understanding the difference between management control and breakthrough management
- The Policy Deployment Matrix
- Using the Policy Deployment Matrix to achieve goal congruence

The Balanced Scorecard

- The financial perspective
- The customer perspective, including the Importance / Performance Matrix
- The internal perspective
- The learning and growth perspective
- Identifying cause & effect relationships
- Constructing a Balanced Scorecard for your business
- Linking the Balanced Scorecard to corporate vision

Summary And End Of Course

- Further work
- Additional support

Strategic Quality Management and Business Performance

Achieve Winning Results Through Business Excellence



Workshop Investment

PKR **44,999/-**
per participant

on **3+** nominees

SAVE PKR. 5,000
per participant

Course material, Octara certificate, lunch, refreshments & business networking

Registration & Payment Options

- **E-mail or Fax your nomination(s) to:**
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 : info@octara.com
Fax : 021-34520708, 021-34546639
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Registration Note

Participation will be confirmed **subject to receipt of payment.**

Octara Cancellation Policy

Our Cancellation Policy is activated as soon as the duly filled signed & stamped Octara Registration Form is received from the client. Cancellations made at least 10 working days prior to the course will be refunded in full. If a booking is cancelled 10 to 7 working days before a course, a Cancellation Fee of 25% of the course fee is payable. For cancellations made within 7 working days, no refunds can be given. Cancellations must be confirmed by letter, fax or email. Substitutions may be made at any time. Notwithstanding the above, delegates may transfer to another course to be run within 6 months. Variance in the course fee will be invoiced or adjusted accordingly.

Bring

Strategic **Quality Management**
and **Business Performance**

In-house

This workshop can be customized to suit specific needs of your organization at significant savings. Please contact **Mohsin Rahim** at mohsin.rahim@octara.com or call at **0321-2133409** for more details

Upcoming Programs Book your seat TODAY!

Collaborative Planning, Forecasting and Replenishment (CPFR)

Andre Verdier, UAE
22 September 2010, Karachi
24 September 2010, Lahore

Negotiation and Contract Management

Dr. Dermot Carey, Ireland
11 & 12 October 2010, Karachi
14 & 15 October 2010, Lahore

Building Brand Equity

Omar Abedin, UAE
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Lucy Cornell, Australia
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Power of Perception (POP)™

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Paul Walsh, UK
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Staying in the Helicopter® and lead effectively

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Lahore & Islamabad

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