

Customer Focused Daily Work Management - DWM (Satisfying **Customer Needs)**

Date: 13 October, 2023

Venue: IMTMA Technology Centre, Pune

INTRODUCTION

In today's Business scenario, Indian Industries/OEMs are surging into global market including those in developed countries like USA, EUROPE and JAPAN . This necessitates to create built in quality in their products which can comply to the world class standards.

OEMs are offloading about 90% of their components mostly fully finished to suppliers to cut the cost. But this is the pain of every OEM that their SCM System has always been CUSTOMER DRIVEN instead of SUPPLIER DRIVEN.

Most of the Suppliers are in Fire Fighting Mindset and driven by Customer. Answer of this question lies in DWM .

DWM is that Convex Lens which when put in front of the Sun (TPM, TS, IATF etc) start burning the objects (The Result). The Sun alone is not able to Burn the object which is the fact in reality because working level and some times middle level people are ignorant and having lack of knowledge.

FOCUS AREAS

- 1. To fill Gap between Customer Expectations and Actual Delivery by Suppliers.
- 2. Achieving suppliers Organization Goal through Individual's Goal.
- 3. Transforming Supply Chain Management System from Customer driven to Supplier driven.
- 4. Transformation of Organization culture by Transforming People.
- 5. Change in Mindset & Attitude. Fire Fighting has occupied the Mind.
- 6. To Eliminate Fire Fighting against Non-Conformities/ Defects and to shift focus to Prevention . 7. Learning Attitude upliftment (Individual's Carrier Goal orientation)
- 8. Capturing Opportunities and Creating Value in Root Cause Analysis at Control Points.
- 9. Concept of Three Level Value Creation (Bottom, Middle and Top lines)
- 10. Competency Development (Root cause Analysis).
- 11. Achieving Work Life Balance to increase work efficiency
- 12. Ownership Enhancement (No Success without ownership).
- 13. Reduction in NVA Elements while creating Value in RCA at all control points.
- 14. Moral Upliftment (Pride of having done something)
- 15. Saving of Manager's time (Time spent in correcting sub-ordinate's mistakes)
- 16. Demonstration of Effectiveness of DWM in Reduction in Rej/Rework and Reduction in Customer Complaints

KEY TAKE AWAYS

- 1. Individual's Learning of a Road Map to become Customer Focused personality increasing their value in job market.
- 2. Organization learns to become an Institution where good people are made and these good people in turn make good products.
- 3. Organizations are increasing their value in employer's Market (More inflow of good People) and increasing customer loyalty thereby opening the opportunities of more business.

PARTICIPATION FEE

Rs. 5000/-

+18% GST

IMTMA Members/ Micro Companies/ Individuals/ **Educational Institutions / Students/ IMTMA Non Members/ Others**

USD 200/-Overseas Participants

Group Concession: 10% for 3 to 5 and 20% for 6 and more delegates being nominated from the same company

PARTICIPANT PROFILE

- 1. Supplier's CEO, Managers and Engineers from Production, Quality, Maintenance & PPC etc
- 2. OEM's Managers and Engineers from Materials/Purchase, PPC and Supplier Quality

FACULTY

This Program will be conducted by **Mr Ashok Kumar Shrivastava**.

Mr Ashok Kumar Shrivastava basically a Graduate Engineer is an Industry Expert coming from a

Big Automobile OEM. Over 38 years of Experience specially in Quality and Quality Systems. He had been a HR Faculty over the years in his previous company on Quality aspects like SPC, QC and problem solving Tools, Measurement System Analysis. He also has experience in data organization and data Management System.

DWM Concept is his self conceived training Module customized by focusing on the need of his previous employer and it is proved to be an effective solution in enhancing supply chain Management in terms of Quality and Delivery. He has trained and consulted about 200 suppliers so far on DWM throughout India.

For Registration Contact

Nishant Singh Programme Coordinator 9823174010 nishant@imtma.in

Back End Operations 9742626488 enquiry@imtmablr.com

Contact Address

INDIAN MACHINE TOOL MANUFACTURERS' ASSOCIATION 12/5, D-1 Block, MIDC, Chinchwad,

Pune-411019 Board Line: +91 7066030531 / 532

