

ONE-DAY SEMINAR

QUALITY FABLES

High density nuggets on Vision, Change, Innovation
and Problem Solving

12 FEB
2015

HILTON KUWAIT
9:00 AM - 3:00 PM



ORGANIZED BY



CO-ORGANIZER



With
**Suresh
Lulla**

OVERVIEW

Quality Fables is not about fiction and/or animals. They are short narratives making a significant point. These fables are based on Suresh's consulting experience since 1972. He has learned many lessons from his clients in India, South East Asia, UAE and Africa.... Lessons on problems and solutions for leadership, strategic planning, customer driven quality, cost driven quality, human resource management, and more. He has seen his clients take decisions based on knowledge, experience, ideas and hope. Suresh will share these stories.

LEARNING OUTCOMES

- Understand the role of leaders for accelerating transformation
- Learn the top-down approach for strategic quality planning
- Understand that customers pay your salary
- Learn to identify the hidden plant within your plant dedicated to producing chronic waste
- Learn to differentiate between chronic and sporadic problems
- Understand that people make quality
- Understand benchmarking for best practices

PROGRAM OUTLINE

- The Evolution of Quality: From craftsman to business excellence
- Foundation for Quality Management: Fables on leadership, strategic planning, customer focus
- Infrastructure for Quality Management: Fables on process management, cost of poor quality measurement, employee focus
- Results from Quality Management: Fables on higher revenues, lower costs