



QUALITY CIRCLE FORUM OF INDIA
BENGALURU CHAPTER
(An ISO 9001 : 2015 Certified)

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ABOUT QCFI



PREAMBLE : QUALITY CIRCLE FORUM OF INDIA (QCFI) is a non-profit Organization under the A.P. Public Societies Act (No.1350F). It is a National body having Headquarters at Secunderabad, India, founded by like minded quality leaders in 1982. The main objective of the Forum is to promote, create and nurture the Quality Circle Concepts in the Industries in the country. The Forum presently has more than 30 Chapters in the country.

QCFI enlarges its scope to develop total quality people and to improve quality of life through the concepts and philosophy of quality with QC as an essential and integral total part. Quality encompasses all the existing and emerging concepts relevant to quality.

QCFI has a distinctive approach of total integrated development of all strata of people.



QUALITY CIRCLE FORUM OF INDIA BENGALURU CHAPTER

formed in 1992 with the purpose of promoting and propagating Quality Circles in regions of Karnataka, as an instrument of continual improvement in the performance of an institution as well as personality of the employees in

terms of their self worth and self-esteem. This Chapter has been growing in stature and size over the years and is now operating from its own premises. Bengaluru Chapter has been certified for Quality Management System under ISO 9001:2015.

Institutions addressed are of diverse nature from industry, business, trade & commerce, education, research, administration and service like health and healthcare, communication, transport, financial institutions such as banks, insurance co. etc.

The Chapter is managed by the elected Governing Council (GC) comprising Chairman, Vice Chairman, Secretary, Joint Secretary, Treasurer and members. The GC members are elected through the process of elections conducted once a year. The chapter has its own Vision, Mission, Values and Quality Policy statements.



Preamble : Quality Circle Forum of India came into existence in April 1982 as a non-profit, non-political, national professional body with the purpose of creating an environment for active involvement and participation of employees in every area of human endeavour.

QCFI enlarges its scope to develop total quality people and to improve quality of life through the concepts and philosophy of quality with QC as an essential and integral part. Quality encompasses all the existing and emerging concepts relevant to quality.

Quality Circle Forum of India shall be a national centre for propagation of quality concepts and philosophy with special focus on Quality Circles for promoting material, human and spiritual level of people.

- To impart training, knowledge and practice of Quality Concepts and Philosophy with special attention to Quality Circles in the Organizations and enable people of our Nation to face challenges and achieve success in this fierce competitive world.
- To disseminate, share and keep abreast in the knowledge of Quality Concepts.
- To create total Quality People.



- ✓ Total commitment to 'Vision' and 'Mission'.
- ✓ Team working to achieve excellence.
- ✓ Exceeding the expected norms of performance.
- ✓ Mutual respect, care & concern for clients and fellow members.
- ✓ Highest standards of "Honesty and Integrity".



- ❖ To promote Quality Circle movement through Training, Education, Seminars and Conventions, that will consistently exceed customers expectations and enables us to become preferred organization by achieving excellence in Quality and Service.
- ❖ To maintain environment where every one in the organization works as a team in delighting the customers by meeting and exceeding their requirements on a continual basis, thereby achieving Total Quality in all activities of the organization.



OBJECTIVES

- To be the National Organization for promotion, propagation and advancement of the theory and practice of Quality Circles.
- To organize training and development programmes for Leaders, Facilitators and Employees.
- To serve as a common forum and platform for all those interested and engaged in the operation of Quality Circle and provide opportunities to discuss related matters with a view to sharing knowledge and experience by way of seminars, workshops, conference, conclaves, publications, audio-visuals etc.
- To provide assistance to interested organizations and individuals to launch and operate Quality Circles / Quality Concepts.
- To improve, enrich and uplift the Quality of work life and to provide opportunities for self-development of Quality Circle Members.
- To associate with other National and International organizations engaged in similar activities in furthering the interest of Quality Circle and other Quality concepts.

MEMBERSHIP

QCFI, being a professional body invites every individual and institution to become the members. The filled up application form (Hard Copy) to be sent to Quality Circle Forum of India, 306, 3rd Floor, Navakethan Chambers, No.62, S D Road, Secundarabad - 500003. Alternatively you can download application form, from the website www.qcfi.in. and enroll for the life Member / institutional member.

ACTIVITIES OF QCFI

TRAINING & EDUCATION

Training & Education	
Publication of Books & Posters	
Seminars & Conventions	
Evening Lectures	
Library for Reference	
Conducting Quality Quiz	
Consultancy	
Journals	

QCFI Bengaluru Chapter has a bank of highly specialized quality professionals with rich experience as faculties. These trainers have been conducting awareness programmes and special training programmes to the Top Management, Middle Management, Junior Management, Supervisors and Workmen. The training programmes are regularly conducted in English (and other local languages) in the form of Open House and In-company programmes. The feedback from the trainees, participants and the user companies is excellent. In addition to the listed programmes, we will be able to design and deliver the customized programmes with the special inputs required by our customers.

OPEN-HOUSE PROGRAMMES



The Forum also conducts training programmes at its premises to cater to the needs of small and medium enterprises (SME) both in Manufacturing and Service industries, which have very few employees and do not have training infrastructure of their own. Special programmes are also conducted in Hotels/Training Halls

IN-COMPANY PROGRAMMES



The Forum also conducts In-Company training programmes, where the Company is required to provide the minimum number of participants and has their own training infrastructure. Please refer the list of training programmes on Quality and Soft skills being conducted by the Forum.

QUALITY CIRCLES

- Appreciation to Top Management on QC
- Effective Facilitator of QC
- Tools and Techniques of QC for Members
- QC case study Preparation, Documentation & Evaluation
- Hand-holding for new QCs

LEAN MANUFACTURING

- Work place Organization through Five 'S'
- TQM & Productivity in a competitive world
- Kaizen
- Poka – Yoke
- Defect prevention
- Lean Manufacturing
- Single Minute Exchange of Die (SMED)
- JIT / Kanban
- Total Productive Maintenance (TPM)
- Six Sigma
- Achieving World Class Level (WCL)

QUALITY CONTROL

- Failure Mode Effect Analysis (FMEA)
- Quality Costs
- Internal audit for Quality Management Systems
- Internal audit for Environmental Management Systems
- Statistical Process Control

SOFT SKILLS AND OTHER PROGRAMMES

- Project Management using PC
- Managerial Effectiveness
- Measures to prevent self-obsolescence
- Basics of Decision Making
- Effective Communication & Presentation Skills
- Creativity
- Positive Attitude / Paradigm Shift
- Team Work, Personal Effectiveness & Human Relation
- Goal setting & Time Management
- Business Excellence
- Team Building & Leadership
- Planning for Retirement
- Supply Chain Management





TRAINING INFRASTRUCTURE

The Chapter has a training hall facility for training about 40 participants. The hall may also be used for conducting other programmes, meetings, interviews etc. The hall may also be hired for half-a-day (4 hours) or for a full day (8 hours). Other additional facilities in the hall include LCD Projector, Sound System etc. which are available for users at extra cost.

PUBLICATION OF BOOKS AND POSTERS

The Forum brings out Books, Posters, Periodicals and Journal for the benefit of members. The books are very handy and are found useful to the trainers, readers and those interested in developing their knowledge in quality and quality related topics. Refer the List of Publications of the Forum.



SEMINARS & CONVENTIONS

The Chapter, since its inception, has been organizing Annual Chapter Conventions on Quality Concepts (CCQC) where Quality Circles from practicing Organizations participate and make their case study presentations. These conventions are attended by large number of delegates. Every year, the number of Quality Circles and the delegates is increasing. The eligible circles are nominated to National Conventions on Quality Concepts (NCQC).



EVENING LECTURE PROGRAMS

The Chapter invites identified speakers from various Organizations and discuss on topics related to quality for the benefit of individual and institutional members. The lecture programs are for duration of about 2 hrs followed by interaction with the speaker.

LIBRARY

We have a library of Books wherein about 350 books on topics of interest is stored for the benefit of our members. These books can be used for reference by the members during the Office hours.

QUIZ ON QUALITY

The Chapter organizes many quiz competitions amongst the participating organizations and awards the winning teams.

QUARTERLY NEWS MAGAZINES

The Chapter publishes quarterly news magazine – QC Herald, containing articles in English, Kannada. The magazine also contains details about various trainings & lecture programs organized by the Chapter during the Quarter. All the members will receive the quarterly news e-magazine from the Headquarters and QC Herald from Bengaluru Chapter.

OUR FUTURE PLANS

- Quality Summits
- Conference of all Quality Heads
- Train the Trainers Programs
- Developing Evaluators & Judges
- Customized training programs and also in promoting QC culture in Educational Institutions and Hospitals.
- Industry-Institution-Interface.

LIST OF QCFI PUBLICATIONS

No.	Name of the Publication	Language
1	Quality Circle at a Glance	English / Kannada
2	Kaizen	English / Kannada
3	Total Productive Maintenance (TPM)	English / Kannada
4	Five “S”	English / Kannada
5	Statistical Process Control (SPC)	English
6	Lean Quality Circle	English / Kannada
7	Practical Guidebook on Five “S”	English / Kannada
8	Six Sigma Approach for Organizational Excellence	English
9	P S T Posters Set (25 Posters)	English
10	Five “S” Posters Set (7 Big & 4 Small)	English / Kannada
11	Quality Circle – Concept & Implementation	English
12	Problem Solving Techniques (PST)	English
13	Practical Guidebook for Quality Circle	English / Kannada
14	Questions & Answers for Knowledge Test (Murthy)	English
15	Question Bank on Quality Circle Concept	English
16	Quality Circle (Guna Vrutta)	Kannada
17	Hand Book on QC for New Millennium	Kannada
18	Quality Circle Record Book	English / Kannada

For further details, please contact us at the following address :



Hon. Secretary

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Bengaluru Chapter

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LIST OF CLIENTS & BENEFICIARIES OF QCFI, BENGALURU CHAPTER.

1	Accurate Edge Precision Equipment	31	Eveready Industries
2	Ace Manufacturing Systems Ltd	32	Electro Mech Corporation
3	Ace Designers	33	Edutech NTTF
4	Advanced Micro Services P. Ltd	34	Exedy Clutch India Pvt. Ltd.
5	Alliance University	35	Faurecia Clean Mobility India Pvt. Ltd.
6	Ashok Iron Works Pvt. Ltd.	36	Festo India Pvt. Ltd.
7	Auden Public School	37	Filtrex Technologies Pvt. Ltd.
8	Autoliv India Pvt. Ltd.	38	Fitwell Tools & Forging s Pvt. Ltd.
9	Badve Engineering Ltd	39	Flexronics Technologies India Pvt. Ltd.
10	Bangalore Plastics P. Ltd.	40	Food Creations Pvt. Ltd.
11	Bangalore Intl. Airport Ltd.	41	Hindalco Industries Ltd.
12	Bennett Coleman & Co. Ltd	42	Hindustan Aeronautics Ltd. (All Divns)
13	BEML Limited	43	Hospet Steels Limited
14	Bharat Electronics Ltd.	44	IFB Industries Limited
15	B H E L	45	ISBR Business School
16	Bilz Tools Pvt. Ltd	46	ITC Essentra Limited
17	BOSCH Limited	47	Jayashree Horologicals Pvt. Ltd.
18	Brigade Enterprises Ltd	48	JSS Academy of Technical Education
19	Buhler (India) Pvt. Ltd.	49	J S W Steels Limited
20	Chamrajnagar Dist Co-op. Milk Producers Union Ltd.	50	Karnataka Co-op. Milk Producers Federation Ltd. – KMF Ltd.
21	Christ University Inst. Of Mgmt.	51	Kalburgi, Bidar & Yadgir Co-op. Milk Producers Union Ltd.
22	City College		
23	Communications Test Design Inc	52	Kapsi Electrical Products
24	Crystal Precision Products	53	KDDL Limited
25	Dharwad, Haveri, Gadag & Uttarakannada Dist. Milk Producers	54	Kirloskar Toyota Textile Machinery Ltd.
		55	Kolar, Chikkaballapur Dist Co-op. Milk Producers Union Ltd.
26	Dakshina Kannada Milk Producers Union	56	Lapp India Limited
		57	L & T Construction Equipment Limited
27	Daramic Battery Separator India P. Ltd	58	L N Welingkar Institute of Management
28	Dempo Dairy Industries Ltd.	59	Manjushree Technopack Limited
29	Denso Kirloskar Industries Pvt. Ltd.	60	Madura Clothing - Fashion Craft (Aditya Birla Nuvo Ltd.
30	Don Bosco Institute of Technology	61	Madura Garments Exports

62	Mamta Fabrics Pvt. Ltd.	94	SFO Technologies Pvt. Ltd.
63	Mann & Hummel Filter Pvt Ltd	95	Shanthala Spherocast Pvt. Ltd.
64	Micromatic Grinding Technologies	96	Shahi Exports Pvt. Ltd.
65	Minda Kyoraku Limited	97	Shivmogga-Davanagere & Chitradurga Dist Milk Producers Societies
66	Moog Controls India Pvt. Ltd.	98	SJS Enterprises Ltd.
67	Mother Dairy – A Unit of KMF Ltd	99	SMR Automotives Systems India Pvt. Ltd
68	Motherson Sumi Electric Wires	100	Sogefi – MNR Engine Systems India. Ltd.
69	Motherson Sumi Systems Ltd.	101	Sphoorthi Machine Tools P. Ltd.
70	Nandini Milk Products – Bengaluru Dairy Circle	102	Srinu Engineering Industries
71	Nandini Hi-tech Products Plant	103	Starrag India Pvt. Ltd.
72	Nandi Powertronics Pvt. Ltd.	104	Steer Engineering Pvt. Ltd
73	Nexteer Automotive Pvt. Ltd.	105	Stovekraft Pvt. Ltd.
74	NTTF – Training Center	106	Taegutec India Pvt. Ltd.
		107	TAFE (Tractor & EP Divisions)
75	Nuclear Power Corporation		
76	Omax Autos Ltd	108	Technico Industries Limited
77	Ottos Bilz (India) Pvt Ltd.	109	The Printers (Mysore) Pvt. Ltd.
78	Pernod Ricard India Pvt. Ltd	110	Toyota Boshoku Automotive I. Pvt. Ltd.
79	Ram Industries	111	Toyota Kirloskar Auto Parts Ltd.
80	Ramco Cements Limited	112	Toyota Kirloskar Motors Pvt. Ltd.
81	Prragathi Steel Castings Pvt. Ltd.	113	Toyoda Gosei South India Pvt. Ltd
82	Radiall India Pvt. Ltd.	114	Triveni Turbines Ltd
83	Raichur-Ballari & Koppal Milk Union Ltd.	115	Toyota Industries Engine India Pvt. Ltd.
84	Roki Minda Company Ltd.	116	Tumkur Milk Union Ltd.
85	Rapsri Engineering Products Co. Ltd.	117	Vijaypur & Bagalkot Co-op. Milk Union Ltd
86	Renewsys India Pvt. Ltd.	118	Virtusa Consulting Services P Ltd.
87	Relic Industries	119	Visaka Industries Limited
88	Saint-Gobain Crystals & Detectors I Ltd	120	Weir BDV Valves – A Unit of Weir India
		123	Wipro Infrastructure Engineering
		124	Yaskawa India Pvt. Ltd.
89	Sandhar Components – Unit I	125	Yazaki India Pvt. Ltd.
90	Sandhar Technologies Limited		
91	Sansera Engineering Pvt Ltd		
92	Sartorius Stedim India Pvt. Ltd		
93	Schneider Electric IT Business India Pvt. Ltd.		

TYPES OF TRAININGS CONDUCTED BY QCFI – BENGALURU CHAPTER

1	Basic 7 Tools	22	Vision	54	HR for non-HR
2.	PST	23	Developing KPI Tree	55	Statutory Compliance / Labour Laws
3	Kaizen	24	Communication Prof. Devp Skills	56	Moderate Life Style
4	Five "S"	25	Presentation Skills	57	Leadership Organization – Behavioural Aspects
5	New QC Tools	26	Business Communication – Oral / Written	58	Team Building
6	SPC	27	Listening Skills	59	Interpersonal Skills
7	TQM	28	Body Language	60	Motivation
8	SQC	29	Managerial Skill / Mgmt Devp. Skills	61	Work Culture & Ethics
9(a)	Lean Quality Concept	30	Managing Meeting	62	Productivity
64	Lean Manufacturing	31	Managing Time	63	Decision Making
10	Six Sigma	32	Managing Change	64	Performance on Attitudinal Aspects
11	TPM	33	Managing Stress	65	AS 9000
12	MSA	34	Managing Motivation	66	Attitudinal aspects of Quality
13	FMEA	35	Creativity	67	Welding Technology
14(a)	ISO-9001	36	Life Style & Work Stress	68	Risk Management
(b)	13485	37	Five "S" of the Mind	69	Quality Initiative
(c)	14001	38	Mentoring & Coaching	70	Performance Indices for Plant
(d)	45001	39	Mentoring Skills	71	Performance Appraisal System
(e)	20006-1	40	Coaching & Counseling		
(f)	22600	41	Supervisory Skills	72	CELL - Concepts
(g)	27001	42	Effective Supervision	73	Stress Management
(h)	50001	43	Positive Discipline	74	Gender & Power Relations
(i)	ISO / IEC 17025 Standard for Testing & Calibration Labs)	44	Discipline Procedure		
		45	Office Ethics	75	Inter-personal Relationships
		46	Team Work		
15	Business Excellence	47	Goal Setting	76	Personal Effectiveness
16	8-D	48	Soft Skills	77	BS 10012 (Personal Information Mgmt System-PIMS)
17	Value Engineering	49	Personality Development		
18	JIT Manufacturing	50	Self-Skills	78	IATF 16949 – 2016 - QMS for Auto Inds.
19	WCM	51	Cost of Poor Quality		
20	VSM / VSD	52	Balance Scorecard Technique	79	AS9100-D (QMS for Aviation, Space & Defense Organizations)
21	SMED	53	Finance for Non-Finance		

80	SA 8000 (Social Accountability System Standard)	101	Triz
81	Communication Skills	102	Benchmarking
82	N L P	103	Waste Elimination
83	Business Turnaround	104	Metrology
84	Advanced TQM	105	Automation (Ji-doka)
85	Cost Management	106	Company specific requirement
86	Business Plan	107	Cluster Handling
87	Productivity Improvement through HR	108	Customer Relationship Management
88	Problem Solving & Decision Making	109	Self-Knowledge & Self-Development
89	Appraisal Methods and Quality Promotion	110	Indology
90	Project Hardware Development Quality (Aerospace)	111	Internal Auditor Course
91	Operational Management	112	Project Management
92	Quality Assurance	113	Environment Management
93	Technical Automotive Engineering basics	114	Environment Pollution
94	Employee Right under various Labour Laws	115	External Audit Support for Project teams
95	Employee Union Rights & Responsibilities	116	Corporate Compliance & Audit
96	Negotiation with Union & Settlement	117	OHSAS 18001
97	Internal Audits under ISO, AS	118	Kanban
98	APQP		
99	PPAP		
100	Poka Yoke	119	Employability Facilitation Course