



# **SOCIETY OF DEFENCE TECHNOLOGISTS**

## **1-Day WORKSHOP**

**ON**

**“Best Practices and Benchmarking in Defence Industries”**

**Date:- 05 September 2014**

**VENUE:- Hotel Ramada  
Ball Room  
Convention Center  
Saki Vihar Road  
Near Vihar Lake,  
Powai,  
Mumbai – 400 087  
022 2858 5005**

**Contact Nos :**

**Mr Varun Hattangadadi 09768142502  
Mr Barinder 09768142511**

## About The Workshop

### **A brief on Benchmarking:**

**Benchmarking** is the process of comparing one's business processes and performance metrics to industry bests or best practices from other industries. Dimensions typically measured are quality, time and cost. In the process of best practice benchmarking, management identifies the best firms in their industry, or in another industry where similar processes exist, and compares the results and processes of those studied to one's own results and processes. In this way, they learn how well the targets perform and, more importantly, the business processes that explain why these firms are successful. Benchmarking is used to measure performance using a specific indicator resulting in a metric of performance that is then compared to others.

Also referred to as best practice benchmarking or process benchmarking, this process is used in management and particularly strategic management, in which organizations evaluate various aspects of their processes in relation to best practice companies' processes, usually within a peer group defined for the purposes of comparison. This then allows organizations to develop plans on how to make improvements or adapt specific best practices, usually with the aim of increasing some aspect of performance. Benchmarking may be a one-off event, but is often treated as a continuous process in which organizations continually seek to improve their practice

This consists of 12 stage methodology

Select subject >Define the process>Identify potential partners >Identify data sources  
Collect data and select partners >Determine the gap>Establish process differences  
Target future performance >Communicate >Adjust goal >Implement Review>Recalibrate

## About The Faculties

### Shri. Anupam Kaul, CII, Gurgaon

Heads and leads the standards, quality management, laboratory management, risk management and quality in governance initiatives of the CII Institute of Quality. In a career spanning 34 years, Anupam, has had a varied and extensive exposure to industrial quality control, management systems implementation and auditing, standards development, laboratory testing and management, business excellence, human resource management, accreditation, risk management and training.

He has played a key role in developing quality certification courses in India as well as in the launch of Risk management and business continuity management standards in India. He initiated in India, training programmes and counseling support services on Accreditation Standards for Inspection Bodies, Management Systems Certification Bodies Product Certification Bodies and has been India's leading coach on these subjects having trained more than 600 certification / inspection auditors and managers in the past 7 years, He has written and presented several papers/ lectures in national / international forums on Conformity Assessment, Mutual Recognition agreements, Accreditation, Business Continuity, Public Services. A BHU IT graduate in metallurgical engineering, Anupam works out of Gurgaon office of CII and lives in Delhi.

### Shri K K Chowdhury, Indian Statistical Institute, Bangalore

K K Chowdhury comes with 35 + years of experience. He comes with Bachelor of Statistics and also, Master of Statistics from Indian Statistical Institute (ISI), Kolkata. He is also having Post Graduate Diploma in SQC & OR from Indian Statistical Institute, Kolkata to his credit. Currently he is working as a faculty of the SQC & OR Division of Indian Statistical Institute, Bangalore

K.K.Chowdhury is engaged in professional activities that include: (1) Teaching Statistics in MS (LIS) course and Part Time Certificate Course in SQC run by the Institute (2)Visiting Faculty of IIM, Indore and Indian institute of Plantation management(IIPM),Bangalore (3) Elected Member of Council of Indian Statistical Institute during 2008-2010 representing as the Head of SQC & OR Division all over India (4) Chairman of the Syllabus Committee for the two year MS ( QMS ) Programme to be started this year ( 2014) in ISI,Bangalore (5) Member ,Academic Council of the Institute (6)Member, Academic Council of M.S.Ramaiah University of Applied Science (7)Guides students pursuing Master Degree in Statistics ( M.Stat) and M.Tech (Q,R and OR) for application of statistics on Live Industrial Problems (8) Proctor for the Certification Programme of ASQ (9)Audited more than 50 organizations for certification of Quality Management system –QS-9000/ISO – 9000 in India, Indonesia, Malaysia, Philippines, Thailand and Iran on behalf of KEMA, Netherlands. Apart from academic activities, K.K.Chowdhury is also engaged in providing Consultancy and Training Services in the field of Quality Management Science to both IT and Non-IT companies in India and abroad.

### Shri. Biju George, MDL

Mr Biju George, holds a Masters Degree in Ocean Engineering and Naval Architecture from the IIT Kharagpur. He is heading the Forward Design Section of the Design Dept of Mazagon Dock Limited. He is with MDL for the past 23 years of which 15 years is with the Shipbuilding Design Dept. He was one of the core group members who spearheaded the benchmarking study that was conducted by PWC.

### Shri Karthikeyan A, EW&A, BEL, Bangalore

Graduate in Mechanical Engineering from NIT, Tiruchirappalli. Joined BEL, Bangalore and has been working in the field of Product Design and System integration of Electronic Warfare & Avionics system since 1998. Certified Six Sigma Black Belt professional by ISI (Indian Statistical Institute) in 2012 and Certified Reliability Engineer by ASQ (American Society of Quality) in 2013. Received Indigenization award-2007 for the STTE LCD project & R&D excellence award-2012 for Divyadrishti project from BEL Management and Indigenization of Aeronautical Equipment award-2013 for the DFCC Mk-IB project from Aeronautical Society of India.

### Smt. S Radha, Addl. Director, DIQA

33 yrs of working experience in Quality Assurance field of which 7 yrs were in Private Sector and the rest in DGQA in various establishments and functions of Indigenization and Quality Assurance of Defence equipment. Presently holding the appointment of Additional Director at Defence Institute of Quality Assurance (DIQA), under Directorate General of Quality Assurance (DGQA) training officers of the DGQA, DGAQA, DPSUs and Services in the fields of Quality and Reliability Management.



## PROGRAMME DETAILS

**Friday 5<sup>th</sup> September 2014**

08.30 – 09.15	Registration
09:15 – 09.45	Inauguration by <b>RAdm (Retd) R K Shrawat, CMD,MDL</b> <b>&amp; Chairman, SODET</b>
09.45 – 10.00	Coffee Break
10.00 – 11.30	<b>Session I – Benchmarking and it's Relevance to Defence Industries</b> by Shri Anupam Kaul, CII, New Delhi
11.30 – 12.30	<b>Session II – Productivity Benchmarking – MDL's Perspective</b> by Shri Biju George, MDL, Mumbai
12.30 – 13.30	Lunch
13.30 – 15.30	<b>Session IV – Best practices in Quality</b> by Shri K K Choudary, Indian Statistical Institute, Bangalore
15.30 – 15.45	Coffee Break
15.45 – 16:30	<b>Session V – Benchmarking Case Study in BEL</b> by Shri Karthikeyan A, EW&A, BEL, Bangalore
16.30 – 17.15	<b>Session III – Challenges Faced by Defence Industries</b> by Smt. S Radha, Addl. Director, DIQA
17.15 – 17.45	Feedback

### **Registration:-**

Registration fee will be Rs.3,500/- (Three Thousand Five Hundred Only) per delegate. Payment shall be made through Net Banking in favour of Society of Defence Technologists. For further details please contact:- Secretary General, Society of Defence Technologists, C/o Bharat Electronics Limited, Bangalore – 560 013. **Telefax:-080-28382612, E-mail:- [sodet@bel.co.in](mailto:sodet@bel.co.in) and Mobile No.9449821481 / 9945318612.**

### **SODET Bank Details for sending the amount through fund transfer**

Name of the Bank	: -	State Bank of India
Name of the Branch	: -	Jalahalli
Account No	: -	10838595127
A/c Holder	: -	Society of Defence Technologists
MICR Code	: -	560002024
IFSC Code of the Bank	: -	SBIN0000963
PAN NO	:-	AADTS1678A
TAN NO	:-	BLRS17024A
Account Type	: -	Current Account