

## Workshop Fee

Those interested are invited to register for the workshop on or before on payment of Rs.300/- (Members) and Rs.500/- (Non-Members) by DD or local cheque drawn in favour of "Madras Library Association, Chennai". The duly filled & completed registration Form shall be forwarded to the under mentioned address *on or before 4-11-2006*

Dr. G. Krishnamurthy

(Treasurer, MALA)

No.15, Nehru Nagar, 3<sup>rd</sup> Main Road

Adyar, Chennai – 600 020

## Workshop Coordinators:

### Mr. Somasekharan

President –MALA, Kalpakkam Chapter

Head, Scientific Information Resource Division

Indira Gandhi Centre for Atomic Research

Kalpakkam – 603 102,

Phone 044 27480281 Fax 044 2748009

e-mail: soma@igcar.gov.in

&

### Prof A. Amudhavalli

President –Madras Library Association

amudha75@yahoo.com

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## Workshop Contact:

Ms. L. Gowri- Secretary, MALA

304, Sylvan Castle, 13, Nerkundrum Main Rd.,

Chinmya Nagar, Chennai – 600 092

Phone: 2477 0056 / 9382338822

e-mail:madraslibraryassociation@gmail.com

## Workshop Website:

<http://www.malakc.org>

Workshop on  
Total Quality Management  
18-11-2006



Organizers

**Madras Library Association**

(MALA)

&

**Madras Library Association**

**Kalpakkam Chapter**

(MALA-KC)

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Anupuram Convention Centre

DAE Township, Anupuram - 603109

## Introduction

### Quality is everybody's business

The most significant development in India's information environment in the last decade is the realization that in order even to merely survive in today's cost conscious customer driven world, all business strategies and processes have to be built around what the customer really wants. Unfortunately, "quality" which at various levels and in various contexts has assumed different shades and nuances, has really not been understood, assimilated and internalized at the front end of any enterprise. "Quality" continues to be a buzzword which is bandied around at seminars and conferences, a status symbol used by Chief Executives of companies, or a distinguishing mark proudly displayed on stationary and signages. So has been with the so called Quality revolution. While the number of companies in sectors ranging from manufacturing to support services, who have acquired the prestigious ISO9000 certification has increased exponentially over the years, the trickling down of quality consciousness to the worker at the shop floor, the salesman in the market place, or the receptionist at the front office has really not taken place. The significance of Quality Management in the knowledge industry needs particular attention. MALA intends to demystify the concepts of Total Quality Management and arouse the confidence amongst entry and mid level execu-

tives in general and the library professionals in particular, that he or she can play a crucial role in the management of total quality of his/her enterprise.

### Scope and Objective

The proposed one day workshop envisages providing the target group with the necessary background to the evolution and emergence of Total Quality Management (TQM). The beneficiaries of the programme are likely to be but not restricted to Library and Information professionals at entry and mid level positions who have always been curious but too shy to ask about the determinants of Total Quality Management and its effect on not only their day to day professional life, but their future careers as well.

### Workshop Content and Conduct

The following modules will be discussed and deliberated in the context of Library & Information environment in the changing scenario:

1. Leadership and organizational culture
2. Resource Management
3. Management of support services
4. Application of tools and techniques
5. Key speakers initiate discussion on each of the above modules followed by interaction, Participative case studies and simulations.

### Workshop Expertise

**Commodore S. Shekar**, Managing Director,  
Sanjeevini Human Resource Institute, Chennai

## Workshop on Total Quality Management

(November 18, 2006)

### Registration Form

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Parent Body: \_\_\_\_\_

Contact Details:

Address: \_\_\_\_\_

\_\_\_\_\_

Pin Code: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Payment Details:

Amount: \_\_\_\_\_

DD/Cheque No.: \_\_\_\_\_

Bank Name & Branch: \_\_\_\_\_

Date: \_\_\_\_\_

Signature

### ***Please Note:***

The Registration closes on 4th November 2006. Need be; photocopy this form for multiple applications.