

TATA INSTITUTE OF FUNDAMENTAL RESEARCH

Homi Bhabha Road, Mumbai-400 005

October 22, 2018

ASET Colloquium

- Speaker** : **Mr. Ramakrishnan Raju** (*Chief Quality Officer & Vice President, Capgemini North America Business*)
- Title** : **Balancing the Expectation and Fulfilment – In a Corporate Perspective**
- Date & Time** : **Friday 30 November 2018 at 16:00 hrs.**
- Venue** : **Lecture Theater (AG-66)**

Abstract :

For any industry to grow and sustain, customer's feedback and experience are very important. There is enormous pressure on suppliers in understanding customer's expectations. Capturing, clarifying and servicing customer's expectations and balancing the fulfilment criteria is an art and science. The talk will roll out various tools and techniques such as Voice of Customer, Quality Function Deployment and Kano Analysis to capture, prioritize and clarify customer expectations. A few statistical and non-statistical tools like Sample T-Test, Regression and Correlation Analysis, SWOT and 7QC tools which are used in survey analysis and interpretation to take and prioritize the actions and the outcome are discussed using case studies.

About the Speaker:

Mr. R. Raju, has more than 25 years of experience with an exclusive focus on Business Excellence and Quality. He was previously associated with Wipro Technologies and Ericsson. Raju has authored, implemented and improved Systems, Methodologies, Processes and Tools for software products and services and engineering organizations. He is a certified Lead Black Belt in various methodologies like DMAIC and DMADV, a certified Customer Centricity Coach, a Lean Coach and Lead Auditor. Mr. Raju received Best People Manager Award from Azim Premji and Quality Leadership Award from World Quality Congress.



Dr. Satyanarayana Bheesette
(Coordinator, ASET Forum)