



**American Society for Quality, Chennai Chapter
Computer Society of India, Chennai Chapter
IEEE Computer Society, Madras Chapter
IEEE Technology Management Council, Madras Chapter**

Cordially invite you for a presentation by

Mr. Kalyan Krishnamoorthy

**VP – Change Delivery and Projects
Standard Chartered Bank (SCOPE), Chennai**

On

**“Copy to Win” – Simple, Easy Yet Effective Way
to Attain World-Class**

on Friday, 21st Sep 2012 at 5.30 p.m.

at

**Conference Hall, Anna University Alumni Centre
Anna University, Guindy, Chennai – 600025**

Mr. A. Chandrasekaran
Chairman
CSI Chennai

Mr. H.R. Mohan
Chairman
IEEE CS, Madras

Mr. P.G. Subramaniam
Chairman
ASQ, Chennai

Mr. K.V. Rupchand
Chairman
IEEE TMC, Madras

5.30 p.m.: Tea & Fellowship :: 6.00 p.m.: Presentation :: 7.30 p.m.: Dinner

About the Presentation: Most organizations spend so much of time and effort in their journey to world class. But do they realize that they don't have to "reinvent the wheel"? Let's all be pragmatic in our approach to the best practice sharing and implementation especially with the limitation of availability of information from the same industry domain. This is primarily due to the confidentiality requirement to retain competitiveness. But who stops us from learning from the organizations outside of the same industry domain. No organization would have any problem in sharing their practices if you are from an organization outside of the competition horizon. All you need is the ability to relate the observed practices to your own organization. Many of the practices in the Service Sector today are from the matured manufacturing domain. Some of the concepts of manufacturing excellence like TPM, 1 piece flow, SMED, Kanban, Green cross roads for safety, 5S, MOST (Maynard Operation Sequence Technique) and Hyper-specialization are effectively practiced in the service sector in their journey towards excellence. The challenge is that it requires extra effort to look outside of the industry domain to observe, relate, customize and implement. Many organizations observe, some relate and only a very few customize, implement and see the fruits. Learn the simple, easy yet effective way to attaining world-class.

About the Speaker: Mr. Kalyan Krishnamoorthy is a practicing professional with over 17 years of experience in the field of Project management and Operations management with a specialization in Quality. Currently, leads the change delivery and strategic projects for the Consumer Banking operations of Standard Chartered Bank (SCB) Group. He has a wide range of industrial experience including Manufacturing, IT and Banking/Financial Services. He has delivered over 2500 hours of training in Project Management, Lean and Six Sigma across world class companies in India, UAE and UK, trained more than 1200 professionals and mentored more than 100 projects. His credentials include being a: Certified Project Management Professional from PMI, USA, Certified Six Sigma Master Black Belt from ISI, Reengineering Customer Care Engineer from Renault Institute of Quality Management and Cegos, UK, Certified Chartered Quality Professional and a Member of the Chartered Quality Institute, UK, Fellow Member of the Customer Service Institute of America and a Certified Assessor of Business Excellence from CII – Institute of Quality.