

# ISO 9000 LEAD AUDITOR TRAINING COURSE

Quality Management System Auditor/Lead Auditor Training based on  
ISO 9001 : 2008

*Certificated by*

**International Register of Certificated Auditors (IRCA) - UK**

**Course provider: NIGEL BAUER & ASSOCIATES, UK**  
**(Course Registration No. A17027)**

**FICCI**

**FICCI**

*Organized by*

**FICCI QUALITY FORUM**

210<sup>th</sup> Course – **30 August to 3 September, 2010**

**at**

**FICCI, NEW DELHI**

## 1. COURSE OBJECTIVE

The aim of the course is to provide an understanding of the principles and practices of quality management system auditing and to impart practical training on quality auditing skills.

At the end of the course the participants will be able to:

- ✓ Interpret correctly the requirements of ISO 9001:2008 and how they apply to the processes of a company.
- ✓ Conduct an effective gap analysis/internal audit/supplier's audit/third party certification audit.
- ✓ Initiate improvements in the quality management system (QMS) of a company.

## 2. WHO SHOULD ATTEND?

The course is suitable for those:

- Who require a detailed knowledge of quality auditing process.
- Whose jobs involve assessment of suppliers and potential suppliers.
- Who are responsible for managing the internal quality audit function within their organisation.
- Who are involved in preparing their organisation for assessment by customers or certification body.
- Who wish to become registered as Auditor or Lead Auditor with International Register of Certificated Auditors (IRCA, IQA - UK).

## 3. PREREQUISITE

Prior to commencement of the course, all participants are expected to have an understanding of the content & implementation of ISO 9000 series of standards.

## 4. COURSE CONTENTS

As given in Annexure.

## 5. RECOGNITION

The course is recognised by the IRCA, IQA-UK (International Register of Certificated Auditors). The course meets the training requirements for individuals seeking registration as Auditors/Lead Auditor with IRCA. **The course is registered with IRCA and bears Certification No. A 17027.**

## 6. COURSE MATERIAL

Registered participants are sent pre-course material in advance for preparation. Course kit comprising detailed course material and International Standard on QMS is given to each participant.

## 7. CERTIFICATE

**Those participants who successfully complete the continuous assessment during the course and also the written examination, which is conducted on 5th day of the course, will be issued certificate by Nigel Bauer & Associates, UK.**

## 8. COURSE ORGANISATION, SCHEDULE & REGISTRATION PROCEDURE

The course is of non-residential nature. The course is of 5 days duration and starts at 0900 hrs and goes up to 1830 hrs daily for the first four days & on the fifth day the course finishes at 1700 hrs after the written examination.

Tea/Coffee and working lunch is provided by the organisers.

**The fee for the course is Rs. 18,850/- per participant plus 10.30% Service Tax (Total Rs 20,792/-)**

For joining the course, the particulars of the participants (name, designation, email, postal address, phone number, etc) along with fee by draft/cheque payable at Delhi in favour of "FICCI QUALITY FORUM" should be sent to FICCI New Delhi address as given below.

**The seats in the course are limited to maximum 20 and are allocated on first-come-first served basis.**

*Note: Discount available for two or more participants from same organization, self sponsored delegates, students, retired defence personnel and senior citizens.*

**In addition to above discount an early bird discount of 5% of total fee is also given to those participants who register with full fee at least 15 days in advance of the course.**

## **9. ABOUT OUR LEAD FACULTY**

Our Lead Faculty of this course Mr. S.C. Arora has rich experience of over 40 years in quality control, third party certification and quality management. He is IRCA UK certificated ISO 9000 Lead QMS Auditor (Registration No. A005025) and has conducted more than 200 Lead Auditor Courses till date not only in India but in other countries viz. Bangladesh, Bahrain, Bhutan, Kyrgystan, Malawi, Maldives, Mauritius, Nepal Oman, Sri Lanka, Tajikistan, etc. He is the author of six books on quality management related subjects published by International Trade Centre, UNCTAD/WTO, Geneva and United Nations Industrial Development Organization (UNIDO), Vienna for worldwide distribution. He is the Principal Consultant of FICCI Quality Forum and has also provided consultancy to multinational, large, medium and small companies in India and abroad for effective implementation of the ISO 9001 based quality management system both in manufacturing and service sector.

## **10. ABOUT FICCI QUALITY FORUM**

FICCI Quality Forum (FQF) is the premier training and consultancy organisation in the country for quality promotion in Indian industries. In addition to ISO 9000 QMS Course. Some of the other prominent training courses conducted by FQF include ISO 14000 environmental management systems Lead Auditor training, ISO 22000 Food Safety Management System, Lead Auditor Training, training on Lean Six Sigma, Organizational Excellence and related areas based on the American Society of Quality (ASQ) Body of Knowledge (BOK), training on Creativity and Innovation etc.

## **11. VIEWS OF PAST PARTICIPANTS**

Some of the comments on our above course made by past delegates are reproduced below;

- ☞ I had wonderful experience which is full of knowledge and information which will not only help in my professional life but also personal life.
- ☞ Programme was very good especially both faculties were extremely good having full knowledge about the concept.
- ☞ Through this course, I got more benefit. Before this course my knowledge on quality management and auditing were zero. But now I can say I am having more knowledge.
- ☞ Faculty has taken pains to make all the participants assimilate the course fully well.
- ☞ One of the excellent programmes I have attended so far. Excellent tutors.

**Note :**

For more comments see attached Annexure. **Should you wish to check about the quality of our training programme, you may do so by contacting any of the participants of our recent courses. List of participants of our last three courses is attached.**

## **12. COURSE DATES**

**30 August to 3 September, 2010**

## **13. COURSE VENUE**

**Federation of Indian Chambers of Commerce & Industry (FICCI),  
Federation House,  
1 Tansen Marg, Near Mandi House  
New Delhi –110001, India**

**For further details, please contact:**

**Ms Rhythem Malik  
Course Coordinator  
FICCI Quality Forum  
Federation House, Tansen Marg  
New Delhi - 110 001  
Phones: +91-11-23359735 & +91-11-23739947  
Mobile: +91-9871288668  
E Mail: [fqf@ficci.com](mailto:fqf@ficci.com)**

For any technical clarification you may contact our Lead Faculty Mr S C Arora  
[scarora@ficci.com](mailto:scarora@ficci.com)  
Ph # +919810115588

(continued)

## **Annexure**

### **COURSE CONTENT**

- 1. Introduction**
  - 1.1 IRCA and Auditor Registration Scheme
  - 1.2 Auditor Codes of Conduct
- 2. An Overview of Quality Management**
  - 2.1 What is Quality?
  - 2.2 Managing for Quality
  - 2.3 What is Quality Assurance?
  - 2.4 Evolution of Quality Management Systems
  - 2.5 An overview of the ISO 9000 series
  - 2.6 Background to ISO 9001:2008
- 3. The Requirements of ISO 9001 Explained**
  - 3.1 Introduction and scope
  - 3.2 The Structure of ISO 9001
  - 3.3 Quality Management System
  - 3.4 An overview of ISO 9001 requirements  
*Exercise on above*
- 4. Quality Auditing**
  - 4.1 What is an Audit and why are Audits necessary?
  - 4.2 The Audit Process
  - 4.3 Auditing in relation to the "Process approach"
  - 4.4 ISO 19011 and auditor competence
- 5. The Assessment Process**
  - 5.1 An Overview
  - 5.2 Initial Contact
  - 5.3 Pre-Assessment Visits
  - 5.4 Document Review
  - 5.5 Initial Preparation
  - 5.6 Development of the Assessment Schedule
  - 5.7 Communication
  - 5.8 Detailed Planning
  - 5.9 The On-Site Assessment
  - 5.10 Opening Meeting
  - 5.11 Audit Conduct
  - 5.12 Evaluating Results
  - 5.13 Closing Meeting
  - 5.14 Corrective Action
  - 5.15 Formal Report
  - 5.16 Follow-Up and Surveillance Visits  
*Exercises on above*
- 6. Audit Tools & Techniques**
  - 6.1 Detailed Planning & Check List development
  - 6.2 Searching for Evidence
  - 6.3 Conducting Interview and Asking Questions
  - 6.4 Auditor and Auditee Tactics
  - 6.5 Recording the Results  
*Exercise on above*

### **Comments from participants of previous ISO9000 Lead Auditor Courses**

Reproduced below are some of the answers given by past participants to the question, "What did you enjoy most about the course"?

- ☞ The friendly and tension free environment created by the trainers.
- ☞ Concepts of ISO 9001 especially process approach.
- ☞ Calmness of trainers in answering all the queries.
- ☞ The learning that comes with each course is always good but the way it is given is really important. The Course material/learning were very well disseminated and the ease with which I could learn was good. I enjoyed learning.
- ☞ The friendly and tension free environment created by the trainers.
- ☞ The group activities conducted for assimilation of subject.
- ☞ The structured methodology and experience and expertise level of the faculty.
- ☞ Ample time being given to every clause of the standard.
- ☞ Training material was very clear and sequential methodology was conducive to learning.
- ☞ The Role Play-Audit, Exercises in groups & individual assignments.
- ☞ The deliberations by the Lead Faculty were the best thing. His pace & pitch during the entire course was constant which led to good learning.
- ☞ Good learning and understanding on Standard (ISO 9001) and also its practical applicability is well understood. Thanks to the tutors.
- ☞ Lively presentation, healthy interaction and professional approach.



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Course provider: NIGEL BAUER & ASSOCIATES, UK  
207<sup>th</sup> course, 11-15 January,2010

FICCI, New Delhi

**List of participants**

<p><b>1.Mr. Manas Ranjan Behura</b> Asst Professor C/o Bhagirathi Swain At: Sagaria Sahi (Ranihat) P.O. Buxi Bazar, Dist Cuttack-1 Orissa, Pin 753001 Tel: 0671-2433056, +91.9437195242 <a href="mailto:Manasrb3@yahoo.com">Manasrb3@yahoo.com</a></p>	<p><b>2. Mr. Karan Thakur</b> Production Executive Glaxo Smith Kline Consumer Healthcare C/o Mr. Joga Singh, House No.223, EX-MLA House Opp.Gill Studio, Old High Court, Behind Pandusar, Patiala Road, Nabha-147201 (Punjab) Contact No: 91-9780020050, <a href="mailto:Karanthakur21@gmail.com">Karanthakur21@gmail.com</a>,karan908@gmail.com</p>
<p><b>3. Mr. Amol Nirban, Ph.D</b> ECOCERT – India Pvt Ltd, Sector 3, Hindustan Awas, Nakshetrawadi, Aurangabad-431002, Maharashtra State, India Tel: 0240-2376882 and Mobile: 09552533011</p>	<p><b>4.Ms. Yogita Bakshi</b> Executive (Idea Cellular Limited) A-58, Kendriya Vihar Sector-14, Panchkula (HR) -134113 E.Mail: <a href="mailto:yogitabakshii@gmail.com">yogitabakshii@gmail.com</a></p>
<p><b>5. Ms. Sana Hasnain</b> Executive- Human Resources Dharamshila Hospital and Research Centre 301, Mustafa Lodge Apartments Ghaffar Manzil, Jamia Nagar,New Delhi-110025, email:<a href="mailto:Sana.ihmr@gmail.com">Sana.ihmr@gmail.com</a></p>	<p><b>6. Mr. S. Raza</b> P.O.Box 35946 DUBAI UAE 055-8820782 Mr.Tanveer Haider,C/o 97/11,Kayasthana Road, Kanpur-208001</p>
<p><b>7. Shri. Amar Nath</b> Scientist 'EII' &amp; Head; Standards, Technology Management &amp; ISTAG Division, Room No. 08, Main Building, Central Institute of Mining &amp; Fuel Research, Barwa Road, Dhanbad – 826 015 (Jharkhand State) (M)09431124934,0326- 2296029 Extn. 4216 (O), 0326- 2225065 (R), Email:nathamar_dhn@yahoo.com</p>	<p><b>8. Dr. Pravin Khare</b> ECOCERT – India Pvt Ltd, Sector 3, Hindustan Awas, Nakshetrawadi, Aurangabad-431002, Maharashtra State, India Tel: 0240-2376882 and Mobile: 095525330055</p>
<p><b>9. Mr. Ajit Singh</b> QA/QC-Civil, PO: 3603, Medgulf Construction company W.L.L Doha, Qatar (M) 009745576219,E.mail: <a href="mailto:ajit_singh_68@yahoo.com">ajit_singh_68@yahoo.com</a></p>	<p><b>10. Mr. Somashekharaiiah B.</b> Opp. Health Center Renukanagar, Avaragolla Post Davanagere Tq,Karnataka State Pin 577589 Email: <a href="mailto:sshekhar.b@gmail.com">sshekhar.b@gmail.com</a> (M) 91-9448929885</p>

<p><b>11. Dr. Abhishek Kumar</b>  ECOCERT – India Pvt Ltd,  Sector 3, Hindustan Awas, Nakshetrawadi,  Aurangabad-431002, Maharashtra State., India  Tel: 0240-2376882 and Mobile: 09325898506  Email: <a href="mailto:abhi.herbals@gmail.com">abhi.herbals@gmail.com</a>  Abhi_jhum.co.in</p>	<p><b>12.Ms. Rajinder Kaur Sandhu,</b>  House No.249, Phase 6,  Mohali, Punjab-160055  E.mail: <a href="mailto:rajinder.kaur.khaira@gmail.com">rajinder.kaur.khaira@gmail.com</a></p>
<p><b>13. Mrs. Madhu Batra</b>  Delhi Golf Club Ltd  Dr. Zakir Husain Road,  New Delhi  Email: madhubatra_69@rediffmail.com</p>	<p><b>14. Mr. G.S.Kalra</b>  Sai Krupa,Plot no. 1590,  Opp. Hari Krupa Apts.,  Nana Bazar,Vallabh Vidyanagar 388 120,Gujarat.  Phone: 02692 231391.  Email:gurmukhkalra@yahoo.com</p>
<p><b>15. Mr. Sanjay Singh</b>  Manager (Business Monitoring)  DS MIS Operations &amp; Administration (MIOA)  EADS Defence &amp; Security  1 Boulevard Jean Moulin CS40001  78996 Elancourt Cedex, France  Telephone: +33 (0) 161 385 642  Mobile: +49 (0) 160 906 14336,9565920425  Email: <a href="mailto:singh.sanjay@eads.com">singh.sanjay@eads.com</a></p>	<p><b>16. Mr. Pramod Kumar Shaw</b>  C.P/M.R  M/s. H.Guru Industries  B.I.E, P.O.: M.I.C, SHED/5,  Muzaffarpur-842005, Ph:0621-2272757  Mob.09334059669  Email: pramodkshaw@rediffmail.com  hgurumzp@rediffmail.com</p>
<p><b>17. Wg Cdr T Vivek</b>  Chief Quality Assurance Officer  7 BRD  AF Station Tughlakabad  Cell no 9868884212  Email:vivekthati@gmail.com  (Resident) 401, Sreeman Vikas Residency  Teachers colony, East Mared Pally  Secunderabad-26,  Ph: No.040-27730210</p>	<p><b>18. Mr. Amitava Dasgupta</b>  Dy. Quality Manager  Organisation: Alliance Air  (Subsidiary of NACIL)  Hangar #3A, IGI Airport – I  New Delhi - 110037  Telephone : 25672670, Mob : 9891925480  e-mail : <a href="mailto:amitavadasg@gmail.com">amitavadasg@gmail.com</a>  D-1/1135  Vasant Kunj  New Delhi-110070  Tel: 26894593</p>
<p><b>19. Mr. Rachit Raman,</b>  (MBA (IT), SCIT Pune  (Postal address)13/28, Indira Nagar,  Lucknow-226016  Contact: 9561624264/9415467776</p>	

### FACULTY

<p><b>Mr.S.C.Arora</b>  Principal Consultant  FICCI Quality Forum  Federation of Indian Chambers of Commerce  and Industry  Federation House, Tansen Marg,  New Delhi-110001  Ph: 011-23359735,011-23739947  Mail: <a href="mailto:scarora@ficci.com">scarora@ficci.com</a></p>	<p><b>Maj. Gen. S.Rishi (Retd)</b>  Sr. Consultant  FICCI Quality Forum  Federation of Indian Chambers of Commerce and  Industry  Federation House, Tansen Marg,  New Delhi-110001  Mob:9811238660  Email: <a href="mailto:srishi37@gmail.com">srishi37@gmail.com</a></p>
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Course provider: NIGEL BAUER & ASSOCIATES, UK

208<sup>th</sup> course, 6-10 April, 2010

**FICCI, New Delhi**

**List of participants**

<p><b>1. Ms.Khushbu Gupta Makol</b> Account Manager THOMSON DIGITAL (B-10-12, NSEZ) Noida-201305 INDIA <a href="mailto:khushbu.g@thomsondigital.com">khushbu.g@thomsondigital.com</a> <a href="mailto:gupt_khush@hotmail.com">gupt_khush@hotmail.com</a></p>	<p><b>2. Mr. Dattesh Kondekar</b> Technip KT India Limited A-4, Sector-1, Institutional Area Noida-201301 (U.P) Tel: +91(0120) 4301110 (M): 9971150713 <a href="mailto:dvkondekar@technip.com">dvkondekar@technip.com</a></p>
<p><b>3. Mr. Vijay Kumar Pushkarna</b> GH5/6C, Orchid Garden, SunCity, Sector-54 Gurgaon-122003 Tel: 0124-4140532 , 9810068532 <a href="mailto:gdpvkp@yahoo.co.in">gdpvkp@yahoo.co.in</a></p>	<p><b>4.Mr. Somak Roy Chowdhury</b> 27/76 Kshetra Mohan Naskar Road, Kolkata – 700 040 M: 98305 00057 <a href="mailto:somak.chowdhury@tcs.com">somak.chowdhury@tcs.com</a></p>
<p><b>5. Ms. Archana Datta</b> CDM Consultant FICCI Quality Forum, Federation House, Tansen Mark, New Delhi-110001 <a href="mailto:archana.datta@ficci.com">archana.datta@ficci.com</a></p>	<p><b>6. Mr. K P Sujith</b> Technip KT India Limited A-4, Sector-1, Institutional Area Noida-201301 (U.P) Tel: +91(0120) 4301000 <a href="mailto:spkezhana@technip.com">spkezhana@technip.com</a></p>
<p><b>7.Mr. Raj Kumar Mishra</b> Flat No.201; Plot No.141 Sector-4; Vaishali, Ghaziabad, Pin-201010 (M) 9818750679/9311397115 <a href="mailto:rkmishra@live.in">rkmishra@live.in</a></p>	<p><b>8. Ms.Prianka Kaushal</b> Tata Consultancy Services 4 &amp; 5th floor, PTI Building No 4, Sansad Marg, New Delhi – 110001 <a href="mailto:prianka.kaushal@tcs.com">prianka.kaushal@tcs.com</a></p>
<p><b>9. Mr. M Jalapathy</b> Technip KT India Limited A-4, Sector-1, Institutional Area Noida-201301 (U.P) Tel: +91(0120) 4301000 (M) 9003016713 <a href="mailto:mjalapathy@technip.com">mjalapathy@technip.com</a></p>	<p><b>10. Dr. Abdul Khader Kuzhiyil</b> Technical Director Site Safe Global Consultancy P.O. Box 502520 Dubai, United Arab Emirates Tel: +971 (0)4 448 4639, (M): +971 (0)50 5926168 <a href="mailto:akhader@sitesafegc.com">akhader@sitesafegc.com</a></p>

FACULTY

<p><b>Mr.S.C.Arora</b> Principal Consultant FICCI Quality Forum Federation of Indian Chambers of Commerce and Industry Federation House, Tansen Marg, New Delhi-110001 Ph: 011-23359735,011-23739947 <a href="mailto:scarora@ficci.com">scarora@ficci.com</a></p>	<p><b>Maj. Gen. S.Rishi (Retd)</b> Sr. Consultant FICCI Quality Forum Federation of Indian Chambers of Commerce and Industry Federation House, Tansen Marg, New Delhi-110001 9811238660 <a href="mailto:srishi37@gmail.com">srishi37@gmail.com</a></p>
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Certificated by  
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Course provider: NIGEL BAUER & ASSOCIATES, UK  
209<sup>th</sup> course, 28 June to 2 July, 2010

FICCI, New Delhi  
List of participants

<p>1. Mr. Himanshu Atreja, 1095 Sector-6 Urban Estate Karnal - 132001 Haryana 9896047778 <a href="mailto:himanshuatreja@yahoo.co.in">himanshuatreja@yahoo.co.in</a></p>	<p>2.Mr. S.L. Sankhyan Alliance Air (A wholly owned subsidiary of NACIL(I)) Domestic Terminal, Hangar #3, IGI Airport, New Delhi-110 037, India Phone : 91 11 25675706; M : 91 9910307308 Fax : 91 11 25672151 Email: <a href="mailto:slsankhyan@rediff.com">slsankhyan@rediff.com</a>; <a href="mailto:slsankhyan@gmail.com">slsankhyan@gmail.com</a> <u>Postal Address</u> 306, Maitri Apartment, Plot No.17, Sector 10, Dwarka, New Delhi-110075</p>
<p>3. Mr. Gaurav Tamta Toluna 1<sup>st</sup> Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon (M) 91-9899694475 Email: Gaurav.Tamta@toluna.com</p>	<p>4.Mr.Subhrajit Das Gupta Deputy General Manager – Operations Planman Technologies India Pvt. Ltd. D-103, Okhla Industrial Area, Phase-I, New Delhi – 110020, INDIA. Mobile: 9990846100</p>
<p>5. Mr. Satish Kant Production Manager, Omega Fish Ltd Mwanza, Tanzania <u>Postal Address</u> Bldg No. E/14, Flat No. 14 Sector-48, NERUL, Navimumbai-400706 9892616515 Email; <a href="mailto:s_kant@yahoo.co.uk">s_kant@yahoo.co.uk</a></p>	<p>6. Dr. Milind Jamdhade. ECOCERT – India Pvt Ltd, Sector 3, Hindustan Awas, Nakshetrawadi, Aurangabad-431002, Maharashtra State, India Tel: 0240-2376882; (M) 09764891872 Email: <a href="mailto:jamdhade.milind@gmail.com">jamdhade.milind@gmail.com</a></p>
<p>7.Mr. Gaurav Bhargava Alliance Air (A wholly owned subsidiary of NACIL(I)) Domestic Terminal, Hangar #3, IGI Airport,New Delhi-110 037, India Phone : 91 11 25675706 Mobile : 91 9910307308;Fax : 91 11 25672151 Email: <a href="mailto:gauravbhargava_128@yahoo.co.in">gauravbhargava_128@yahoo.co.in</a></p>	<p>8. Ms. Neha Dutta Toluna 1<sup>st</sup> Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon Email: Neha <a href="mailto:Dutta@toluna.com">Dutta@toluna.com</a> <a href="mailto:nehawal@gmail.com">nehawal@gmail.com</a></p>

<p>9.Mr. Gopal Jha Alliance Air (A wholly owned subsidiary of NACIL(I)) Domestic Terminal, Hangar #3, IGI Airport, New Delhi-110 037, India Phone : 91 11 25675706 Mobile : 91 9868553822 Fax : 91 11 25672151 Email: <a href="mailto:golfjha2006@yahoo.co.in">golfjha2006@yahoo.co.in</a></p>	<p>10. Mr. C.P. Malhotra, D2-A/52B LIG Flats, Janakpuri New Delhi-110058 Office Mr. C.P. Malhotra Officer (Ice Cream Plant) Mother Dairy Patpargang, Delhi-110092 (M) 999457430 <a href="mailto:Chander.malhotra@motherdairy.com">Chander.malhotra@motherdairy.com</a></p>
<p>11. Mr. Mahendra Kumar D.Kolhatkar ECOCERT – India Pvt Ltd, Sector 3, Hindustan Awas, Nakshetrawadi, Aurangabad-431002, Maharashtra State, India Tel: 0240-2376882 (M) 09552533019 Email: <a href="mailto:md.kolhatkar29@gmail.com">md.kolhatkar29@gmail.com</a></p>	<p>12. Mr. Samar Mukherjee Toluna 1<sup>st</sup> Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon (M) 91-9818292368 Email: <a href="mailto:Samar.Mukherjee@toluna.com">Samar.Mukherjee@toluna.com</a></p>

#### FACULTY

<p>Mr.S.C.Arora Principal Consultant FICCI Quality Forum Federation of Indian Chambers of Commerce and Industry Federation House, Tansen Marg, New Delhi-110001 Ph: 011-23359735,011-23739947 Mail: <a href="mailto:scarora@ficci.com">scarora@ficci.com</a></p>	<p>Col. B.C. Halan Sr. Consultant FICCI Quality Forum Federation of Indian Chambers of Commerce and Industry Federation House, Tansen Marg, New Delhi-110001 Mob:9811339603 Email: <a href="mailto:bchalan@hotmail.com">bchalan@hotmail.com</a></p>
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