

**Understanding the IMC RBNQA Criteria**

**for Performance Excellence**

1-day Workshop

**19 April 2017 • 9.30 am to 5.00 pm**

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**IMC RBNQA Application Writing**

2-day Workshop

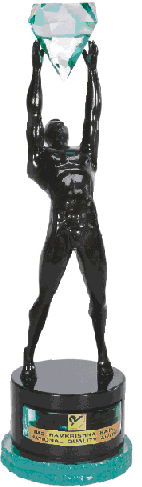
**20 & 21 April 2017 • 9.30 am to 5.00 pm**

To promote the concept of Performance Excellence amongst Indian organizations, the IMC Ramkrishna Bajaj National Quality Award (RBNQA) Trust has planned a 1-day Workshop on **Understanding the IMC RBNQA Criteria**. The workshop prepares potential applicants for the IMC RBNQA 2017 competition.

The target audience for the workshop are CEOs, Division Heads, Function Heads and General Managers. The scope of the workshop includes understanding each of the seven IMC RBNQA criteria: Leadership; Strategic Planning; Customer Engagement; Workforce Engagement; Knowledge Management; Process Management and Results.

This workshop will be followed by a 2-day program focusing on **Application Writing** exclusively.

We wish to invite your organization to participate in the IMC RBNQA 2017 cycle and explore a holistic approach to understand your organization’s strengths and opportunities. These complimentary workshops will provide adequate exposure to enable you to take ‘the’ decision (Registration Form attached).



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| REGISTRATION FORM19 April 2017: Understanding the IMC RBNQ Award Criteria Workshop 9.30am-5.00pm    20 & 21 April 2017: Workshop on Application Writing  9.30am-5.00pm    Venue: Walchand Hirachand Hall (4th floor)  IMC Chamber of Commerce & Industry  IMC Building, Churchgate, Mumbai 400 020 |

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| 3. Participants: |  |
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| 4 Tel/Cell: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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