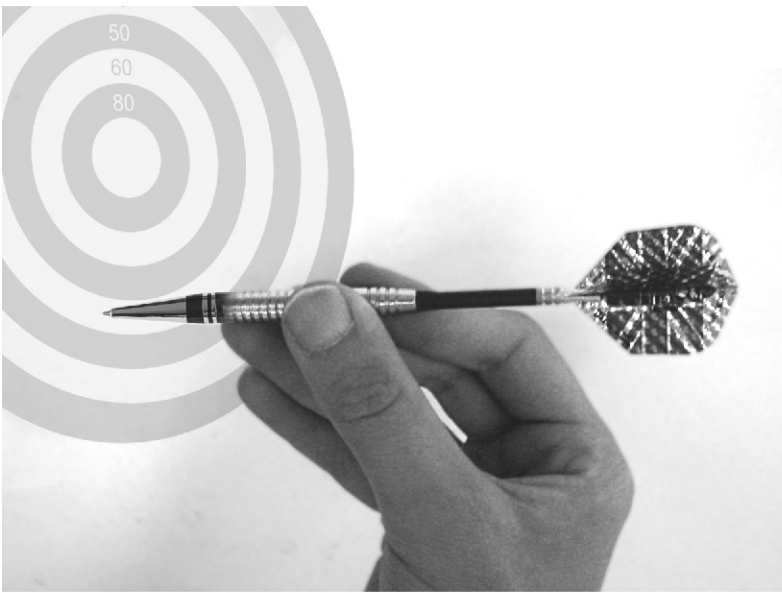


Are you ready to take on the test for excellence?



The IMC Ramkrishna Bajaj National Quality Award Trust

If you are looking for a unique experience in your career, enlist your participation in the Certified Examiner for Quality Management (CEQM) program conducted by the IMC Ramkrishna Bajaj National Quality Award Trust (IMC RBNQA). Every year the IMC RBNQA process seeks a Board of Examiners capable of evaluating organizations participating in the prestigious awards.

The awards for the IMC RBNQA include six eligibility categories: manufacturing, service, small business, overseas, health care and education.

Since 1996 the IMC Ramkrishna Bajaj National Quality Award Trust has been working with Indian organizations in mapping their excellence journey. An endeavour towards nation-building.

Intrinsic to this entire process of recognition of organizations is the detailed examination process. The success of evaluation is made possible by the **IMC RBNQA Board of Examiners**.

Examiners lend their time, professional expertise and enthusiasm for nurturing best practices.

Each year the IMC RBNQA Trust recruits the best in business, education and health care:

- Senior managers from manufacturing/service sectors
- Management consultants
- Health care management professionals
- Faculty from schools and institutions
- Consultants from industry, academia and health care

Benefits of being an Examiner with the IMC RBNQA process:

- Membership to an exclusive fraternity of Examiners
- Strengthens your ability to use the Criteria for Performance Excellence for organizational assessment.
- Network with some of the nation's foremost experts in business, education, and health care.
- Learn how leading organizations achieve performance excellence.
- Develop analytical and consensus-building skills and a systems perspective that can be applied at your home organization.



Examiners and the IMC RBNQA process

The IMC RBNQA Trust believes that the Board of Examiners are ambassadors of the IMC RBNQA Award process and help in nurturing organizations in the excellence journey.

Examiners go through an intensive 4 day training program - the Certified Examiner for Quality Management (CEQM) program at the IMC premises, Mumbai. Participants are certified on the basis of their performance during the training program and a subjective paper. On successful completion participants are enrolled as Examiners for the current award cycle.

Examiners who have been with the process in the earlier cycles go through a 2 day Refresher Course to get recertified as an Examiner.

The IMC RBNQA Examiners come from varied backgrounds and from all parts of the country. It is their professional expertise along with a thorough understanding of the IMC RBNQA criteria that enables the process to look at organizations holistically.

The IMC RBNQA Trust is proud to have on board over 700 examiners who have received training in the criteria and gone through various assessment cycles.

On successful completion of the course examiners receive a live application for assessment. The responsibilities and time frame are as follows:

- **September** – individual assessment resulting in scoring and individual report.
- **October** – 2 day consensus meeting with team members at IMC premises, Mumbai resulting in scoring and consensus report.
- **November** – site visit to the organization under assessment, resulting in final scoring and feedback report.

If you believe you are qualified and want to benefit from the networking and professional experience of being an Examiner, we invite you to apply for the IMC RBNQA Board of Examiners.

Ethical Standards for Examiners

Examiners for the IMC Ramkrishna Bajaj National Quality Award process are required to abide by the following ethical standards:

- To conduct themselves according to the highest professional standards and to endeavor to promote at all times the IMC Ramkrishna Bajaj National Quality Award.
- Upon invitation to examine a named applicant, to carefully consider whether a conflict of interest could arise; if there is the slightest chance of a conflict of interest, to inform the IMC RBNQA Trust immediately.
- To not serve as an Examiner for any close competitor, major customer or major supplier of any organization, division or business unit of which he/she is employed or of which a consulting arrangement is in place.
- To maintain in strict confidence to themselves, for all time, all information entrusted to them in the course of examining award applications and visiting applicants' sites. The exception is, discussions of an application within their own Team of Examiners and exchanges of information regarding an application with the Panel of Judges, IMC Quality Awards Committee and the IMC RBNQA Trust.
- To not accept commissions, retainers or any other valuable consideration in respect of an Award applicant or other interested parties in respect of disclosures of information regarding existing or previous Award applications.

Certified Examiner for Quality Management (CEQM) Programs

Program	Duration	Location	Fee
CEQM for new participants	4 days	IMC premises, Mumbai	₹ 20,000/- (per participant)
CEQM Refresher course for returning Examiners	2 days	IMC premises, Mumbai	₹ 10,000/- (per participant)
In-house CEQM for new participants	3 days	Organization requesting training	₹ 1,50,000/-* (upto 20 participants)
In-house CEQM Refresher course for returning Examiners	1 day	Organization requesting training	₹ 80,000/-* (upto 20 participants)

*This fee excludes taxes, travel and hospitality for faculty



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