#

# imc-quality happen logo

**IMC Ramkrishna Bajaj National Quality Award Trust**

# Dear Sir / Madam,

# An Understanding of the Criteria for Performance Excellence

**of the IMC Ramkrishna Bajaj National Quality Awards**

We are happy to inform you that the IMC Chamber of Commerce and Industry, Vashi will organize a program on an Understanding of the IMC Ramkrishna Bajaj National Quality Award (IMC RBNQA) Criteria for Performance Excellence.

**The program will be held on Friday, 8 May 2019, 4:00 pm – 6:00 pm at IMC Conference room 601/602, 6th Floor, Commodity Exchange Bldg, Sector 19-A, Vashi, Navi Mumbai 400705**

The IMC Ramkrishna Bajaj National Quality program is seen as a catalyst for nation building. Since the inception of the Awards in 1996, over 700 organizations have expressed their intention to apply and over 500 of these organizations have gone through the evaluation process. The IMC RBNQA award is given in seven categories: Manufacturing, Service, Small Business, Overseas, Education, Health Care and NGOs.

The IMC Ramkrishna Bajaj National Quality Award (RBNQA) performance excellence model has incorporated world class best practices to help organizations attain excellence in their processes and system. The scope of the workshop includes understanding each of the seven criteria: Leadership, Strategic Planning; Customer Engagement: Workforce Engagement: Knowledge Management; Workforce Engagement: Knowledge Management; Process Management and Results.

This is targeted towards CEOs, Function Heads, General Managers and Quality professionals for deeper understanding of the criteria and award process.

The program will be presented by Ms Maya Desai, Director with the IMC RBNQA Trust and facilitator of the award process.

We hope you will draw benefit from it by participating or also nominating one or two colleagues from your office to participate in the program.

As there are limited seats, kindly send us the Name, Designation and contact details of the participant by return mail in the attached registration form to Mr. Anil Panchal, Asst. Director, IMC Chamber of Commerce and Industry, Vashi Branch Email: imcvashi@imcnet.org / excellence@imcrbnqa.com Tel: (022) 22025438, 27842466 on or before 30.4.2019.

Look forward to your valuable participation.

Yours sincerely,

**Ajit Mangrulkar,**

**Director General, IMC Chamber of Commerce and Industry**