**World Class Operations**

**NMIMS Solved Assignments for December 2024**

**1. Ananth Vijay has just joined as the GM – Maintenance at Sawhney Engineering, a leading Electrical Equipment Manufacturer. Vijay is worried that there is no formal Maintenance Program in place. As such, he has been evangelizing the concept of RAM across the entire Manufacturing Process.**

**i. Describe the components of RAM, and how they are the three important pillars of a WCM’s Maintenance Strategy.**

**ii. Why is this important for both Sethi Engineering and as well, for their clients, in the products which they purchase?**

**Answer:**

**Introduction:**

Ananth Vijay's recent appointment as the General Manager of Maintenance at Sawhney Engineering highlights a critical juncture for the company. With no formal maintenance program in place, Vijay is advocating for the adoption of Reliability, Availability, and Maintainability (RAM) principles within the manufacturing process. These components are essential for enhancing operational efficiency and ensuring that equipment consistently performs at optimal levels. Understanding RAM's role is vital not only for improving internal operations at Sawhney Engineering but also for delivering high-quality products to clients. By focusing on these three pillars of a World-Class Maintenance (WCM) strategy, the company can foster reliability in its manufacturing processes, ensuring that customers receive products that meet or exceed expectations, ultimately bolstering customer satisfaction and loyalty.

**This is partially solved sample answer**

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**2. World Class Manufacturers (WCMs) in diverse sectors such as Automotive (Toyota, Honda, Ford), CPG/F&B (Coca-Cola, Pepsico, P&G, Unilever), etc., are highly reputed for their unflinching commitment to Quality – specifically Total Productive Management (TPM).**

**i. Describe the key concepts of TPM.**

**ii. Discuss any two (2) of the Pillars of TPM.**

**Answer:**

**Introduction:**

Total Productive Maintenance (TPM) is a holistic approach to equipment maintenance that aims to achieve perfect production with minimal breakdowns and maximum efficiency. World Class Manufacturers (WCMs) in sectors like automotive and consumer packaged goods (CPG) adopt TPM to enhance productivity and quality through a culture of continuous improvement. TPM integrates people, processes, and technology to reduce equipment downtime, increase production efficiency, and foster a proactive maintenance culture. The core principles of TPM focus on the involvement of all employees, proactive maintenance practices, and systematic problem-solving. Understanding the key concepts and pillars of TPM is essential for organizations striving for operational excellence and sustainability in today’s competitive landscape. This introduction provides a context for exploring the foundational elements and specific pillars that support the implementation of TPM.

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**3a. Quality Awards are not only about rewarding organizations but also about recognizing the importance of quality in the business. These awards are often used as a tool to raise awareness among both Employees and as well, Customers about the importance of quality. They also help to improve Customer Satisfaction and Employee Morale. Discuss the difference between Regional and International Awards.**

**Answer:**

**Introduction:**

Quality awards play a crucial role in promoting excellence within organizations by recognizing their commitment to quality. While regional awards focus on specific geographical areas, highlighting local achievements and practices, international awards transcend borders, showcasing global standards and best practices. Both types of awards serve as valuable tools for raising awareness about quality among employees and customers, ultimately enhancing customer satisfaction and employee morale. Understanding the distinctions between regional and international awards is essential for organizations aiming to leverage recognition effectively.

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**3b. Describe the Deming Prize and its Evaluation Criteria.**

**Answer:**

**Introduction:**

The Deming Prize is a prestigious award established in 1951 in Japan to recognize organizations for their outstanding performance in quality management. Named after Dr. W. Edwards Deming, a pioneer in quality control, the prize promotes continuous improvement and innovation in various sectors. The evaluation criteria focus on the effectiveness of quality management systems, leadership commitment, employee engagement, and systematic approaches to problem-solving, ensuring organizations can enhance their competitiveness and customer satisfaction through excellence in quality practices.

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