

## May 2005 EVENT

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| Event Theme   | Challenges and Rewards of Process Improvement Activities  |
| Presenter     | Dr. Gargi Keeni<br>Vice President, Tata Consultancy Services  |
| Topic Summary | <p>Over the last three decades, Tata Consultancy Services has established a long history of successful process improvement initiatives in quality and process management over. Starting with a quality-control approach to ensure quality of products before delivery, TCS has slowly evolved to employing a more proactive quality assurance initiative through development of a well-structured, process-oriented quality management system that ensures delivery of quality products and services. During this transformation and through continuous process improvement efforts, TCS has become compliant to internationally acclaimed quality models like ISO, CMM/CMML, P-CMM, Six Sigma, MBNQA by aligning TCS' quality management system with the best practices of these models.</p> <p>Over the years, TCS has encountered a number of challenges in helping clients adopt and adapt to change. While TCS has developed an effective quality organization structure to deal with change management, it is not always easy to implement these changes even after taking the right approach. In-house tools like Integrated Project Management System (IPMS) and Activity Based Costing (ABC) have played a vital role in easing the implementation of new quality management systems by automating processes wherever possible.</p> <p>In this presentation, Dr. Keeni will share her experiences and lessons learned, focusing on how organizations' skills, resources, and culture can be aligned to execute these types of quality initiatives.</p> |
| Biography     | <p>Dr. Gargi Keeni has over 20 years' experience in managing multi location, multi cultural software process improvement and technological innovation projects. Under her leadership as the Corporate Quality Head, 15 development centers of Tata Consultancy Services (TCS) were assessed at Software CMM® level 5 and TCS was the first organization to be assessed at Level 4 of the People CMM v2.0. A Vice President at TCS, currently she heads the Quality Consulting practice and is involved in assisting organizations to achieve their process improvement goals. An SEI-authorized Software CMM® Lead Assessor, People CMM® Lead Assessor, Lead Appraiser for SCAMPI, examiner for the Tata Business Excellence Model (based on the MBNQA quality criteria of USA) and a Certified Quality Analyst, Dr. Keeni has several papers in conferences and journals to her credit and serves on a number of committees and advisory boards. Her current research interests include process improvements, quality management systems and innovation management. She is a senior member of IEEE and a member of SEI, USA.</p>   |
| Date / Time   | Monday, May 30, 2005<br>13:00 – 16:00 (Doors open at 12:30)   |
| Location      | IBM/Lotus Mobility Centre, 2 <sup>nd</sup> Floor, Canada Life Building<br>330 University Ave., Toronto (west side of University, north of Queen Street)<br>Closest Subway: Osgoode Station  |
| Registration  | <a href="http://www.TorontoSPIN.com">http://www.TorontoSPIN.com</a> \$10.00 at the door   |
| Future Events | June 2005, September 2005   |