

STQC

|| professional training and certification

*Training Programme on
Implementation of Service Quality By
Public Service Organizations (IS
15700: 2005)*

Course Brochure

Training Course

By

Indian Institute of Quality Management (IIQM)

(QCI/ NRBPT Course Approval Number : Under process)



*Indian Institute of Quality Management
STQC Directorate
Department of Information Technology
Ministry of Communication & Information Technology*

Training Program on Implementation of Service Quality (IS 15700:2005)

Background to the Course:

Good governance is the right of every citizen, and governments all over the world are moving towards realizing this objective for the citizen. Govt. of India, and its various agencies have taken several initiatives in this direction like RTI act, Citizen's Charter, setting up of public redressal and grievance mechanism, etc. The National e-Governance Plan (NeGP) – of Govt. of India, envisages concept of inclusive growth by empowerment of the citizen. IS 15700:2005 standard has been brought as an Indian Standard and is focused on improving the Service Quality by Public Service Organization. The objective is to provide not just governance, but good governance at the doorstep of the citizen.

About the Course:

This 3-Days training course is designed for personnel from various Public Service Organization(s), who wish to provide an effective and efficient service quality. The public Service Organizations in this context includes all those central/ state govt. departments, public utility service providers, regulatory bodies, banks, public transport providers, large public hospitals and schools providing services to the public at large and/or whose activities influence public interest.

The course is based on Indian Standard IS 15700:2005 – Quality Management Systems – Requirements for Service Quality by Public Service Organizations. And is intended to support those who are either implementing IS 15700:2005 or are providing auditing services as auditors/ certification body.

Training Objectives

To gain knowledge & skill for implementing IS 15700:2005. The training objectives are based on NRBPT (QCI), Accreditation Criteria, 2007.

Knowledge:

1. Describe the purpose of a Quality Management System as per IS 15700.
2. Explain the structure, purpose, content of IS 15700:2005, and its interrelationship with ISO 9000, ISO 10002:2004, and ISO 19011.
3. Understand the international conformance systems and its benefits, certification/ accreditation and the process of certification.
4. Interpret the requirements of IS 15700 in the context of a Public Service Organization.
5. Describe the roles and responsibilities of a Nodal Officer as per IS 15700.
6. Steps Involved in IS 15700:2005 Implementation, Certification and maintenance
7. To Underline how implementation of IS 15700:2005 can help implement e-Governance Projects more successfully.

Skills:

1. Ability to interpret and apply ISO 9001 appropriately in a Public Service Organization.
2. Develop and write documents/ procedure as required by IS 15700.
3. Suggest what objective evidence might be needed to demonstrate conformance with IS 15700 requirements.

Issue of Certificates:

“**Certificate of Successful Completion**” is issued to those delegates who satisfactorily meet the requirements of the “**Continuous Assessment**”, and the “**Written Examination**”. A “**Certificate of Attendance**”, is issued, to the delegate who qualifies in continuous assessment only.

Course Contents:

The course delivery is based on Accelerated Learning Techniques/ Adult Learning Techniques. Following main topics suitably supported with a Exercises (Individual as well Team Exercises) are covered during the course.

- Excellence in Service Delivery – Genesis and Basic Concepts
- Requirements of IS 15700:2005
- Citizen’s Charter and how to develop Citizen Charter
- Documentation Needs for IS 15700:2005
- Complaint Handling Process and Continual Improvement
- Auditing the Service Process – An Overview
- Implementation, and Certification/ Accreditation Process
- Written Examination

Number of Delegates: Minimum: 8, Maximum 30.

Accommodation:

- For courses conducted at IIQM, Jaipur, twin sharing A/C accommodation is provided to residential participant in the IIQM Executive Hostel, Jaipur *on request against applicable charges.*

Course Fee:

Rs 5,000/- (Non-Residential) and Rs 6,000/- (Residential) per delegate, plus Service Tax (as applicable). This includes lunch, refreshments, and delegate kit containing course material. 10% fee concession is given for three or more participants from the same organization.

Who Should Attend:

Senior and Middle management personnel of Public Service Organizations involved as implementers of the standard or in eGovernance implementation, auditors, and consultants of Quality Management Systems.

Medium of Course Delivery: English

Timings and Course Duration: 0930 Hours to 1715 Hours. Examination on 3rd day.

Enrolment :

The nominations may be sent on plain paper along with course fee by DD in favour of “**PAO, DIT, Jaipur**” payable at Jaipur at following address:

For Further details of this course, please contact :

Indian Institute of Quality Management
STQC Directorate, DIT, MC&IT, Govt. of India
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OR

STQC Directorate, New Delhi
rakesh@mit.gov.in, rakesh@stqc.nic.in

Website : www.stqc.nic.in

About STQC

STQC Directorate is a part of Department of Information Technology, Ministry of Communication & Information Technology, Government of India. The objective of STQC is to improve the Quality of Indian Electronic and IT products & services and facilitate the Indian industry to become global players. STQC has a Nationwide network of 21 laboratories known as ERTLs/ ETDCs providing testing, calibration and certification service, Eight IT Centres providing IT Services, Specialized Training Centres namely IIQM at Jaipur and 5 CETEs.

STQC is a designated third assurance agency under the National e-Governance Plan (NeGP) of Govt. of India. STQC is a credible Certification Organisation providing QMS (ISO 9000); EMS (ISO 14000); Information Security (ISO 27001) and IT Service management (ISO 20000). The certification schemes are accredited by RvA, Netherland and/or QCI India.

STQC IT Services has been chartered to promote awareness, commitment & compliance to recognized IT best practices in the industry in the following areas –

- e-Governance Conformity Assessment Services
- Information Security Management,
- Software Quality Engineering,
- Software Application Testing – Quality & Security,
- IT Service Management,
- Software Process Improvement for IT enable services, Standards promotion

About IIQM

Indian Institute of Quality management (IIQM) is a Premier Training Institute of STQC Directorate and is located at Jaipur. IIQM is an IRCA, UK approved Training Organization complying to IRCA 2000 “Criteria for training organizations”. The institute offers training to the industries and user departments in the area of Quality, Information security, Environment & Laboratory management and other technological areas and has trained over 17000 professionals from India and abroad. It is an ISO 9001:2000 standard compliant organization. IIQM as a Training Organisation is responsible for smooth operation of the IRCA registered courses viz ISMS LA (ISO 27001 based), QMS LA and QMA IQA (both ISO 9000 based) at any of the Centres within the STQC Network. The institute also offers academic course like ‘Masters in Quality Management’ in collaboration with BITS, Pilani. It has excellent infrastructure, suited for good learning environment, including residential facility for the trainees.

This program is being offered by IIQM under the Indo German Project on e-Governance being implemented by STQC.

Other relevant training programs conducted by STQC IT Services / IIQM are

Courses conducted by STQC IT Services	Courses conducted by IIQM
<p>ISMS LA Program (IRCA, UK Approved) – 5 Days</p> <p>STQC-CISP (STQC Certified Information Security Professional) – 5 days</p> <p>STQC-CIISA (STQC Certified Internal Information Security Auditor) – 3 days</p> <p>STQC- CEHP (STQC Certified Ethical Hacking Professional Course) – 5 days</p> <p>ISO 20000 Auditor Program for ITSM (itSMF Accredited) - 2 days</p> <p>Certified Software Quality Professional (CSQP) – 5 days</p> <p>Certified Software Test Manager (CSTM) – 3 days</p>	<p>ISO 9000: 2000 Series Auditor / Lead Auditor Training Course</p> <p>ISO 9000: 2000 Series Foundation and Internal QMS Auditor Training Course</p> <p>Laboratory Quality Management System and Internal Audit as per ISO 17025:2005 and ISO 15189</p> <p>M.S. Quality Management (BITS Pilani / IIQM collaborative program).</p> <p>Customer Relationship Management</p>

INDIAN INSTITUTE OF QUALITY MANAGEMENT,Jaipur(IIQM)

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