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
- Complaint Handling Process and Continual Improvement
- Requirements of IS 15700:2005
- Auditing the Service Process – An Overview
- Citizen's Charter and how to develop Citizen Charter
- Implementation, and Certification/ Accreditation Process
- Documentation Needs for IS 15700:2005
- 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.

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: