



MAHARAJA AGRASEN INSTITUTE OF TECHNOLOGY

(Approved by AICTE and Affiliated to GGSIP University)

Department of Management (MBA)

Report on Guest Lecture on “Leveraging Quality Tools in Health Care Sector”

MAHARAJA AGRASEN INSTITUTE OF TECHNOLOGY
(Approved by AICTE and Affiliated to GGSIP University, Delhi)

DEPARTMENT OF MANAGEMENT (MBA)

**SESSION
ON
LEVERAGING QUALITY TOOLS**
(in health care sector)

March 21, 2025 (11:30 AM)

Guest Speaker

Ms. Stuti Gupta
(Black Belt Certified)
Quality Leader, Genpact

Venue:
Room 713

Dr. Sangeeta Rawal
HOD (MBA)
Dept. of Management, MAIT

Dr. Kiran Garg
Faculty Coordinator

Organiser: Department of Management, Maharaja Agrasen Institute Of Technology

Date: 21st March, 2025

Timings: 11:30 a.m.

Venue: Block 7 (Room No. 713)

Faculty Coordinators: Dr. Kiran Garg

Report

A Guest Lecture on “Leveraging Quality Tools in Healthcare Sector” was organised for the students of MBA by The Department of Management, MBA, Maharaja Agrasen Institute of Technology on 21st March, 2025. The resource person for the event was Ms. Stuti Gupta (Black Belt Certified) Quality Leader at Genpact, Noida. The event started at 11:30 a.m. The Guest Speaker was welcomed by Dr. Sangeeta Rawal (HOD) with a Memento and sapling as a token of appreciation.

A brief introduction about the topic of the lecture:

Utilizing quality tools in healthcare enables the identification and elimination of process bottlenecks, resulting in improved efficiency, cost reduction, and enhanced patient care. Implementing sustainable solutions ensures long-term improvements, making healthcare systems more adaptable and resilient to evolving challenges. The key quality tools highlighted include:

1. Process Mapping – Provides a visual representation of workflows to identify delays and inefficiencies.
2. Pareto Analysis – Helps pinpoint the most critical issues impacting healthcare processes.
3. Fishbone Diagram – Identifies root causes of bottlenecks.
4. Failure Mode and Effects Analysis (FMEA) – Evaluates risks and prioritizes preventive measures.
5. Six Sigma & Lean Techniques – Focuses on waste reduction, optimizing patient flow, and improving service delivery.

The speaker began by introducing the healthcare environment, its products, and the regulatory bodies overseeing pharmaceutical activities. This was followed by a discussion on the importance of quality management in the healthcare industry and the necessary steps to ensure compliance and efficiency.

Guiding the students through a series of slides, the speaker illustrated how a global healthcare equipment manufacturer and a leading pharmaceutical services provider faced challenges in managing inventory effectively. She emphasized the crucial role of Quality Leaders and their collaboration with specialized units in a continuous improvement initiative focused on streamlining Sales, Inventory, and Operations Planning (SIOP) processes to reduce the Cost of Goods Sold.

The session was highly informative and engaging, offering valuable insights into the application of quality management principles. The lecture enhanced students’ understanding of quality tools across various industries and successfully raised awareness about their significance.

