



ACHARYA INSTITUTE OF GRADUATE STUDIES

(NAAC Re-accredited 'A+' and Affiliated to Dr. Manmohan Singh Bengaluru City University)

Soladevanahalli, Bengaluru-560107

DEPARTMENT OF PSYCHOLOGY

Report Submission: 15/06/2026

Semester: EVEN
Block

Academic Year: 2025–26

Venue: Room no 003, AIGS

Date: 14-05-2026

Time: 1.30PM - 03.00PM

Duration: 1.5 hours

TYPE OF EVENT: GUEST TALK

EVENT NAME: Total Quality Management [TQM] in Organizations

Target Audience: 6th sem BA Psychology students

Number of Participants: 41

Objectives:

- To introduce students to the concept, principles, and importance of Total Quality Management in organizational settings.
- To help students understand the role of employees, teamwork, leadership, and continuous improvement in maintaining quality standards within organizations.
- To familiarize students with the application of TQM practices in Human Resource Management functions such as training, performance appraisal, motivation, and employee involvement.

Program Introduction:

The Department of Psychology organized a guest talk on “Total Quality Management (TQM) in Organizations” on 14th May 2026 from 1:30 PM to 3:00 PM for the III Year BA Psychology students as part of their Human Resource Management paper. The session aimed to provide students with practical exposure to organizational quality practices and their relevance in the field of HRM. The session was coordinated by Mr. George Varied, Assistant Professor and Head, Department of Psychology where total of 41 students attended the program and actively participated in the learning activities conducted during the session.

Resource Person:

The resource person was Prof. Jency Fernandez, Faculty of Management, Department of MBA, AIGS, and a HR and Managment Specialist with 7+ yrs of corporate and teaching experience.

Theme of the Event: “Exploring TQM Practices”

The talk focused on understanding the significance of quality management practices in organizations and the role of employees and HR professionals in ensuring continuous organizational improvement.



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Detailed Report:

The Department of Psychology organized a guest talk titled “Total Quality Management in Organizations” on 14th May 2026 from 1:30 PM to 3:00 PM for the third year BA Psychology students, in connection with their Human resource management course. A total of 41 students participated in the talk. The resource person for the session was Prof. Jency Fernandez, Faculty of Management, Department of MBA, AIGS and a HR and Managment Specialist with 7+ yrs of corporate and teaching experience.

The session commenced with a warm welcome speech delivered by George V. T., Head of the Department of Psychology, who introduced the resource person and highlighted the importance of understanding modern management concepts for psychology students aspiring to work in organizational and HR settings.

Prof. Jency Fernandez began the session by explaining the definition and concept of Total Quality Management and its importance in improving organizational efficiency and customer satisfaction. She further elaborated on the historical development of TQM and how quality management practices evolved across industries over time. The speaker also discussed the common barriers to implementing TQM within organizations, such as resistance to change, lack of employee involvement, poor communication, and ineffective leadership.

The resource person introduced students to important TQM tools and techniques including Six Sigma, Kaizen, Balanced Scorecard, HR Audit, and Benchmarking. Each concept was explained with practical organizational examples, making it easier for students to understand the relevance of these tools in real workplace settings.

An engaging group activity related to the concept of Kaizen was conducted during the session. Students were divided into groups of five and were asked to identify issues or challenges faced within the institution. They collaboratively discussed possible gradual improvement strategies and suggested practical solutions that could help overcome the identified challenges. The activity provided students with an excellent experiential learning opportunity and encouraged teamwork, critical thinking, and problem-solving skills.

The session concluded with an interactive feedback discussion where students shared their reflections and learning experiences from the program. The formal vote of thanks was delivered by Neha Neharika, Assistant Professor, Department of Psychology, who expressed gratitude to the

resource person and participants for making the session meaningful and successful. A group photograph was also taken at the end of the program, and feedback was collected from the participants.

PHOTOS:



Session on TQM by the resource person Prof. Jensy



Explanation on Basics of TQM



Students participating in the Kaizen activity in teams



Student leader presenting the solutions for the teams



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Vote of thanks session



Group photo



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Outcomes:

The talk led to several positive outcomes:

- Students gained a clear understanding of the basic concepts and significance of TQM in organizations.
- Students understood the contribution of HR practices and employee behavior in achieving organizational quality and productivity.
- Students enhanced their practical understanding of applying TQM principles to real-life organizational situations through the Kaizen activity.

Conclusion:

The workshop successfully provided experiential exposure to art therapy techniques. Students actively participated and reflected on their emotions through creative expression. The integration of sound healing enhanced relaxation and mindfulness. Overall, the session enriched students' understanding of therapeutic tools, encouraged self-awareness, and highlighted the role of creative interventions in promoting emotional well-being and developmental growth.

Audience Feedback Summary:

