



## Development of Customized Toolbar for Total Quality Management, Tata Steel

### About TATA STEEL:

Established in 1907, Tata Steel is among the top ten global steel companies with an annual crude steel capacity of over 28 million tonnes per annum (mtpa). It is now one of the world's most geographically-diversified steel producers, with operations in 26 countries and a commercial presence in over 50 countries.

### Need for a customised solution:

TATA STEEL has been on the TQM journey nearly for over two decades. As a part of TQM practices demand for a user friendly advanced customised tool bar. In order to increase the application of advanced statistical tools, we want to incorporate DOE, Multivariate and Reliability in customised DMAIC Toolbar. To make the control chart handier, we need abnormality analysis and graph to see the change of pattern in control chart over period. Because of various natures of data, transformation can make a difference in analysis. Above requirements would lead to create a need to customise the existing DMAIC Toolbar.

### StatSoft India- Engagement Model:

Being user of STATISTICA for more than 8 years, we have approached StatSoft India for a revised customised DMAIC Tool Bar. Several consecutive meetings ended up with final conclusion on Tool Bar Design, approach/ algorithms to be use, duration of the project with justified commercial. StatSoft India has taken the equal degree for competency building through customised training programmes to users.

### Comment on Final Delivery:

We are satisfied with the solution provided to us within the agreed time frame. We want to thank Team StatSoft India for their support & services and look forward for a long term association with StatSoft India & their product STATISTICA.

A handwritten signature in black ink, appearing to read 'Tripti Srivastava', written over a circular stamp.

(Tripti Srivastava)

Head, PM & PSTA

Total Quality Management

**TATA STEEL LIMITED**

Jamshedpur 831 001 India

Registered Office: Bombay House, 24 Homi Mody Street, Mumbai 400 001