

## 13.0 Further Support

---

The following support services are available from the CII Institute of Quality for understanding the requirements of the Model, and to develop and implement improvement action plan.

- a) Workshop on the Excellence Model  
Duration: One Day
- b) Business Excellence Facilitators Workshop  
Duration: Three Days
- c) Workshop on Assessment for Excellence  
Duration: Three Days
- d) Training and Development Programmes:  
Several training programmes are available on systems, good management practices, tools and techniques for performance improvement
- e) Counselling Services:  
CII IQ Counsellors work with Small and Medium Business organisations in self assessment and action planning for improvement
- f) Cluster Services:  
CII IQ also facilitates the formation of clusters of Small and Medium Business organisations and assists those keen on pursuing a journey for Excellence.

**Please visit [www.cii-iq.in](http://www.cii-iq.in) for further details**  
**For more details, please contact:**

**Mr. N Deep**

Deputy Director

**CII Institute of Quality**

(Sponsored by ABB Ltd)

Near Bharat Nagara, 2nd Stage,  
Magadi Main Road, Vishwaneedam Post,  
Bangalore 560 091

Ph : 080 - 2328 7690 / 9391 / 6085

Fax : 080 - 2328 9388, 2358 0314

Email : [n.deep@cii.in](mailto:n.deep@cii.in)