

# Annual Conference

INDIAN SOCIETY FOR QUALITY  
2023



Theme  
**Making Indian  
Manufacturing a  
Hallmark of Quality  
in the World**

Featured speakers from the globe are eminent **CEOs of multinational companies** that are amongst the top in the world in their respective field.



**30<sup>th</sup> November to  
2<sup>nd</sup> December 2023**



Pre-conference seminars  
**Beldih Club** (30 11 2023)



Annual Conference  
**United Club** (1&2, 12 2023)  
**Jamshedpur**

Annual conference 2023  
will be a physical event at Jamshedpur  
**The three-day event will cover**

Theme: **Making Indian  
Manufacturing a  
Hallmark of Quality in  
the World**

### Pre-conference seminars on 30<sup>th</sup> November (Venue: Beldih Club)

**1 Seminar 1 facilitated by  
N Ramanathan**  
(10 AM – 13:00 PM)  
Theme: Creating and Assuring Quality  
(Quality is not given, it has to be  
created and nurtured – Everyday)

**2 Seminar 2 facilitated by  
Anil Sachdev/ Pankaj Kumar**  
(14:30 – 17:30 PM)  
Theme: TQM Implementation in  
Service functions (including  
Implemented case studies)

### Annual Conference on December 01-02, 2023 (1.5 days)

1st December-09:30 AM – 05:30 PM, awards night 6 30 PM to 8 PM followed by dinner  
2nd December- 09:00 AM – 01:00PM and factory visit in the afternoon

**3 Chief Guest – Inaugural Session  
Soumitra Bhattacharya,**  
CEO & Director, Indian Foundation for  
Quality Management (IFQM)  
Chairman & Director, Bosch Limited

**4 Address by Business leaders, award  
winners** who have led their  
organization through quality focused  
management to achieve leadership  
position.

**5 Chief Guest: Awards Night  
Mr. T. V. Narendran**  
CEO & Managing Director  
Tata Steel Limited

**6 ISQ Awards Night: Awards** to be  
presented to eminent business leaders  
and professionals.

**7 Panel Discussion/ Coffee chat**  
Quality leaders

**8 Opportunity to **network**** with the  
industry leaders and cross learn.

**Plant Visits to Tata Steel/Tata Motors 2nd December** afternoon(15:00 – 18:00 Hr)  
(2 batches of 30 persons each on first-come-first served basis. Priority will be given to the  
outstation delegates. No separate registration fee is charged for the plant visits)

**Note:** The registration to the pre-conference seminars on 30<sup>th</sup> November 2023 would be  
with nominal charges. Delegates will have a choice of registering for either of the two or  
both the seminars. The pre-conference seminars will be held at **Beldih Club, Jamshedpur.**

#### For updates contact

Prabhakar Shettigar (Mobile: 8012580850), Dr. Pankaj Kumar (mobile-9234531259) or Nishith Sinha (Mobile: 9234500734)

Website: [www.isqnet.org](http://www.isqnet.org) Email: [info@isqnet.org](mailto:info@isqnet.org)



Invitation message  
**President** Indian Society for Quality  
**Janak Mehta**

Indian Society for Quality takes pleasure in announcing the flagship annual event ISQ Conference 2023 in Jamshedpur from November 30 to December 2, 2023.

The theme of the conference is 'Making Indian Manufacturing a Hallmark of Quality in the World.' It is a dream we have had for many years leading to various efforts to realise it. Only way to evaluate effectiveness of our effort is the ability to sell products in the markets of the developed world of USA, Europe, Japan and a few other countries. Barring a few exceptions, we are unable to sell products in these markets despite various quality initiatives launched since late 1980's.

It was hoped the Big data revolution using information and company technologies (ICT) may provide us great opportunities. These are early years, but it has not been easy to use these methods to have the desired impact so far. You are invited to participate in the conference to share your experiences and learn from others the success and failure to achieve the desired objective.

This is the first time the conference is being held in Eastern India and that too in the city of Jamshedpur that has been associated with the history of industrial revolution in India.

Eminent business leaders, executives and professionals from diverse business sectors will share their experiences at the conference.

It is expected to be a value adding experience for the participants, speakers, and the organizers. Professionals who practice quality in their respective function eagerly look forward to such annual conference of ISQ.

I invite executives from top management and professionals from all discipline as each one is responsible for quality in their outcomes to participate in the ISQ Conference 2023 to learn and share their rich experience thereby contributing to the quality of products and services being offered by Indian entities.

Janak Mehta  
President  
Indian Society for Quality

**For updates contact**

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Invitation message  
**Chairperson, ISQ Conference Program Committee**  
**Avneesh Gupta**

It gives me immense pleasure to announce the “Indian Society for Quality (ISQ)- Annual Conference 2023” to be hosted from 30<sup>th</sup> November 2023 to 2<sup>nd</sup> December 2023 in physical mode at Jamshedpur by the Jamshedpur chapter of ISQ. This chapter representing the eastern region of India has been a recent addition to ISQ.

The theme for the conference is “Making Indian Manufacturing a Hallmark of Quality in the World”, keeping in perspective the ambition of the country to become a World Class Manufacturing hub.

India’s manufacturing sector, is currently undergoing a metamorphosis, driven by production capacity expansion, active government policy support, heightened mergers & acquisitions and both Indian & Foreign investments. All these provide a lot of opportunities as well as challenges. Amid the growth, it is important to stay focused on “Quality” and demonstrate India as a hallmark in Quality in its products, processes, and services. Quality leaders are expected to play a major role in enabling this by partnering with industries and organisations, promoting the knowledge and application of Quality practices.

This Annual Conference in Jamshedpur is an effort towards bringing ‘Manufacturing Industries’ and the Quality thought leaders and practitioners together from various geographies to delve deeper into the subject. Aspects like how innovation, digitalisation and sustainability can be weaved to deliver ‘Efficient and Quality products’ is an expectation during the conference deliberations.

The conference is expected to witness many eminent speakers, along with ISQ award winners, who will be sharing their views on interesting themes. Jamshedpur, being one of the manufacturing hubs, aligns with the theme of this conference focusing on manufacturing and participants can look forward to getting some real feel of the same.

I invite participation from Senior leaders, Management professionals, Quality experts and practitioners from companies, academia, and organisations across India and beyond to join this ISQ conference in Jamshedpur to contribute their experience/ knowledge, learn from others and propagate the relevant learning across their sphere of influence. Thus, help in making Indian Manufacturing a Hallmark of Quality in the World.

Look forward to meeting you in Jamshedpur in December 2023!

Avneesh Gupta

(Chairperson, ISQ Conference Program Committee and Jamshedpur Chapter)

& Vice President TQM and Engineering & Projects, Tata Steel

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## Speakers



### **Chief Guest**

#### **Soumitra Bhattacharya,**

CEO & Director, Indian Foundation for Quality Management (IFQM)  
Chairman & Director, Bosch Limited  
Former CEO & Managing Director, Bosch Ltd.  
Former President, Bosch Group India

**Soumitra Bhattacharya**, with a rich tenure of over 28 years at the Bosch Group, has exemplified diversified leadership across multiple geographies and functions. A Chartered Accountant by profession, his journey scaled from being the Vice President of Commercial Functions at Bosch's Nashik and Jaipur plants, to General Manager at the prestigious Feuerbach Plant in Germany, Bosch's largest diesel systems manufacturing hub.

His strategic foresight during 2005-2009 leading Bosch Turkey earned the distinguished EFQM award win in 2008. Following this, Soumitra steered Bosch Ltd. as the Chief Financial Officer (CFO) from 2011 to 2016 and then as Joint Managing Director (2012-2016) and later as Managing Director (2017-2023) and as the Regional President for the Bosch Group in India until his retirement on June 30, 2023.

He assumed the role of CEO and Director at Indian Foundation for Quality Management (IFQM) in July 2023, an initiative driven by captains of industry centered around Quality, Excellence, and Innovation.

Soumitra's professional voyage, spanning 39 years, began even before his time at Bosch, with key management roles at TATA Steel, IPITATA, INDAL, and as one of the founding members for Tanishq of Titan Company Limited..



### **T. V. Narendran**

CEO & Managing Director, Tata steel Ltd  
**Will be the Chief Guest** during awards night

**Mr. T. V. Narendran** is the CEO & Managing Director of Tata Steel Limited one of the largest steel producer in the world. As the CEO & MD, he has overseen the organic and inorganic growth of Tata Steel over the last few years. This includes the Kalinganagar greenfield expansion and the acquisition of Bhushan steel and the steel business of Usha Martin. He has over 34 years of experience in the Mining and Metals Industry.

Mr. Narendran is currently on the Board of Tata Steel Limited. He is the Chairman of Tata Steel Europe, Tata Steel BSL Limited and Tata Steel Long Products Limited. He is also the Chairman of the Board of Governors of XLRI Jamshedpur. He is a member of the Executive Committee and the Board of the World Steel Association. Mr. Narendran was involved in the journey of Deming Prize for Tata Steel with a focus on creation of customer value and societal value as a means for creating corporate value. Mr. Narendran is a Mechanical Engineer from the National Institute of Technology (NIT) Trichy and did his MBA from the Indian Institute of Management (IIM) Calcutta. He is a recipient of Distinguished Alumnus Awards from both NIT Trichy and IIM Calcutta. He is a Chevening Scholar and has also attended the Advanced Management Program in CEDEP-INSEAD, Fontainebleau, France

### **For updates contact**

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## Speakers pre –conference seminars



**N Ramanathan**  
(10 AM – 13:00 PM)



**Anil Sachdev**  
(14:30 – 17:30 PM)



**Dr. Pankaj Kumar**  
(14:30 – 17:30 PM)

## Speakers – annual conference



**Dr. Jairam Varadaraj**  
Managing Director – ElgiEquipments Ltd

**R. Mukundan**  
M D & CEO – Tata Chemicals Limited.



**Arnab Banerjee**  
Managing Director & CEO CEAT Limited

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## Speakers – annual conference



**M. Sankaranarayanan**  
Executive Director-Group  
Operations –RSB Group



**SOURAV ROY**  
CEO, Tata Steel Foundation.  
Chief – CSR, Tata Steel Ltd.



**Ravindra Kulkarni**  
Head – Jamshedpur Plant  
Tata Motors Ltd



**Dr. PREM MOTWANI**  
Retired Professor, Center for  
Japanese Studies, JNU & Author



**Satyendra Kumar**  
Independent Advisor and  
Consultant to several large and  
medium scale organisations



**Mrs. Lata Sharat**  
Principal J H Tarapore School



**Priti Sinha,**  
Principal, Gulmohur High School

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## Panel discussion – Day 1

### Session Chair & Moderator



**N Ramanathan**  
Senior Counsellor & Advisor of TQM



**J Ravikant**  
Sr. Vice President &  
Head – Corporate TQM  
SRF Limited



**Manohar Sethpalani**  
Vice President QBM  
Ceat Limited



**Sundara Ramam DB**  
Vice President  
Raw Materials, Tata Steel

## Panel discussion – Day 2



**Ms. Atrayee Sanyal**  
Vice President HRM at Tata Steel



**Ms. Kiran Narendra**  
GM Mfg- Paint & Trim,  
Tata Motors Ltd. Jamshedpur



**Ms. Richa Singh**  
Head Combi Mill, Tata  
Steel Long Products



**Vishwadeepak Khandelwal**  
Head – TQM &  
Workman skill development

### For updates contact



## Registration

Indian Society for Quality invites registration from professionals, academia, independent consultants and entrepreneurs and students for the Pre-conference Seminars and Annual Conference 2023.

### Registration and participation in annual conference.

Early Bird (closes on 31 <sup>st</sup> October 2023)	Regular:
<b>Members of ISQ:</b> ₹ 10,000/- + 18% GST (Total ₹ 11,800/-)	<b>Members of ISQ:</b> ₹ 11,000/- + 18% GST (Total ₹ 12,980/-)
<b>Non-members:</b> ₹ 11,000/- + 18% GST (Total ₹ 12,980/-)	<b>Non-members:</b> ₹ 12,000/- + 18% GST (Total ₹ 14,160/-)
<b>Organisations registering 3 more delegates:</b> ₹ 10,000/- + 18% GST (Total ₹ 11,800/-) per person	<b>Organisations registering 3 more delegates:</b> ₹ 11,000/- + 18% GST (Total ₹ 12,980/-) per person
<b>Students:</b> ₹ 4000/- + 18% GST (Total ₹ 4,720/- Rupees four thousand seven hundred and twenty only)	

### Registration and participation in two pre-conference seminars

Early Bird (closes on 31 <sup>st</sup> October 2023)	Regular:
<b>Members of ISQ:</b> <b>For one seminar:</b> ₹ 2,000/- + 18% GST (Total ₹ 2,360/-) <b>For both the seminars:</b> ₹ 3,500/- + 18% GST (Total ₹ 4,130/-)	<b>Members of ISQ:</b> <b>For one seminar:</b> ₹ 2,500/- + 18% GST (Total ₹ 2,950/-) <b>For both the seminars:</b> ₹ 4,000/- + 18% GST (Total ₹ 4,720/-)
<b>Non-members:</b> <b>For one seminar:</b> ₹ 2,500/- + 18% GST (Total ₹ 2,950/-) <b>For both the seminars:</b> ₹ 4,000/- + 18% GST (Total ₹ 4,720/-)	<b>Non-members:</b> <b>For one seminar:</b> ₹ 3,000/- + 18% GST (Total ₹ 3,540/-) <b>For both the seminars:</b> ₹ 4,500/- + 18% GST (Total ₹ 5,310/-)

## Registration and payment methods

It is recommended that registration and payment of fee is made using the links below. For the organisations needing invoice for payment, the attached registration form may be filled and sent to [office@isqnet.org](mailto:office@isqnet.org). Payment is required to be made well before the event.

### Registration link for the preconference seminars: (30, November 2023)

For members: <https://rzp.io/l/VvdYyW2Etk>

For non-members: <https://rzp.io/l/jTikCSKE>

### Registration links for the annual conference (1-2, December 2023)

For members <https://rzp.io/l/oEuhc5zBB>

For non-members <https://rzp.io/l/ILbQbFPP>

For students <https://rzp.io/l/IYILYtgV>

#### Note:

- Early bird fees are applicable till 31<sup>st</sup> October 2023.
- We discourage cancellation of nomination; however, change in nomination can be made based on written request.
- Every delegate attending all the annual conference from 1<sup>st</sup> and 2<sup>nd</sup> December 2023 will receive free annual membership of ISQ for the period April 2024 to March 2025.

#### For updates contact

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## Diamond Sponsors

**TATA STEEL**  
#WeAlsoMakeTomorrow

**TATA MOTORS**  
Connecting Aspirations

## Silver Sponsors



## Sponsors



ISQ is thankful to the organisations who have been supporting us through Sponsorships during annual conferences. We look forward to your support through Sponsorship.

We invite organizations committed to quality-based management of their enterprises/institutions to kindly consider supporting the ISQ Annual Conference 2023 through sponsorship.

To know more about the types, privileges and be a Sponsor, please write to [info@isqnet.org](mailto:info@isqnet.org) or call 8012580850.

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**Indian Society For Quality (ISQ)**  
**Annual Conference 2023 - Agenda**

**Theme: Making Indian Manufacturing a Hallmark of Quality in the World**

**Dates: November 30 - December 02, 2023**

<b>Day 0 : Thursday, November 30, 2023 - Pre Conference Seminar</b>		<b>Venue: Beldih Club Main Hall, Jamshedpur - 831001</b>
1000 - 1300	<b>Seminar # 1:</b> Creating and Assuring Quality (Quality is not given, it has to be created and nurtured - Everyday) Facilitated by : Mr. N Ramanathan, Academician International Academy for Quality & ISQ Dronacharya Award Winner	
1430 - 1730	<b>Seminar # 2:</b> TQM Implementation in Service functions (including implemented case studies) Facilitated by : Mr. Anil Sachdev, President TQM International and Dr. Pankaj Kumar, Advisor TQM, Tata Autocomp Systems	
<b>Day 1 : Friday, December 01, 2023 - Annual Conference</b>		<b>Venue: United Club, Bistupur, Jamshedpur - 831001</b>
0930 - 0945	Safety announcement, Lamp Lighting & Vandana	Master of Ceremony (MC)
0945 - 0955	Welcome Address	Mr. Avneesh Gupta, Conference Chair & Chairman, ISQ Jamshedpur Chapter
0955 - 1015	Presidential and conference theme Address	Mr. Janak Mehta, President ISQ
1015 - 1020	Introduction of Chief Guest	Mr. Janak Mehta, President ISQ
1020 - 1100	Inaugural Speech by Chief Guest	<b>Mr. Soumitra Bhattacharya, Chairman BOSCH &amp; CEO IFQM</b>
1100 - 1130	Networking Break [Tea/Coffee]	
1130 - 1200	Keynote Speech # 1	<b>Mr. M. Sankaranarayanan, Executive Director - Group Operations, RSB Transmissions</b>
1200 - 1240	Keynote Speech # 2 (ISQ Ashoka Award Winner) Virtual	<b>Mr. Arnab Banerjee, MD &amp; CEO, CEAT Limited</b>
1240 - 1330	Keynote Speech # 3 (ISQ J N Tata Award Winner) Virtual	<b>Dr. Jairam Varadraj, MD ELGI Equipments &amp; Board Member Elgi Ultra</b>
1330 - 1430	Networking Break [Lunch]	
1430 - 1530	<b>Panel Discussion # 1 :</b> <b>Theme: Making Indian Manufacturing a Hallmark of Quality in the World</b>	<b>Session Chair &amp; Moderator : Mr. N Ramanathan, ISQ Dronacharya Award Winner</b> Panel Members: Mr. D. B. Sundara Ramam, VP Raw Materials, Tata Steel Mr. J Ravikant, Sr. VP and Head Corporate TQM, SRF Limited Mr. Manohar Sethapalani, VP Quality Based Management, CEAT Limited
1530 - 1600	Speech by ISQ Harsha Award Winner # 1	<b>Mr. Satyendra Kumar, Former Global Head &amp; Sr VP, Infosys Limited</b>
1600 - 1630	Networking Break [Tea/Coffee]	
1630 - 1715	Quality Management at Schools	<b>Ms. Lata Sharat, Principal J H Tarapore School, Jamshedpur</b> <b>Ms. Priti Sinha, Principal, Gulmohur High School, Jamshedpur</b>
1715 - 1745	Speech by ISQ Harsha Award Winner # 2	<b>Prof. Prem Motwani, Professor of Japanese Studies (Retired)</b>
1745 - 1800	Buffer	
1800 - 1930	Networking Break [Tea/Coffee]	
1930 - 2100	ISQ Awards Ceremony (Entertainment program, announcement of awards and acceptance speeches by award winners followed by address by <b>Chief Guest</b> ) <b>Chief Guest Awards Function : Mr. T V Narendran, CEO &amp; MD, Tata Steel (Function will be conducted by Mr. Sunil Sinha, Chair ISQ Awards Committee)</b>	
2100 onwards	Cocktail and Dinner	
<b>Day 2 : Saturday, December 02, 2023 - Annual Conference</b>		<b>Venue: United Club, Bistupur, Jamshedpur - 831001</b>
0900 - 0940	Total Quality Management principles for Social Impact	<b>Mr. Sourav Roy, CEO Tata Steel Foundation</b>
0940 - 1020	Keynote Speech # 4	<b>Mr. Ravindra Kulkarni, Jamshedpur Plant Head, Tata Motors</b>
1020 - 1115	<b>Panel Discussion # 2 :</b> <b>Theme : Attractiveness of Manufacturing sector for Millennials</b>	<b>Session Chair &amp; Moderator : Ms. Atrayee Sanyal, VP Human Resource Management, Tata Steel</b> Panel Members: Mr. Vishwadeepak Khandelwal, Head TQM, TVS Sundaram Clayton Ltd. Ms. Kiran Narendra, GM Mfg- Paint & Trim, Tata Motors Ltd. Jamshedpur Ms. Richa Singh, Head Combi Mill, Tata Steel Long Products
1115 - 1145	Networking Break [Tea/Coffee]	
1145 - 1215	Prize Distribution for QSA (5) and Sponsorship companies	Mr. Janak Mehta, President ISQ
1215 - 1255	Keynote Speaker (ISQ Planet Earth Award Winner) Virtual	<b>Mr. R Mukundan, MD &amp; CEO, Tata Chemicals Limited</b>
1255 - 1310	Summarization of conference proceedings	Mr. Subhrajit Basu, GM Tata Business Excellence Group and Vice President ISQ Jamshedpur Chapter
1310 - 1315	Announcement of ISQ Conference 2024	President ISQ Host Chapter for ISQ Annual Conference 2024
1315 - 1325	Vote of Thanks followed by National Anthem	Mr. Nishith Sinha, Honorary Secretary, ISQ Jamshedpur Chapter
1325 - 1430	Networking Break [Lunch] & End of the Conference	
1430 - 1730	<b>Plant Visit for selected delegates to Tata Steel and Tata Motors Plants at Jamshedpur (Buses would start from the United Club and drop back at the same venue) Note: Limited seats available and are booked already</b>	

**For updates contact**

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## About ISQ

Indian Society for Quality (ISQ) is a not-for-profit society established in 1996 to fill the need for a national forum for interaction among quality professionals, leaders, practitioners and academicians. ISQ is a non-partisan, independent body that attracts and invites individual members from business organizations, health care and educational institutions, government agencies and NGOs. Members share their knowledge and learn from each other. ISQ is thus engaged in both creating and disseminating knowledge.

Its mission is to “Contribute to the thriving of humanity in a healthy planet”

ISQ is well linked to similar national quality bodies in other countries. It is a board member from its very inception and has represented India in the Asian Network for Quality (ANQ). ISQ is a national partner for Quality Sustainability Award promoted by International Academy for Quality. ISQ is the face of India in the world of quality.

To know more, please visit [www.isqnet.org](http://www.isqnet.org)

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