

Dear member,

Indian Society for Quality is happy to bring its second Newsletter in 2019. ISQ is making progress in its mission of promoting Quality for Prosperity with more events in 2019. More quality professionals are joining as members in the current year and actively taking part in scaling up activities. Formation of two chapters of ISQ (Bengaluru and Pune) is the result of such efforts by the members.

The new members are bringing fresh ideas and thought process which are being converted into actions. We give below a glimpse of the year so far and the programs coming up.

### TOPS convention, Gurugram 07 June 2019



ISQ is happy to announce successful conclusion of a one-day contest on **Team Oriented Problem Solving/** improvement case studies/ projects for supervisors/ executives from OEMs, tier 1 and 2 manufacturing companies, process industry and service sector organizations with the objective to promote scientific approach towards problem solving with teamwork, customer centric approach and technical and soft skills capability enhancement by sharing/ learning through some the best case studies from organizations of repute.

Against the targeted 15 presentations, 24 teams registered for the competition from 14 organizations including manufacturing, service sectors like software, banking/insurance sectors.

[https://www.isqnet.org/category/events/reports/national/completed/Report\\_on\\_TOPS\\_Convention\\_Gurugram.pdf](https://www.isqnet.org/category/events/reports/national/completed/Report_on_TOPS_Convention_Gurugram.pdf)



### Edited by:

Vinod Venkatesh,  
Nilesh Zambare

### Events completed:

- TOPS Convention, Gurugram
- CEO through TQM, Bengaluru
- TRIZ methods, Indore
- TOPS convention, Pune
- Formation of Bengaluru and Pune chapter

### Coming up:

- 17<sup>th</sup> ANQ CONGRESS 2019 (21-25, Oct'19)
- 
- CEO through TQM, Pune (7-8, Nov'19)
- 
- 16<sup>th</sup> Annual conference, Pune (12-13, Dec'19)



CEO through TQM, Bengaluru 18-19' July 2019

The program started on 18th July at 9:30 AM with Mr. Anil Sachdev welcoming the participants and introducing the faculty as well as ISQ.

Mr. Ramanathan's interactive sessions were complemented by Mr. Shekhar Ajgaonkar of CEAT, who presented two case studies from his company. The 2-days session on TQM was covered in 10 chapters starting from Orientation to Implementation of TQM with 255 slides. The handout was appreciated by the participants.

The method of review, using the concept of 'coin drops' of key learnings was appreciated by the participants. The program saw active involvement of the participants. Three participants thanked the faculty at the end on behalf of all the participants  
[https://www.isqnet.org/category/events/reports/national/CEO\\_TQM/report.pdf](https://www.isqnet.org/category/events/reports/national/CEO_TQM/report.pdf)

### TOPS Convention, Pune 2<sup>nd</sup> August 2019



It was a one-day contest on Team Oriented Problem Solving/ improvement case studies/ projects for supervisors/ executives from OEMs, tier 1 and 2 manufacturing companies, process industry and service sector organizations with the objective to promote scientific approach towards problem solving with teamwork, customer centric approach and technical and soft skills capability enhancement by sharing/ learning through some the best case studies from organizations of repute. The event was planned and executed in a short time with the support of Pune Chapter led by Mr. Mahesh Hegde. The response was overwhelming. Against the planned 16 presentations, 27 teams registered for the competition from 18 organizations mostly from the manufacturing sector. 86 participants presented their case studies, far more than expected 50 participants.

[https://www.isqnet.org/category/events/reports/national/topsConventionPune/Report-TOPS\\_Convention\\_Pune\\_Website.pdf](https://www.isqnet.org/category/events/reports/national/topsConventionPune/Report-TOPS_Convention_Pune_Website.pdf)

### Problem Solving using TRIZ Methods - Indore

DATES : 26-27 July 2019

VENUE : Sayaji Hotel, Indore

Indian Society for Quality conducted its first event at Indore a two-day course on “Problem Solving Using TRIZ Methods” by course instructor Prof. Prakash R. Apte, Founder and President, APTinnovate, Pune on 26-27, July 2019 at Sayaji Hotel, Indore.

For details, please read <https://www.isqnet.org/category/events/reports/national/TRIZ/report.pdf>

### Formation of Bengaluru and Pune Chapter

ISQ is excited to announce formation of **Bengaluru and Pune** chapters on 1<sup>st</sup> June 2019 and 26<sup>th</sup> July 2019. A group of like-minded professionals from reputed industries and institutions joined together to form Bengaluru and Pune Chapters and work together to drive ISQ's mission.

The chapters together have decided to work on promoting ISQ events and activities, development of industry institution interaction, organize a symposium to provide a platform to both professionals, academia to showcase the research/ higher studies done in the area of quality management, develop a news journal for ISQ, to support micro or small scale industries in internalizing quality management for growth.

### Coming up

#### 17<sup>th</sup> ANQ Congress 2019

**DATES:** 21 –25, October 2019

**VENUE:** Bangkok, Thailand. Visit: [www.ang2019.org](http://www.ang2019.org)

#### CEO through TQM, Pune

A 2-day seminar program for senior management in **Creating the Extraordinary Organisation through Total Quality Management.**

**DATES:** 7 – 8, November 2019

**VENUE:** Radisson Blu Kharadi, Pune

Now in Pune, after the success in Bengaluru in July, with new session added on how to manage costs and profit. Download brochure [here](#)

#### 16<sup>th</sup> ISQ Annual Conference 2019

Get ready to participate in ISQ's flagship event **16th Annual Conference 2019.**

**DATES:** 12-13' December 2019

**VENUE:** at Hyatt Regency Pune.

Support us in the event by being a Sponsors, Delegates, case study presenters.

For the brochure, Invitation for Sponsorship and registration form, visit <https://www.isqnet.org>  
Visit [www.isqconference.org](http://www.isqconference.org) for regular updates on the 16<sup>th</sup> Annual Conference 2019.

Quality Management is an integral part of any organization including healthcare systems. Below article will give a brief insight about it.

### Quality Management in Healthcare- Medical Device – Author: **Madhusmita Choudhury**

In the domain of healthcare, medical device plays an important role to ensure the patient health, safety and diagnosis. The intended use of the medical device is that it is used for medical purposes. It can range from a simple scalpel to a programmable implant like Pacemakers.

Quality management system plays a crucial role in any industry. It is the means by which the organization can produce quality product and ensure compliance. The medical device manufacturing sector is one of the most regulated sectors. Patient safety depends on the quality of the medical devices. The regulatory requirements ensure that the organizations produce and place onto the market, medical devices which are safe for the patients.

There are several standards and regulation which are applicable for the medical devices such as

- ISO 13485: This ISO standard defines the requirements for a quality management system specific to the medical devices.
- IEC 62304: This standard provides a framework of software development life cycle processes with necessary activities which ensures safe design and maintenance of medical device software.
- ISO 14971: This is a standard for the Risk management for medical devices.
- IEC 62366: This standard aims at reducing the risk generated from use errors due to poor user interface design. This gives a framework for analysis, design, verification and validation of usability through the development cycle of the medical devices.
- 21 CFR Part 820: The Quality system regulation specifies that the medical device manufacturers must have a quality system for the design, manufacture, packaging, labeling, storage, installation and service of medical devices which is intended for distribution in the United States.

The bottom line behind medical device manufacturer adhering to the complex regulations and standards is the PATIENT SAFETY AND EFFECTIVENESS OF THE MEDICAL DEVICE.

### Collaboration for Success:

It's our pleasure to share with you that ISQ team had a meeting with Vice Chancellor, Dr. K.N Balasubramanya Murthy, PES University. During discussion, team could understand that the students are not getting enough opportunities for exposure to industry during their curriculum. Taking this point further ISQ team is planning to initiate and design a program where students will get overview about industry. ISQ would like to start with a batch of 20 students soon. PES University and ISQ agreed to work together to conduct a symposium in Feb/Mar 2020.