

14TH ISQ ANNUAL CONFERENCE 2017 REPORT



The 14th edition of **ISQ Annual Conference** was held on 8th and 9th December 2017, at Bangalore International Exhibition Centre (BIEC), Bengaluru, Karnataka, with the theme “**Quality-centred Management for Tomorrow: Insights into an evolving world**”.

The conference was special, in many ways.

- *This was the first time that the conference was held in Bangalore.*
- Secondly, as a first time, the flagship event of Indian Society for Quality was organized, working together in close support with another institution - Indian Machine Tool Manufacturers Association (IMTMA) - which is recognized as the sole voice of Indian machine tool industry. The spacious and world-class facility of BIEC, the premier International Exhibition Centre at Bangalore, was the venue for this conference.
- Yet another significant milestone for ISQ this time was the inclusion of a half-day long parallel session of Technical Papers Presentation. Organized in three streams, delegates had the benefit of learning from in-depth technical papers, presented by practicing industry executives and consultants.
- Also, in alignment with one of its objectives to recognize individuals who make outstanding contribution in the field of Quality Management, ISQ introduced a new recognition category - THE HARSHA AWARD - for professionals who have contributed in India either as individuals or through quality bodies or other organizations to the promotion of quality management principles, concepts, techniques and practices leading to the improvement in performance of the organizations they have helped.

The conference was addressed by 11 plenary speakers and 16 paper presenters, consisting of CEOs, practicing Quality professionals, subject experts and consultants. Mr Yukihiro Ando, a renowned TQM Counsellor from Japan was among the key plenary speakers. Over 210 delegates were in attendance for the two-day conference.

INAUGURAL SESSION:

The conference was inaugurated with the traditional lighting of lamp by the Chief Guest Mr Anant Goenka, Managing Director, CEAT Tyres Ltd and the ISQ Governing Council Members.

Mr. N. Ramanathan, Founder Member of ISQ and 14th ISQ Conference Chair gave the opening speech and briefed about the Theme to all attendees.

Day -1 8th December'2017 session started with welcome speech addressed by ISQ President -Mr. Kiran Deshmukh - Chief Technology Officer & Head Business Excellence-SONA Group. He extended his warm welcome to all Speakers, Sponsors and delegates at Bengaluru, the Silicon Valley of India and capital of Karnataka.

FEW GLIMPSES :



On behalf of the Governing Council of ISQ, Mr. Anil Sachdev, Hony. Secretary ISQ, read out a citation and Dr. Kiran Deshmukh presented first Harsha Award 2017 to Dr. Sarita Nagpal, Principal Advisor, Confederation of Indian Industry, in recognition of her significant contribution to the promotion of quality management principles, concepts, techniques and practices, leading to the improvement in the performance of the businesses she has helped.

Session Charis served by

Kiran Deshmukh - Inaugural Session;	Janak Mehta - Plenary 1
Anil Sachdev - Master of Ceremony	S M Balasubramaniyan - Plenary 2
J Ravikant - Valedictory Session	N Ramanathan - Plenary 3 & 4
	K V Rama Mohan - Plenary Session 5;

Total 11 - Plenary Session :

Link - Presentation <http://www.isqconference.org/speaker-presentations/>

SUMMARY TABLE OF PRESENTATIONS		
No	Speaker Name	Title of Presentation
1	Anant Goenka, Managing Director, CEAT Tyres Ltd	<u>CEAT's Journey to Deming Prize 2017: The Story of CEAT's successful challenge of Deming Prize and the lessons it holds.</u>
2	Yukihiro Ando, Independent Japanese TQM Counsellor	<u>Daily Management and Policy Management: Vehicles for Quality-centred Management for tomorrow</u>
3	Mahesh Hegde, Founder, LearnEx Consulting & TQM Counsellor	<u>Problem Solving for Today and Tomorrow</u>
4	Anup Patil, Chief Executive Officer, Intangles Lab Pvt Ltd	<u>IoT and (Re) Delivering Customer Value</u>
5	Janak Mehta, Chairman & Managing Director, TQM International Pvt Ltd	<u>History of Quality Renaissance in India and the bright future ahead</u>
6	S M Balasubramaniyan, Chairman & Chief Mentor, Digital Core Technologies Pvt Ltd	<u>Role of Quality: Emerging Trends in Service Industry</u>
7	K S G Shankar, Independent Transformation Coach	<u>Role of Quality in Industry 4.0</u>
8	K V Ramamohan, Formerly Vice President & Head (Business Excellence), Infosys Ltd"	<u>Role of Quality in providing the needed disruption in tomorrow's business</u>
9	Srijith Sreenivasan, Associate Director (Management Consulting)	<u>Quality Transformation for future in the evolving</u>

Day -1

The first keynote speaker (Chief Guest) was Mr. Anant Goenka -Managing Director CEAT Tyres Limited. In his speech he addressed CEAT's Journey to Deming Prize 2017. The story of CEAT's successful challenge of Deming Prize and the lessons it holds.

The second keynote speaker was Mr. Yukihiro Ando- Japanese TQM Counsellor and his presentation topic -"Daily Management and Policy Management: Vehicles for Quality-Centred Management for Tomorrow".

The third key speaker was Mr. Harsh Kumar -Director Mahindra Institute of Quality and his topic- “Business Excellence Journey at the Mahindra Group”.

Few Glimpses: -



There is also a **Technical Sessions-** 16 papers in three parallel streams) in the Conference, for individuals to share their research / study / implementation experience / other insights in the area of quality and organizational excellence.

Day -2

The fourth key speaker was Mr. Mahesh Hegde -Independent TQM Counsellor and his topic -“Problem Solving for Today and Tomorrow”.

The fifth key speaker was Mr. Anup Patil -Chief Executive Officer- Intangles Lab Private Limited and his presentation title was “IoT and (Re) Delivering Customer Value”

The sixth key speaker was Mr. Janak Mehta -Chairman & Managing Director TQM International Pvt. Ltd. and his topic named “History of Quality Renaissance in India and the bright future ahead”.

Coffee Chat with Bhavish: The seventh key speaker was Mr. Bhavish Aggarwal, CEO & Co-Founder, OLA Cabs and his topic -“ What QUALITY means in OLA’s business: - Coffee chat with Mr. N. Ramanathan.

Panel Discussion - “Business in tomorrow’s world: Role of Quality in providing the needed disruption”

Mr. N. Ramanathan was the moderator.



Panelists :

Mr. S M Balasubramaniyan, Chairman & Chief Mentor, Digital Core Technologies Pvt. Ltd.,

Mr. K S G Shankar, Independent Transformation Coach

Mr. K V Rama Mohan, Formerly Vice President & Head (Business Excellence), Infosys Ltd.

Introductory remarks were given by Mr. N. Ramanathan.

The eight key speaker was Mr. S M Balasubramanian, Chairman & Chief Mentor, Digital Core Technologies Pvt. Ltd., and his topic - “Role of Quality: Emerging Trends in Service Industry”.

The ninth key speaker was Mr. K S G Shankar, Independent Transformation Coach and his topic named “Role of Quality in Industry 4.0”.

The tenth key speaker was Mr. K V Rama Mohan, Formerly Vice President & Head (Business Excellence), and his topic - “Role of Quality in providing the needed disruption in tomorrow's business:.

The keynote speaker on closing of conference was Mr. Srijith Sreenivasan, Associate Director (Management Consulting) and his presentation entitled “Quality Transformation for future in the evolving world”.

Mr. Srijith Sreenivasan, Associate Director, Management Consulting, KPMG also spoke on Managing for Tomorrow: Insights into the evolving world”

Mr. Anil Sachdev- President TQMI and Secretary, ISQ and Mr. J. Ravikant - Vice President & Head Corporate TQM, SRF Limited, Member Governing Council, ISQ presented best Technical Paper presentation award.

In the end, Mr. J. Ravikant -Vice President & Head Corporate TQM, SRF Limited, & Member Governing Council, ISQ gave closing speech and expressed his gratitude to all those who made this event a reality and a great success and announced 15th Annual Conference dates. (15th ISQ ANNUAL CONFERENCE -DECEMBER-14th & 15th 2018. VENUE : CHENNAI



Thank you SPONSORS; GUEST; DELEGATES for your precious time and making this conference a big success.

