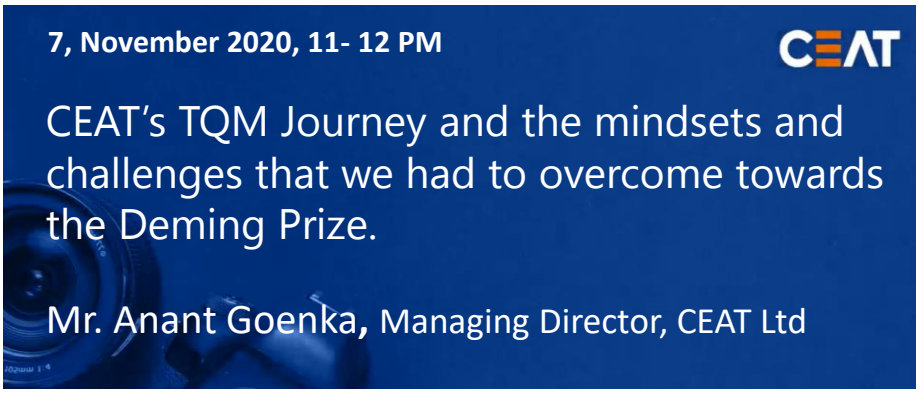
Indian Society for Quality

QUALITY MONTH CELEBRATIONS – 2020

- ✓ Let us celebrate quality month – November 2020 learning from each other and contributing to the wellbeing of our organizations and the society at large.
- ✓ ISQ is pleased to announce series of four online lectures by top Quality leaders, one every Saturday this November. Each lecture will be one hour long including Q & A. Expect high value adding sessions. It will be online.
- ✓ **Join us in our efforts**. Let us learn from the experts and make quality happen.

Block your dates now. (7, 14, 21 and 28 - November 2020) Entry is free for quality community. Interested participants are advised to register using the google form link https://forms.gle/t7C5aA2o7QGumjWQ8 Link to log-in will be sent to the registered participants on first come first serve basis.



Mr. Anant Goenka, 39, is the Managing Director of CEAT and a Member of the Management Board at RPG Enterprises. He is also the former Chairman of Automotive Tyre Manufacturers' Association (ATMA).

Anant has over 15 years of experience during which he has worked in CEAT, KEC International and Hindustan Unilever.

Anant has been recognised by Forbes as the "Next Generation Business Leader of the Year" in 2017 and as "India's 40 under 40 Business Leaders" by Economic Times-Spencer Stuart. He also led CEAT to win the Deming Prize in 2017, one of the most prestigious global quality awards in the world.

Anant is an MBA from the Kellogg School of Management and a BS (Economics) from the Wharton School, University of Pennsylvania.

Synopsis

CEAT is an Indian tyre company which has transformed itself into a vibrant and successful enterprise through a management approach centred on quality. CEAT is an open and transparent organization that, in a 12-year journey, has built trust with its employees who have contributed wholesomely to all round improvements. From a number 4 position in market share, CEAT tops in two-wheeler tyres, and has expanded its capacities in radial tyres for cars and trucks, and built a solid market reputation. It has developed its technological capabilities, and is dedicated to serving its customers. In the process, the company has also achieved healthy financial results. CEAT won the Deming Prize in 2017.

Mr Goenka will describe the process of such a transformation through quality and the way ahead.

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14, November 2020, 11- 12 PM

100 years of Quality

Mr. N. Ramanathan, Former President, ISQ
Senior Counsellor, Advisor - TQM

Mr. N. Ramanathan, 73, known as Ram to friends is a founder member and past President of Indian Society for Quality (ISQ), and has been on the Board of Asian Network for Quality (ANQ). He has been ranked Academician in the International Academy for Quality (IAQ) and serves on its Board, while also chairing its Think Tank on Quality in Planet Earth Concerns. He has been involved in several leadership roles in promoting quality in India. Ram has a degree in Mechanical Engineering and did his Masters from IIM, Ahmedabad (1969). Ram has an industrial background having worked in diverse functions and having headed for six years the joint venture company SRF Nippondenso, near Delhi. He has been in the quality field for over 27 years now and has counselled and taught companies for the past 14 years. He has been associated with twelve successful Deming Prize challenges to date including Ashok Leyland, CEAT, SRF, Indus Towers, JSW, Mahindra group of companies, Tata Quality management Services, Tata Steel, and two for his parent company, SRF, where he continues as adviser. Ram has received the Dronacharya Award in 2018 from ISQ for his contributions to teaching and counselling on quality, the Ishikawa-Kano Silver Medal of ANQ for long-term contributions to quality, and the Yoshio Kondo Award of IAQ for academic research.

Synopsis

A Hundred Years of Quality

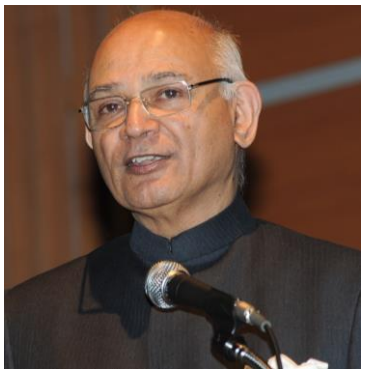
The Quality community that the Indian Society for Quality serves is vast, as it includes everyone whose primary profession relates to the Quality discipline; practitioners who apply Quality philosophies, methods and techniques in their work; and leaders who provide their institutions with directions and contexts so essential to the practice of Quality.

Effective communities tend to be cognizant of their antecedents, which in the case of Quality are deep. Some of the principles and methods we take for granted today may have originated a century ago. The Quality field has been evolving continuously, and remains vigorous, resilient and adaptive.

This hour-long online talk will trace the evolution of Quality from the 1920s when control charts and sampling methods were developed. Quality borrowed from Scientific Management, Industrial Engineering, Ford's Mass production methods, the statistics and experimental methods of Pearson and Fisher, and the Human Relations school, and thus became robust. ASQC and JUSE were founded in 1946. In Japan, Deming's lectures from 1950 and Juran's from 1954, as also Feigenbaum's coinage of the term Total Quality Control, triggered a revolution, which was built upon by Japanese masters like Ishikawa and Mizuno. QC circles, Toyota Production System and Total Productive Maintenance emerged as also Quality Function Deployment. America witnessed a Quality resurgence from 1980, which led to a global renaissance by 1987. Kano brought up the concept of Attractive Quality. In the West, TQM mutated to Six Sigma, while the Toyota Production System became Lean and the two merged to form Lean Six Sigma.

The further evolution of Quality is in the direction of integration with strategy, precautionary principles that mitigate harm to the planet and society, expanding Quality application to all sectors, and skillful adaptation to a digitalized era and new technologies.

With the power of perspective, we can achieve great deeds.



21, November 2020, 11- 12 PM

Quality – The Essence of Being

Mr. Janak Mehta, CMD TQM International

Mr. Janak Mehta is a pioneer for promotion of quality management in India. Having worked in industry for 25 years including as Chief Executive of BECO Engineering. While in Industry he initiated the quality movement in India since 1983 through Association of Indian Engineering Industry now known as Confederation of Indian Industry (CII) as its Chairman of Engineering Services Committee. In 1988 he established the TQM Division of CII as an Advisor and established relationship with the Union of Japanese Scientists and Engineers (JUSE). Since then he has been involved with many Japanese counsellors in guiding Indian industries in their journey of TQM and challenging Deming Prize. In 1992 he established TQM International Pvt. Ltd. and has promoted quality across hundreds of companies in India and overseas in collaboration with Komatsu for TQM and Motorola for Six Sigma besides guidance from Prof. Hitoshi Kume and Prof. Noriaki Kano in close cooperation with JUSE. For 3 years he was involved in establishment of standards for Quality Management Systems through International Organization of Standardization (ISO)

He was instrumental in establishing Quality Council of India (QCI) in 1995. Then Indian Society for Quality (ISQ) in 1996 as Founding President. In 2003 he represented ISQ to become a founding member of Asian Network for Quality (ANQ) and subsequently became the Chairman of ANQ 2009-2010. Thereafter he has been honorary director of ANQ. He was the first person to be invited from India to become a member of International Academy for Quality (IAQ) the apex body of quality professionals in the world in 2009. He subsequently served as President and then Chairman of IAQ. After that he was given the highest honour being elected as Honorary Member.

He has addressed organizations in over 40 countries as keynote speaker or as invited speaker. His contribution has been recognized through various awards by IAQ, ASQ, APQO and Deming Award by Japan. He has taken the challenge to integrate digitization, IOT and Analytics with quality management through TQMI and Intangles Lab Pvt. Ltd. that specialises in using Digital Twinning to improve customer experiences and business performance.

Synopsis

An attempt has been made in this presentation to extend the use of TQM concepts and principles for self-development of an individual. How to identify true quality characteristics, the essence of human being? Understand the composition and the nature of human being. Evolve a system of continual improvement to remove the layers of impressions which shroud the essence. These impressions which form the unconscious depth layer of the mind cause the human being to think feel and act contrary to the true nature. This is a practical guide to first understand the true nature of human being, identify the obstacles and how to substitute negative quality characteristics with the positive quality characteristics so as to unfold the essence of human being.

Indian Society for Quality

Mr. Avneesh Gupta is working as Vice President TQM & Shared Services in Tata Steel Ltd. He is responsible for asset, utilities and infrastructure management of the 10-million-ton integrated steel works at Jamshedpur.

He is an electrical engineer by qualification & also completed post graduation in business management from XLRI.

He is also a TOC Application Expert certified by Goldratt Schools. During his stint as Chief TQM at Tata Steel, he successfully spearheaded the efforts of Tata Steel in challenging the Deming Application Prize culminating in Tata Steel becoming the first steel company outside Japan to be awarded the prestigious Deming Application Prize in 2008.

Synopsis

Quality focus and management are key pillars of business stability and success. Failure to adhere to quality principles can lead to tragic consequences. Organizations should guard against causes like, Ignorance of detected risks or Importance to volume over quality or Erroneous business culture as few of the many causes leading to quality failures.

With advancement of technology coupled with ever increasing customer expectations, companies are faced the challenge of staying relevant in their business. Adapting the management systems to reflect these changes is a strategic imperative for organizations. A right balance of technology and quality focus is the recipe for 'Survival of the Fittest'! In a competitive environment, a steadfast focus on quality to enhance efficiency and eliminate waste, coupled with technological advancements that help innovate product and processes, will surely help companies create value for its stakeholders.

An integrated steel plant poses several challenges emanating from the nature of operation, conflicting business needs (sustainable volumes vs customized quality/ quality), varied people skills and differentiated service requirements. Creating a quality culture across the breadth and depth of the organization is a daunting task and it can be achieved only through decades of perseverance.

At Tata Steel, over three decades of unwavering Quality focus by the management and the workforce, has helped embed a quality culture that gives the organization a decisive competitive edge. An integrated Total Quality Management (TQM) framework helps propagate a common language across the organization and works as binding glue.

While TQM is all pervasive (applied across all functions), keeping the customer at the center and changing the mind set of the organization from Quality Control to Quality Assurance (QA), has been a key success factor. Quality assurance helped ensure alignment & integration and quality focus across the value chain. Cascading the end customer requirement to up-stream processes enhanced the accountability and customer centricity. Integration of technology with existing quality system has further strengthened the QA process.

Riding the wave of digital disruption through adoption of technological models (process visualization, mathematical modelling, in process quality inspection etc.) will ensure survival of the fittest! This is a never ending journey and the quest for 'North Star' continues…