

Indian Society for Quality completed **25 years** of existence in 2021 and restated its mission in the Silver Jubilee Year as

“ **Contribute to the thriving of Humanity in a healthy planet** ”



Quality **Month Lectures** **2023**

These inputs will be of high value addition to the professionals, academicians, and entrepreneurs in achieving the individual and organizational goals.

Like every year, we have invited thought leaders from different segments to share their

Vision on the role of Quality for being competitive

For registration, please [click here](#)

ISQ is pleased to announce **series of four online lectures by top Business leaders**, one every Saturday this November. Each lecture will be an hour-long + Q & A with high value additions.

Let us celebrate Quality Month – November 2023 learning from experts and resolving to pursue quality initiatives that add value to the customer and the society, thereby achieving business goals.

Coming up
ISQ Annual Conference
2023

on 30 11 2023 to 02 12 2023

Visit
<https://isqnet.org/AnnualConference2023>
for updates



NOV 4th 2023 • 10 30AM – 12:00PM

TOPIC

Supplier relations and quality-based partnership in a time of deglobalization

Dr. Lars Sorqvist is an international expert in Quality Management who has been working worldwide with quality for 30 years. He is President and board member of the International Academy for Quality (IAQ) and president of Sandholm Associates, a leading provider of training in quality management and excellence in Europe founded in 1971.

As an advisor and educator, Dr Sorqvist has conducted training and management seminars in a large number of companies and organizations in many countries on most continents. He also acts as a mentor and coach for executives, leaders, and quality professionals worldwide. As an author, Dr Sorqvist has written many articles and books on Quality Management, Continual Improvements, Lean, and Six Sigma.

Dr Sorqvist is also a researcher and professor connected to several universities worldwide. His background is from the Royal Institute of Technology in Stockholm and has been part-time professor at Shanghai University in China. He is a member of the Advisory Committee of the Shanghai Association for Quality (SAQ) and a past board member of the American Society for Quality (ASQ).

SYNOPSIS

In most industries, a significant part of the total value created for the end-customer comes from external suppliers. In some cases, as much as 80% of the total value added may originate from suppliers, but more commonly it's around 50%. Typically, these deliveries also consist of increasingly complex and significant content. This means that suppliers today greatly impact how a business succeeds and the quality achieved.

In a short time, dramatic changes have occurred in the world in which companies operate. Covid-19, geopolitical crises, climate-related challenges, and trade wars have resulted in the frame of possible suppliers rapidly decreasing. This represents a shift from a market dominated by buyers to a market more and more dominated by sellers. We have even observed companies needing to stop manufacturing for weeks due to a lack of material or components. This constitutes a new strategic situation for purchasing in many organizations.

The competition for the best suppliers is intensifying. A supplier consists of a unique interconnection of important internal competencies. In many cases, replacing a well-performing supplier is very difficult. This leads to a strong need to focus on supplier relationships, partnerships, and deepened improvement cooperation. The time when suppliers successfully could be played against each other regarding purchase price is over.

In this seminar, Dr. Sorqvist will talk more about this development and share his experiences from being a close advisor to several successful Swedish and European companies in this field.



NOV 11th , 2023 • 11AM – 12:30PM

TOPIC

Quality in Higher Education

Dr. K.N. Subramanya currently working as Principal, RV College of Engineering, Bengaluru. He did his B.E in Industrial and Production Engineering, M.Tech in Industrial Management, MBA with HR specialization and Ph.D. in Supply Chain Management. Has total 30 years of experience in Teaching, Training & Consultancy, Research and Administration. Academic and Research expertise includes Operations Management, Supply Chain and Logistics Management, e-Enterprise Modelling, Simulation Modelling and Analysis, Decision Sciences and Applied Ergonomics. Has guided more than 100 UG and PG projects. Guided four research scholars (three from VTU & one from Jain University) / guiding one Research Scholar under VTU-Belagavi. Published 147 papers in refereed National and International Journals and Conferences. Authored Chapters in 10 books. Filed two inventions, which are in the final stage. Executed several funded projects, consultancy assignments and co-ordinating the projects & consultancy at the institution, worth to the tune of Rs. 18.0 cores in the last three years. Established 26 Centres of Excellence / Competencies at the college level including Industry partners. Instrumental in signing MoUs with over 100 Industries / HEIs / Research Organizations and 4 Universities abroad for joint academic and research collaborations. He is a member of various statutory committees both at the National and State level. Serving as member of more than 10 Professional for collaborative works and networking. His hobbies include listening to music and playing cricket.

SYNOPSIS

Quality in higher education has gained increasing attention and importance in the past decades. It refers to the processes and outcomes of higher education that meet or exceed the expectations and needs of various stakeholders, such as students, faculty, employers, society, and government.

Quality culture is the shared values, beliefs, and attitudes that foster a commitment to quality among all members of the higher education community. Quality culture can be influenced by various factors, such as leadership, vision, communication, participation, recognition, or accountability.

TQM is important for higher education because:

- It can help higher education institutions, students to be customer focused understanding expectations and needs of their customers such as students, parents, employers, and society.
- It can enhance the performance and reputation of institutions and students by ensuring excellence in teaching, learning, research, and administration.
- It can foster a culture of continuous improvement and innovation among the staff and students. It can provide a mindset and tools to evaluate and improve their quality standards and processes.
- It can enable students, staff and the institutions to adapt to the changing demands and challenges of the global market and society.
- Overall, it will make the students ready to be good professionals and citizens



NOV 18th , 2023 • 11AM – 12:30PM

TOPIC

LIVING “ZERO DEFECT” QUALITY

Mr. P Kaniappan was appointed Managing Director, WABCO India Limited in July 2014. As on March 2022, ZF Commercial Vehicle Control Systems India Limited is the new name of WABCO India Limited following ZF’s acquisition of WABCO in May 2020. Prior to this, he led WABCO in the strategic growth market of India as Whole-time Director since 2009 following the company’s acquisition of a majority stake in the Brakes division of Sundaram Clayton Limited. Mr. Kaniappan started his career as a graduate engineer trainee at Sundaram Clayton Moped division in Hosur, India. In 1992, he joined the Sundaram Clayton Brakes division located in Chennai, India, and held various management roles of increasing responsibility within the Brakes business. In 1999 he moved to the Foundry division as the business head. In 2001, he became the operations head of the Brakes business and later became President (operations) of the Brakes division.

Mr. Kaniappan holds a Bachelor’s degree in Mechanical Engineering from the National Institute of Technology Suratkal, Karnataka, India, and a Master’s degree in Manufacturing Systems Engineering from the University of Warwick, UK. In addition, he earned an Executive MBA from the Great Lakes Institute of Management in Chennai, and has completed the Wharton Business School’s Advanced Management Program at the University of Pennsylvania, USA.

Mr. Kaniappan was ranked amongst the top 100 and Best CEO’s in 2016 by Business Today (BT) a largest circulated business fortnightly magazine in India. He was also recognized with Frost & Sullivan’s IMEA Lifetime Achievement Award in 2018, for his contribution to the manufacturing sector. In recognition of his leadership in not only leading his organization but also guiding others, making exceptional contributions through the practice and promotion of quality management of sustainable results, with humility, industry, and passion he was conferred the Ashoka Award by ISQ in 2022. He was also recognized by NIQR as “Outstanding Quality Man – 2023” in September.

SYNOPSIS

In India’s automotive industry, the journey of quality management has been a remarkable one, evolving from the ancient practices of craftsmanship inspired by temple architecture to the adoption of Total Quality Management (TQM) principles, and finally, embracing a zero-defect culture. It’s a privilege to reflect on this journey of transformation that has brought us to the forefront of global automotive manufacturing.

The roots of India’s commitment to quality can be traced back to the timeless traditions of our temples and artisans. The meticulous craftsmanship in the construction of temples exemplified precision and dedication. This spirit of craftsmanship laid the foundation for a quality-oriented work culture.

The advent of Total Quality Management in the 20th century marked a significant shift in the industry. Inspired by global practices, Indian automotive companies began implementing TQM principles, focusing on customer satisfaction, employee involvement, process improvement, and continuous innovation. This era witnessed a growing emphasis on quality standards, product reliability, and competitiveness.

Today, as we stand on the cusp of a new horizon, the Indian automotive industry is transitioning into a zero-defect culture. This approach not only embodies the culmination of decades of quality efforts but also aligns with the industry’s aspirations to meet global standards and exceed customer expectations.

A zero-defect culture represents a relentless pursuit of perfection. It entails a holistic approach, encompassing advanced technologies, stringent quality control, and a mindset that leaves no room for errors. It’s a commitment to delivering products that are not just reliable but outstanding in every aspect.

As we move forward, the key to sustaining and accelerating this journey lies in our collective dedication to innovation, technology adoption, and a relentless pursuit of excellence. Our customers deserve nothing less. In a world where quality is synonymous with reliability and success, the Indian automotive industry is poised to set new benchmarks and elevate its global standing.

The World continues changing. We need to reshape our journey. Quality needs to be transformed. What lies at the core of Quality Excellence? It can be summarized as with 5Ps

People – Leadership and People Development

Prevent – Zero Defect Environment and Risk Management

Perceive – External and internal Customer and Supplier Focus



NOV 25th , 2023 • 11AM – 12:30PM

TOPIC

Anecdotal Experiences

Mr. S. Sandilya is presently Chairman, Eicher Group

His working and professional career spans over 51 years.

He started his career in 1969 with DCM group of companies at their Group Headquarters in the Finance function followed by Union Carbide where he worked for five years in three locations namely Delhi, Kolkata and Chennai in Systems as well as Finance and Accounts.

Mr. Sandilya joined Eicher in 1975.

He has been a part of the growth journey of the Group and held various positions in different business units. He was the Managing Director of Eicher Motors Limited, the Commercial Vehicles Manufacturing business unit of the Group till 1998 before moving to the Group Office to take responsibility for Group Finance and Strategic Planning in addition to being the MD of Eicher Motors. He was appointed Group Chairman and CEO in April 2000. The group's portfolio at that time included Agricultural tractors, Commercial vehicles, Motorcycles, Engineering Components, Engineering Solutions, Garments, Leather Products and Business Consulting Services. He is the Non-Executive Chairman from 2006 after superannuation.

He has been chairman / member on the Board of Directors of a few reputed companies in the auto components, engineering and infrastructure sectors.

Mr. Sandilya was also the President (Non-Executive) of SOS Children's Villages of India (SOS India) from July 2007 to October 2019. SOS India is a Not-for-Profit organisation which provides care, compassion and career to disadvantaged Children of our society. It is an International Organisation by name SOS Kinderdorf International headquartered in Innsbruck Austria present in 134 countries and SOS India is the largest single country operation.

He is currently holding or recently held the following:

National:

Chairman of Lean Management Institute of India.

Past President of the Society of Indian Automobile Manufacturers (SIAM).

Has been a member of National Council of the Confederation of Indian Industries (CII) for many years

International:

Past Member of the Board of Lean Global Network, USA

Past President, International Motorcycle Manufacturers Association, Geneva

He is a Commerce Graduate from Madras University and an MBA from the Indian Institute of Management, Ahmedabad.

SYNOPSIS

It will be an opportunity to listen and learn from the rich experience sharing by Mr. Sandilya with anecdotes, who has been part of evolution of Indian industries over years.

Indian Society For Quality

Annual Conference 2023



30th November to **2nd** December 2023

Pre-conference seminars - **Beldih Club**

Annual Conference – **United Club**

Jamshedpur



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

Theme

Making Indian Manufacturing a Hallmark of Quality in the World

For registration, please [click here](https://isqnet.org/AnnualConference2023/) or visit <https://isqnet.org/AnnualConference2023/>

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