

REPORT ON 15th ISQ ANNUAL CONFERENCE 2018

ISQ is happy to announce successful conduct of 15th Annual Conference 2018 on 14-15, December 2018. Delegates from various segments of engineering, service and academia participated in the conference actively.



Venue	: Holiday Inn, Aerocity, New Delhi
Date	: 14-15, December 2018
No. of days	: 2
No. of delegates	: 120
Key note Speeches	: 9
Case study presentations	: 14

Theme :


Exponential growth in the industry with the rapid advancement in the connectivity, mobility, analytics, scalability helped by rapid digitalization using big data, machine learning, artificial intelligence, automation, and recent great strides in life sciences are all poised to change the way we live.

Through these tools which define Quality 4.0; Quality professionals are expected to make Quality Management Systems to contribute to bottom line of an organization by integrating Quality Process and data to the overall ecosystem, which drives innovations while improving overall quality. The conference is aimed at bringing out the best insight to Quality 4.0 and the road ahead through the address by experts, implementation experiences and challenges faced through case studies from the best of organisations.

Hence the theme "Quality 4.0: Preparing for the Digital Age."

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Sponsors :  **ELGI** Always Better.  **HERO**  **INDUS TOWERS**  **SRF** We always find a better way.  **SONA BLW** MORE TOUGH. PER GRAM.  **TQMI** QUALITY FOR HUMANITY

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- Simpson Electric
- TVS Motors Company
- Tega Industries Limited
- Gammonengineers

Conference on 14-15, December 2018

Day -1, 14th December'2018

Inaugural Session, Welcome Remarks & Theme Address

The conference began with lighting of lamps by Chief Guest Mr. Kiran Karnik, Guests and GC Members. Mr. Kiran Deshmukh, President ISQ welcomed the guests and delegates and gave the Theme Address.



DRONACHARYA AWARD



Dronacharya Award is given to recognize people who have made significant contribution to the Indian society through their work of teaching and counseling in the field of quality management with humility, dignity, respect for others and a sense of service.

The Governing Council of ISQ is pleased to honour Mr. N. Ramanathan with Dronacharya Award for his enormous contribution in helping Indian industry to become globally competitive leading to economic prosperity for the people of India. Mr. Janak Mehta read out the Citation to Mr. N. Ramanathan. The Award and the Citation were given to Mr. N. Ramanathan by Mr. Janak Mehta and Mr. Kiran Karnik. Mr. N. Ramanathan in his acceptance speech talked about his Guru Dr. Hotoshi Kume, his association with CII, Mr. Janak Mehta, Dr. V. Krishnamurthy in his journey of TQM which finally led to spearheading the TQM effort of SRF businesses. He urged on the need of adding society in addition to design, suppliers, production or service, and customer experience in the term Quality. He developed his own model called QBM (Quality based Management) where he stressed on enabling humanity to thrive in healthy planet through Quality.



Keynote Address by the Chief Guest

Mr. Kiran Karnik, Chief Guest in his keynote address took us two decades back when export scenario was promising but the perception of Indian products was known as “cheap products” specifically related to Quality. He also spoke about the challenges faced in the emerging software industries at that time, when there was huge potential for export but had to change the perception on Quality of products from India. He explained how this challenge was overcome by usage of international standards like CMMI and other efforts which led to a change towards recognizing Indian software even better than the developed nations in terms of Quality.



Guest Speakers & Case study Presentations

The programme for both the days were well structured to have Address by eminent personalities from Industries and Academia and the case study presentations from some of the best industries on the on the field experience of implementation of the Quality 4.0 concepts, challenges faced and the final benefit realized. Opportunity was

given to the delegates to interact with the Speakers and the case study presenters through question, answer session at the end of each presentation.

Speakers Mr. Ravi Kumar Pisipaty, Plant Head, Hero Motocorp, Mr. R. Sivanesan, SVP, Quality, S&SC, Ashok Leyland spoke about the digitization efforts in the process, customer feedback and how they have benefited the customer and the organisation. Dr. V. Kovaichelvan, Director- TVS Institute for Quality & Leadership spoke about Quality Management in Engineering Education - for employability and sustainable competitive advantage and effort of TVS Institute in this direction. Mr. Amol Mate brought out the technicalities of Quality 4.0 focusing mainly on IIoT and shared his own experience on IIoT enabled manufacturing quality transformation and digitization of manufacturing plants and gave a live demo of digitized monitoring.



Case study from SRF Limited, CEAT Limited, Mindarika, GMR group and Hero Motocorp were presented on the first day. Good interaction at the end of each case study presentation showed the active involvement of the delegates in case studies.

Day -2, 15th December'2018

Highlight of Day 2 was the address by distinguished speakers from mix of Industry, Support services and Academia. Eminent speakers from Academia, Prof. Prem Vrat, Pro-Chancellor, Professor of Eminence & Chief Mentor at Northcap University and Prof. R. Jayaraman, Professor- Operations Management, SPJMIR Mumbai got the standing ovation from the delegates. Prof. Prem Vrat spoke about the role of quality of education on quality of products and services in the Indian context. He also touched upon the value grid and how it effects the customer orientation.

Prof. R. Jayaraman took the audience through the world according to Industry 4.0 and presented data on how it has benefited industries through improvement in OEE, reduced costs, improved product overall quality and increased capacity to innovate.

Mr. Bimal Dayal, CEO, Indus Towers, took the audience through the TQM Journey of Indus Towers on the challenges faced in implementation after Indus Towers took TQM as guiding philosophy and becoming the winner of Deming Award 2018.

Mr. Santosh Gonsalves, Director, Liradolf Information Technologies & Engg Services P Ltd, touched on the technology part of Quality 4.0 and its implementation as a service provider. Both the speakers kept up the interest of the audience.



Case studies were presented by CEAT, Ashok Leyland, Schneider Electric, Sona group, Indus Towers, IJL, Infosys, Subros which gave an opportunity to learn on experience of different types of organisations including service industry like Infosys.



Recognition:

Ashok Leyland and Subros received the best case study presentation awards. ISQ expressed its gratitude towards the Sponsors by giving the token of appreciation.

Conclusion :

The conference ended with summing up and concluding remarks by Mr. Amit Sharma and Vote of Thanks by Mr. R.B Singh.



The organizing committee comprising of following members thank all the delegates, Sponsors, Guest Speakers and the Guests for their whole-hearted support and participation.

Organising committee:

Mr. Kiran Deshmukh, Mr. Anil Sachdev, Mr. R. B. Madhekar, Mr. J. Ravikant, Mr. R. B. Singh, Mr. Amit Sharma, Mr. Prabhakar Shettigar.

ISQ is happy to announce its 16th ISQ Annual Conference in DECEMBER-12th & 13th 2019 at PUNE.