

# Quality – The Essence of Being!

At ISQ Quality Month  
On November 21, 2020

By Janak Mehta, CMD – TQM International (TQMI)  
Honorary Member – International Academy for Quality (IAQ)  
Former Chair – International Academy for Quality (IAQ)  
Former Chairperson – Asian Network for Quality (ANQ)  
President, Indian Society for Quality (ISQ)

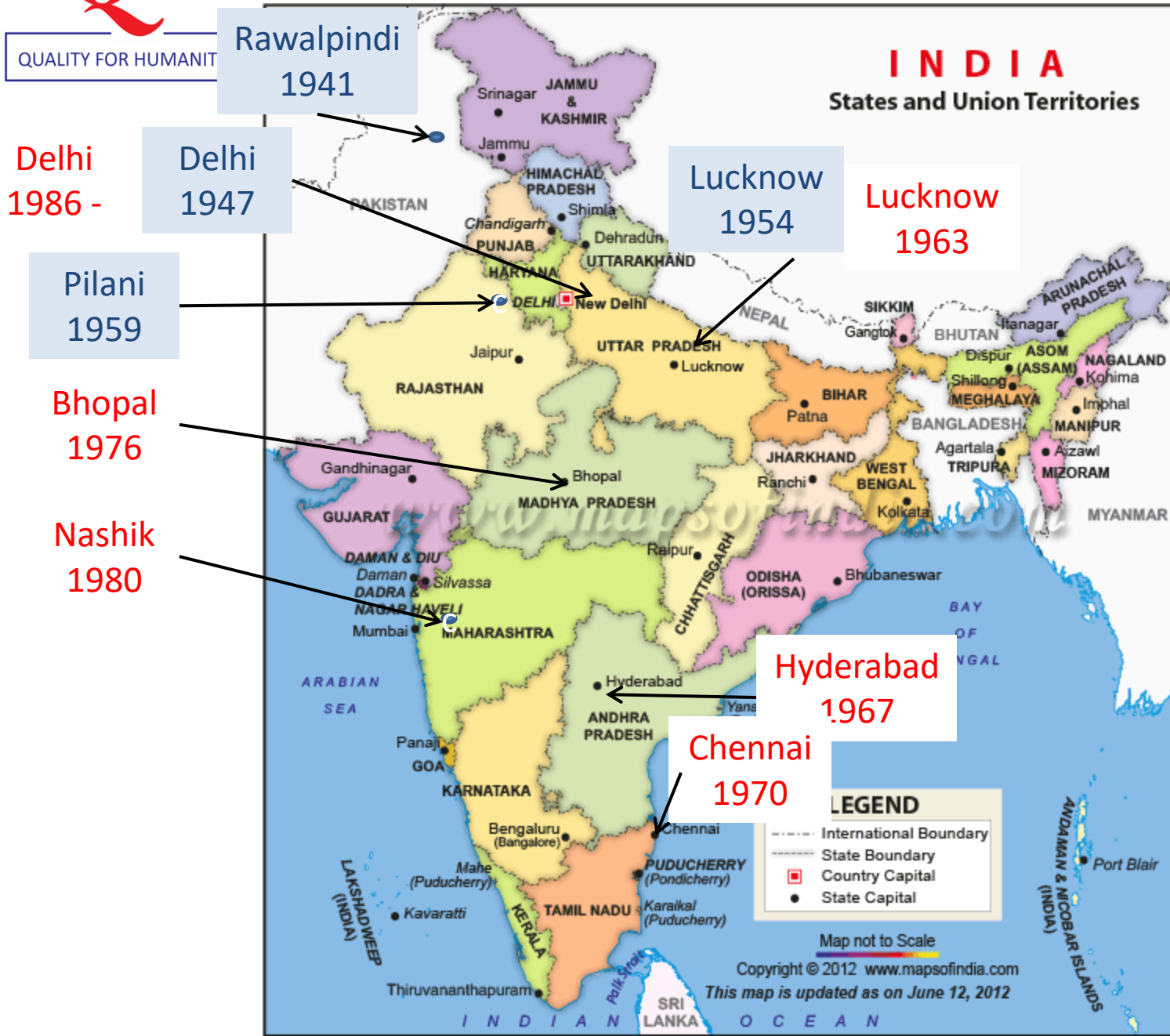
Awarded:  
Deming Prize – JUSE, Japan  
Founders Medal - IAQ  
Lancaster Medal – ASQ, USA

# Content

- My background and realization of the need for quality
- Quality characteristics of human being
- How to unfold the essence?
- TQM as thought revolution in management
- Driving force for motivation – Two principles

My apologies to the ladies in the audience. In this presentation I have used the term 'Man' in place of human being for ease in use of English language. It implies women and transgenders as well. I beg your pardon.

# 1. My background



## 2. Realization of the Need for Quality

- Struggled and found inadequacy in knowledge and methods
- Paradigm:
  - Quality Improvement requires better machinery and equipment
  - More cost due to excessive import of machinery
  - License raj; No need for Quality

- High cost of machinery
- Increasing foreign debt

**• Cannot go on for ever;**  
**• Reforms are imminent**



# Phase I: Start up – Learning and experimentation – A Pilot

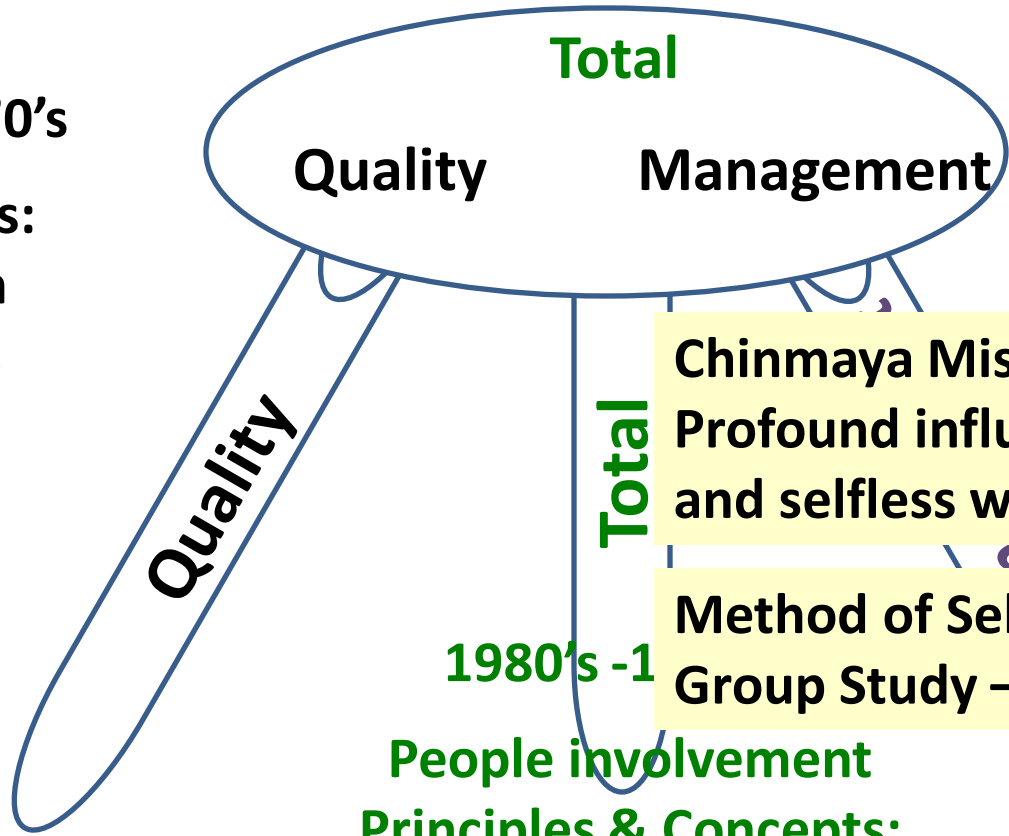


**Pranam**

1950's – 1970's

Quality Tools:

- Inspection
- Standards
  - SQC
- Systems



1980's – 2000's

QCC  
DWM

Chinmaya Mission: Study Groups:  
Profound influence for social change  
and selfless work (1980)

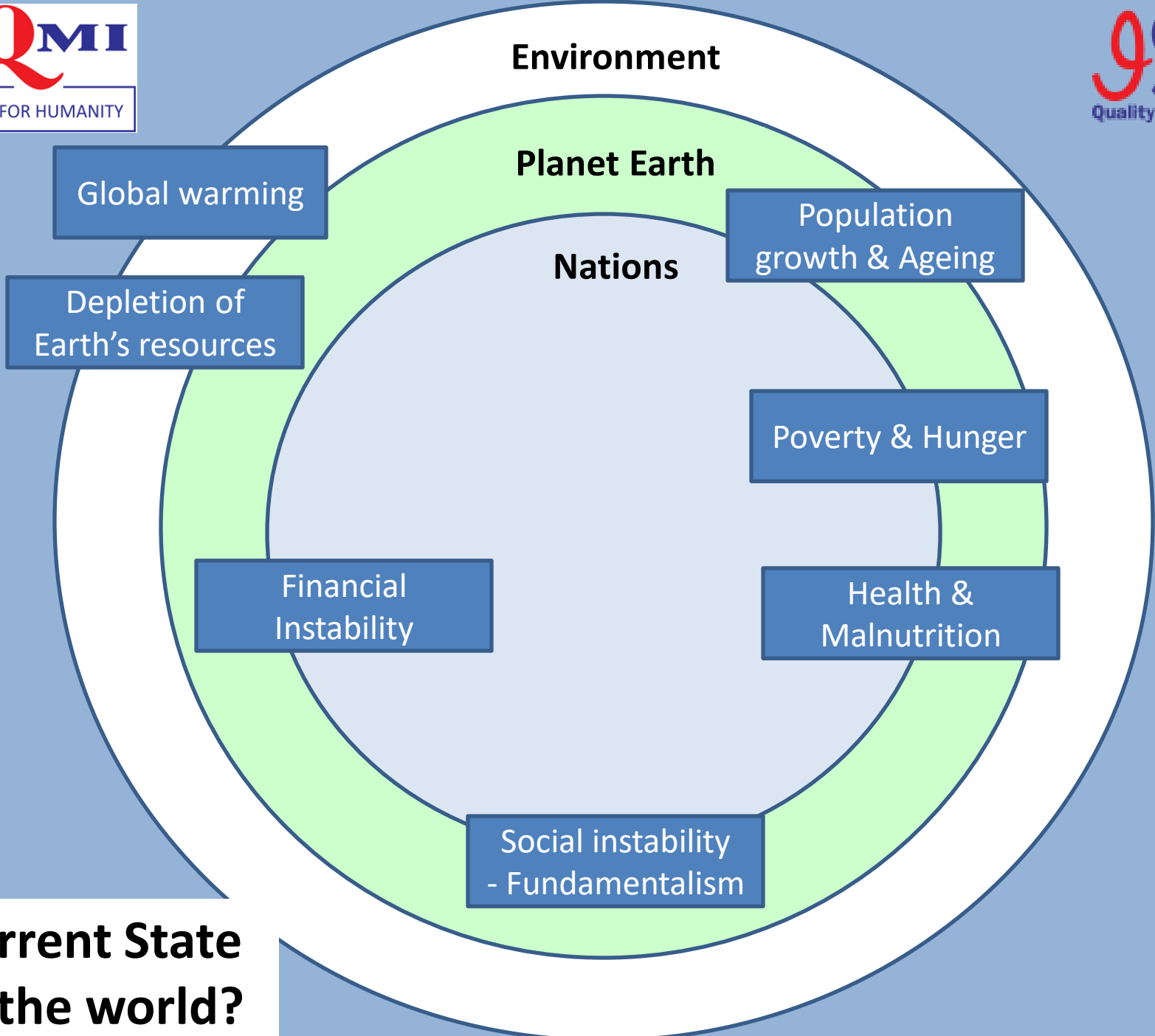
Method of Self Study and  
Group Study – Prof. Ishikawa (1983)

1980's -1

People involvement  
Principles & Concepts:

- Respect for people
- Customer focus
- Fact based
- Quality - Product life cycle

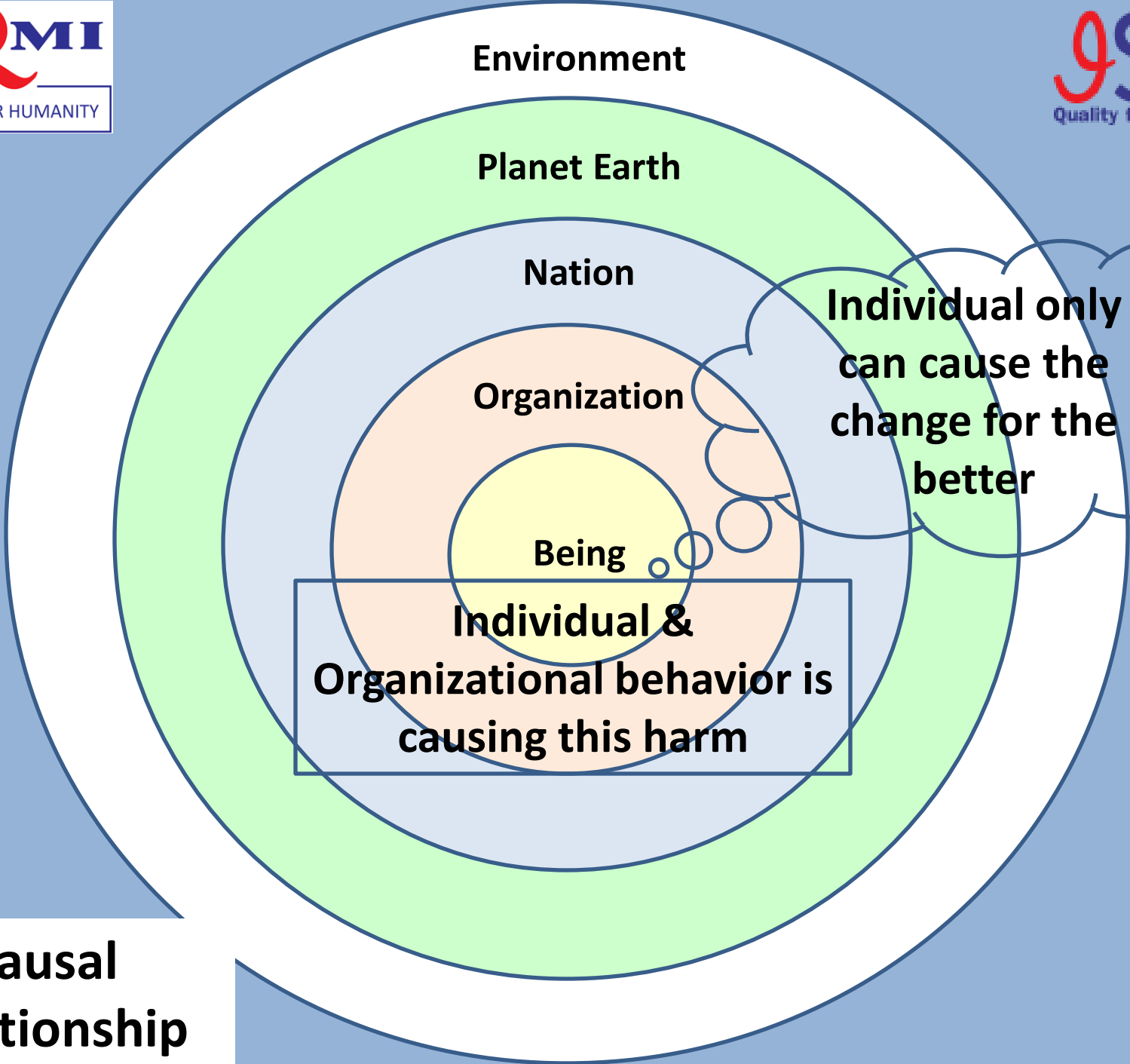




**Current State of the world?**



Our role in conservation  
of environment



**Individual only  
can cause the  
change for the  
better**

**Individual &  
Organizational behavior is  
causing this harm**

**Causal  
Relationship**

# Quality Characteristics of Human Being



# Quality Characteristics

## Positive Quality Characteristics

Like respect, love, mercy, cheer, kindness, joy, courage of conviction, discipline and honesty

These noble virtues, the positive quality characteristics are indeed the **essence** of the human being, the very nature of man.

If this is true, how come there is so much unhappiness and negative qualities all around us.

TQM has primarily become successful in many business organizations around the world because it is based on the principle of satisfaction and happiness of people who are impacted or associated, be it the customer, the employee, the supplier, the share holder or the society.

# What is the Essence of Being?

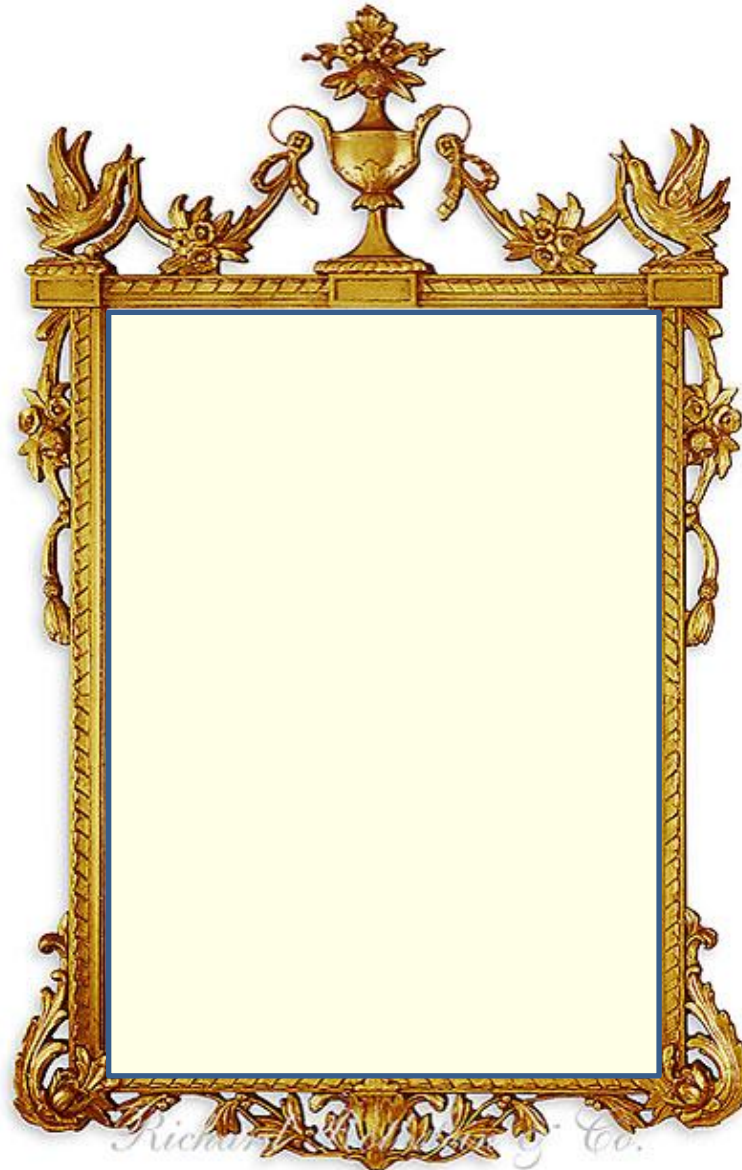
## What is an essence?

Essence is the core property of an entity  
without which it can not be  
what it is supposed to be

# Essence of Mirror–Reflect Light



# Essence of Mirror–Reflect Light



# Essence of Mirror—Reflect Light





# Essence of Sun – Give Light



## Characteristic – Happiness!

It is generally believed that the objects available around the world are the cause of one's happiness.

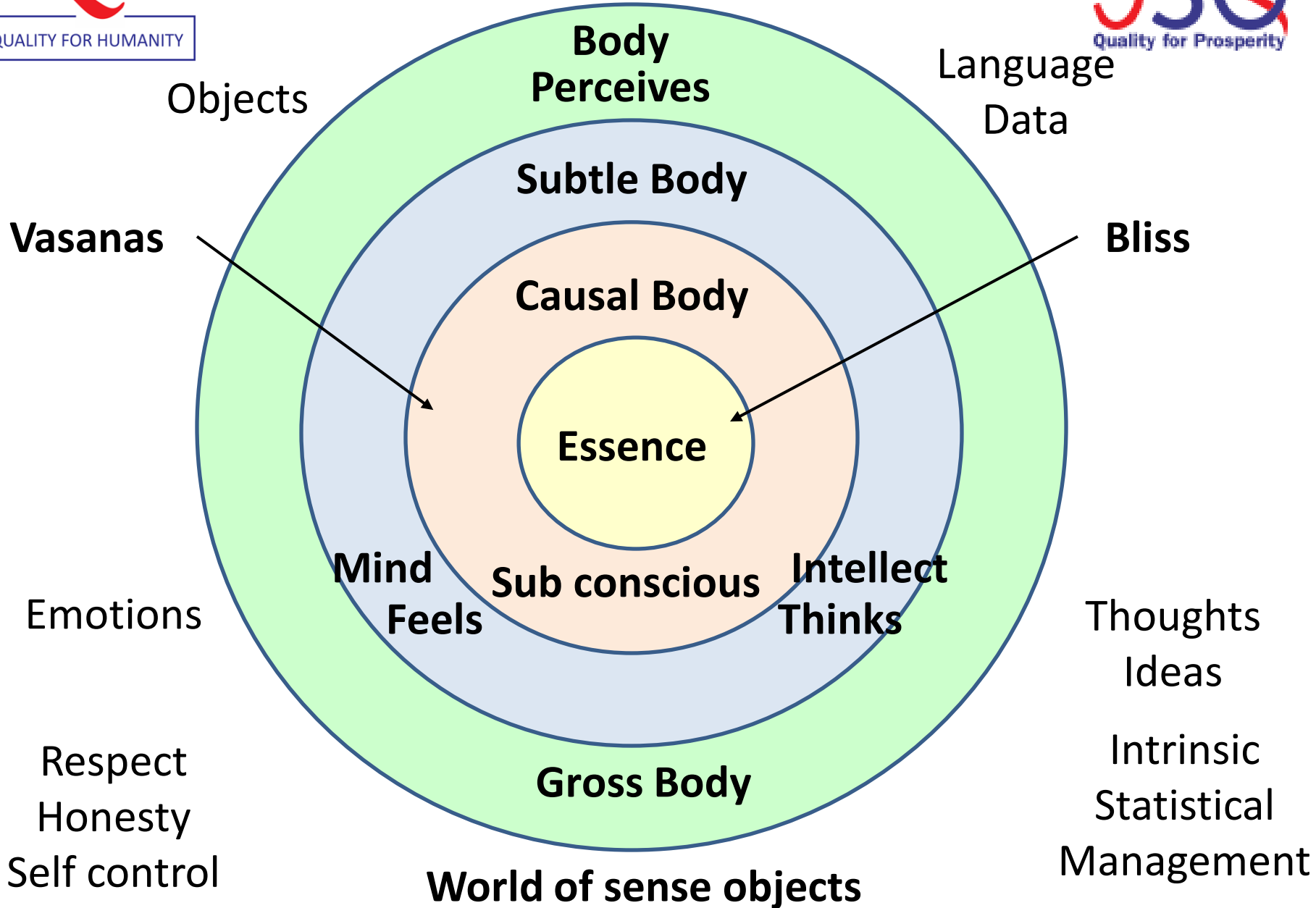
The happiness is then, an experience, dependent upon the extent and the strength of one's relationship with the objects of the world outside.

A lot of work has been done on the role and practices of Total Quality Management in the world of objects.

On the self, the human being, relatively not much attention has been given so far.

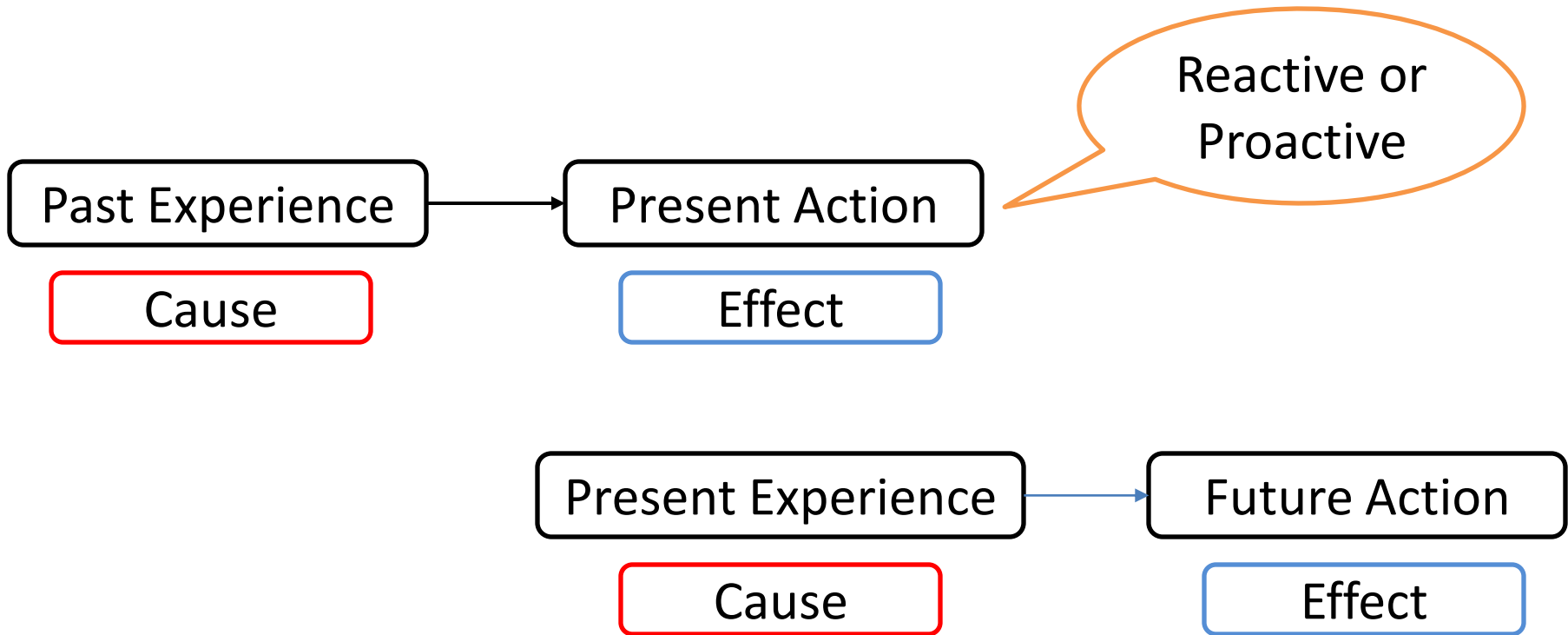


# Composition of Being



# Quality –The Essence of Being

Man has the potential to take charge of his future and create his destiny



**Practical approach based on learnings from similarities with TQM approach**

# 1. Facts Based Information

Information based on data

- no data
- incomplete data
- half baked data
- manipulated data
- false data

Information based on observation

## 2. Values based on Principles

**Intellectual Honesty:** It is the courage and will power to stand up to our ideals and convictions in the face of all challenges. Very often at the mere suggestion of a challenge we compromise with our ideals.

**Self Control:** It is a self-imposed curb on expenditure of human energy in wasteful channels and redirecting the energy thus conserved to constructive work.

**Respect for Others:** Not to injure or curse or wish harm to anyone even mentally. In a nutshell it is the plentiful ability to forget the follies of others around us, and the dishonesty of those who are working with us.

## 3. Analysis & Synthesis

### Gift of Intellect to

- Discriminate
- Analyse
- Synthesise

# **TQM as Thought Revolution**

**Train and discipline the mind for  
right thinking**



## Individual Level

Negative quality characteristics  
need to be changed with  
positive quality characteristics

## Individual Level

Negative quality characteristics  
need to be changed with  
positive quality characteristics

## Individual Level

Negative quality characteristics  
need to be changed with  
positive quality characteristics



## Individual Level

Negative quality characteristics  
need to be changed with  
positive quality characteristics

Ignorance

## Individual Level

Negative quality characteristics  
need to be changed with  
positive quality characteristics

Knowledge

# Practical steps for Unfoldment

- 1. Decide the Purpose**
- 2. Work out a strategy**
- 3. Unfold the Essence**

# Process of Unfoldment

## **1, Define the problem**

### **1.1 List down the Quality Characteristics**

### **1.2 Collect data and record on a check sheet**



CHECK SHEET - NAME: \_\_\_\_\_

Week 15 - 2002

(Positive)

QUALITY CHARACTERISTICS

(Negative)

Respect for others	/				/		
Self Control & Follow norms	//				/	/	
Honest & sincere				//			
Loving & caring			/				
Harmony & Joyful	/		/				
Flexible & adaptable	/	/		/	/	/	
Conserves resources / nature		/					
<b>Day of week</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
Disrespect, unkind, impolite		/	//			//	
Compromise with values & norms	//				//	/	
Dishonest & insincere	/	/	/	/	/	/	
Mean & harmful		/			/		
Disharmony & sullen							
Inflexible & stubborn		//		/		/	
Wasting resources/harming nature		/		/	/		

# Process of Unfoldment

- 2. Observe the present status - Stratify**
- 3. Analyses**
- 4. Action to implement**
- 5. Check the process and the result of action**
- 6. Standardize to maintain the new quality characteristics**
- 7. Conclude this cycle of the improvement process**

## Two universal principles

### 1. Principle of Conscious Effort:

It is the intellectual force one needs to deploy to insert a new pattern or change the existing pattern of thinking and behaviour in one's sub-conscious mind to fulfill certain goals / aims in one's life.

### 2. Principle of Creative Work

It is the work performed which causes a beneficial change (new things or fresh arrangements of things) for the man and his community.

# Driving Force - Motivation

These principles can be useful in unveiling the basic nature of the human being and leading to the achievement of the ultimate goal of physical happiness, peace of mind and intellectual bliss for the individual and well being of the organizations, the nation and planet Earth thereby contributing to achievement of Sustainable Development Goals.



Thank You