

**Indian Society for Quality** invites registrations to participate in Quality Month Lectures 2024



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

# Quality **Month Lectures 2024**

These inputs will greatly benefit professionals, academics, and entrepreneurs in achieving both their individual & organizational goals.

Like every year, we have invited thought leaders from different segments to share their vision on seeing excellence in Quality in India on 4 Saturdays of November. Each lecture will be an hour-long including Q & A with high value additions

For registration,  
please click [here](#).

**Celebrate Quality Month with us in November 2024!**

**Coming up  
ISQ Annual  
Conference 2024**  
on 12-14, Dec 2024 at  
Ramaiah Medical  
College Campus,  
Mathikere, Bengaluru  
Visit [www.isqnet.org](http://www.isqnet.org) for updates



NOV 2nd 2024 • 10 30AM – 12:00PM

## TOPIC

# Challenges in India's path to achieving the Big Q

## SYNOPSIS

Quality managers in India concentrate improvement efforts on internal processes and the product itself to meet expectations with consistent quality.

Very few even attempt exceeding customer expectations. It means that India's manufacturing is largely at the 'Small Q' stage.

A strategic (Big) 'Q' approach requires every level to consider customer needs instead of internal goals. Deming Award winning companies (nearly 40 of them) have achieved it to a great extent but only temporarily and most of them have not been able to sustain it for a very long time.

The lecture will attempt to look into the challenges in India's path to achieving the 'Big Q'

## About the Speaker

Prof. Prem Motwani, Former Professor, Centre for Japanese Studies, School of Language, Literature and Culture Studies in Jawaharlal Nehru University, has been declared one of the three winners of the newly constituted Deming Distinguished Practice Award in the current year 2024.

During 40 years of service in the Japanese Department, School of language, literature and cultural studies, he visited Japan over 80 times and spent about 6 years in that country including research fellow at the University of Tokyo and visiting professorship at the Hiroshima University in 2011-12. Prof. Motwani was conferred the 'Order of the Rising sun', Gold Rays with Neck Ribbon's by the Government of Japan in the 2020 Autumn Decorations in recognition of his contributions to promoting academic exchange and mutual understanding between Japan and India. He was also awarded the Harsha award by ISQ in 2023. He has authored many books including four published in Japan. His latest book is entitled "Becoming World Class: lessons from Made-in Japan".

He was one of the keynote speakers in the recently concluded ANQ Congress 2024 at Keio University Japan.

## Education

Bachelor in English Literature with honours, Delhi University, 1973. Bachelor in Japanese Language with honours, Jawaharlal Nehru University, New Delhi, 1976. Master of Arts in Japanese Language and Culture, Jawaharlal Nehru University, New Delhi, 1978. Master Phil., Jawaharlal Nehru University, 1981. Doctor of Philosophy, Jawaharlal Nehru University, 1996.



Nov 9<sup>th</sup> 10 30AM to 12 00PM

**TOPIC**

**A New Paradigm in Problem-Solving –**

*How AI Will Change the Way Organizations Solve Problems*

**SYNOPSIS**

The integration of Artificial Intelligence (AI) into organizational frameworks has ushered in a transformative approach to problem-solving. Unlike traditional methods,

AI enables data-driven insights, predictive analytics, and automated processes that streamline decision-making across industries. This new paradigm empowers organizations to anticipate challenges, optimize resources, and rapidly respond to dynamic market shifts.



Nov 16<sup>th</sup> 12 00 PM to 01 15 PM

## TOPIC

### **PDCA** – *(There is more to it than is immediately obvious)*

#### SYNOPSIS

The PDCA cycle is widely recognized as a fundamental framework for continuous improvement in various sectors. Most practitioners understand it in its simplest form, but its deeper implications as a Closed Feedback Loop of Management Control reveal a more intricate and powerful approach to organizational development. This exploration delves into the nuances of each phase of the PDCA cycle, highlighting how effective management control transforms the seemingly straightforward process into a dynamic tool for sustained improvement.

#### About the Speaker

Mr. David Hutchins began his career in Industrial and Production Engineering in 1960, advancing to a Works Manager role in the high-precision automotive and printing machinery sectors.

In 1969, he transitioned into education and consultancy, aiming to bolster British manufacturing in response to Japan's growing influence. He organized the UK's first "Total Quality Control" seminar in 1973 and founded his consultancy in 1975.

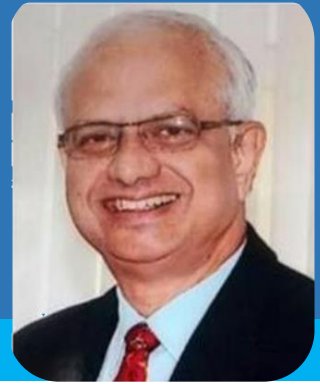
Hutchins led a landmark event, "The Japanese Approach to Product Quality," in 1979, featuring Professor Ishikawa, and has since advocated for quality excellence through people-centered approaches over mere compliance.

His work spans over 40 countries and includes significant government-level change management projects through UNIDO and the World Bank.

In the early 1990s, he was a Technical Advisor for the BBC's TQM series.

His expertise includes Hoshin Kanri, Lean, Six Sigma, and quality improvement methodologies. An accomplished author, Hutchins has published nine books on quality and management and developed numerous e-learning resources.

He is an Academician of the International Academy for Quality.



Nov 30<sup>th</sup> 10 30AM to 12 00PM

## TOPIC

# Changing Dimensions of Quality – (the need for Integrated Quality Management Systems)

## SYNOPSIS

In today's rapidly evolving business landscape, the traditional views on quality management are undergoing significant transformation. Quality is no longer limited to just product inspection or compliance with standards; it now encompasses a broader, more dynamic approach to ensure consistent value delivery across all facets of an organization.

The changing dimensions of quality reflect a shift towards holistic and integrated quality management systems (QMS) that unify various aspects of operations, from production and supply chain to customer service and regulatory compliance.

This integrated approach emphasizes a need for systems that can adapt to global competition, regulatory demands, and customer expectations while fostering continuous improvement and resilience. By aligning with modern quality frameworks, such as Total Quality Management (TQM), Lean, and Six Sigma, organizations can ensure that quality is embedded in every process, creating a unified culture of excellence. In doing so, companies are better positioned to enhance efficiency, reduce risks, and achieve sustainable growth.

## About the Speaker

Dr. N. Ravichandran has more than 56 years of Professional experience in the areas of Manufacturing.

He graduated in Mechanical Engineering from the College of Engineering, Guindy, University of Madras. Further, he obtained his post graduate diploma in "Statistical Quality Control and operation Research" from Indian Statistical Institute and Master of Business Administration from University of Madras.

He was awarded PhD degree from Anna University. He completed professional training in Manufacturing Management from M.I.T., Boston, USA and also in Japan and Korea.

Dr. N. Ravichandran is a Fellow of the Institution of Engineers (India), Quality Council of India (QCI). Indian Institution of Production Engineers and National Institution for Quality & Reliability And as "Fellow of Indian National Academy of Engineering" highest recognition for an Engineer.

He is also the Academician of International Academy of Quality, USA.

Retired as Executive Director from Lucas TVS after serving 48 years in the company, eminent engineer Dr. N. Ravichandran continues the professional work by advising and mentoring many companies in India and Abroad and his profile covering the areas of Manufacturing, Lean, TQM, Management, Leadership & Total Employee Involvement. He was recipient of ISQ Ashoka Award in the year 2007.

Currently he is the

1. Chief Mentor for Ucal Limited
2. Manufacturing Consultant for MRF Limited
3. The Mahindra Way – Assessor for Mahindra Group of companies.

He is also engaged as a Board member in couple of leading companies. He is also visiting faculty for many Academic Institutions

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Indian Society For Quality

# Annual Conference 2024



12<sup>th</sup> December: **Pre-conference:**

**Council hall**, ground floor

Ramaiah Medical College Mathikere, Bangalore

13<sup>th</sup> & 14<sup>th</sup> December: **Annual Conference 2024**

**Dwaraka**, M. S. Ramaiah Medical College Campus

M S Ramaiah Nagar, Mathikere, Bengaluru – 560054

13<sup>th</sup> December: **Awards Night (6 30PM to 10 PM)**

Strategy hall, **Taj Yeshwantpur**

Tumkur Road, Yeshwantpur, Bengaluru



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

**Empowering Excellence:** Quality-Driven Strategies for Fostering Economic Well Being

For more information, please call 8012580850 or write to [info@isqnet.org](mailto:info@isqnet.org)

Visit [www.isqnet.org](http://www.isqnet.org)