CII-EXIM Bank Award for Business Excellence 2009

The CII-EXIM Bank Award for Business Excellence...

Announcing 4th Food Safety & Quality Summit 2-3 July, 2009, New Delhi

"Leveraging Excellence for Global Competitiveness - Indian food processing sector"

Food Safety & Quality sensitisation programmes

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Forthcoming Events

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- Refresher Training Course for Assessors {16 May, Bangalore}
- Accreditation Requirements for Inspection Bodies: ISO 17020 {25 - 26 May, Mumbai}

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- Lead Auditor / Auditor Course for QMS 23 – 27 March, Gurgaon

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Dear All,
Please find below the February - March, 2009 issue of Quality News, a monthly e-publication from CII Institute of Quality. It is our continuing effort to provide meaningful and relevant information on the various areas of our work through the Institute. We look forward to your views and suggestions.

Regards,
signature
P Girish
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CII-IQ in its endeavor towards capacity building on Food Safety and Quality among Mid-day Meal Organisers of Schools, created yet another landmark. Its’ Education and Food Desks, with the support of the Department of Social Welfare and Noon-Meal programme, Govt. of Tamil Nadu conducted the 8 days capacity building programme for 35 Noon-Meal Organisers in Govt. Schools from 10 zones of Chennai.

The programme was inaugurated on 25th February by Mr. K. Manivasan, I.A.S., Commissioner, Department of Social Welfare – Govt. of Tamilnadu and was conducted in 2 Phases; 25-28th February and 11-14th March 2009.

The programme helped develop 35 Noon-Meal Organisers as Master Trainers and Change Agents with the objective of bringing about a radical change in the overall attitude of the Noon-Meal organisers across Tamilnadu. The highly interactive sessions facilitated understanding of Food Safety & Quality and Personal Safety and other aspects of implementation related to stakeholders associated with the Noon-Meal programme. The subsequent action plan is to cascade the learnings to around 42,000 Noon-Meal centres which cater to students from Class I to X across Tamilnadu!

The importance and implementation aspects of establishing Food Safety Policies, Fire Safety, Food Safety & Nutrition, Food preparation while retaining nutritive value, Personal Hygiene, Teamwork, Leadership and the Skills required for Master Trainers were covered through enthusiastic group exercises, discussions, team activities, team presentations, team games and Power Point Presentations including real life cases captured through Photographs, Pictorials and Video Clippings.

It was the first of its kind in this area of capacity building and received a highly positive response and feedback from the participants. The journey of putting learnings to practice had only just begun for the TN Noon-Meal organizers!

Although for most of the participants it was their first of its kind exposure, they were quite comfortable and keenly participated in group activities, made very informative and interesting charts for presentations and were very confident in putting forth their suggestions.

Participant programme ratings varied between “Excellent” and ‘Very Good’ with no adverse comments. Some of the significant feedbacks included:
I will implement whatever I have learnt in the program.
Should have been implemented 15 years back.
Will be a role model for other organizers.
Thanks to the department and all officials.
Attitudinal change in us.
Should be extended to entire Tamilnadu.
Number of training days can be increased.
Banana can be given to the children everyday

Mr. A. Ingersoll, Joint Director, Noon-Meal program and Mr. Peer Mohammed, AEO, Noon-Meal Programme, Chennai Corporation were actively involved in the success of the programme. CII-IQ resource person included Dr. A. Senthilkumaran, Ms. S. Sayeelakshmi and Mr. R. Subramanian from Education and Mr. Deepak Mathur from Food Safety & Quality.

The midday meal scheme was initiated in 1960 by Mr. Kamaraj to enhance the literacy rate, reduce dropouts in schools, increase the attendance of children going to school and enhance the learning and cognitive development of the students. It was further expanded by Dr. M.G. Ramachandran, the former Chief Minister of Tamilnadu. As the scheme provides nutritious meal to the students of classes 1-5, it has been re-christened as the Nutritious Meal Program.

For additional information on this unique programme please contact Ms S Sayeelakshmi at s.sayeelakshmi@cii.in
"India ranked third in the global Industrial Research and Outsourcing as per UNCTAD after China and USA" said Dr. S P Vasireddi, Chairman, ACRO while delivering his welcome address at the first Roundtable Conference by ACRO (Association of Contract Research Organisations) held on 26th March in New Delhi. CII-IQ, which manages the ACRO Secretariat, felicitated the arrangements and other logistical arrangements to make it a success.

He underlined the changing trend in Indian R&D; maturing from developing parts of products to building them from scratch and manned by foreign-returned successful Indian professionals. "India scores high on location attractiveness and work capabilities" he reiterated stating that the Pharma segment had realized what was leveraged by the IT sector nearly a decade earlier. He defined the strength of the Indian Pharma outsourcing industry as one of quality and productivity at low cost. “There were well defined quantifiable quality and process matrices backed by a large English speaking population with access to a highly qualified skill pool to deliver better, faster and cheaper”, he said.

Clinical Research component of the total research in the Indian Pharmaceutical Industry comprising of Phase I-IV trials, Clinical Safety studies including BA/BE studies would be significantly benefited from projected USD 20.83 billion CRO market by 2010. India was poised to capture 10% of the global Clinical Trial market by 2010 as costs of trials were 50% lower than the USA. “Thus, India’s big opportunity lay in the future USD 7 billion pharma market of which clinical research would comprise about USD 600 million with potential to ramp up to USD 1.5 billion by 2010”, he concluded having chalked out the future vision for the CRO Industry.

Dr Debasish Panda, Joint Secretary (Health), Government of India called upon Indian Industry to form different committees to assist the Government in establishing a transparent and friendly operational framework. An equally impressive presentation by Dr Surinder Singh, Drugs Controller General, India, echoing Dr Panda’s vision, prioritized the Governments thinking on Clinical Trials in India. These included establishing a single window clearance for approvals having fixed timelines for each application; daily web updating of new drug application status; training, staff and infrastructure resources in the same web-site with access to subject experts. He further drew the accelerating road map of India’s journey to becoming an attractive new destination for clinical research by 2012 having 61 companies, 100 CROs, 80 hospitals and 150 investigators registered with US FDA.

"India was the 2nd most preferred destination for clinical research based on the Overall Country Attractive Index", he announced based on patient pool, cost efficiency, regulatory conditions, relevant expertise and infrastructure and environment factors. However,
it was poignant to note that though China seemed most attractive, India surpassed it in regulatory issues. Though Australia topped the Clinical Trail activities in Asia, India ranking 6th after China had its strength in Phase 2 and Phase 3 of clinical trials. With two third of the 38% of R&D Budgets of Pharmaceutical companies targeted for Phase 2 and 3, India seemed well positioned.

Dr K K Tripathi, Adviser and Member Secretary, RCGM, Department of Biotechnology, Ministry of Science and Technology explained the various issues facing the CROs in the Biotechnology derived Pharmaceuticals.

Dr Arun Bhatt, ACRO member suggested a single window for all clinical trial applications for all type of drugs with the need for media constraint on regulatory inspectors to avoid negative publicity for the Indian Clinical Trial Industry.

Earlier, Sri Venkat Jasti, Chairman, Pharmexcil delivered the Introductory Remarks before the commencement of the Conference. ACRO also felicitated its member Dr. Arvind Lal, Chairman amp; Managing Director, Dr. Lal Path Labs Pvt Ltd on the eve of the recent award of Padmashri by Govt. of India.

The Conference ended with a Vote of Thanks proposed by Dr. P V Appaji, Executive Director, Pharmaceuticals Export Promotion Council.

For further details and additional information on ACRO, please contact Dr R N Chowdhury at r.n.chowdhury@cii.in
The CII-EXIM Bank Award for Business Excellence, 2009

The CII-EXIM Bank Award for Business Excellence was instituted in 1994, jointly by the Confederation of Indian Industry and Export Import Bank of India, to promote the awareness of business excellence as an increasingly important element in competitiveness.

It is regarded as the most prestigious award in India for Business Excellence for Indian companies.

To be an Award winner, a company must demonstrate Excellence in results with respect to its various stake-holders (customers, employees, society and investors) achieved through Leadership directing its Policy and Strategy, its People, Resources and Processes. CII Institute of Quality administers this Award in India with the technical support from European Foundation for Quality Management (EFQM).

All organisations operating in India, their operating units and SBU’s besides overseas units of Indian companies can participate. Small and Medium Businesses also participate in the Award process.

The Award Model

Benefits of participation

The benefits that emanate from participation include

- getting an external perspective on the current status of the organisation’s practices and performance, beyond financial performance.
- helps to measure the progress on the journey towards Excellence and compare with the best in class companies

The Timetable

<table>
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<tr>
<th>Activity</th>
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<tbody>
<tr>
<td>Letter of Intent</td>
<td>30th April, 2009</td>
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<tr>
<td>Submission of Application Document</td>
<td>15th June, 2009</td>
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<tr>
<td>Site Visits</td>
<td>September - October, 2009</td>
</tr>
</tbody>
</table>
- facilitates learning opportunities and professional development for managers
- accelerates the improvement efforts and provides motivation to managers

Besides, each participating organization receives a comprehensive feedback report enumerating their “Strengths” and “Opportunities for Improvement” which could be leveraged into the strategic planning of organizations. The recognition in line with the Award Criteria is a bonus!

The Award is the highest level of recognition followed by Prize, Commendation for Significant Achievement and Commendation for Strong Commitment to Excel.


For more details and clarifications please contact n.deep@cii.in or visit www.cii-iq.in
The CII-EXIM Bank Award for Business Excellence was instituted in 1994 for encouraging the Indian Industry to strengthen their managing systems, practices and capabilities to enhance and sustain their competitiveness and transform themselves into world-class organisations. A number of organisations, both from private and public sectors, who have adopted this framework, have benefited by participating in the award assessment process.

Enthused with this experience and the results achieved, CII Institute of Quality has developed a simple and comprehensive Excellence Model for Small and Medium Businesses (SMBs) who form the back bone of the Indian industry.

The CII-EXIM Bank Award for Business Excellence is based on the Excellence Model encompassing accepted standards and practices found in the European Quality Award of the European Foundation for Quality Management (EFQM) and is administered in India by CII.

CII Institute of Quality has been working closely with Small and Medium Business organisations to improve their competitiveness. Several organisations have adopted the road map for manufacturing excellence and benefited by participating in its cluster programmes.

Based on the experience gained, it is perceived that the SMBs need to have a

**SMB WINNERS of CII-EXIM Bank Award for Business Excellence, 2008**

- Small and Medium Businesses
- Commendation for Significant Achievement
  - Aditya Auto Products & Engg (I) Pvt Ltd, Bangalore
  - PSG Institute of Management, Coimbatore
  - IP Rings Ltd, Maraimali Nagar
  - Susira Industries Ltd, Chennai
- Commendation for Strong Commitment to Excel
  - Bunts Tools Company, Nashik
  - Connoisseur Infotech Pvt Ltd, Mohali
  - Eastman Cast and Forge Ltd, Ludhiana
  - TTK Healthcare TPA Pvt Ltd, Bangalore
  - Eastman Industries, Ludhiana
  - TV Super Filter Industries, Jammu
clearer understanding of leadership in action, management quality vis-à-vis quality management, improvements vis-à-vis innovations and breakthroughs and the need to create uniqueness through niche marketing to remain competitive. Many progressive SMBs, especially in the manufacturing sector, have successfully deployed several good manufacturing and quality practices, such as 5S, ISO 9000, TS 16949, TPM, TPS etc. to improve their productivity and competitiveness.

Many have grown in size and capacities to meet the growth requirements of their customers and the market place, thanks to their spirit of enterprise. Today, they are confronted with a new set of concerns and challenges like:

- How to manage day-to-day operations of their organization in a more professional manner?
- How to integrate the organizational activities other than those related to manufacturing into the main-stream business management system?
- How to evaluate the overall organizational performance, beyond the financial parameters and develop a road map for transformation?

The Excellence model, being promoted by CII Institute of Quality, provides a framework to holistically address the business challenges and thus enhances the competitiveness on a long-term basis. The Excellence Model is presented in an easy-to-read and simple-to-understand manner for the SMBs. The objective is to enable SMB organisations gain a clear understanding on establishing an organisational development programme that forms the basis for initiating their journey on Excellence and becoming competitive.

Adoption of this framework to manage the business and participation in the award assessment programme would accrue the following benefits to SMBs:

- Obtaining a detailed feedback on the strengths and opportunities for improvements based on award criterion.
- Knowing and sharing best practices with peers in the business.
- Understanding the relative position and status of the improvement journey.
- Better understanding of the direction and pace and movement of business.
- National recognition for commitment for excellence in performance and practices.

The CII-EXIM Bank Award would serve as a useful tool for SMBs to evaluate themselves besides earn recognition on their journey to excellence.
CII-EXIM BANK AWARD
FOR BUSINESS EXCELLENCE 2009
SMALL AND MEDIUM BUSINESSES

Click here to view more details

For additional information and clarifications please contact Mr N.Deep, CII Institute of Quality at n.deep@cii.in or visit www.cii-iq.in
Sensitisation programmes of CII-IQ on Food Safety and Quality

North Bengal MSME and SME food processing units urged to implement Food Safety norms

Food Safety Systems vital for the growth of the Food Processing Sector

Addressing various Food Processing sector personnel, Hotel Management Students and Hoteliers at the QCI-CII Sensitisation Programme on Food Safety at Siliguri on 14 March, Dr Indrani Ghose, Principal Counsellor, CII Institute of Quality emphasized that implementing Quality tools and techniques to reduce workers fatigue, process variations and wastes invariably result in making life easier for the food handlers providing them with adequate time and motivation to implement HACCP and ISO 22000 Food Safety Standards.

MSME and SME units were urged to join the CII- Food Clusters and be a part of the nationwide thrust on Food Safety by the Ministries of Food Processing and Health, Quality Council of India and Food Safety and Standards Authority, India, Mr M.Jena of Quality Council of India (QCI) explained the importance of accredited certificates and establishing their authenticity. The Workshop was inaugurated by Mr G.S. Hora and Mr R.Jajodia, Chairman and Vice Chairman, CII North Bengal and Mr A. Roychowdhury, Deputy Director, Tea Board.

CII-IQ has been pursuing efforts since 2004 to sensitise the food industry and its stakeholders and upgrading processing units to international food safety standards. 46 Assam Tea units, facilitated through the CII Food Clusters are food safety certified with more in the pipeline. Food Safety Systems vital for Growth of Food Processing Sector

The importance of Food Safety to avoid food borne illnesses was also underlined in the one day Sensitization on Food Safety Systems programme that was organized by CII Uttarakhand State Council, in partnership with QCI and CII-IQ in Dehradun on the Raipur campus of the FCI Institute of Management, on 19 March. The program was aimed at providing awareness on implementing Good Hygiene, Good Manufacturing and ISO 22000 based Food Safety systems through Employee Involvement programs like 3M and 5S, Expectations of Retail Trade in respect of food safety and Role of Accreditation in food sector besides touching on some Codex guidelines.

Messages that Food Safety and Quality were complementary and the need for the retail trade to focus more on primary producers to control food safety issues at the initial stage was reiterated. The faculty included Mr Sanjay Chaudhary, Consultant Food Safety, WHO, Ms P Gangahar of QCI, Mr Deepak Mathur and Mr Kajal Debnath of CII-IQ were the speakers.
The Association for Overseas Technical Scholarship (AOTS) in collaboration with Confederation of Indian Industry (CII) is organizing a two week Training Programme on The Quality Management Program for TQM Facilitators in India [INFT] from 26 August to 8 September 2009 at OSAKA, Japan.

AOTS is a non-profit association run with Japanese government subsidies from the Ministry of Economy, Trade and Industry (METI). Since 1959, AOTS has been conducting various technical and management training programmes in Japan for the people of developing countries. More than one lakh participants from about 170 developing countries and regions have already benefited from these programmes and are playing a significant role in industry.

This program is designed to provide an opportunity for middle to senior level management in Indian manufacturing industry to understand the basic idea of TQM practice. The main objective of the program is to enhance their capabilities related to TQM activities in their respective organizations, with special focus on the basic concept, principles, elements and the basic methods of TQM, needed by TQM facilitators, rather than the know-how of facilitating itself.

Since AOTS training programmes are financed by Official Development Assistance (ODA) subsidies from the Japanese Ministry of Economy, Trade and Industry (METI), Japan, participants are eligible to get the standard Airfare subsidy from AOTS.

All lectures, discussions and company visits will be conducted in English or Japanese with translation into English. In principle, the program documents and training materials will be prepared in English.

Members are invited to participate in this programme in OSAKA, Japan and benefit from the learnings. Similar programmes in the past have attracted enthusiastic response from the membership.

Being a Managerial level programme with the maximum number of seats limited to 20 coupled with a screening process at AOTS, the consolidated list of participants needs to reach AOTS, Japan by 25th May 2009 through CII. Interested participants are requested to forward the duly filled up application form and other documents to CII Institute of Quality, Bangalore latest by 10 May 2009.

LAST DATE TO RECEIVE THE DULY FILLED UP APPLICATION DOCUMENT IN CII INSTITUTE OF QUALITY IS 10 May 2009.

For any further clarification, please contact Mr K. Ganeshan, Deputy Director, CII Institute of Quality at k.ganeshan@ciib.in
CII Institute of Quality
Training Calendar May 2009

12 - 15 May, Bangalore
Workshop on Assessment for Business Excellence

16 May, Bangalore
Refresher Training Course for Assessors

25 - 26 May, Mumbai
Accreditation Requirements for Inspection Bodies: ISO 17020

13 - 15 May, Bangalore
Improvement in Service Quality in Public Service Organizations based on Indian Standard 15700:2005

15 May, Bangalore
Food Safety Systems in Schools

15-16 May, Pune
Geometric Dimensioning and Tolerancing (GD&T)

26 - 27 May, Bangalore
War on Waste (A Programme on Manufacturing Excellence)

21 - 22 May, Bangalore
Customer Relation Management for Healthcare

20 - 21 May, Delhi
New Product Development : A Strategic Approach

21- 23 May, Chennai
Managing Projects Effectively

22 - 23 May, Chennai
Service Skills for front Liners

27 - 28 May, Bangalore
Internal Auditor Training on ISO 9000 : 2008
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<td>26 - 27 May</td>
<td>Mumbai</td>
<td>Advanced Training on GLP for QA Professionals</td>
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<tr>
<td>28 May</td>
<td>Mumbai</td>
<td>Packaging Commodity Rules</td>
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<tr>
<td>28 - 30 May</td>
<td>Bangalore</td>
<td>10th Annual Conclave for Executive Secretaries</td>
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<tr>
<td>28 - 29 May</td>
<td>New Delhi</td>
<td>Customer Relationship Management</td>
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Lead Auditor Course for FSMS: ISO 22000: 2005 16 – 20 March, Bangalore


Food Safety is progressively receiving increasing attention from consumers, regulators and the media. Internal systems of organizations, producing or dealing with food production, distribution or supply, need to be well-maintained and audited to provide confidence of effective control. However, there are significant challenges to management from a legal point of view which sometimes require issues of food safety to be dealt with in specific terms. The Lead Auditor Course for Food Safety Management Systems: ISO 22000: 2005, therefore, had been developed to provide concentrated and comprehensive training in the criteria and practice of auditing, applicable to food safety and food quality.

Ms Anuradha Kapur of BSI was the faculty for this programme which had 6 participants from 5 organisations mainly from Food Processing companies like Cobra Beers, EID Parry, Pest Control India along with individual food consultants.

Workshop on Assessment for Business Excellence 2009 3-6 March, Bangalore

Mr Sanjib K Dutta, Principal Counsellor, CII-IQ was the faculty for this programme which was attended by 10 delegates from 7 organisations. The workshop covered topics including Appreciation of the Business Excellence Model, Understanding the Criteria for Excellence and How to evaluate Excellence in Business Organisations.

Lead Auditor / Auditor Course for QMS 23 – 27 March, Gurgaon

As part of compliance to ISO 9000 Quality Management System, organizations need to conduct regular Quality System Audits carried out by trained Auditors. In order to meet these requirements, CII Institute of Quality organized the above course.

This course fulfilled the requirements for qualifying as Lead Auditors / Auditors / to the IRCA Scheme (IRCA 602). Successful candidates also qualify for QMS auditor certification with NABET (National Accreditation Board for Education & Training), a Board set up by the Quality Council of India (QCI).

This was the first course organized by the Institute on the revised 2008 version of ISO 9001. A special session was devoted to the changes in the Standard.

A total of 9 participants from 8 organisations attended the course, which was conducted by Mr Sanjib K Dutta, Principal Counsellor and Mr Anupam Kaul, Senior Counsellor, CII Institute of Quality.
CONTACT US

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<th>CII - Institute of Quality</th>
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