



2nd National Conference & Competition on Six Sigma, 13 - 14 November 2008 ...A report

- Amara Raja Batteries Ltd, Tirupathi – 1st
- Hindustan Zinc Ltd, Visakhapatnam – 2nd
- Sutherland Global Services, Chennai – 3rd

16 successful case studies adapted by various organisations were presented

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CII - IQ Counsellors present papers at 6th ANQ Congress

2 CII - IQ Counsellors presented papers at the 6th ANQ Congress in Bangkok; one won the "Best Paper Award"

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16th Quality Summit 6-8 November 2008, Bangalore

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CII-MOFPI Food Safety and Quality Publications at National Food Safety & Quality Day



Hon'ble Minister releasing the CII-Food Safety Tips for Housewife booklet

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Food Safety sensitized in Jammu

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CII's Conclave on School Excellence focuses from "Best" to "Next" Practices

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First National Conference on Clinical Trial

"Opportunities and Challenges for Contract Research Organisations"

Clinical research and trials form a crucial segment of the pharmaceutical industry as it is an indispensable part of any drug discovery process to ensure the safety and efficacy of any new drug.

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Forthcoming Events

- 19 – 23 January, Bangalore Lead Auditor Course on ISO 22000



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CII - EXIM Bank Award for Business Excellence 2008

The Tinsplate Company of India Limited: Prize Winner
50 Companies win Awards

Results Announced

[...Click to View Winners](#)

Programmes Conducted

- Programme on Vendor Management
21 – 22 October, Bangalore: IQ

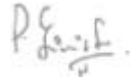
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Dear All,

Please find below the November - December, 2008 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,



P Girish

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2nd National Conference & Competition on Six Sigma

13 - 14 November 2008: Chennai

Amara Raja Batteries wins CII Sigma Award

CII Institute of Quality (CII-IQ) announced the winners of the CII Six Sigma Award 2008 during the 2nd National Conference & Competition on Six Sigma held in Chennai during 13-14th November. These winning companies have successfully deploying Six Sigma techniques in their organizations.

CII Six Sigma Award Winners, 2008

Amara Raja Batteries Ltd, Tirupathi – 1st
Hindustan Zinc Ltd, Visakhapatnam – 2nd
Sutherland Global Services, Chennai – 3rd



1st Prize Winner

Amara Raja Batteries Limited

Mr N P Thimmiah, Managing Director, Honeywell Turbo India Pvt Ltd distributed the Awards to the winners. The Six Sigma National Conference which brought together key industry experts as well as academicians presented 16 successful case studies on Discrete Manufacturing; Bulk Manufacturing; Transactional process and Utility Sector adapted by the different organisations. The nature of these projects were either critical to Quality, satisfaction or cost. The selected projects were presented by members of the applicant company to the delegates of the National Conference.

CII IQ has so far run 14 batches of Six Sigma Black Belt Certificate Courses across the country. A total of 377 completed projects have resulted in a saving of Rs.202 million. 301 participants from various industries have immensely benefited from these programmes.

Earlier at the inaugural session of the Conference, **Mr V Narasimhan**, Executive Director of Brakes India Ltd spoke about how Six Sigma provides the techniques and tools to reduce variation and reduce costs in any process. He said, " it is a highly disciplined process that helps industries to focus on developing and delivering near-perfect products and services. It is a myth to say that six sigma is only for the shop floor". " It can be applied anywhere. HR can use to reduce the cycle time for hiring employees and organisations in the area of healthcare and retail are greatly benefiting by applying the techniques of Six Sigma" he added.

The case studies from a variety of processes and industries, showcased the improvements that had already been

implemented in:

- Manufacturing organisations who make assemblies and components
- Service organisations – Banks, BPO's, Insurance companies
- Manufacturing organisations who manufacture chemicals and steel

The conference was attended by over 80 participants covering Six Sigma practitioners / Consultants; deployment champions; Black Belts / Green Belts holders and academicians from different parts of the country.

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**CII Institute of Quality Counsellors present papers at 6th ANQ Congress
28th -31st October 2008: Bangkok, Thailand**

A brief abstract of the papers

“Exploring the Impact of Excellence Models in Building Firm Level Competitiveness vis-a-vis National Competitiveness – An Analytical Approach”

Quality and business excellence awards that recognize excellent organizational performance has become a major driving force in enhancing the competitiveness of Indian firms in the global economy. While the frameworks underlying these awards have been used extensively by organizations little empirical evidence exists regarding the validity of these frameworks as a predictor of building competitiveness. This study critically examines the framework of one of the leading awards of India by testing the relationship between stakeholder results and enabling practices using regression analysis, structural equation model and Data Envelopment Analysis. The results of the study reveal that the framework is used by the organizations to enhance firm level competitiveness but not as a necessary tool to contribute to national competitiveness. This study suggests a framework that not only helps an organization for positioning existing initiatives and identifying gaps in its journey of competitiveness but also links its enabling practices and planned results to the growth process of the country.

For further details please contact Mr Sanjib K Dutta , Principal Counsellor- TQM at sanjib.k.dutta@ciionline.org who also bagged the Best Paper Award.

“Improving Public Services for People – A Quality Management Approach”

There have been several approaches by various economies for improving the quality of public services such as privatization, legislative reforms, expenditure reforms, anti-corruption programmes etc. Based on a model developed by UK which pitched quality management as an alternative approach, Government of India launched the Citizens' Charter Scheme in 1997, however it did not yield the degree of improvement expected in the absence of a management system programme to drive it. On the other hand several individual initiatives successfully adopted the Quality Management route for improving the public service delivery system. Based on these experiences, India evolved a National Standard IS 15700 in 2005, laying down a Quality Management Approach for Service Delivery by Public Service organizations. This Standard takes into account the public expectations and requires measurement of public perception as the basis for quality improvement. The Dept of Posts has achieved certification based on IS 15700, while others such as Central Board of Customs & Excise are on the way. Based on its counseling experiences CII has developed a 12 stage public service improvement programme.

For further details please contact Mr Anupam Kaul, Senior Counsellor at anupam.kaul@ciionline.org



Food Safety accorded highest priority

Release of **CII-MOFPI Food Safety and Quality Publications** by Shri Subodh Kant Sahai
on Food Safety and Quality Day, 16 October 2008

Honourable Minister of Food Processing Industries, Shri Subodh Kant Sahai delivered the inaugural address at the 2nd International Food Regulatory Summit – "Delivering Consumer Choice, Health and Safety", organized by the Confederation of Indian Industry (CII) in collaboration with Food and Agriculture Organisation (FAO), Ministry of Food Processing Industries (MoFPI) and Ministry of Health and Family Welfare in Noida on 16-17 October. He mentioned that as part of its Awareness Campaign, his Ministry, in collaborative partnership with CII and others, was observing the year 2008-2009 as the "Food Safety and Quality Year" and 16th October as the "Food Safety and Quality Day" (FSQD) through various information dissemination activities for schools, colleges and the general masses.

To publicise the various activities constituting Food Safety & Quality Awareness during the 16th function, CII Institute of Quality, on a request from MoFPI, contributed with:

- A Power Point Presentation on Food Safety & Quality entitled "Food Safety & Quality Day 16th October, 2008"
- A four page FSQ pamphlet entitled "Food Safety - 7 Points to do"

The above have been uploaded by MoFPI on their website and can be accessed through the link http://mofpi.nic.in/fsqy_0809/fsqy.htm

As part of this celebration, two booklets "CII – Food Safety Tips for Housewives" and "CII-14 Point Check on Food Safety for Street Vended Food" were released by Shri Sahai at the Inaugural session.



The booklet "CII – Food Safety Tips for Housewives" is aimed at disseminating food safety practices to the masses and shall serve as a handy ready-reckoner by listing some useful tips that should be adopted to prevent food borne illnesses in their homes and families. It includes pictorial presentation of handy food safety tips for housewives and the general consumers on personal hygiene, hand wash, purchasing, handling food before storage, refrigeration & storage of food, defrosting /thawing, prevention of food from cross contamination, pre-preparation & cooking. It also includes useful tips on drinking water & feeding

bottles, cleaning & sanitation of home as well kitchens, serving practices, precautions for handling left over food, pest control in kitchens and precautions for using pesticides.

The “**CII-14 Point Check on Food Safety for Street Vended Food**” is an initiative to create awareness on good hygiene practices among consumers and street food vendors. CII Institute of Quality, with the support of the Ministry of Food Processing Industries, has prepared this simple yet informative booklet containing a pictorial checklist of Food Safety & Hygienic Practices for Street Food Vendors. As a fitting tribute to the Summit Inauguration, the same was also released by Mr. Sahai. The booklet is aimed at disseminating food safety & hygienic practices to the consumers and street food vendors and



shall serve as a handy ready-reckoner for preventing food borne illnesses. Pictorial illustrations of the checkpoints emphasise quality of inputs and ingredients, transportation, reception and storage of inputs, vending location, features of vending cart conducive to Good Hygiene practices and recommended utensils and cutting tools. Importance of the material used for construction, cleaning and storage practices, hygienic practices & personal hygiene, safe food preparation, cooking and handling, transportation of prepared food, sale point requirements, protection and serving of food, handling and disposal of waste, pest control and training are also included.

For further information, please contact Dr. Indrani Ghose, Principal Counsellor-Food Safety and Quality, CII Institute of Quality at indrani.ghose@ciionline.org or visit <http://www.cii-iq.in/>

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Jammu Hoteliers & Food Processing Industry sensitized on Food Safety & Quality Concepts

Confederation of Indian Industry (CII) J&K Council and CII Institute of Quality (CII-IQ) in association with Quality Council of India organised a one-day “Appreciation Programme on Good Hygiene and Good Manufacturing Practices for Food Safety and Quality for Hotel and Food Processing Industry” at Jammu on 12 November.



From Left: Ms Vani Bhambri, Mr Deepak Mathur, Ms Sarita Chauhan, Mr Sanjay Puri and Mr R S Parmar at the Programme

Ms Sarita Chauhan (IAS), Director – Tourism, Jammu in her special address, while complimenting CII for taking the initiative to organise this very relevant appreciation programme for the Hotel & Food Processing Industry of J & K, said that this programme would go a long way to give the desired boost to the tourism sector as tourism was not only about a beautiful location but was a wholesome package of which availability of quality & hygienically prepared food was an important ingredient. Today’s tourist, being widely traveled, had tasted different cuisines across the country and was looking at good quality & hygienically prepared food besides the scenic beauty of the State “Our hotel industry should have the capability to make cuisines which would be popular in any part of the country with the same flavor and quality” she added.

She also informed that the tourism department was preparing an exclusive Jammu tourism website which would have information about various tourist spots with a mechanism to get tourist feedback including problems faced, suggestions and the quality of Food served. Besides, soon there would also be guides who would specialise in advising the tourist as to the availability of top quality food. She therefore exhorted the hoteliers and the entrepreneurs from the Food Processing Sector to ensure quality in their products without which they would not be able to sell themselves as a brand. Hence, HACCP (Hazard Analysis Critical Control Points) implementation in letter and spirit was essential also to enable them to comply with the mandatory Food Safety Act.

Mr Sanjay Puri, Chairman CII J & K State Council while welcoming the participants echoed similar sentiments

about attracting tourists with food delicacies which are not only tasty but were hygienically prepared on HACCP lines to further complement the States tourism sector which was the major driving arm of the State's economy. Mr Puri also underlined that J&K being one of the largest producers of fruit in the country, had led to the development of a large number of Food Processing units. In order to be competitive with the other States in the Food Processing business, HACCP implementation was imperative, he added. With expanding consumer surpluses, eating habits were changing with more people opting for high quality processed and ready to eat food.

The technical session was conducted by Mr Deepak Mathur, Consultant, CII-IQ. The topics covered included Good Manufacturing Practices (GMP) , Good Hygiene Practices (GHP), Location , Premises , equipment & design facilities , Maintenance , Cleaning & Sanitation ,Pest Control & Personal Hygiene , HACCP Journey & Roadmap.

Mr Babar Afzal , Chairman Kashir Lounge presented a Case Study explained the importance of ensuring Innovation, Leadership and implementation of HACCP's 10 points with special reference to hotels & restaurants.

Mr Vani Bhambri, Quality Council of India spoke about the Role of Accreditation in the Food Sector and how it would facilitate globalization through trade bodies & government.

The programme was attended by over 40 delegates which included officials from the Hotels & Food Processing Industry of Jammu , Katra , Baribrahmana ,Samba & Udhampur.

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CII's Conclave on School Excellence focuses from "Best" to "Next" Practices

Confederation of Indian Industry Coimbatore Zone along with the CII Institute of Quality Bangalore organised a two day 'Conclave on School Excellence' – From "Best" to "Next" Practices on 26th and 27th November 2008 at PSGIM, Coimbatore.

"The need of hour is to address the issue of the transition from best to next practices in school education that needs leaders who can create change and set an example for others to follow" said Mr C N Ashok, Chairman, CII Coimbatore Zone while delivering the keynote address. "If there are change creators, then change seekers will follow, if there are change seekers, change will happen. More often than not, change gets a lot of resistance initially, but that's the only way to reach from best to next practices. Next practices in the school education sector will go a long way in addressing many of the issues that we have today" Mr Ashok said. He suggested that the Coimbatore region which was blessed with many private and government schools could show the way for the other regions in the country in setting new benchmarks in quality. "The school education sector needs examples of excellence to improve its overall quality. As a ladder that holds the responsibility of making the best citizens for our country, it is indeed imperative that we have a common vision, that has inputs from the management, staff, principals, students and of course higher education institutions" he remarked. He also highlighted the role of CII in promoting the cluster approach amongst school in promoting of the sharing of best practices between them, and thereby motivating the schools to think of next practices.



Mr C N Ashok, Chairman, CII Coimbatore Zone delivering the Inaugural Address at the Conclave



Delegates at the Conclave

The panelists for the unique panel discussion on "Changing Paradigms in School Education – The Stakeholder perspectives" were Ms V Muthulakshmi, Student, PSGG Kanya Gurukulam, Mr B H Murugan, Staff, Shree Saraswathee Vidya Mandeer, Ms Prasanna Radhakrishna, Principal, GKD Matriculation Hr Sec School, Mr Arun Lakshminarayanan, Correspondent, ALG Matriculation Hr Sec School & Prof Suresh Kumar, Director – School of Management Studies, Bannari Amman Institute of Technology. The session, moderated by Dr Senthil, Senior

Counsellor, CII-IQ generated many ideas on understanding the future paradigms and the stakeholders expectation from the school education.

It was well established that the tools and skills of TQM include Group problem solving, Process thinking, Planning, Data gathering and analysis as well as listening, Preventive and resolving conflict and building cooperative relationships at schools can empower a teacher to become a research scientist in the class to discover the hidden talents in students. Ms Selvi from TVSLM Hr Sec School, Madurai & Mr. R M Krishnan from SRF Vidyalaya, Chennai shared how they use quality tools for planning, organizing lessons as an effective teaching tool, to understand and evaluate the students for academic as well as administrative processes. Two schools located in a metro and in a non Metro location also shared their experiences with the delegates.

Clustering, among various approaches for quality, is a popular approach followed by industries in India. Applied to educational institutions, School Excellence Clusters concept is a group of 10-12 institutions / schools which work together towards improving their practices and performance, through mutual sharing & learning. These schools could be from the same Board, Location, Management & Common philosophy. They develop and follow a commonly agreed roadmap for moving towards excellence. CII IQ had initiated many such clusters at various locations including Coimbatore. Mr A Rajkumar, Principal, Corporation High School Sharma Nagar, Chennai presented the Corporation Schools Experience & Benefits from the Cluster programme & Ms Meenalochani Elangovan, Faculty, PSG Sarvajana Hr Sec School presented on the Private Schools Experience. The key message emanating from this session was how clustering also helped in learning from other cluster member schools.

Mr Ashok Bakthavathsalam, Managing Director, K G Information Services P Ltd & Ms Lovelyn Andrew, National Delivery Manager, NIIT Ltd addressed how technology can help the schools to manage their campus with fact based decision making and enhancing various processes in the session "Technology for Excellence".

Mr A T B Bose, Secretary, Ramanujan Museum & Maths Education Centre & Mr P Suryakumar, National Institute of Technical Teachers Training & Research shared how one could teach or help students to learn in a thoughtful way in subjects like science & maths. The focus was on how classrooms could integrate various simple teaching technique and create a shift from 'learning about' and 'learning for' – to 'learning in Excellence'.

In a thought provoking tutorial, mainly focusing on school managements & top leadership, was conducted by Dr A Senthil Kumaran, Senior Counsellor – Education Excellence, CII Institute of Quality. He stressed that in a globalized world, educational institutions are facing and shall continue to face new competitive issues from external factors. To remain original and creative, they need to equip themselves to face challenges through enhancing institutional self innovation, capabilities to create value and encourage management innovation. Regardless of Government, government aided or private educational institution, size, structure, or maturity, to be successful, education institutions need to establish appropriate management framework with a clear purpose.

"Teaching is not a profession, it's an opportunity" said Dr. B K Krishnaraj Vanavarayar, Chairman, Bharitya Vidhya Bhavan, Coimbatore while delivering Valedictory address. "Quality of education will improve if teachers have enthusiasm and involvement. If you can bring change in yourself you can bring change although the change process is very slow. Change can come only when self satisfaction can be achieved. Good infrastructure can be created in no time, but good teachers are required to create an environment for learning. Only academic results should not be the indicator of good schools. It should act like a catalyst for social change. Teacher training and motivation is the need of the hour to bring quality in education" he said.

Some of the key learnings emanating from this conclave included :

- Create a roadmap for institutions to identify and understand their stakeholder needs, create policies & strategies implement them and measure through different tools, review them for its effectiveness.

- Integrate technology for various process enhancement and integrations
- Invest on human resources for enhancing the performance for betterment of the community in which they exist.
- Offer holistic long range global perspectives yet preserves intrinsic knowledge & values
- Collaborate with the community, industry, alumni and other schools for creating an environment for cross learning

This maiden conclave offered dynamic learning and networking opportunities for over 120 decision makers such as Administrators, Management Committee Members, Principals and Teachers from Government, corporation and private schools, NGO's and Corporates across Tamilnadu.

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CII organizes its first National Conference on Clinical Trial “Opportunities and Challenges for Contract Research Organisations”

The first two day National Conference on Clinical Trial was organized in Mumbai on 24-25 November by CII Institute of Quality and the Technology Division of CII in association with Department of Science and Technology, Government of India and supported by Association of Clinical Research Organization [ACRO], Institute of Clinical Research (India) (ICRI), Quintiles Research [I] Pvt. Ltd and Quality Council of India.

Clinical research and trials form a crucial segment of the pharmaceutical industry as it is an indispensable part of any drug discovery process to ensure the safety and efficacy of any new drug. Based on robust guidelines which govern the conduct of Clinical Trials, it is the mainstay for bringing newer and better drugs to market.

Speaking at the conference **Dr. A B Ramteke**, Joint Drugs Controller General of India emphasised that, “The drug control department has formed norms on Clinical Research Trials as per International guidelines since clinical research has come under public scrutiny due to extensive media involvement leading to its bar being raised. Its bio-medical guidelines have also been recognized by US FDA and Health Canada”.

Mr. Kewal Handa, Managing Director, Pfizer Ltd., presided over the inaugural session. Commenting on the clinical research industry, he said, “There is great future potential in this field and by 2015 it will be a \$1.5bn industry. Focus has to on Backward integration, Capacity building and Business Culture.”



Mr Kewal Handa, MD, Pfizer Ltd, delivering the Inaugural address. Others from left: **Mr Ferzaan N Engineer**, CEO, Quintiles Research [I] Pvt Ltd., **Mr A B Ramteke**, Joint Drugs Controller of India, GOI, **Dr S P Vasireddi**, CMD, Vimta Labs Ltd. & Chairman, ACRO, **Dr GJ Samathanam**, Technology Transfer, DST, GOI and **Dr R N Chowdhury**, Principle Counselor, TQM, CII

The other eminent speaker at the inaugural session was Dr. G J Samathanam, Advisor – Technology Transfer, Department of Science and Technology, Govt. of India, who stressed upon the importance of product development, infrastructure, public private partnership, societal awareness in clinical research trials. “Although drug development is not a mandate of the Department of Science and Technology, it provides soft grants out of its annual funding to the tune of 100 crores at 3% interest to pharmaceutical companies for research and

development. Some beneficiaries of this grant have been Lupin, Ranbaxy, Cadilla etc” he said. He also spoke about the great interest of the US pharma industries in the Indian Contract Research Organizations (CRO). Touching on a very sensitive issue, he mentioned about the concern about the decrease in the animal colonies because of the use of animals in testing medicines. Enumerating some of India’s advantage in this segment, he underscored its English speaking capabilities as also the Genomic conservation due of the caste system prevalent in India.

The conference and the accompanying exhibition, attended by over 100 delegates, helped create widespread sensitization and knowledge creation about clinical trial methodologies among the various stakeholders dealing directly or indirectly in this area. A high point was the various scientific sessions on different streams of Clinical Research operations, Pharmaco vigilance, Regulatory Affairs, Qualification Validation QC/QA and Safety Audit.

Dr. S K Gupta, Dean and Director of The Institute of Clinical Research with his expertise in the field of Clinical Research and training added that, “India is considered as the global hub for Clinical Research and its success lies in making the regulatory environment very friendly”. He said, “The problems faced by India are with regards to the scarce human resources and few laws for IP protection”. He also stressed on the fact that Contract Research Organizations (CRO) play a very important role in the booming Clinical Research Industry.

With growing problems relating to cosmetic use, pharmaco vigilance has come under the scanner. Speaking on the toxicity and the availability of spurious cosmetic elements in the market, **Dr. S S Agrawal**, Director of Delhi Institute of Pharmaceutical Sciences and Research said that, “Pharmaco-Vigilance is required to be implemented aggressively and regulatory amendments will help to make the public aware of the disadvantages of toxicity of cosmetics thus making the public cautious”.

The concurrent exhibition provided an opportunity to all the stakeholders dealing directly or indirectly in this area to explore all new and existing methodology and techniques of Clinical Research. The Amristart Pavilion showcased the scope of obtaining more projects from USA and the European Union.

CII continues to play an important role to bring about the much needed change in the Pharma Clinical Research Industry. It plans to conduct many more of such conferences to shed more light on various aspects of Clinical Research Industry which will immensely help the CRO industry to boost their prospects, nationally and internationally

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CII Institute of Quality : Training Calendar January - February 2009

- **19 - 23 January, Bangalore**
Lead Auditor Course on ISO 22000
- **20 - 21 January, Chennai**
Workshop on Customer Relationship Management
- **20 - 23 January, Pune**
Workshop on Business Facilitator program
- **21 - 23 January, Chennai**
Performance Measurement: Evidence - Based Healthcare Management
- **22 - 23 January, New Delhi**
Workshop on Accreditation Criteria for Inspection Bodies
- **28 January, Pune**
Appreciation Programme on "TOYOTA PRODUCTION SYSTEM"
- **28 - 29 January , Chennai**
Workshop on New Product Development - A Strategic Approach
- **30 - 31 January, Coimbatore**
Regional Summit on Quality in Education- Higher Education
- **3 - 4 February, Gurgaon**
Workshop on Customer Relationship Management
- **10 - 13 February, Kolkata**
Workshop on Assessment for Business Excellence
- **11 - 12 February, New Delhi**
Workshop on Producing Zero Defect through Statistical Techniques
- **16 - 19 February 2009, ARAI , Pune**
Laboratory Management & Internal Audit as per ISO / IEC 17025:05
- **19 - 20 February, Bangalore**
Workshop on Strategic Business Planning



CII - EXIM Bank Award for Business Excellence 2008

Prize Winner 2008

- The Tinplate Company of India Limited

Large Business Organisations and their Operating Units Commendation for Strong Commitment to Excel

- Ace Designers Limited
- Badarpur Thermal Power Station, NTPC Limited
- Balasore Alloys Limited
- Bharat Electronics Limited, Kotdwara
- Bharat Electronics Limited, Pune
- Bharat Heavy Electricals Limited, Jhansi
- Birla White, White Cement Division, Grasim Industries Limited
- Bosch Limited, Jaipur
- Coromandel Fertilisers Limited, Ennore
- Coromandel Fertilisers Limited, Kakinada
- Coromandel Fertilisers Limited, Visakhapatnam
- Components Strategic Business Unit, Bharat Electronics Limited
- Finacle from Infosys
- Naval Systems Strategic Business Unit, Bharat Electronics Limited
- Power Sector - Eastern Region, Bharat Heavy Electricals Limited
- GAIL (India) Limited, Pata
- Godrej Consumer Products Limited
- ISPAT Industries Limited, Dolvi
- Lakshmi Precision Screws Limited, Plant 2
- L & T - Komatsu Limited
- Max New York Life Insurance Company Limited
- Rourkela Steel Plant
- Sterlite Industries (India) Limited
- Tata Metaliks Limited
- Turbine Business Group, Triveni Engineering & Industries Limited
- UCAL Fuel Systems Limited
- Vindhyaachal Super Thermal Power Station, NTPC Limited

Commendation for Significant Achievement

- Heavy Electricals Plant, Bharat Heavy Electricals Limited, Bhopal

- Power Sector - Northern Region, Bharat Heavy Electricals Limited
- Exide Industries Limited, Hosur
- Locks Division, Godrej & Boyce Mfg. Co. Ltd.
- Vijayanagar Works, JSW Steel Limited
- Ramagundam Super Thermal Power Station, NTPC Limited
- Rallis India Limited
- Bosch Limited, Diesel Systems Business - Bangalore

CII - EXIM Bank Award for Business Excellence 2008
Small and Medium Businesses
Commendation for Strong Commitment to Excel

- Bunts Tools Company, Nashik
- Connoisseur Infotech Private Limited, Mohali
- Eastman Cast and Forge Limited, Ludhiana
- Eastman Industries Limited, Ludhiana
- Pravin Masalewale, Pune
- TTK Healthcare TPA Private Limited, Bangalore
- T V Super Filter Industries, Jammu
- Village Financial Services Private Limited, Kolkata
- Vir Electro Engineering Private Limited, Nashik
- Weir Minerals India Private Limited, Bangalore

Commendation for Significant Achievement

- Aditya Auto Products & Engineering India Private Limited, Bangalore
- IP Rings Limited, Maraimalai Nagar
- PSG Institute of Management, Coimbatore
- Susira Industries Limited, Chennai

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CII Institute of Quality

Programmes conducted during October and November

CII – QCI Sensitization Program on

Cluster Approach for Implementing Food Safety Systems

(Good Hygiene, Good Manufacturing Practices based on HACCP and ISO 22000 with Employee Involvement Programs on 5S, 3M in Small and Medium Businesses)

22 October, New Delhi

CII Institute of Quality in association with Quality Council of India organized this sensitization programme at the Russian Culture Centre, Feroze Shah Road, New Delhi.

The program aimed at providing Awareness on CII- Food Cluster approach for implementing Good Hygiene, Good Manufacturing and HACCP based Food Safety systems in Small and Medium organizations through Employee Involvement programs like 3M and 5S.

CII's experience with Food Clusters since 2004 has met with tremendous success by way of achieving International Food Safety Certification, widespread Awareness on Food Safety among Food Handlers with little education, Elimination of Waste and Reduction of Scrap and Customer Complaints

There were 26 participants from 12 companies. The course was being conducted by Dr Indrani Ghose, Principal Counsellor, CII-IQ.



Programme on Vendor Management

21 – 22 October, Bangalore: IQ

18 delegates from 15 different companies attended this programme conducted by CII-IQ in association with CII – Institute of Logistics. Brief learnings from the programme included:

- Vendor Selection and Evaluation road map
- Impact of IT in Vendor Management – E-procurement, ERA's
- Vendor rating criteria and best practices
- Vendor performance evaluation through a case study
- Supplier Relationship Management, 3 PL, 3PL Selection Criteria
- Strategic Sourcing

Certificate Course on Competency Mapping & Assessment

21-23 October, Chennai

10 participants from 7 companies attended this programme. Some of the programme take-aways included:

- Understanding the fundamentals of competency management
- Experience the process of competency mapping and profiling
- Learn the art of customisation and institutionalisation
- Awareness on the implementation pre-requisites and strategies
- Understand integration of competency profiling to other HR applications
- Become a Subject Matter : Expert and Internal
- Champion for Competency initiatives

Workshop on Project Cost Management

18-19 November, Bangalore

11 participants, Senior and Middle level managers and executives responsible for planning, monitoring and executing of projects from 8 companies learnt about the importance of project cost management besides learning how to use the techniques of Cost Estimation, Cost Budgeting & Cost Control.

Workshop on Business Planning

7- 8 October, New Delhi

Strategic Business Planning is matching the strengths of the business to available opportunities. To do this effectively, there is need to collect, screen and analyze information about the business environment and have a clear understanding of ones business - its strengths and weaknesses -- and develop a clear vision, mission, objectives and goals. This involves more work than what is normally expected. Strategic planning has become very important to business managers because technology and competition have made the business environment less stable and less predictable. In order to survive and prosper, one should take the time to identify the niches in which one is most likely to succeed and to identify the resource demands that must be met.

To address all these issues, the CII Institute of Quality (IQ) organized this two-day Programme where a total of 13 participants from 6 organisations attended. The Workshop was conducted by Mr Rajanga Sivakumar, Counsellor, CII-IQ.

Workshop on Calibration of External Auditing Skills

17- 18 November, New Delhi

The second workshop on Calibration of External Auditing Skills – a novel initiative by CII IQ, was attended by 11 auditors from 7 Certifying bodies and was conducted by Mr Anupam Kaul, Senior Counsellor, CII-IQ.

It is common knowledge that there are concerns on the quality of certification audits being carried out which is raised from time to time in international forums. Some of these emanate from business issues and competition, due to lack of understanding, lack of application, and lack of uniform approach by the auditors.

The newly published Standard ISO 17021 which sets the requirements for certification bodies, has among other tightened controls, raised the bar for auditing. Auditors now need to focus more sharply on several key aspects such as evaluating the 'effectiveness' of processes and procedures, suitability of organizational structure, policies and procedures to the management system etc.

Additionally, there is now a need to demonstrate that the procedural aspects are adequate and suitable for the supply of products and services as per customer requirements, the need to evaluate that these are individually and collectively effective as a management system, and to establish a clear linkage between the policy and

strategic plans to the results which includes both the conformity of products and the satisfaction of the customers, besides internal norms for improvements. These are to be verified during site audits.

Considering that India is moving towards a regime where even market regulations may be addressed through third party system certifications, the need to upgrade the knowledge and skills of auditors is paramount.

Till date, no institute is providing training to practicing auditors. However, like all other disciplines, constant developments in certification and auditing approaches at the global level, necessitates refresher trainings for auditors. CII institute of Quality in consultation with the Quality Council of India has decided to bridge this gap by initiating 'Workshops for Calibration of External Auditing Skills'.

Lead Audit course

13-17 October, Bangalore - IQ

Mr C V Subrahmanyam and Dr Indrani Ghose, Principal Counsellors, CII Institute of Quality conducted this course which was attended by 15 delegates from 10 different companies.

The course learning's included:

- Satisfying the training requirements for IRCA certification to all grades of Quality Management System (QMS) Auditors
- Plan and conduct audits against ISO 9001: 2000 Standards
- Understand and apply the 8 principles of quality management to design an effective and efficient system for own organization
- Understand and apply the process management approach

Customer Relationship Management

25-26 November, Bangalore - IQ

Mr Rajanga Sivakumar, Counsellor, CII-IQ conducted this course which was attended by 28 delegates.

Delegates learnt:

- How to determine and meet customers day to day contact requirements.
- Handling feedback received from day to day contacts including complaints.
- Proactive involvement with customers, in order to discuss and address their needs, expectations and concerns.
- Following up on sales, servicing and other contacts in order to determine levels of satisfaction with products, services and with other customer sales and servicing processes.
- Seeking to maintain creativity and innovation in the customer sales and servicing relationship.
- Establishing partnerships with customers which add value to the supply chain.
- Using regular surveys, other forms of structured data gathering and data gathered during day to day customer contacts in order to determine and enhance customer relationship satisfaction levels.
- Advising customers on the responsible use of products.



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