



17th Quality Summit

Quality for a Resurgent India : Economy, Infrastructure and Governance

17-18 December 2009 : Hotel Grand, Vasant Kunj, New Delhi

PROGRAMME SCHEDULE

Day 1 : Thursday, 17 December 2009

1000 - 1045 hrs Inaugural Plenary

1000 - 1010 hrs Welcome Address Mr K N Shenoy
Past President, CII and
Chairman, CII Institute of Quality

1010 - 1040 hrs Inaugural Address Mr Arun Maira
Member, Planning Commission
Government of India

1040 - 1045 hrs Concluding Remarks Mr Chandrajit Banerjee
Director General
Confederation of Indian Industry

1045 - 1100 hrs Tea / Coffee & Networking

1100 - 1300 hrs Plenary Session 1 Indian experiences in implementing new Quality concepts

1100 - 1140 hrs Implementing Ideas systemically: Prof Prakash Apte
The TRIZ Method Indian Institute of Technology
Mumbai

1140 - 1215 hrs Reaching out to the Bottom Mr G Sunder Raman
of the pyramid : A Case Study Vice President, Corporate Development
in Disruptive Innovation Godrej & Boyce Manufacturing Co Ltd

1215 - 1245 hrs Benchmarking Governance Mr Padamvir Singh
Director, Lal Bahadur Shastri
National Academy of Administration

1245 - 1300 hrs Concluding Remarks Dr Mrs Sarita Nagpal
Deputy Director General
Confederation of Indian Industry



1300 - 1400 hrs Lunch & Networking

**1400 - 1530 hrs Plenary Session 2
Re-examining the role of Quality in the emerging context :
Quality Gurukul**

Mr Jamshyd Godrej (*) Past President, CII and
Chairman & Managing Director
Godrej & Boyce Manufacturing Co Ltd

and

Dr Surinder Kapur Chairman,
CII National Manufacturing Council, and
Chairman
Sona Koyo Steering Systems Ltd

In conversation with

Mr R Srinivasan Managing Director
RAS Transformation Technologies P Ltd

and

Mr G Sunder Raman Vice President, Corporate Development
Godrej & Boyce Manufacturing Co Ltd

Summing up and Concluding Remarks Dr Mrs Sarita Nagpal Deputy Director General
Confederation of Indian Industry

1530 - 1600 hrs Tea / Coffee & Networking

**1600 - 1700 hrs Plenary Session 3
2010 Revisions to EFQM Business Excellence Model**

Chairman Mr R Srinivasan
Managing Director
RAS Transformation Technologies Pvt Ltd

Speaker Mr Pierre Cachet
Chief Executive Officer
European Foundation for
Quality Management

Signing of MoU with EFQM



1700 - 1900 hrs	Special Plenary : Recognising Excellence	
1700 - 1705 hrs	Welcome Remarks	Mr Chandrajit Banerjee Director General Confederation of Indian Industry
1705 – 1710 hrs	Introductory Remarks	Mr K N Shenoy Past President, CII and Chairman, CII Institute of Quality
1710 - 1725 hrs	Special Address	Mrs Ravneet Kaur Chairperson & Managing Director EXIM Bank of India
1725 – 1735 hrs	Special Address	Mr P D Sudhakar Special Secretary Ministry of Corporate Affairs Government of India
1735 - 1830 hrs	Announcement of Results of the CII-EXIM Bank Award for Business Excellence 2009	
1830 - 1840 hrs	Concluding Remarks	Mr Chandrajit Banerjee Director General Confederation of Indian Industry
1900 - 2000 hrs	Felicitation of Assessors of CII-EXIM Bank Award for Business Excellence 2009	
2000 - 2130 hrs	Dinner	
2130 hrs	End of Day 1	



Day 2 : Friday, 18 December 2009

**0930 - 1045 hrs Plenary Session 4
Economic Growth thru Quality Infrastructure :
A Case for Partnerships**

Chairman	Mr K N Shenoy Past President, CII and Chairman, CII Institute of Quality
SHELL Safe Fleets Project	Mr Vikram Mehta Chairman Shell Group of Companies in India
City Connect Project	Mr V Ravichandar Governing Board Member Bangalore City Connect Foundation
Signing of MoU with Shell India	

1045 - 1115 hrs Tea / Coffee & Networking

**1115 - 1215 hrs Plenary Session 5
Designing the Organisation for Excellence :
The TCS Global Process Excellence Framework**

Mr G Jagannathan, Executive Vice President and Global Head of Business Excellence, Leadership and Governance Process Lead
Mr A Srinivasan, Vice President, Knowledge Management and Process Digitization Lead
Mr Vipin Arora, Programme Director & Change Management Process Lead

**1215 - 1300 hrs Plenary Session 6
The new generation Improvement tools**

Improving Productivity through Lean Six Sigma	Mr Vineet Sharma Executive Vice President (Quality & Business Excellence) Max New York Life Insurance Co Ltd
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**1300 - 1330 hrs Plenary Session 7
Launching of Lean Scheme for SMEs**

1300 -1305 hrs	Welcome Address	Mr Yogesh Munjal Chairman, CII Clusters for Competitiveness & Managing Director, Munjal Showa Ltd
1305 - 1315 hrs	Lean Manufacturing Competitiveness Scheme	Mr U S Singh Deputy Director General National Productivity Centre
1315 - 1325 hrs	Special Address	Mr Dinesh Rai Secretary Ministry of MSME
1325 - 1330 hrs	Interactions with SME members	

1330 - 1415 hrs Lunch & Networking

**1415 - 1530 hrs Plenary Session 8
Promoting Business Excellence : Learning from Best Practices**

Service Delivery Excellence Framework : The Deutsche Bank Case Study
Mr Vikas Nanda
Managing Director, DBOI Global Services, Deutsche Bank Group

Pursuing Business Excellence in SMEs : The Micromatic Journey
Mr N K Dhand
Chairman and Managing Director, Micromatic Grinding Technologies Ltd

Transitioning from Compliance to Excellence : The ISO 9004 (2009) way
Mr Mark Fraser
Group Product Manager (Sustainability), BSI Group, UK.

1530 - 1600 hrs Tea / Coffee & Networking



**1600 - 1700 hrs Valedictory Session
Quality Leadership for a Resurgent India**

1600 - 1605 hrs	Welcome Address	Mr R Srinivasan Member of the Jury CII-EXIM Bank Award for Business Excellence
1605 – 1620 hrs	Special Address	Mr Prem Shankar Jha Economist, Journalist/Author & Former Media Adviser to Prime Minister
1620 - 1650 hrs	Valedictory Address	Mr Shashi Tharoor Minister of State for External Affairs Government of India
1650 - 1700 hrs	Concluding Remarks	Mr R Srinivasan Member of the Jury CII-EXIM Bank Award for Business Excellence
1700 hrs	17th Quality Summit concludes	

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