



## **CII 15<sup>th</sup> Quality Summit: Scripting Successful Roadmaps**

**01 Nov 2007, Bangalore:** Top leaders from India's leading manufacturing, service and NGO sectors came together in Bangalore for CII's flagship event – The 15<sup>th</sup> Quality Summit. The theme of the Summit is "People to Profit: Driving Performance through Organizational Excellence". The 2-day Summit was inaugurated at NIMHANS convention center Bangalore.

Appreciating the industry for making its mark internationally, Mr. K.N Shenoy, Chairman, CII Institute of Quality said, "It is commendable how Indian companies have made a mark on the international arena by improving on the quality aspect, however we cannot rely on past laurels and need to gear up for new challenges like environment, social and talent. The current situation underlines the significance of the Quality Summit that brings together industry experts on a common platform so that they can share and deliberate upon several issues such as sustained market leadership, societal aspirations, growth in the midst of environmental issues like global warming, making technological advancements and innovating continually."

Citing example of his own organization Mr. K.V. Kamath, Vice President, CII and MD & CEO ICICI Bank Ltd said, "The challenge relating to human capital is far greater than the financial challenges and technological challenges we face today. We must leverage existing talent, enable entrepreneurship along with improving operational success. By the next decade India will have the youngest workforce in the 22-45 age bracket as opposed to other countries. India needs to gear up to address the skill set needs of this talent pool."

Stressing on Equitable Social Development, Mr. Kamath, further added, "Companies need to look at Equitable Social Development by developing new models and innovative processes to tap in to the rural market. This innovation is essential for sustainable growth and will be prove to be the distinguishing factor for the organization."

CII also announced the results of CII-EXIM Bank Award for Business Excellence for 2007. The model has gained wider acceptance and this year saw award application from different sectors across public and private sector companies. CII commended 25 companies for their strong commitment to excellence and 10 companies for significant achievement. However, there was no award winner this year.

Mr. S.R. Rao, Executive Director, EXIM Bank of India said, "A deep understanding of various facets of organizational excellence is a must. CII EXIM awards not only recognizes excellent businesses but promotes understanding of the key elements necessary for long term growth." These elements include technological progress, human development and building quality products & services. He also added, that firms need to strive to evolve strategies that meet the needs of a dynamic market not only in India but also across the world. CII EXIM bank awards is not just an award but an instrument of building a world class organization."

Echoing the sentiments, Lt. Gen. S.S. Mehta, Director General, CII in his concluding remarks said, "In our quality journey Indian companies have come a long way in the last decade as evident from our global successes but we still have a lot more to do. One of the biggest contributors to our global success is the 'can win' attitude that is not only important in the game of cricket but also in the corporate sector. This winning streak will continue as India's young

demographic will remain its an advantage and propel the country to dominate global markets.”

### **About CII- Institute of Quality**

The Confederation of Indian Industry - Institute of Quality, commonly known as the "CII-IQ" is the first of the four Centres of Excellence that was proposed to be set up in Bangalore, by the National Council in 1995. The principal objective of the CII IQ is to enhance the competitiveness of Indian Industry and all key sectors of the economy which impact on the country's growth by providing strategic breakthrough improvements. In 1999, the CII IQ began offering training programmes and counseling services to the industry members from its location in Bangalore. In a unique and conducive set up, world-class training on all aspects of Quality is being provided to the entire spectrum of management from CEOs to operational level personnel. The Institute's services have spanned areas such as Business Excellence, TQM & Quality Practices, Quality Management Systems, Six Sigma, Healthcare, Legal Metrology, Pharma-Biotech, Food, Retail, Skills, General Management and Governance. The IQ has a team of dedicated trainers who bring with them a wide spectrum of experience in various sectors. The Institute has impacted more than 250,000 people from Industry at different levels during this period.

**Bangalore**

**1<sup>st</sup> Nov. 2007**