

The INDIAN FOUNDATION FOR QUALITY MANAGEMENT (IFQM) is setup with a purpose to enhance Prosperity and Quality of Life for all. IFQM will assist Indian businesses to become globally respected, and to that effect, it will seek to be a catalyst to enhance knowledge of Approaches, Tools, Techniques, and the Culture that are needed to grow the strength of Brand India.

#1 IFQM breaks ground Sept 2023

In the context of India's ambition to become a developed Nation by 2047 amidst the fast-changing macro environments, a need was felt for a nationwide movement focused on **Quality, Innovation** and **Excellence**. There are several examples of such initiatives driving success in countries like Japan, South Korea, and Germany. During the early days of 2023, a group of Industry captains from a variety of sectors came together, to ideate and converge on what needs to be done. As a result, the Indian Foundation for Quality Management came into being, as a section 8 company under Companies Act, in Sept 2023. IFQM will be an organization of the industry, by the industry, for the industry, on a NATION FIRST principle.



#2 IFQM's Structure takes shape

IFQM is governed by a Board and supported by a Governing Council, to guide by providing approaches and strategies for the efforts of IFQM. An Advisory council will add wisdom and experience needed to generate the impact.

Governing Board

Mr. Venu Srinivasan, Chairman Emeritus, TVS Motor Co
Mr. N Chandrasekaran, Chairman, Tata Sons
Mr. Dilip Shanghvi, Chairman & MD, Sun Pharma
Mr. Soumitra Bhattacharya, CEO - IFQM

Advisory Panel

Mr. Janak Mehta, Chairman, TQMI
Mr. Sanjay Purohit, Chief Curator, Societal Thinking

Executive Team

Mr. M Jayakumar
Mr. MK Nagabhushan
Mr. Sampath Krishnabhat
Ms. Charmaine Das

Governing Council

Mr. Baba Kalyani, Chairman & MD, Bharat Forge
Mr. N Chandrasekaran, Chairman, Tata Sons
Mr. Dilip Shanghvi, MD, Sun Pharma
Ms. Kiran Mazumdar Shaw, Executive Chairperson, Biocon
Mr. TV Narendran, MD & CEO, Tata Steel
Mr. KN Radhakrishnan, CEO and Director, TVS Motor Co
Mr. Venu Srinivasan, Chairman Emeritus, TVS Motor Co
Mr. Vivek Chaand Sehgal, Chairman, Samvardhana
Motherson International

#3 VMV Workshop, 8th and 9th Dec 2023, Chennai

Leaders from various companies contributing to the IFQM journey, deliberated at length before suggesting the broad directions and approaches that can be taken. IFQM is processing the draft outcomes to chisel out the Purpose, Mission, and Values for wider acceptance within the IFQM community.

Recommendations:

Purpose: Enhance Prosperity and Quality of life for all

Mission: Act as a catalyst for Indian Businesses to become globally respected

Leverage the Tech Power
Propagate Quality & Innovation
Develop Counsellors
Create an Indian Way

Values

TRUST
EMPATHY
COMMITMENT

RESPECT
SHARING
COLLABORATION



The group deliberations: What is the Purpose of existence of IFQM? Why is IFQM being set up? How will IFQM contribute to its purpose? What should be the character of IFQM in consonance with its purpose? Where would IFQM like to be?

#4 IFQM signs an MoU with JUSE for mutual co-operation



Mr. N. Chandrasekaran, the Chairman of Tata Sons, Mr. Soumitra Bhattacharya, the CEO of IFQM and Mr. Janak Mehta, Advisor -IFQM visited JUSE on Oct. 20, 2023 as a part of the IFQM Quality Mission to Japan. A Memorandum of Understanding was signed between JUSE and IFQM for mutual cooperation.

Founded in 1946 by Kenichi Koyanagi and Ichiro Ishikawa, JUSE has been immensely successful over the years in helping move Japan to the top of global quality ranking. JUSE deployed a variety of programs and interventions to engage the industry and the people to rise like a Phoenix from the ashes of the second World War. They include QC circles, international conventions and symposia, Continuous development of quality improvement tools and techniques, besides many other concepts that apply to both Gemba and the Board Rooms. From drawing inspiring lessons from WE Deming and JM Juran in the 1950s, JUSE has enabled quality to transcend from products in factories into TQM which is a way of life for the industries and societies. The Deming Award, instituted in 1951 that subsequently went global in 1984, has fueled an ever-lasting journey of Total Quality amongst many global corporations and countries.

#5 Lessons from Tata Steel Learning Mission - 4th and 5th Jan, 2024



Mr. TV Narendran,
CEO and MD, Tata Steel

Tone at the Top

- Have Tall Aspirations
- India is a Growth story
- Build Resilience for Future Readiness
- Sustainability is an existential subject
- Be obsessed about Customers
- Build capability in people for the future
- Digital is for Business
- TQM is a strategic Pivot
- Innovate alongside an Ecosystem
- Transformation is a relentless journey



Shop Floors benefit from Tech and Digital



Tribal community members interacting with participants with confidence, poise, and gratitude

The Tribal Culture Centre (TCC) within Tata Steel, through its 600 people and their invaluable social networks, is implementing the Company's approach towards the welfare of the tribal people of Jharkhand.

Samvaad, a flagship program at TCC, gives the tribals a space to speak about themselves and be better understood. They come from different places, seeking to collectively discover solutions to their challenges.

In a free enterprise, the community is not just another stakeholder in business, but is in fact the very purpose of its existence."

— Jamsetji Tata

Reactions from IFQM Governing Council members were part of the group

- CEO Engagement in Transformation efforts is the real key to achieve Global Quality. *Mr. Venu Srinivasan*
- The question is why aren't we World-class already? It is in each of our hands. *Mr. Vivek Chand Sehgal*
- Global Benchmarking enables the use of new Technologies and hastens progress. *Ms. Kiran Mazumdar-Shaw*
- There is immense learning from Tata Steel on all aspects of Business. *Mr. KN Radhakrishnan*
- Collaboration amongst companies is a foundational enabler. *Mr. Soumitra Bhattacharya*

Upcoming Engagements over the next three months

- IFQM Website Launch - Mar 24
- Meetings with DGQ, Germany & EFQM, Europe – Mar 24
- Learning Mission to Germany - Mar 24
- Learning Mission to TVS Motor Co Ltd, Apr 24