

# IFQM NEWSLETTER

August 2025



Indian Foundation For  
Quality Management

Issue 4

## Driving Quality, Innovation, and Excellence Across Industry

This edition reflects IFQM's growing momentum in shaping a culture of excellence. From bold collaborations to nurturing young talent and strengthening MSMEs with new tools and practices, every initiative showcases our commitment to building India's future of quality and competitiveness — with all roads now leading to the IFQM Symposium 2025.



## Highlights

- Decision Science for Enterprise Excellence – Level 1
- Taguchi Methods for Robust Optimization – Green Belt
- Strengthening 5S practices at Sun Pharma, Guwahati
- Assessment Center Observer Certification
- Sharing-Learning among MSME Cluster members
- Healthcare Excellence: Sankara Eye Foundation joins the Journey
- Strengthening Industry-Academia collaborations: MoU with XLRI Jamshedpur and NIT Jamshedpur

- Ganga Hospital strengthening Operational Excellence
- Digital Tool transfer among IFQM members
- Campus to Conclave: 44 students qualified to showcase ideas and solutions for strengthening Quality

## Upcoming

- 2nd IFQM Symposium on 18<sup>th</sup> and 19<sup>th</sup> Sept. at Taj Palace, New Delhi
- IFQM Conclave for Academia 2025, in collaboration with BML Munjal University
- New Learning Solutions

# LEARNING SOLUTIONS

## Decision Science for Enterprise Excellence – Level 1

A diverse group of professionals from six organizations came together to strengthen their decision-making capabilities using data-driven approaches. The program unfolded over two intensive modules: the first, held at TVS IQL in Bengaluru, focused on foundational methods and was led by Prof. Abhijit Deshmukh, Purdue University.

The second module, hosted at Titan in Hosur, built on those foundations and introduced advanced enterprise applications, delivered by a faculty team from IIM Mumbai. Between modules, participants engaged in coaching sessions and applied their learning through 15 action projects, turning theory into impact.



## Taguchi Methods for Robust Optimization – Green Belt



A specialized program focused on 'design robustness', this course culminated in final evaluation held online on 18th August 2025. The program was delivered by Shin Taguchi San of ASI Consulting Group, USA, a global expert in robust engineering and quality methodology.

## Strengthening 5S practices at Sun Pharma, Guwahati

A rapid 5S deployment initiative was executed at Sun Pharma's Guwahati plant from 14th to 17th July 2025. This on-ground transformation aimed at improving workplace organization and efficiency, demonstrating tangible progress within a short timeframe.



## Assessment Center Observer Certification



This capability-building program equipped 30 participants from 3 organizations with the tools to conduct behavioral assessments effectively. Delivered in three intensive phases at Bannari Amman Institute of Technology, Sathyamangalam (16–17 June, 4–5 July, and 16–17 July 2025), the program also included an action learning component (18–19 July) and a final remedial session on 18th August 2025.

# COLLABORATIONS

## Digital tool transfer among IFQM Members

The IFQM Digital Platform is a comprehensive digital backbone created to transform India's MSMEs. Built with the support of leading corporations such as Tata Steel, TVS, L&T, and Motherson, it unifies world-class practices into a seamless, mobile-friendly toolbox. From self-assessment and digital skill management to curated courses, daily works management, QC tools, collaboration, and ideation, the platform enables MSMEs to upskill their people, digitise operations, and drive innovation – strengthening productivity, quality, and the 'Made in India' brand on the global stage.

## Sharing-Learning among MSME Cluster members

ZF Cluster members participated in two cluster review meetings – first at ZF’s facility and later at M/s Rabwin Jainidhi Private Limited, Coimbatore—bringing together all eight member companies. Each organization presented its roadmap and shared progress made in its Business Excellence journey. The sessions, attended by the ZF sourcing team and IFQM leadership, encouraged open dialogue and practical exchange of best practices. Plant visits were included as part of the review process to deepen the learning experience through on-site observation.



## Healthcare Excellence: Sankara Eye Foundation joins the Journey



IFQM is proud to support Sankara Eye Foundation, a not-for-profit institution committed to high-impact community eye care. With over 1.4 million outpatients and 200,000 free surgeries annually, Sankara embodies purpose-led healthcare. The partnership focuses on structured assessments and counselling to enable their transition from good to great, guided by the leadership of Padma Shri Dr. R V Ramani.

## Framework Deployment Workshop at Sun Pharma

Sun Pharma is laying the groundwork for sustainable excellence by implementing 5S, Daily Work Management, and Policy Management. The team has defined five key objectives as part of its annual roadmap. A three-level MPCP (Managing Points and Checking Points) structure was co-designed with support from IFQM Counsellors R. Sivanesan and Rajeev Lokare. The framework was practically applied through team exercises, reinforcing ownership and clarity across functions.



## Ganga Hospital strengthening Operational Excellence



May 2025: IFQM team visited Ganga Hospital, Coimbatore – Widely regarded as a National and International Leader in Orthopedics and Plastic surgery. The visit focused on understanding Ganga’s legacy of affordable, high-quality care, and exploring areas where IFQM could support its next phase of operational excellence. While clinical systems are world-class, the hospital expressed interest in strengthening non-clinical areas such as discharge processes, patient experience, and staff capability.

IFQM proposed a collaborative approach that includes lean-based process improvements, structured training, and hands-on counselling support over the next 12–24 months. Ganga’s leadership showed strong interest in taking this forward, with next steps centred on aligning around a few key priorities for phased implementation.

## Strengthening Industry-Academia collaborations: MoU with XLRI Jamshedpur and NIT Jamshedpur

May 2025: IFQM and XLRI signed an MoU to collaborate on advancing quality management through research, education, and industry engagement. This collaboration will bring practical, industry-driven insights into XLRI's curriculum starting from the upcoming academic session.

Postgraduate students at XLRI will benefit from specially designed electives featuring live projects, industrial visits, and case studies developed jointly by XLRI faculty and IFQM experts. The focus will be on empowering future professionals with the skills and knowledge to drive sustainable quality improvements for enhanced business outcomes.

Fr. Sebastian George, S.J., Director of XLRI, emphasized the importance of turning collaboration into meaningful results.

July 2025: We are thrilled to announce the MoU between IFQM and NIT Jamshedpur to champion quality-focused education, from the ground up. This collaboration started with student-led Quality Club and now aims to embed quality management into academics through curriculum co-development, industry-aligned case studies and live projects. Together, we're fostering a culture of Quality, Innovation, and Excellence, preparing students to be industry-ready from day one.



## Campus to Conclave: 44 students qualified to showcase ideas and solutions for strengthening Quality

IFQM initiated student competitions open to institutes across India, to identify young talent in quality, innovation, and problem-solving. 44 finalists are invited to IFQM Conclave designed in collaboration with BML Munjal University. The finalists will join the IFQM Symposium 2025 in New Delhi, where they will get opportunity to engage with industry leaders. This initiative reflects IFQM's commitment to nurturing future leadership and bridging academia closer to industry.

### 44 finalists represent following Institutes

Indian Institute of Technology (IIT), Delhi	Great Lakes Institute of Management (GLIM), Gurgaon	Birsa Institute of Technology (BIT), Sindri	VIT Chennai
Indian Institute of Management (IIM), Indore	Maharaja Agrasen Institute of Management Studies (MAIMS), Delhi	Indraprastha Institute of Information Technology (IIIT), Delhi	National Institute of Technology (NIT), Jamshedpur
University of Delhi (DU), New Delhi	Indian Institute of Technology (IIT), Madras	Government Women Engineering College, Ajmer, Rajasthan	Shri Ram College of Commerce, Delhi University
SRM Institute of Science and Technology (SRMIST), Delhi/NCR Campus	Sinhgad College of Engineering	College of Engineering and Technology, Akola	FORE School of Management (FSM), New Delhi

## NEW TEAM MEMBERS AT IFQM



### **Vishnu Kumar joins IFQM on deputation from L&T Hazira, Gujarat**

Vishnu is a Post Graduate Mechanical Engineer with expertise in optimizing production processes, reducing cost and improving product quality. He has played pivotal roles in automation and quality control with a proven ability to develop and implement innovative solutions to manufacturing challenges.



### **Dr. Pankaj Kumar joins IFQM as a Senior Counsellor**

With over 37 years of professional experience with Tata Steel Limited in functions such as Industrial Engineering, Capability Development, Standard Costing, Business Excellence and Total Quality Management, he has played pivotal role in Tata Steel receiving JIPM TPM Excellence awards, Deming Application Prize & Deming Grand Prize from JUSE, and "Benchmark Leader" status in the TBEM Assessment. He has also authored 2 books on TQM subjects and the recipient of "Masing Book Prize" by International Academy of Quality (IAQ) and "Harsha Award" from Indian Society for Quality (ISQ).



### **Hanumant Tikate joins IFQM as a Counsellor**

Hanumant Tikate brings over 25+ years of experience in driving Lean and Operational Excellence across manufacturing, construction, pharma, process, and service industries. He has worked with leading Indian OEMs such as Mahindra and Thermax, and multinational organizations including Schaeffler and Lear India.

A Lean Management Professional, Lead Auditor, and Business Excellence expert, he is recognized for driving cultural transformation, building world-class systems, and enabling sustainable improvements through people development, system strengthening, and the effective implementation of Lean, Operational Excellence, and Industrial Engineering principles.



### **Shoukat Ali joins IFQM as a Counsellor**

Shoukat Ali brings with him 42 years of extensive experience, including 34 years at Bosch Limited. His expertise spans manufacturing, quality management and supply chain management, with a strong focus on production engineering, manufacturing processes, lean methodologies, and quality systems. As the Regional Head of Supplier Development at Bosch Limited, Shoukat was instrumental in enabling MSME suppliers to enhance their capabilities through initiatives centred on problem solving, zero defect and lean manufacturing.

## NEW TEAM MEMBERS AT IFQM



### **Dinakar Murthy Krishna joins IFQM as a Counsellor**

Over a distinguished 35+ year career—including 26 years with Bosch across India, Brazil, and Germany—Dinakar has consistently shaped performance excellence in various leadership roles. He later served as President at Total Environment Building Systems before founding Samuthána Consultancoaching in 2013, where he pioneered the doHow® methodology to inspire growth and build world-class companies. As Managing Partner, he has mentored organizations from MSMEs to multinationals—delivering remarkable turnarounds in profitability, productivity, and stakeholder value—establishing himself as a thought leader in business excellence, digitalisation, and leadership development.



### **Sarika Joshi joins IFQM as a Counsellor**

Sarika Joshi, Founder of Invalue Analytics LLP, is a transformation leader with 20+ years of global experience in automotive manufacturing, Six Sigma, and quality systems. An IIT Madras Executive MBA and Ohio State graduate, she has mentored hundreds of improvement projects, trained thousands of professionals, and earned international recognition, including the Best Paper Award at ANQ Congress 2024.



### **Logesh M. joins IFQM as a Media Executive**

With an accomplished career spanning 16 years, including 11.5 years at Deloitte, Logesh has played a pivotal role in Media and Design for Learning and Development.



### **SV Shah joins IFQM as Program Manager - Counselling & Assessment**

Syed Valiullah Shah is a seasoned automobile industry leader with over 35 years of experience in key account management, strategic partnerships, and quality culture building. He has worked with Sundaram-Clayton and WABCO India (ZF Commercial Vehicles), where he drove market leadership with OEMs like Ashok Leyland and VECV, spearheaded SAP Sales & Distribution transformations, and led CSR projects in sustainability and community development. A core contributor to Sundaram-Clayton's Deming Prize and Japanese Quality Medal wins, he is recognized for forging long-term partnerships, building high-performance teams, and aligning business processes with evolving customer needs



## Dr. Calvin Sophistus King joins IFQM as Head-Pedagogy

Dr. Calvin has built institutions and programs across education, industry, and sustainability, with expertise in outcome-based education, industry-academia partnerships, assessments, and strategic planning. As Dean of Industry Relations and founding Dean at leading universities in India and abroad, he brings deep insights into higher education and partnerships. A Kirkpatrick-certified evaluator and learning designer, he has created 30+ modules and 100+ programs, contributed models like ICE Cube and Product/System-Based Learning, and continues to advocate AI practices and renewable energy solutions for a sustainable future. Currently leveraging his expertise in learning experience design to develop and deploy learning solutions of IFQM academy.

## Fresh Perspectives: Trainees and Interns at IFQM - Learning, Contributing, Growing..



**Murali Ganesh**

Murali contributes to create data-driven frameworks and solutions that strengthen quality practices and support digital transformation.



**Vinay Swaroop**

Vinay designs and enhances digital solutions, gaining hands-on experience with emerging technologies that drive innovation and transformation.



**Gaurangi Kumar**

Gaurangi is an intern from BML Munjal University (BMU), Haryana, currently gaining practical experience and contributing to ongoing projects.

## UPCOMING

### IFQM Conclave for Academia 2025, in collaboration with BML Munjal University

Through 6 competitions ranging from case solving to paper writing, portal design, quality redesign, and AI-driven hackathons, IFQM reached out to a larger set of students from academic institutes across India. 3000+ students from 120+ colleges participated in these flagship competitions.

Now, in the IFQM Conclave for Academia, scheduled on **17<sup>th</sup> Sept, 2025** at BML Munjal University, Gurugram, **44 finalists are travelling from 19 institutes across India** to showcase their ideas and solutions to address challenges related to Quality, Innovation and Excellence. The jury for these final competitions includes members from Industry and Academia.

This conclave is going to be a **true blend of academia and industry, fostering critical thinking, innovation, and leadership**, focusing on real-world problem-solving, where students will take lead to share how quality management principles can drive transformation.

Quality & Innovation  
for Global Competitiveness

Sep 18 – 19, 2025  
Taj Palace, New Delhi - India

**IFQM**  
**SYMPOSIUM 2025**  
Driving Momentum

**350+ Delegates**  
**200+ CEOs/CXOs**  
**60+ Speakers**      **25+ Sessions**  
**25+ Academicians**   **45+ Students**  
**25+ Institutions**

## 2nd IFQM Symposium on 18<sup>th</sup> and 19<sup>th</sup> Sept. at Taj Palace, New Delhi

The IFQM Symposium 2025, set for September 18–19 at Taj Palace, New Delhi, will host over 350 participants—including 200+ CEOs, CXOs, and senior academics—to reflect on how Quality and Innovation can drive India’s global competitiveness. With MSMEs and Academia at the center, the agenda spans keynotes, fireside chats, and sector-specific panels across industries like auto, aerospace, pharma, defence, electronics, and healthcare.

What makes this gathering distinct is the diversity of experience—from industry veterans to institutional leaders—coming together to share what’s working, what’s not, and what’s next. As new learning tools and recognition platforms are launched, the symposium promises not just insight but shared momentum for building excellence into India’s growth story.

### New Learning Solutions

#### 5S Rapid Transformation – Sankara Hospital, Coimbatore

Building on earlier success, the Sankara team in Coimbatore will undergo focused training and deployment of 5S practices to enhance workplace efficiency and safety.

#### Daily Work Management

Training modules and implementation support aimed at strengthening routine management systems for consistency and performance.

#### Fundamental Knowledge and Skills

A program targeting essential knowledge areas and workplace readiness to support operational excellence across functions.

#### Induction of New Employees

An aligned and capability-focused onboarding approach to help new hires integrate into a culture of quality from Day 1.

#### Guiding Principles for Q

Introduction of a set of shared principles and behavioural anchors to support organization-wide quality thinking and decision-making.