



Quality Quest



Quarterly Newsletter of Quality Forum

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R Satish

Director Air India, GSD, (Retd)
e-mail : rsatish@mtnl.net.in

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e-mail : artech@vsnl.com

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STQC Directorate,
Min. of Information Technology
e-mail : phbhawe@gmail.com

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Director, Systems & Training
e-mail : basudev44@gmail.com
basudev@vsnl.com

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e-mail : pprmenon_sei@yahoo.com

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Director-Heatron Appliances
e-mail : heatron@vsnl.net

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e-mail : mahajanj@eth.com

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Lead Assessor & Key Customer
Co-ordinator, Western Region, DNV AS
e-mail : prakash.kaoray@dnv.com

Prakash Dhoot

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M D Chilakwad

Director, Bureau of Indian Standards (WRO)
e-mail : chilakwadmd@bis.org.in

N K Bhattacharyya

Editor
e-mail : nirmalb26@hotmail.com

P H Bhawe

Joint Editor
e-mail : phbhawe@gmail.com

From Chairman's Desk

Acceptance of Quality is an indication of the quality of life that a nation lives with. Quality consciousness comes from within when a person prefers to have something better than what he possesses. It has to be a continuous obsession in the mind of a conscious person, a hunger within a civilised society for a better life and living. But how we approach the problem in a country where after decades of independence, near 50% of people are poverty stricken and remain illiterate. While majority of people compromise each day for just a living, a talk on quality of life appears to him futile. When food, drinking water and provisions of living of majority are not qualitatively acceptable within minimum standards laid down by World Health Organisation, what message Quality Quest needs to pass on to the society at large is a big question. The sphere of domain of Quality Forum needs to be spread beyond the activities of metropolitan cities. Unless mass demand for better products, better living conditions, better services in all walks of life do not come out, objectives of the forum may remain as a far cry. Quality is

not a luxury of a few. The nation as a whole has to be made conscious. This cannot be achieved only by setting standards in industry, motivating manufacturers for quality in production and display of their products in selected malls. Acceptance of the quality in production has to come from the mass. The nation should be capable of taking pride of the quality of products manufactured in the country.

In general, there is a predominant preference for whatever is cheap without consideration to life cycle cost of any product or quality of its performance. With this attitude, any talk on quality is avoided by a large section of the society and considered as an infliction of additional expenditure under a pretext. Quality Forum has to break this barrier of obsession prevailing with a large cross section of the society with educational programmes to convince about benefits of quality in various walks of life. When Indians are able to demonstrate achievements of quality in all spheres, only then India will be in the forefront of all nations in the world.

INCREDIBLE INDIA

1. FOREWORD

Healthcare in India! In the truest sense, it is incredible. The Pandora's Box contains a sheer variety - from the most ancient to the most contemporary and modern. The various systems - ayurveda, allopathy, unani, homoeopathy any many other are available in the great health bazaar even today. You name it and get it; it's all your choice. One, who is not very familiar with this Indian road show may find difficult to navigate in making a choice. Most natives however watch this like a Bollywood movie, coolly. We pick up what is easily available- the most important consideration being the cost, like many other material things.

With a gulf between the huge demand and scarce supply, even to talk on the 'quality' may sound premature in the present times. India however, is changing-although a bit slow and so are the masses too. With one of the fastest growing economy in the world, urban and semi urban population has started talking and exercising their right for the quality healthcare. With education, more and more people have started realizing the importance of quality in healthcare and delivery systems. Going by the trend, at least amongst the 'informed' population, the demand for quality is set to go up in the near future. People have not only started having their say while choosing but also asserting their rights by questioning healthcare providers on propriety; something rarely happened some 10-20 years back. This will further push up the quality benchmark.

In the backdrop of this wave of awareness, it is high time that the health planners and more importantly healthcare providers tightened the belt. It will be a folly to ignore the aspirations of the masses which are genuine. It is a myth to assume that imparting quality to healthcare services is exorbitantly expensive and therefore, prohibitive. Some organizations and care providers have therefore taken steps in the right direction and they have been hugely rewarded.

Sadly however, such organizations and professionals can only be counted in this vast nation, on fingers. While sensitizing the professionals so that they change the mind set, Quality Forum (QF)-Mumbai has simultaneously embarked on enhancing health services users' awareness in choosing Quality Healthcare. This will eventually coerce the service providers to meet the people's demands and perhaps exceed in the process of the competition, it may set in.

This may sound a too idealistic in the existing scenario. But precisely, this is the ultimate goal of the QF-Mumbai. Its role however is proactive to all the players to create an environment for imparting quality in our entire endeavor and make India a healthcare destination- not only for our citizens but also for others.

2. REALITY

Let us accept the fact that 'all inclusive' and good healthcare is lacking in our country despite efforts by the local

health authorities, State and Central Government agencies. The reasons for unsatisfactory nature of services are plenty and also debatable. However, public apathy in not forcing their elected representatives to give a due priority to health planning is one of the most important factors in this respect. We get carried by trivial or even non issues. In the developed world, elections are mainly fought and won or lost on the vital issues with healthcare at core.

In the backdrop of this and in absence of effective social security system, it is essential for every individual to carefully protect their health and also make the necessary provision so as to reduce dependence on Public Health Authorities for individual needs. While some of the public hospitals deliver excellent services despite many odds, Private Public partnership which seems to be the need of hour, has not taken a lead. Hence, expecting and actually choosing a 'Quality' healthcare affordable to them may be a distant dream for the vast majority of Indian population.

Notwithstanding this reality, and as Lao Tzu said: a journey of thousand miles begins with one step, QF-Mumbai is venturing into this uncharted territory with not a big but a little leap to guide those miniscule percentage of population to whom, the Quality matters.

3. What is the "Quality" ?

Due to the unsatisfactory nature of our public healthcare services, people who can afford, opt for private care, which is expensive. Even the private care 'quality' varies in absence of 'standardization'. Hence making major treatment decisions when the cost of private care is going through the roof, is a challenge. Fortunately, Quality Council of India (QCI) is actively embarked on laying down some practical yard sticks to actually 'measure' the quality of services and 'standardize' Clinics, Laboratories, Blood Banks, Nursing Homes and Hospitals.

When you buy your vegetables, clothes, TV, Fridge or your dream car, you know what to look for in the product so as to get the quality you desired. Things are pretty complex when you buy 'services' - and more so, for medical services. Here, there are many ingredients and subjective as well as objective perceptions which go in the making of the 'service' - an intangible product. And when every user can be a judge, every verdict, every decision on the quality for the services from the same place or person can be poles apart. As it is not easy to perfectly measure the quality of care, to define it, is still more difficult. However, when the services are fit to meet users' requirements at any given time, it can be considered as quality services; although, individual 'perception' may differ. Quality services are not accidental but planned meticulously to do right thing at the right time in the right way for the right person while aiming at the best possible results.

4. Measuring unmeasurable

Can healthcare quality be measured? It is difficult but not impossible. Social scientists and researchers by putting their heads together have developed some tools to actually 'measure' the healthcare quality. The method may not be 100% perfect but quite nearer. Moreover, it serves our purpose as a working solution. Based on the outcome, that is the end point of treatment, two types of yardsticks can be applied by you to judge the quality. First, you as a consumer can rate the services and second, by using the clinical performance measures. Rating by you as a consumer will mainly be based on the satisfaction you experienced; that is your subjective experience and perception. This depends on many factors. Someone else may rate the same hospital differently and the rating may be based not on actual 'treatment'.

Your impression may be based on experiencing prompt telephone operator's services or even on a pleasant looking nurse for that matter. Despite the drawback, many hospitals do get your feedback on discharge from it since it makes the management aware of varied perceptions. This also helps the management in initiating changes as expected by patients. Hence to go by some one else's experience and recommendation on the quality of care may not be correct. As a matter of fact you yourself may rate the services differently on different hospitalization.

The second-the clinical performance measures on the other hand are little more objective. These tools take into consideration how well the services and their delivery have been planned and how efficiently the organization actually translates it to prevent and treat illnesses. To give an example, how well the Ante Natal Care services have been planned and

actually administered to keep the pregnant mother and the unborn baby healthy incorporating advice on diet, exercise, relaxation, immunization etc.

One more method to judge quality is to ensure that it meets well accepted 'standard' practices. You will notice that more and more institutions are getting themselves certified and proudly displaying that the institution has been duly certified by ISO etc. meaning thereby that the healthcare services are 'standardized'.

A further step is an 'accreditation'. The process does the 'grading' while giving the seal of approval for quality services. In India, the National Accreditation Board (NAB) gives this seal after the institute fulfills the stringent laid down criteria. Certification by the National Accreditation Board for Hospital (NABH) and National Accreditation Board for Laboratories (NABL) are considered as the 'gold standard' in India. In other words, if you are looking for the 'quality' healthcare, look for this seal by NAB.

For quality things in life, you should be prepared to pay its price and medical care is not an exception to this rule. I therefore strongly suggest you to buy a private insurance plan that you can afford, to protect you and all your family members (especially when they are young and do not have any medical problems) as medical costs are going to be exorbitantly high.

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This article has been prepared by Dr. B B Gajre, MD (med), PGD (healthcare admin & hospital management) for and on behalf of the Quality Forum-Mumbai with the sole purpose to enhance the public awareness on quality in healthcare and thus help the national cause. Comments welcome by e-mail to bbgajre@yahoo.co.in

JOINT PROGRAMMES WITH QUALITY COUNCIL OF INDIA (QCI)

Between August 2008 and March 2009, we conducted four programmes with the help and support of the Quality Council of India (QCI). Girdhar Gyani, the Secretary General of QCI had made a special trip to Mumbai from Delhi to deliver an excellent inaugural address in the first programme. Brief details of the programmes are :

| Sl. No. | Date | Topic | No. of participants |
|---------|------------|--|---------------------|
| 1. | 22.08.2008 | Quality Management Systems – requirements for service quality by public service organizations as per IS 15700:2005 | 31 |
| 2. | 24.10.2008 | Measurement Management System | 37 |
| 3. | 13.03.2009 | IT for MSME | 22 |
| 4. | 27.03.2009 | Measurement Data Analysis for Quality Improvement | 31 |

All the programmes were conducted in hotel Atithi, near the domestic airport in Mumbai and the feedback from the participants had given a rating of above 80% for Good & Excellent for all the programmes.



D R Sukhtankar

Interview

Mr D R Sukhtankar, Senior Vice President (O&M)
Reliance Infrastructure Ltd.

Interviewed by B Bhattacharya,
Hon. Secretary, Quality Forum

Q 1. According to an estimate, Mumbai and its suburb has a population of approximately 14 million. What percentage of this population is supplied by your company? What are the shares of other suppliers?

Reliance Infrastructure Ltd is a licensee catering to the electricity supply requirements of 26 lakhs of customers comprising 384 sq. kms. area from Bandra to Dahisar in western suburbs, Kurla to Ghatkoper and Chunabhatti to Mankhurd and Trombay in eastern suburbs. It also caters to the requirements of Mira, Bhayander, Goara and Manori, a part of Thane District. About 70% of entire Mumbai's population is supplied by Reliance.

Q 2. You have been involved with electric supply for many years. Tell us what are the important parameters which determine good and excellent quality of supply?

Basically the customer expects uninterrupted, reliable and quality supply. The important parameters of quality supply are Availability, Reliability and quality of voltage and frequency. The parameters are measured in terms of:

- Availability : Average System Availability Index (ASAI).
- Reliability : System Average Interruption frequency Index (SAIFI). System Average Interruption Duration frequency Index (SAIDI).
- Voltage and frequency : Voltage and frequency of supply is maintained within permissible limits specified by MERC regulations.

Q 3. Out of the above parameters, how many do your company comply with?

Reliance has consistently maintained on line availability of over 99.9 % as also the supply voltage well within the permissible limits by adoption of state of art technology devices. As far as reliability indices are concerned Reliance is one of the best in the country. Reliance sets up its own benchmarks which are continuously improved over the years.

Q 4. Last summer, many areas of Mumbai and its suburbs had faced power cuts. Some of us living in the area being serviced by Reliance did not experience it. How did you manage this?

No power cuts were faced by the areas supplied by Reliance in Mumbai. As you are aware, entire state is facing power shortage due to large gap between supply and demand. This gap

is met by load shedding in different parts of the state including areas in Mumbai supplied by MSEDCL. During last summer Reliance outsourced short term and on day ahead basis power at higher price to prevent the power cuts to its customers.

Q 5. Recently, your company has taken up the work of replacing the old electro-mechanical energy meters by electronic meters. In what way it is advantageous to the consumers?

The electronic meters record the energy accurately at all loads. The accuracy is sustained over a period. The electromagnetic meters lose the accuracy / stop over period due to wear and tear. The meters also can record active and reactive energy, demand, and power factor over time of the day (TOD) in different tie zones. The meters are tamperproof and detect the tamper and display signals. It has also following features :

- Low power loss of potential circuit.
- Storage of data which can be retrieved on hand held instruments / transferred on communication lines to billing center remotely (AMR).

The installation of electronic meters has facilitated the analysis of recorded data to advise the customers to monitor their load curve, demand power factor and energy conservation measures and also resulted in reduction of technical and commercial losses.

Q 6. In India, consumers get electricity generally from the respective State owned Electric Supply organizations, which amounts to monopoly. Because of this, quality of electric supply across the country has not significantly improved since only completion results in quality improvement. Is this scenario different in Mumbai today?

The electricity distribution business had been monopoly business and continues to be monopoly business as the license for distribution for a particular area is issued to only one agency. The scenario is gradually changing with unbundling of electricity business into Generation, Transmission, Distribution, Supply and Trading. With the open access concept in Transmission and Distribution the customers will be able to choose their supplier and demand the access from the transmission and distribution network owners. This will result in competition. In Mumbai the situation is slightly different and unique since there are two licensees operating in the same area and consumers have a choice to choose the supplier.

Q 7. What steps have been introduced in recent times in your company for quality improvement of supply as well as interface with consumers ?

Reliance has taken several key initiatives to achieve excellence in quality for delivery of supply and customer service in various aspects. Some of these are :

1. Implementation of state of art SCADA (Supervisory Control and Data Acquisition) system with DMS (Distribution Management System) for monitoring on line parameters and control of the distribution network to improve reliability and quality of supply and reduction of down time.
2. Condition monitoring of substations equipment and cables on real time basis.
3. Installation of Automatic Power Factor Controllers.
4. Introduction of Preventive Maintenance Cell to implement annual calendar of maintenance activities with a view to optimize the resources and monitor the implementation.
5. Establishment of 24x7 toll free multilingual call center.
6. Customer satisfaction survey with outbound calls on daily basis.
7. Setting up best in class Customer Care Centers with on line Complaint redressed desks.
8. Multilingual bills, available even in Braille.
9. E-mail/sms services for billing information, payment reminder, payment confirmation etc.
10. Enhanced bill payment options.

11. Introduction of SAP/GIS based ISU-CCS system for customer/network management.
12. Installation of state of art electronic meters for better accuracy of record and monitoring consumers load profiles.
13. Provision of energy metering on the feeders and distribution transformers to monitor and contain technical and commercial loss.

Reliance Infrastructure Ltd has been honored with prestigious IEEMA power award 2008 in "Excellence in Power Distribution - Urban" (1st prize).

PROFILE OF D R SUKHTANKAR, Senior Vice President (O&M)

A graduate electrical engineer started his career in 'BEST Undertaking' in 1970 in Distribution and Operation Systems of 22 KV, 6.6 KV Switch gears, Transformers and Cables. Within 25 years, he became CE of BSES / REL with his expertise on high as well as low tension distribution systems, construction of 22 KW switch gear, 10 MVA, 22 KV/11 KV power transformer, 1 KV switch gear receiving station and 11 KV cable feeders.

He developed further expertise in commerce of revenue earning, prevention of losses and thefts of energy, metering, testing and billing for different categories of consumers. His managerial acumen in operation of SCADA system elevated him to the rank of Senior Vice President (O&M).

He toured USA, UK, France and Singapore to study electric utility systems which benefited the schemes for privatization of electrical distribution in Goa & Andhra Pradesh and bidding for management contract for distribution circles in Orissa.

Sukhtankar is a proficient engineer in energy distribution, development and commerce in electrical energy.

INFORMATION & COMMUNICATIONS TECHNOLOGIES FOR MICRO, SMALL AND MEDIUM ENTERPRISES

by Anool J Mahidharia

INFORMATION & COMMUNICATIONS TECHNOLOGIES FOR MICRO, SMALL AND MEDIUM ENTERPRISES

In an ever-changing and dynamic world, the advent and adoption of Information and Communication Technologies (ICT) across the globe has permanently altered the rules of the game and expectations of the new digital and inter-connected economies (Global Village). Traditional modes of trans-boundary trade have changed dramatically. Enterprises need to embrace, at times reluctantly, the increasing number of financial transactions and trade-related activities that take place purely via the Internet and technologically assisted tools.

The role of ICTs in advancing the growth of national economies through enhanced efficiency and productivity, and expanded market reach is both undisputed and irreversible. It is, therefore, important that adequate and strategic attention is paid so that these new opportunities provided by ICTs are not purely limited and accessible only by the larger corporations within national economies. As numerous reports have indicated, small and medium enterprises (SMEs) constitute almost 95 percent of enterprises and directly serve as both the backbone and driver of national economies.

ICT encompasses all kinds of technological, digital tools, such as Computers and Peripherals (that includes Hardware and Software), as well as applications such as Internet, Email, Voice, Video, Data (convergence). ICT can thus prove to be a powerful enabler and force multiplier when used effectively by MSME's.

Consider the days prior to the advent of ICT small enterprises would have used tools like Calculators, Type Writers, Telex, Thermal Fax, Over head projectors (transparencies), Cyclostilers or duplicators, etc. Consider the difficulty in managing and retrieving data – sales figures, invoices, drawings, etc. By the late 1980's and early 1990's, personal computers started making inroads as enterprises realized the many benefits they offered. About 20 years later, in the present day, it is virtually impossible to think of tasks that are not carried out with the help of ICT in all areas – Administration, Sales and Purchase, Accounting, Engineering, Logistics, Warehousing.... On the other hand, the cost of ownership has remained fairly constant (a top end PC in 1990 would have cost approximately Rs.50,000, and you can probably buy the latest PC's at practically the same amount).

Information & Communications Technologies For Micro, Small And Medium Enterprises (contd.)

With the current economic scenario, the most important thing to consider when making investments in ICT is the return on investment (RoI). Thus, for MSMEs, maximizing the utility and squeezing the juice out of their investment is a primary concern. Here are a few tips to keep in mind when investing in Personal Computers or Laptops and also in using them to the max. :

HARDWARE TIPS :

- Choose MAX RAM capacity within your given budget.
- Choose MAX HDD speed within your given budget. The HDD capacity is a bit secondary since data that is not used frequently can always be stored externally.
- CPU Clock speed is important, but not critical. For most common tasks like word-processing, spread sheeting etc., a high processor speed is not important. The cost difference between 2.0GHz and 2.2GHz processors will not result in corresponding improvement in performance. Increasing RAM capacity, on the other hand, can drastically improve performance.
- Use Display card with dedicated, on-board RAM – avoid sharing main memory for display.
- Invest in Backup/External Storage (USB HDD) and create a Data Backup Plan – Daily, Weekly and Monthly backup cycles.
- Avoid HW duplication – create a network and make peripherals available globally, such as disk drives, Printers, DVD-Writers.

SOFTWARE TIPS :

- Install a licensed Operating System and make sure all Updates/Upgrades are applied, regularly. If you need to economize, consider alternative, “free” operating systems.
- Install Anti Virus protection: again, “free” options are available.
- Install software to protect your online Privacy
- Install Firewall to prevent unauthorized intrusions in your systems.
- Install Anti-Phishing software
- With a little bit of effort and searching, you can find alternative, low-cost or no-cost options for all of your application needs Operating System, Office productivity suite, Image viewing and manipulation, Anti-virus, Anti-spyware, Firewall, FTP, Desktop Search, Graphics, PDF creation, Update reminders, Data backup, Collaboration/Remote access, CAD, ERP, CRM etc.

When deciding on the hardware, consider the pros and cons of “Branded” against “Assembled” units particularly issues such as cost of ownership (TCO), support options, backup or replacements during downtime, future proof (in order to apply HW/SW upgrades), and also factor in the cost of all the required software, in addition to the hardware cost. Finally, make sure to decide on the correct type of platform depending on the functions – netbook, notebook, laptop, desktop, server etc.

MAINTENANCE TIPS :

Once you have invested in the product, make sure you maximize its utility and life by applying some regular maintenance. Never delay or avoid critical maintenance functions such as applying updates and patches or taking data backups. Here are some more tips :

Maintenance – basic tasks.....

- Data Backup – create a plan consisting of daily, weekly and monthly backups
- Error Check and De-fragment disk drives
- Reduce start up programs to improve boot speed as well as increase RAM for other tasks.
- Check Start-up folder and remove un-necessary programs example if you are not constantly using IM clients like MSN, Gtalk, Y! Messenger etc, load them manually when required, instead of permanently enabling them.
- Check Task Manager for running Processes and Services and kill un-necessary items.
- Use msconfig utility to turn off un-necessary process/service permanently.

Maintenance – OS

- Apply Patches and updates. For example, Microsoft publishes patches for its operating systems every Tuesday (Patch Tuesday).
- Review and fix Registry [not for novices]
- PageFile de-fragment it

Protection – Online or Network connected PC

- Protect against Spam – through mail client or Anti Virus SW
- Block Spyware – using Ad-Aware, Spy-Bot, Spyware Blaster etc
- Prevent Browser hijacks – several tools available
- Intrusion detection – do a port scan to check if your PC has exposed port vulnerabilities.

GET ONLINE PRESENCE :

For MSMEs who cannot invest heavily in large scale sales and distribution, getting an online presence could prove to be the cheapest way to get in touch with clients – worldwide. The Website, as an effective tool, no longer requires any justification. A substantial amount of search (worldwide) is now done on-line, as opposed to Yellow Pages etc. A website also automatically allows you to have corporate email Ids, and there is no reason not to have them after all, Enterprises do not have c/o Phone numbers, so should they rely on c/o e-mail ID's such as @yahoo.com, @gmail.com @hotmail.com

Building a website is fairly in-expensive now-a-days. You need to pay an annual fee for registering and maintaining your Domain Name. Next, you need to hire web space to host your website, which involves an annual Hosting fee. Finally, you need to create content to upload to your domain, which may involve a one time development fee plus minor annual update / maintenance charges. Having your own website is certainly the most inexpensive way to advertise, ensuring a Global reach, 24x7 availability, as well as cost savings due to electronic catalogues.

About the Author :

Anool J Mahidharia is Director of LUMETRONICS, an MSME specializing in Test & Measuring Equipment. He's a Quality Forum member, and has 18 years of industrial experience in various fields like Semi-conductors, Ink Jet printers, Test & Measuring equipment, Video Conferencing etc. He can be reached via his personal email ID : anool.m@gmail.com

Inauguration of Kochi Centre

Kochi (Cochin) Centre of Quality Forum was inaugurated on Sunday, 25th May, 2008 in a simple function organized in the evening at Hotel Nyle Plaza, Vytilla, Kochi.



Lighting of Lamp by Chief Guest, Dr K S Radhakrishnan, Vice-Chancellor, Sree Sankaracharya Sanskrit University, Kochi.

The centre at present has 11 members drawn from different professions, viz. doctors, architects, educationists, healthcare experts and quality consultants.

The Chief Guest at the function, Dr K S Radhakrishnan, Vice-Chancellor, Sree Sankaracharya Sanskrit University, Kochi inaugurated the Kochi Centre. In his address, Dr K S Radhakrishnan stressed the need for defining Quality Principles according to our Culture, Heritage and Needs. He also mentioned that our young generation is capable of attaining any technological advances.

T A Varkey, Convenor, Quality Forum, Kochi Centre welcomed the gathering followed by self introduction of the members. B Bhattacharya, Secretary, Quality Forum, while presiding over the function, explained the various activities of Quality Forum in Mumbai and distributed the Identity Cards to the members.

The following persons were elected as the office bearers of the Kochi Centre :

Dr Jose Chacko Periapuram, *Chairman*

T A Varkey, *Secretary* and Ar Thomas Jacob, *Treasurer*



Dr Jose Chacko, Chairman of Kochi Centre and leading open heart surgeon of Kerala addressing the members



T A Varkey, Secretary Kochi Centre welcoming all members



B Bhattacharya, Hon. Secretary, Quality Forum briefing members about functioning of the forum



A view of attending members

SEC GENERAL QCI AT THE QUALITY FORUM EVENT IN MUMBAI



Photograph captions :

1. Members on the dias at inaugural session (L to R) Ajit Rodrigues, Vice Chairman QF; S P Ranade, MD IT Power; J Gopal, ED MTNL; G Gyani Sec General Quality Council of India; B Bhattacharya, Sec. Quality Forum
2. B Bhattacharya welcoming guests and the members
3. Audience in rapt attention to the presentations
4. S P Ranade speaking on 'quality in industry'
5. Treasurer P N Vadaliya offering a bouquet to J Gopal
6. Ajit Rodrigues presenting a memento to S P Ranade, MD IT Power

SOME INTERESTING STATISTICS

The magazine ISO Forum recently published statistics on Management Systems Certifications accumulated in the World by end 2006.

Salient figures of certifications for India, China, first ranking country in each category and world total are enumerated below.

| Sr. | Scheme | India | China | I Rank | World Total |
|-----|-----------|-------|--------|---------------|-------------|
| 1. | ISO 9001 | 40967 | 162259 | (China) | 897866 |
| 2. | ISO 14001 | 2016 | 18842 | 22593 (Japan) | 129199 |
| 3. | ISO 16949 | 1588 | 4758 | (China) | 27999 |
| 4. | ISO 13485 | 188 | 228 | 2113 (USA) | 8175 |
| 5. | ISO 27001 | 369 | 75 | 3790 (Japan) | 5797 |