

# 29<sup>th</sup> CII QUALITY SUMMIT

**“QUALITY NEXT:  
RAISING STANDARDS, LEVERAGING INNOVATION & DRIVING EXCELLENCE”**  
**26 – 27 November 2021**

## PROGRAMME - DIGITAL

**26<sup>TH</sup> NOVEMBER 2021 | QUALITY SUMMIT DAY 1**

### **1000 – 1015 hrs : Announcements**

<b>1015-1125 hrs</b>	<b>SESSION 1: Charting a Quality Vision for India – CEOs Perspectives</b>  Quality has become the foundation for the Competitiveness, Growth, Sustainability, Technology upgradation and more so for Innovation. India to make its mark in global markets, must not only remain competitive but also must innovate and create benchmarks for Building India for a New World. We need to charter a long-term vision with focus on Quality Next through raising standards, leveraging innovation, and driving excellence for being in the leadership position.  This session will bring forth the perspectives of thought Leaders who have led the Quality movement from the forefront, a Quality Vision for the Indian Industry considering the emerging socio-economic environment.	
	<b>Session Chair</b>	<b>Mr. R Mukundan</b> Chairman, CII IQ & CEO & Managing Director Tata Chemicals Ltd
	<b>Panelist 1</b>	<b>Dr. Adil Zainulbhai</b> Chairman Quality Council of India
	<b>Panelist 2</b>	<b>Ms. Swati Salgaocar</b> Director Vimson Group
	<b>Panelist 3</b>	<b>Mr. Siddharth Mittal</b> Managing Director & CEO Biocon

<b>1125 – 1130 hrs</b>	<b>Break</b>
------------------------	--------------

<b>1130 – 1230 hrs Inaugural Session &amp; National Anthem</b>
--

<b>1230 – 1330 hrs</b>	<b>Break</b>
------------------------	--------------

<b>1330-1435 hrs</b>	<b>SESSION 2: Quality Manifesto for Tomorrow – Global Perspectives</b> <b>Future trends of Quality</b>  In-order to stay focused on the Vision realization, a comprehensive Quality Manifesto is necessary, elaborating the goals and initiatives with clear deliverables & progress measures. This manifesto will especially help industry to develop their organizational strategies around it.  The session will bring together global thought leaders to discuss the development of a Quality Manifesto for tomorrow, its shape, and the executional agenda.	
	<b>Session Chair</b>	<b>Mr L Krishnan</b> Past Chairman, CII Karnataka & Managing Director, TaeguTec India
	<b>Panelist 1</b>	<b>Mr. S Padmanabhan</b> Chairman – Governing Council Tata Business Excellence Group
	<b>Panelist 2</b>	<b>Dr. Gregory H. Watson</b> Chairman Business Excellence Solutions, Ltd.
	<b>Panelist 3</b>	<b>Mr. Vincent Desmond</b> Chief Executive Officer Chartered Quality Institute (UK)

<b>1435-1540 hrs</b>	<b>Session – 3: Strengthening Quality of Supply Chain in key sectors -Defence, Medical Devices &amp; Process Industries</b>  Quality of Supply Chain is vital for the success and growth of the industry and the country's economy. Critical sectors like Defence, Medical Devices, Logistics etc. that are dependent on the supply chain have a vital role to play in India becoming technologically self-reliant.  Capabilities and capacities of the Supply chains must be built on a strong foundation of Quality to increase India's participation in the Global Value Chain. The session will deliberate on the Role of Quality in meeting the supply chain challenges in three critical sectors.
----------------------	---

	<b>Session Chair</b>	<b>Mr. C V Subramanyam</b> Principal-Business Excellence CII Institute of Quality
	<b>Panelist 1</b>	<b>Col Rajinder Singh Bhatia</b> President & CEO Kalyani Group
	<b>Panelist 2</b>	<b>Mr. Ian Fraser Glenday</b> Managing Director Repetitive Flexible Supply
	<b>Panelist 3</b>	<b>Mr. Animesh Thakur</b> Head-Quality Assurance, India, India HUB & ASEAN Boston Scientific

<b>1540-1645 hrs</b>	<b>Session – 4: Digital Technologies – Impacting Quality of Lives &amp; Livelihood</b>  The last 18 months have accelerated the adoption and adaption of digital technologies in our lives. The world today is different than what it was pre-pandemic in terms of its operations, use of technologies, Information security etc. in all sectors be it healthcare, manufacturing, transportation, services including financial, education, logistics, entertainment, hospitality etc.  This session will bring forth the perspectives of leaders from different sectors on future developments of digital technologies and their impact on Quality of Lives & Livelihood and guiding us to align the quality road map in line with the growing consumer and market expectations.	
	<b>Session Chair</b>	<b>Mr. R Srinivasan</b> Past Chairman CII Karnataka
	<b>Panelist 1</b>	<b>Mr. Nabarun Roy</b> Senior VP & Group Head of Quality, Productivity & Delivery Risk Management Infosys
	<b>Panelist 2</b>	<b>Mr. Nick Passey</b> VP Commercial Digital and IT – International and Japan AstraZeneca
	<b>Panelist 3</b>	<b>Mr. David Mudd</b> Global Digital Product Director BSI Group

<b>1645-1745 hrs</b>	<b>Session – 5: Transformational Leadership: The New Quality Requirement</b>  The enormous forces of Accelerated Change and Increased Complexity can give rise to transformational performance...if leaders are not restrained by the existing culture. The origins of accelerated change are found in the compounding of ideas and their innovations, while complexity ferments as a product of societal integration. Together they create an abundance of transformational opportunities. Better understanding of traditional quality trappings and how best to create fast-track progress will be the focus of this session.	
	<b>Session Chair</b>	<b>Mr. Anindya Sarangi</b> Head ASQ South Asia ASQ
	<b>Panelist 1</b>	<b>Mr. Stephen Hacker</b> Founding Partner & CEO Transformation Systems International, LLC
	<b>Panelist 2</b>	<b>Mr. R Mukundan</b> Chairman, CII IQ & CEO & Managing Director Tata Chemicals Ltd
	<b>Panelist 3</b>	<b>Mr. Ed Warnock</b> CEO The Perlan Project

<b>1745 – 1800 hrs</b>	<b>Break</b>
------------------------	--------------

<b>1800 – 1915 hrs</b>	<b>Awards Nite – CII EXIM BANK AWARD FOR BUSINESS EXCELLENCE 2021</b>
------------------------	---

### Close of Day 1 Program

<b>27<sup>TH</sup> NOVEMBER 2021   QUALITY SUMMIT DAY 2</b>
---

<b>1000-1100 hrs</b>	<b>SESSION 6: Catalyzing Inclusive Growth through Quality</b>  Global supply networks have highlighted the importance of standard protocols, universal standards, and mutually acceptable conformity assessment practices. Given that more than 70 percent of suppliers belong to the MSME segment, it is essential to ensure they have the capability to meet the demand challenges effectively. Instilling a
----------------------	--

	quality culture anchored on global standards and best practices across MSMEs will drive inclusive growth in tandem with the industry leaders.	
	<b>Session Chair</b>	<b>Mr. Ravi Sam</b> Managing Director Adwaith Textiles
	<b>Panelist 1</b>	<b>Mr. Yogesh Munjal</b> Chairman & Managing Director Munjal Showa Limited
	<b>Panelist 2</b>	<b>Mr. Kaustubh Shukla</b> COO IP Group Godrej & Boyce Mfg Co Ltd
	<b>Panelist 3</b>	<b>Mr. J Roy Chowdhury</b> DDG Bureau of Indian Standards

<b>1100-1200 hrs</b>	<b>SESSION 7: Building Global Quality of Services – Leveraging Trade Potential</b>  Services constitute almost 60 percent of global GDP, yet most trade negotiations focus on the more tangible manufactured and Argo products. Thanks to digital technologies and channels providing unprecedented opportunities, cross border trade in services has been witnessing exponential growth encompassing diverse sectors beyond traditional, such as IT, distance learning, financial, legal, media, market research to quote some examples. A major drawback in services trade is the lack of uniform standards, even in regulated sectors. This session will examine the role of quality standards that can play in promoting trade services	
	<b>Session Chair</b>	<b>Mr. Anupam Kaul</b> Chairman BIS Services Committee
	<b>Panelist 1</b>	<b>Mr. David Rasquinha</b> Former Managing Director EXIM Bank of India
	<b>Panelist 2</b>	<b>Ms. Hanane Taidi</b> Director General TIC Council, Belgium
	<b>Panelist 3</b>	<b>Dr. Punam Bajaj</b> Director NABH

<b>1200 – 1210 hrs</b>	<b>Break</b>
------------------------	--------------

<b>1210-1310 hrs</b>	<b>Session – 8: Enhancing Quality in Regulatory Practices</b>  As the world moves towards increasing regulatory oversight riding on the concerns of human, environmental and data security, it is essential to provide the necessary checks and balances between risks perceived and the regulatory intervention sought. Over regulation creates compliance burdens and becomes a trade restrictive tool. The fundamentals of good regulatory practices require eliminating all alternate measures to secure the purpose before imposing technical regulations, and to ensure balanced, equitable and transparent approaches in their prescription.	
	<b>Session Chair</b>	<b>Mr. T.S.G. Narayannen</b> Technical Adviser (Central Boiler Board), Department of Industry and Internal Trade
	<b>Panelist 1</b>	<b>Dr. Geert Dancet</b> Chairman Regulatory Representatives & Managers Association & former Head of European Chemical Agency
	<b>Panelist 2</b>	<b>Dr. Bernardo Calzadilla-Sarmiento</b> Managing Director - Directorate of Digitalization, Technology and Agri-Business United Nations Industrial Development Organization, UNIDO
	<b>Panelist 3</b>	<b>Mr. Shisher Kumra</b> Executive Director, GPC

<b>1310 – 1340 hrs</b>	<b>Valedictory Session</b>	
	Enhancing Quality of Life thru Sustainability	<b>Mr. Chandra Bhushan</b> President & CEO iFOREST

<b>1340 – 1345 hrs</b>	<b>Summing Up &amp; Close</b>	
------------------------	-------------------------------	--