



## **BI MONTHLY NEWS LETTER** **NIQR CHENNAI BRANCH**

**National Institution for Quality & Reliability**

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### *From Chairman...*

Warm Wishes,

At the outset, let me take this opportunity to wish all NIQR members

**A HAPPY AND PROSPEROUS NEW YEAR.**



We are very happy to announce that the first edition of the newsletter was well received and we were showered with all-round appreciation from NIQR fraternity in reviving the newsletter. I express my heartfelt thanks on behalf of the editorial team to all those who appreciated our efforts in reviving the newsletter. On behalf of the NIQR team I commit to fulfil the aspirations and expectations of the NIQR members to make the newsletter a truly valuable publication as a regular bi-monthly.

To add value to our members, we are happy to announce a series of evening lectures that are lined up for the coming months. We will be circulating the program details for the members to participate in these lectures and hear from renowned specialists from different verticals of the Industry on the subject of quality and reliability.

I also request members to send case studies and articles to be published in future newsletter editions. We also welcome suggestions from members on the content of the newsletter for us to innovate and excel.

*With warm and kind regards,  
S Rajasekaran*

**“Quality is not an act, it is a habit.” (Aristotle)**

# Q - ZINE

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## *From Secretary...*

Warm wishes

We are happy to place this Newsletter in your hands before the dawn of the New Year by which, all of us can experience the [sense of joy back](#). With your support and best wishes, we are confident we will be regular as a bi-monthly newsletter.

We are glad to share with you that so far in this year, we have added 39 Life Members, 11 Individual Annual Members, 2 Company Members and 52 Student Members. This is a natural reflection of the health of any non-profit organisation.

There are good number of enquiries to us to organise "in-house" training programmes on various topics. During November, 2-day training programmes on PFMEA were conducted in three locations for M/S Haidelberg Cement Company. A first in our training calendar, PFMEA for a non-auto industry.

As promised, the evening lecture was revived with an innovative guest lecture by Sqn Ldr Unni Nair (Retd) on 1st November. We are having plans to organise lecture programmes every month.

We would very much welcome articles from all members of NIQR for future newsletters, as with a wider spread of articles from different industrial sectors, the [branding of NIQR](#) as an organisation to promote Quality as a way of life in Indian industry and service organizations will get a boost.

[My best wishes for a HAPPY AND PROSPEROUS NEW YEAR.](#)

*With kind regards,*

**C V GOWRI SANKAR**

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## *Evening Lecture*

We organised an Evening Lecture on 1st Nov 2014 in our Conference Hall. The topic was "Live life in High Definition" and the guest speaker was Sqn Ldr Unni Nair (Retd).

The audience was thrilled with the delivery of Mr. Unni and were literally singing to the tunes of Mr. Unni. He made them identify the potentials one has, to be brave enough to live the life of one's dreams to the fullest and excel in all that one does, because Mediocrity is ordinary and all are capable of being extraordinary. He drove the point of everybody making the choice to live one's life to the fullest because Life is special and it deserves being worthy!!



Squadron Leader Unni Nair, a Loyola College Graduate and MSSW Post Graduate is an entrepreneur with a different way of doing things. He has started an HR company that believes in "Unconventional outlook translating into Unbelievable Outcomes!"

He has refined the process of engaging companies with various unconventional approaches and his training methodologies have inculcated the fun concept and have utilized tools such as Adventure, Nature, Music, Dance, etc.



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**"Anything worth doing is worth doing right the first time." (Unknown)**

## *PFMEA in non-auto Industry*



NIQR conducted PFMEA training in M/S Heidelberg Cement India Limited, in three of their plants. Mr. A Vellapandian, Life member of NIQR was the faculty in Damoh in MP and Jhansi in UP and Mr. C V Gowri Sankar, Secretary, NIQR Chennai Branch was the faculty in Ammasandra in Karnataka. The participants were given the concept of PFMEA with examples on the first day and they were able to make the Process Flow Diagram as per FMEA 4<sup>th</sup> edition and PFMEA work sheet on the second day. This is the first time we are conducting PFMEA training for non-auto industry. The feedback was excellent.



## *"Contemporary Shop Floor Management"*

NIQR Head Quarters had organised a 4 day Intensive training Program on "Contemporary Shop Floor Management" jointly with Mahindra Institute of Quality and Premier Center for Competency Training Pvt. Ltd., from 13th to 16th October 2014 at Deccan Plaza Hotel, Royapettah, Chennai.



The program covered all important perspectives for shop floor personnel like Quality, Material, Machining and Tooling, People and TQM and included a Plant visit to witness best practices in Manufacturing.

The program was a grand success as 69 first line supervisors/managers participated.



## *NIQR Membership*

During this year, Chennai Branch has added 104 members (LM -39, IM – 11, CM – 2, SM – 52) to the NIQR family. This is a natural reflection of the health of any non-profit organisation. A committee consisting of Mr. C. V. Gowri Sankar and Mr. S. Kumar as members has come up with a flow chart for ensuring a process for enrolling new members in such a way that the new members will get their Membership certificates within one month. As a new initiative, we have decided to

**"If you think you can't, you're right, you can't." ( Henry Ford )**

# Q - ZINE

invite the new members to our office during evening lectures and present them the certificates in person. On 1st November 2014, the newly enrolled members were invited to receive their certificates during the monthly guest lecture by Sqn. Ldr. K. Unni Nair. Mr. S. Rajasekaran, Chairman and Mr. C. Sundaravadivelu, Treasurer - NIQR Chennai Branch distributed the NIQR Membership Certificates to 6 New Members present and this was hailed as a good initiative by all the members present.



Dr. P. Ramesh of Lucas TVS Ltd. received the NIQR Membership Certificate from Mr. S. Rajasekaran, Chairman- NIQR Chennai Branch



Mr. M. S. Ramanujam of PWD. received the NIQR Membership Certificate from Mr. C. Sundaravadivelu, Treasurer- NIQR Chennai Br.



## NIQR Welcomes the New members who joined during Nov-Dec 2014

### Individual Life Members

Dr. P. Ramesh Lucas	-	TVS Ltd. Sqn. Ldr.
K. Unni Nair	-	Excel HR Facilitation & Services P Ltd
Mr. V.L. Sridharan	-	Serino Flow Control (P) Ltd
S. Ganesh	-	Ashok Leyland Ltd
M. Gajendran	-	Ashok Leyland Ltd
P. Ragul	-	Ashok Leyland Ltd
R. Ramasubramanian	-	Ashok Leyland Ltd
E. Nagarajan	-	Ashok Leyland Ltd
J. G. Srinivasan	-	Ashok Leyland Ltd
B. Sshanmuganathan	-	Ashok Leyland Ltd
T. Deepak	-	Ashok Leyland Ltd

### Individual Annual Members

Dr. S. Archana Bai
Dr. K. Vimala
Ms. J. Rachel Priya
Dr. Malini Pande
Dr. R. Jayam
Ms. R. Sindhuja
Mr. Radhakrishnan &
Mr. A. Devendran of Dr. MGR Educational & Research Institute University

### Company Member

Asco Numatics (India) Pvt. Ltd Chennai

### *Book Published by NIQR National Council Member*

A book on "Maintenance Engineering and Management - Precepts and Practices" authored by Prof. D. R. Kiran, NIQR National Council Member, was launched in USA on the 23<sup>rd</sup> October 2014, at the Association of Facilities Engineers (USA). 25 members attended the meeting and after a 30 minute presentation and discussions on the features of the book, the book was formally received by Mr. Dean Vanesse, President and Ms. Suzanne Grubis, Board Director, AFE, Chapter 33.



It is easier to do a job right than to explain why you didn't. ( Martin Van Buren )

# Q - ZINE



On November 6<sup>th</sup> the same book was launched at the Society of Manufacturing Engineers, Boston Chapter. After a 30 minute presentation and discussions, Mr. David Miller, the Chairman officially received the book on behalf of SME.



## *QUALITY – The Global winning edge*

*(By Joseph Rajan A, 4th Year Civil Engineering,  
Meenakshi Sundararajan Engineering College, Chennai 600024.)*



NIQR organises a National Convention once in two years. NIQR has instituted various awards to recognize and honour world class organizations and distinguished individuals, which are conferred during the National Convention. This year, Mr. A Joseph Rajan has been awarded the NIQR - T.S.KRISHNA Award for the Best Essay on the topic QUALITY – The Global winning edge. We are happy to present the award winning essay.

**Introduction:** Today among cost, delivery and quality, the paramount importance to thrive in the market is given to Quality. NIQR, the renowned Institution for the promotion of Quality among individuals and Industry have chosen the title “Quality – the Global winning edge” for the congress. This

article is designed to take the readers through the (1) Importance of Quality, (2) Quality – the two pillar support beam for the house of business victory, (3) the steps that a Company could think of in moving forward towards achieving global standards of Quality, and (4) Conclusion.

### 1. Importance of Quality

For any lasting change to happen in the country, society has to change in terms of behavior, attitudes and values. A big focus area in industrial sector should be on quality. Quality is the key to success or failure for a company. The basic key to quality is that the products must be easy to manufacture. Now, all countries have embarked into improving product quality as an important policy of industrial development so as to satisfy its standards. The merits of products quality have a direct impact on the company's operations and development. Poor quality, on the other hand affects consumer choices on their products or services.

**You never get a second chance to make a good first impression. ( Unknown )**

# Q - ZINE

## 2. Quality – the Two Pillar Support Beam for the House of Business Victory

Quality by definition is the standard of something as measured against other things of a similar kind; the degree of excellence of something. Aristotle once said, "Quality is not an act, it is a habit." Continuous improvement of the company begins with self analysis, where you are and where you want to be. But your ambition must be realistic and in line with resources.

According to me Quality is like a Two Pillar Support Beam for the House of Business Victory (to combat competition and take over the business victory).

One Pillar being Quantitative Profile Accuracy which refers to both

dimensional accuracy to Customer specifications and the quantitative requirement to satisfy their demand and the other is Qualitative Performance Accuracy which refers to both repeatability and reproducibility in business terms. Both are equally important and it is completely normal to say it as it brings out clarity on the subject matter. I have put my thoughts into a schematic House of Business Victory Model.



## 3. Steps towards achieving global standards of Quality

Various crisis arise out of poor quality. The most obvious one is loss of sales. It is suggested that following steps could be thought of by a Company for moving forward towards achieving global standards of Quality.

3.1 Quality planning refers to creating process that will be able to meet established goals under operating conditions. Planning is a continuous process and it is highly necessary for proper allocation of resources. The matter of planning can be anything: process of designing products, customer services etc. End result must be capable of meeting quality goals under operating conditions.

3.2 Quality improvement refers to the process of breaking through to various levels of performance without compromising on quality. Quality improvement is thus inevitable and mandatory.

3.3 Quality Goal Setting refers to the process of deriving out objective quality targets from priorities. "Companies with goals succeed as they know where they are going". Priorities must be given to Quality process based on the companies' requirements and economic statuses.

3.4 Quality control: This can be achieved by identifying, understanding and managing the system as a whole. This aspect of control over the system based on quality paradigm refers to as quality control. One of its main objectives is to improve the overall performance of the system.

3.5 Training and Empowerment: Customer satisfaction is the key to a successful company. Both internal (refers to employees) and external customers must be satisfied. Proper training must be given to all employees as part of their work in order to establish full commitment and knowledge about Quality. Empowerment refers to testing the skills of the employees after training. Each and every aspect of their job should be evaluated and measured against new paradigms so as to ensure proper training is given.

## 4. Conclusion

Quality management is important in the process of enterprises' business, and enterprises should implement quality control throughout its running. Quality and Productivity are two sides of the same coin, everything you do for quality improves your productivity. Only realize the importance of quality management and effectively carry out quality control so that enterprises can make a long-term development. Thus, I conclude by referring that quality planning and control is mandatory for optimum results and enable high success rate in all scenarios.

**If you do not know how to ask the right question, you discover nothing. ( W. Edwards Deming )**

## *Recall of Patients*

In today's global quality scenario, we come across Recall of Automobiles regularly.

Recently in UK, there was a recall of Patients.

In what is the biggest patient recall in UK's medical history, over 22,000 people have been asked to return to a clinic for tests to see if they have been infected with blood-borne viruses, including HIV and Hepatitis C.

NHS England said the "significant patient recall" has resulted from concerns over a dentist who treated patients in the Nottingham area.

The recall was sparked by concerns that the dentist, who treated patients over a 32-year period, did not follow proper procedures.

Courtesy: Times of India

(The full article on Page 14 of 13th Nov Chennai Edition can be viewed:

<http://timesofindia.indiatimes.com/world/uk/Biggest-recall-in-UK-medical-history-as-22000-dental-patients-face-tests-for-HIV/articleshow/45123615.cms>)

- C V Gowri Sankar

## *Deming's 14 Point Plan for TQM*

- ⊙ Create constancy of purpose
- ⊙ Adopt the new philosophy
- ⊙ Cease inspection, require evidence
- ⊙ Improve the quality of supplies
- ⊙ Continuously improve production
- ⊙ Train and educate all employees
- ⊙ Supervisors must help people
- ⊙ Drive out fear
- ⊙ Eliminate boundaries
- ⊙ Eliminate the use of slogans
- ⊙ Eliminate numerical standards
- ⊙ Let people be proud of their work
- ⊙ Encourage Self improvement
- ⊙ Commit to ever improving quality

Compiled by C Udayakumar

## *If Crow's can, why can't we?*

We, all NIQRians , pledge to keep all our premises clean and contribute to the Prime Minister's Swachh Bharath Campaign.



Prime Minister Narendra Modi launched his nationwide Swachh Bharat campaign on Thursday Oct 2<sup>nd</sup> 2014 which aims to achieve a clean India by 2019, the 150th birth anniversary of Mahatma Gandhi, by raising awareness of cleanliness and better sanitation. The PM has rightly asserted that Swachh Bharat Abhiyan should be a combined effort of both the Government as well as the people. Swachh Bharat Abhiyan or the Clean India Movement in many ways correlates with the 5S movement. You are all aware, NIQR has played a greater role to this

cause over the years by spearheading the 5S movement by conducting various training programs and quiz programs for the industry and educational Institutions. A further focus on this subject will enhance the chances of orderliness among all citizens of our country, which in turn will enhance cleanliness and better sanitation. Let us all swear to make this mission a grand success...

- C V Gowri Sankar

# Q - ZINE

## National President Speaks...

Let's "Make in India" – a reality through Quality.

Every one of us will agree that it is very important to make our country's manufacturing sector more competitive to make this nation prosper and to become stronger in the global arena.

In every nation's growth, manufacturing sector plays a pivotal role. In India, in the last few decades, the growth of the Service sector has been fantastic while manufacturing sector hasn't done that well. Fortunately now, a fresh impetus is being given to the manufacturing sector by none other than our honorable Prime Minister himself.

We, Quality professionals can contribute a lot towards making our Indian manufacturing sector stronger by strengthening Quality & Reliability in everything we do.

Now in 2014, as we take stock, we all excel in the theory & technology of quality management. But what is more wanting in this, is the intent, the will to do everything right. The self-discipline to put Quality into everything we do.

The Swachh Bharat Campaign clearly depicts our level of self-discipline as a country. In this scenario, we, Quality professionals can succeed in our mission only through spreading the culture to do everything right.

In NIQR, we have been spreading this message quite successfully, but only in select pockets of this country. This message of ours needs to get louder and clearer and needs to be heard across the country....

**My best wishes for a HAPPY AND PROSPEROUS NEW YEAR.**

**R Sivanesan**

National President - NIQR



## Breaking News...

### NIQR Head Quarters

One day Seminar on "RELIABILITY ENGINEERING"  
by

**Dr. Kazuyuki Suzuki**

President – 2010 - 2011, Japanese Society for Quality Control (JSQC)  
President – 2012 - 2013, Reliability Engineering Association of Japan ( REAJ)  
on 3rd January 2015  
at Hotel The Westin Chennai Velachery, Chennai 600 042.

### NIQR Head Quarters

Felicitation Function

**To Dr. Kazuyuki Suzuki**

on his winning the Deming Prize for Individuals in 2014  
on 3rd January 2015 at Hotel The Westin Chennai Velachery, Chennai 600 042.

### NIQR Chennai Branch

3 day Intensive training Program on  
"Contemporary Shop Floor Management"  
jointly with Mahindra Institute of Quality and  
Premier Center for Competency Training Pvt. Ltd.,  
in Oragadam belt in February 2015

**Look out for Venue and dates**

### Evening Guest Lectures

are planned with eminent personalities from  
Maintenance Management  
Medical Field  
Entertainment Field  
Construction Industry

Please mail your feedback,  
suggestions, articles and inputs to  
[cukumar@gmail.com](mailto:cukumar@gmail.com)  
(or)  
[cvgsankar@gmail.com](mailto:cvgsankar@gmail.com)

**Efficiency is doing things right; effectiveness is doing the right things. ( Peter Drucker )**

## National Institution for Quality & Reliability

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