



# QR VIEWS

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FOR PRIVATE CIRCULATION AMONG MEMBERS ONLY

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### QUALITY IS PRIDE OF WORKMANSHIP.

- W. EDWARDS DEMING

## Chairman's Message



I am very happy to interact with NIQR members through QR Views. Today, the need to innovate is greater than ever and there is absolutely no field that can continue to survive without continuous improvement. Innovation is the driving force behind long term growth of an organisation. Continuous improvement is achieved through the use of emerging process improvement tools including Six Sigma.

For any organization, satisfied customer is the most valuable asset. To achieve that, continuous focus on Quality and Innovation is a must. Exceptional quality delights customers and is essential for customer growth and retention. I am happy to inform members that NIQR is arranging seminar and lecture programmes towards achieving Absolute Quality. I conclude with NIQR motto "...dedicated to the promotion of Excellence in Quality"

**C. Athi Pagavan**

## 2. Quality Management Tools for Everyday Life

Charity begins at home is true when it comes to have a quality life in the family. It was breakfast time. My dear friend Naran was at the breakfast table while the Nari was preparing food for the family. Their son was finding it difficult to get ready to go school. He could not find his



**KR Mohan Ananthanarayanan**  
 Vice-chairman NIQR Trivandrum  
 Former Head Quality VSSC ISRO



note books for the day and had to rush through a minute bath having got up late. He calls up his mother to search his books. Naran on the other hand pushes for the breakfast as his conveyance to office has already arrived. Frustration is the air and soon it turns into a storm destroying the peace of mind for all in the family. Quality of life is compromised.

The above situation has many quality improvement possibilities. Time management is the one that comes in the forefront to provide solutions. It is a life skill to master the time management. There are lots of methods that help time management in real life. Your priorities have to be the ones that lay foundation for lesser stress, staying focused and appreciating the efforts of the people around. This is easily said than done as experience recounts.

A restless sleep is the root cause for many of our actions in the day to follow. Reading a book you like before sleep has two advantages. It can divert the mind from thinking about events that have happened and cannot be changed at your will. This thought process leads to brooding, making assumptions and eventually to abrasive thoughts. Life is always on a roll and many of our assumptions about future seldom fall in place. Book reading provides interesting descriptions and scripts. This takes the mind to rest and naturally you fall asleep. Getting up early before the Sun rise is good for health. The one and a half hours just before sunrise is known as Brahmamuhurta. According to Atharva Veda "The rising sun removes all the factors which cause death." You breathe fresh air and enjoy the visual splendor of nature at this time. Birds that fly fast with gentle tweets and chirps, the stars that stops twinkling welcoming the rising the Sun and the cock-a doodle announcing the dawn are a few of the nature's stress relievers as you start the day. If

you have experienced and enjoyed this, you are one step up in the ladder in the quality of life.

Staying focused is often the key in success. Quality management tools like understanding the trivial many and the vital few helps to prioritize problems for better solutions. In our life too priority is very important. Our family is the first priority. True but many a times we override this. This leads to lowering the quality of life. You do not have time to talk to me is a general complaint in the family. One needs to train ourselves to communicate and not have a 'take it for granted attitude' towards our family. Story telling is one such act of involving all in the family especially the children. It is not easy to tell a story. You need to practice just like any other life skills. Most often the dining table sets the tone for good communication. Share the dine with all in the family. Listen and reciprocate. Add humor as flavor while you dine. A happy eating together is a good step towards better quality of life.

5S Quality management tool helps to have good housekeeping and makes a quality culture that sustains generations. How many times you have searched for your day today needs in the house? If the answer is more than once, we lack good housekeeping. Sorting the waste and its disposal, setting things in order in our home, daily cleaning to make a shine, keeping things in identified places with standardized fixtures and to get our children to practice this housekeeping helps to sustain the quality culture for generations. I had a neighbor who on all Saturdays would spend time in maintenance and housekeeping. He calls Saturday night fever as he starts his work on Saturday evening. He enjoys it and has less urgent visits to set a pressure cooker or mixie right. He is up in the quality ladder. Quality begins at home is thus very true.

### 3. Two day Seminar on "Towards Absolute Quality-Tools and Techniques"

NIQR, Trivandrum Branch conducted a two day seminar on "Towards Absolute Quality-Tools and Techniques" on 29 & 30 March 2019 at Hotel Pankaj, Trivandrum.



**Shri. Sam Dayala Dev, Director  
ISRO Inertial Systems Unit Trivandrum  
delivering the presidential address**

The Seminar was inaugurated by Shri. D. Sam Dayala Dev, Distinguished Scientist, Director, ISRO Inertial Systems Unit. The Key note address on Absolute Quality was delivered by Shri. K. S. Mani, Outstanding Scientist, Deputy. Director, Reliability & Quality Assurance Area of ISRO Inertial Systems Unit.

There were five technical sessions spread over two days.

'Quality Assurance for Aerospace Systems' was



**Shri. K.S. Mani, Dy. Director,  
ISRO Inertial Systems Unit, Trivandrum  
delivering the keynote address**

covered by Shri. C. A. Ignatious Vice President, M/s. Vin Vish tech. & former Dy. Director of Systems Reliability Entity of Vikram Sarabhai Space Centre, Trivandrum.

Dr. Aniyam, AGM (Quality) of Brahmos Aerospace Thiruvananthapuram Ltd. dealt with 'Total Quality Management & Total Productive Maintenance'.



**'Quality Assurance for Aerospace Systems  
by Shri. C. A. Ignatious, Vice President  
M/s. VinVish Tech Trivandrum**

'Basic & Advanced tools of Quality' was dealt by Shri. C. V. Gowri Sankar, National Secretary, NIQR.

Shri. Amarnath Raja, CEO & Co-founder of Inapp, Technopark, Trivandrum has given an overview of CMMI.

'Bench Marking & 5S approach' was dealt by



**Dr. Aniyam, AGM (Quality) of Brahmos  
Aerospace Thiruvananthapuram Ltd. dealt  
with TQM**





**Mr. C V Gowri Sankar on Basic & Advanced tools of Quality**



**'Bench Marking & 5S approach' by Dr. V. M. Gunasekaran, National ECM**



**Shri. Amarnath Raja, CEO & Co-founder of Inapp, Technopark, Trivandrum on CMMI**



**Shri. K.R. Mohan Anantharayanan, Vice Chairman NIQR Trivandrum on Effective Supplier QM for Aerospace**

Dr. V. M. Gunasekaran, National Committee member, NIQR.

Shri. K.R. Mohan Anantharayanan former Division Head, Quality-Mechanical of Vikram Sarabhai Space Centre and Vice Chairman of NIQR, Trivandrum Branch covered "Effective Supplier Quality Management for Aerospace Systems".

"Case Studies of Quality Improvement through Standards" was presented by Shri. R. C. Mathew former Director, Bureau of Indian Standards.

The Seminar was attended by eighty nine delegates from ISRO Centers all over India, Students from NIQR Student Chapter and Industries. The Seminar provided lot of takeaways for the delegates in learning and practicing Absolute Quality in their work.



**Shri.R.C.Mathew, Former Director BIS delivering the lecture on Standards**