

Quality INDIA

Aug-Oct 2016



iaf - ilac
Joint Annual Meetings
26 October - 4 November 2016
New Delhi - India

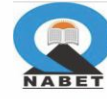


11th NATIONAL QUALITY CONCLAVE - 2016 HIGHLIGHTS

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MESSAGE



Dr. Ravi P. Singh

Secretary General
Quality Council of India (QCI)

Dear Quality Professionals,

I am indeed delighted to share with you that we had a very successful National Quality Conclave 2016 held in the month of August, 2016. The Conclave, over the years, has perhaps become the largest platform in our country for Quality Professionals from across different regions of the country as well as the world to come and discuss quality trends in various sectors. This year we had a very challenging theme “Improving quality for our 125 Crore citizens.”

We had invited several global quality experts as well as national experts to share their ideas as how to improve the quality of life of our citizens. The Inaugural session was addressed by Hon'ble Railway minister Shri Suresh Prabhu and Hon'ble MoS Civil Aviation Shri Jayant Sinha. The Valedictory session was addressed by the Hon'ble MSME minister Shri Kalraj Mishra and CEO NITI Aayog Shri Amitabh Kant. We had several interesting sessions ranging from Regulations, Clean Water, Swachh Bharat, Industry 4.0 to Skilling and Universal Health Coverage. All the sessions were very well appreciated by 900+ delegates. However, the sessions that got the maximum applause were the Yoga and ZED sessions. It has validated our belief that industrialization, competitiveness and quality of life must go hand-in-hand for better future of every citizen. I would say that they were the star sessions of the conclave. The encouraging response from several policy and decision makers, thought leaders &

managers from public and private sector, Government departments as well as scientific and professional institutes enthused us by the sheer focus on quality across all stakeholders. The Conclave ignited the imagination of people which was evident from the active question and answer sessions.

For the first time, we had introduced a methodical feedback system capturing satisfaction level of the delegates as well as their suggestions for improvement. The CSAT i.e. Customer Satisfaction, score of the conclave was an amazing 8.3 while Net Promoter score was 60.

Your amazing contribution to propagating the quality drive in the country puts us on the toes and also humbles us for the enormous responsibility you have bestowed on us. We realize that we have to keep on making efforts to ensure that each year the message of quality becomes bigger, better and louder!

It is our constant endeavour to promote quality of products, processes and systems in India and across the globe. In our continued journey to excellence, I take pride in inviting accreditation bodies around the world to participate in the Joint Annual Meetings of IAF and ILAC, being hosted jointly by NABCB and NABL in New Delhi, from 26 Oct 2016 - 4 Nov 2016. On behalf of NABCB and NABL, I assure our foreign guests of an amazing hospitality and festive experience during your visit to India and promise that you will go back with fondest memories.



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Be a part of Quality Culture!



*Quality begins with the customers and ends with them.
So, delivering Customer-driven Quality acquires
a huge significance.
Hence, we have chosen this particular theme for
this year's Quality Month.*

November' 16 Quality Month

The purpose of Quality Month is to promote awareness on quality & to emphasize learning and sharing of knowledge in Quality, Innovation and Best Practices, as well as for facilitating development of a Quality Culture

• QCI invites you to Participate in November Quality Month Celebration and win attractive prizes.

Theme - *"Delivering Customer-driven Quality".*

Events

Poster Making

Kaizen Implementation

Slogan Writing

Quality Quiz

Essay/ Quality Success Story



Visit us at <http://qcin.org/nbqp/wqm/2016/> for more details.

Winners' name will be hosted on QCI Website

WELCOME MESSAGE



Prof. S.K. Joshi
Chairman,
National Accreditation Board for
Testing and Calibration Laboratories (NABL)



Adil Zainulbhai
Chairman,
Quality Council of India (QCI)



N. Kumar
Chairman,
National Accreditation Board for
Certification Bodies (NABCB)

Dear Friends and Colleagues,

Namaste!

We take pleasure in inviting you to participate in the IAF-ILAC Joint Annual Meetings being hosted jointly by NABCB and NABL at New Delhi during 26 Oct - 04 Nov 2016. It is a matter of great pride for us to host this prestigious event in India's capital city.

We wish that the deliberations in the meetings further strengthen the global accreditation framework and support harmonization of conformity assessment activities across the world to facilitate cross border movement of goods and services. These meetings should help us move further towards the common goal of "Inspected, Tested or Certified Once, Accepted Everywhere".

We also take this opportunity to invite you all with your loved ones to explore INDIA - a fascinating country of natural beauty, compassion and adventure. India boasts of having diverse culture, terrain, cuisine and people. "Athiti Devo Bhava", the Sanskrit verse which means that Guest is our GOD, is what every Indian home practices. Drawing from this, NABCB and NABL

extend their hospitality to all of you - our Guests, to ensure that you have a life time experience during your visit to India and go back with fondest memories of your stay here with dreams of coming back again to explore more.

The meetings dates were planned so that "Diwali", the festival of lights, India's most important festival, falls during the period of your visit and all of you have a chance to experience the rich tradition, culture and heritage of India during this festival. A surprise is in store for you in the evening of 30 October. We have also planned interesting social activities for you to unwind before or after the technical sessions, to let you get a feel of the real India.

Mark Twain described India as "The one land that all men desire to see and having seen once by even a glimpse, would not give that glimpse for the shows of all the rest of the world combined." It will be our endeavour to try and make you feel just the way Mark Twain did!

We look forward to seeing you in NEW DELHI.

Welcome to INCREDIBLE INDIA.

MESSAGE FROM IAF AND ILAC CHAIRS



Peter Unger
Chairman, ILAC

As IAF and ILAC Chairs, we are particularly keen to welcome you to the Joint IAF and ILAC General Assemblies and related meetings this year. Aside from the exciting city of New Delhi, the Indian culture and hospitality - this year's event is a first for me, Xiao as IAF Chair and a last for me, Pete as ILAC Chair. In addition this year will be memorable, as it is the last time these meetings will be hosted by a member organisation of IAF and ILAC since the agreed plan is for IAF and ILAC to directly host the meetings in the future.

As usual, we have many meetings scheduled throughout the 10-day period. In particular, the TFs that have been established to



Xiao Jianhua
Chairman, IAF

address many of the actions around the implementation of the recently adopted IAF and ILAC Strategic plans will report on progress to the memberships. In addition, we are also in the process of contacting representatives from a range of different international organisations to broaden interest in the JGA.

The opportunity for face-to-face interaction via this series of meetings each year, both with our IAF and ILAC peers in accreditation and with our stakeholders and liaison partners continues to be of great benefit and enjoyment. Our Indian hosts promise a delightful and memorable event. We look forward to seeing you in New Delhi in October!

ZED Certification Scheme for MSMEs

A scheme of Ministry of MSME, Government of India

Dr. A. Raj, Senior Advisor, QCI



Genesis of ZERO DEFECT ZERO EFFECT (ZED) Maturity Assessment Model

India is the land of opportunities, diversity and capabilities. It has been ranked among the top 5, CEO preferred, investment destinations in the world. With a dream of making India a global manufacturing Hub, Hon'ble Prime Minister of India has made the ambitious 'Make in India' call, inviting major manufacturers of the world to set up their base in India. This was followed by his clarion call on August 15, 2014 where he said:

"I therefore, urge upon the youth, in particular our small entrepreneurs that they would never compromise, at least on two counts. First, Zero Defect and, second Zero Effect. We should manufacture goods in such a way that they carry zero defect, that our exported goods are never returned to us from the international market and we should manufacture goods with zero effect so that they do not have a negative impact on the environment."

With this call the focus shifts to the MSME sector of the industry that has been recognized as a growth engine for any economy. To make this vision of making India a manufacturing hub, it's vital to provide a conducive business environment & a complete ecosystem to the foreign players, so that they perform and flourish. And one important component of this ecosystem will be availability of globally competitive MSMEs who will be the prime feeders to them. It therefore becomes imperative to ensure that these MSMEs meet the expectations of these investors. To make MSMEs globally competitive, it is not only the quality aspect that needs to be



MAKE IN INDIA WEEK, MUMBAI, FEB. 2016

Visit to the ZED Booth by Hon'ble Prime Minister, Shri Narendra Modi accompanied by Smt. Nirmala Sitharaman, Hon'ble Minister (I/C) for Commerce & Industry, interacting with Chairman (QCI) Shri Adil Zainulbhai.

focused, but also the MSME's approach towards preserving the environment in its manufacturing processes.

About the Scheme

Our Hon'ble Prime Minister Shri Narendra Modi has been a guiding force to the process of culture creation amongst entrepreneurs of this great nation. To accelerate and support this endeavour, the Ministry of Micro Small & Medium Enterprise (MSME) has instituted a subsidy plan called "Financial support to MSMEs in ZED Certification Scheme" and by making full use of this opportunity, the MSMEs will embark on a journey to become globally competitive and work towards becoming the growth engines for the economy. The Quality Council of India (QCI) has been nominated as the National Monitoring and Implementation Unit (NMIU) for this scheme.

The Government has decided to implement this Scheme for 22,222 MSMEs unit with a total budget of Rs. 491 Crores (including Government of India contribution of Rs. 365 Crores) during the 12th Five Year Plan. The Scheme is an extensive drive of the Government of India to enhance global competitiveness of MSMEs by providing them financial support in assessment, rating and handholding of its manufacturing processes on Quality and Environment aspects.



Hon'ble Minister of MSME, Shri Kalraj Mishra and Shri K. K. Jalan, Secretary MSME, with the ZED Team



DefExpo, March 2016, Goa:

Hon'ble Defence Minister of India, Shri Manohar Parrikar, with the ZED Team

Objectives of the scheme:

- To create proper awareness in MSMEs about ZED manufacturing and motivate them for assessment of their enterprise for ZED rating
- To drive manufacturing with adoption of Zero Defect production processes without impacting the environment (Zero Effect)
- To encourage MSMEs to constantly upgrade their quality standards in products and processes
- To support "Make in India" campaign

The intent is not only to strengthen & build capacities of the MSMEs for the Make in India & other initiatives, but to also change the mindset that quality & environmental consciousness can co-exist.

About ZED Maturity Assessment Model

ZED is a unique & holistic certification model for MSMEs that will create awareness, assess, handhold and rate them, based on 50 well defined parameters of production, design, quality, safety, environment etc., with special focus on the Defence sector. Each parameter has 5 levels of

maturity where level 5 is benchmarked with world-class standards. The final score is a weighted average of the performance of the MSME's manufacturing unit on each parameter leading to ZED ratings of Bronze, Silver, Gold, Diamond & Platinum.

The aim of the ZED Maturity Assessment Model is that the goods being manufactured by MSME sector have zero recall from the market and at the same time has zero effect on the environment. It also has a lot of social benefits in terms of training of labor, creation of knowledge, increased labor productivity, lower input costs to other industries and introduction of new production equipment/methods in manufacturing and development of quality conscious work culture in society.

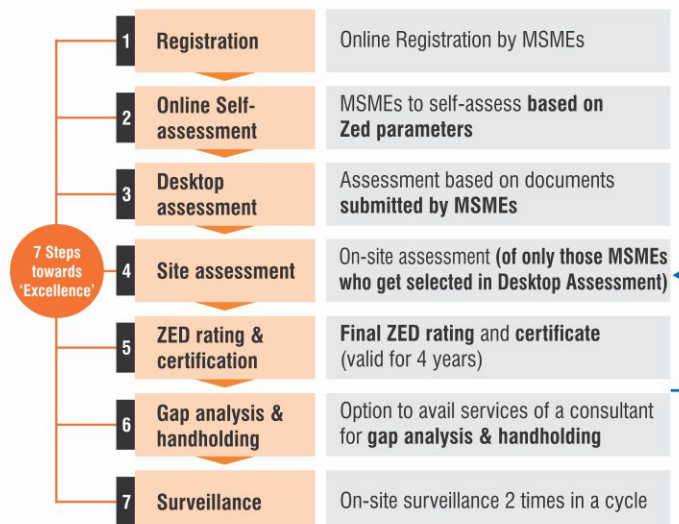
The ZED model is expected to enhance an MSME's competitiveness in the global marketplace thereby making them an important cog in the wheel of the Make-in-India campaign. It also, as a consequence, provides career opportunities for the youth in India.

Benefits of ZED Rating to an MSME

- Credible recognition for international investors seeking investment in India
- Opportunity to be part of supply chain of national & international OEMs
- Streamlined operations and lower costs
- Superior quality, reduced rejection and higher revenues
- Increased environmental consciousness and social benefits
- ZED Mark to enable an MSME to be seen as a company with a difference

Other benefits are expected to be announced by the Government in the near future.

ZED CERTIFICATION PROCESS BROAD ACTIVITIES





Introducing Conformity Assessment for assessing competence of Yoga Professionals and Yoga Schools

Dr. Ravi P. Singh, Secretary General, QCI
Dr. Manish Pande, Joint Director, QCI

Introduction

The Sanskrit word “Yoga” or Yog is derived from the root “Yuj”, which means to Yoke, harness or join together. Hence, Yoga is commonly translated to mean union. In many yogic traditions, the union being referred to is of the jeevatma (individual self) with the paramatma (the universal self).

Yoga is the discipline (sadhana) or the continuous effort to attain that union. According to Maharishi Patanjali, the traditional founder of the yoga system, the purpose of the Yoga is to attain spiritual perfection through the control of the body, the senses and the mind.

Yoga is an applied science, a systematized discipline to bring about a definite end. It takes up the laws of psychology, applicable to the unfolding of the whole consciousness of man on every plane of any world, and applies them rationally in a particular case. Nowadays, Yoga is also being practiced worldwide for elevating the cosmic life force or 'Kundalini' through a series of physical and mental exercises. A few forms of Yoga, which include breath control, simple meditation and adoption of specific bodily postures, are widely practiced the world over for preventing health hazards, relieving stress and enjoying mental relaxation.

The benefits of Yoga has pulled a very large population across the globe in order to have a better quality of life. It was also realized that in order to disseminate the right knowledge to the aspirants there is a need to create an institutional mechanism comprising of competent Yoga professionals. The Yoga professionals whose credibility is verified through the laid down global tenets of

conformity assessment will help immensely to assist aspirants to learn and practice Yoga so that they could derive full benefits of this ancient Indian practice. The competence of these professional is by certifying their competence – the knowledge 'of why' and skills 'of how' to practice yoga.

In order to address each component of the eco-system, attempt has been made to cover the institutions that impart degree, diploma and certificate of proficiency in Yoga. It is common knowledge that there is a wide range of degree in the imparting of education in these institutions. Our concern has been the possibility of dilution and eroding of the knowledge in case the values that are enshrined in the ancient classical texts are not taught. A move to put in a system in place so that validation of credible institution will help us to weed out compromising institutions. This move will create opportunities for the young talent by equipping them with necessary skills to aid in Popularising Yoga globally and nationally.

In order to create synergies between the certification scheme developed for the Yoga Professionals and Yoga Schools, the students from the certified Yoga Schools may be certified as Yoga Professional by undertaking a viva-voce instead of a day-long theory and practical assessment as conducted for a direct applicant.

ISSUES IN CREDIBLE ASSESSMENT

The certification of Yoga Professional is a daunting task since Yoga is an experiential discipline. The essence of Yoga is about

subjectivity, depth and interpretation. In order to create a certification system the challenge encountered was to assess the competence of a Yoga Professional in his ability to transfer the knowledge from the teacher to the student. Similarly, there is heterogeneity in the way Yoga education is imparted by various Schools. There are Schools of various hues that have been imparting Yoga in the form of courses for training individuals. The courses imparted have different syllabus with varied content and time-lines with varied level of assessment of outcome of the process and in certain cases no assessment process.

Since the declaration of 21st June as the International Yoga Day, the Yoga has now gained more popularity. It has now been taken up by more people which are interpreting the tenets of Yoga in their own way. We feel that this may lead to deviation from ancient Yogic script and will lead to misinterpretation of the Yoga.

and Certification of Yoga Professionals and Scheme of Certification of Yoga Institutions recognizing that QCI has expertise in developing such quality frameworks based on international best practices.

The Voluntary Yoga Professional Certification Scheme aims to certify the competence of Yoga Professionals who provide Yoga lessons/classes as Instructors, education and training as Teachers, Practiced the discipline and nurtured it through formal and informal systems world over as Masters or aware of and practice the therapeutic knowledge base for preventive and curative needs as Acharyas. The scheme was designed by adopting the principles and requirements laid down in the international standard, ISO 17024:2012 General Requirements for Bodies Operating Certification of Persons.



MoU with Japan



Exams in Japan



Promotion in Poland

The team at Quality Council of India had therefore worked on to lay a framework of Certification that aimed to restore Yoga in terms of its essence and the uniqueness of various Schools / Institutions of Yoga. Due care was exercised to maintain the essence of Subjectivity and of Experience so that it is not lost in trying to make a science of Yoga for universal appeal.

The Solution

We all are aware that the persevering efforts of our Honourable Prime Minister resulted in reclaiming Yoga as the ancient heritage and legacy of our country. This translated in the recognition of 21st June being declared in the United Nations as the International Day of Yoga. This lead India to bear upon itself the responsibility of protecting and promoting Yoga in its undiluted spirit as mentioned in ancient texts.

The Ministry of AYUSH in pursuance of the above and in the wake of declaration of International Yoga Day in 2015 identified the Quality Council of India (QCI) to develop Scheme for Evaluation

Likewise a Voluntary Yoga School Certification Scheme has been designed to harmonise the Yoga education imparted by various Schools across the globe. This Scheme for Yoga Training Schools/Institutions/Organizations is designed by employing the international best practices and adopting/adapting global standards and certification system to ensure internationally acceptable certification. This would ensure imparting homogenous training to all.

The aim is to specify basic requirements for Yoga Schools. The standard will encourage a focus on the learner and the results of process and to emphasize the full range of options available for delivering learning services.

Currently the Scheme is Supported by the Ministry of AYUSH, Government of India and managed by QCI. QCI operates the Schemes for Certification of Yoga Professionals and Yoga Schools using the global principles of third party assessment for the competence requirements.



Steering Committee meeting in progress

QCI has designed the Scheme by creation of multi stakeholder Committee with all the stakeholders represented on it. These committees constitute representation of various stakeholder namely, Yoga personalities, Yoga Schools, related ministries such as AYUSH, Ministry of Commerce, academic institutions, consumer organization, potential certifying agencies, etc. There is an advisory committee to provide overall guidance in this regard that has Yoga Personalities namely Swami Ramdev, Brahma Kumari Shivani, Sadhguru Vasudev Jaggi including the chairs of the committees.

A dedicated website has been created and all information is available on it - www.yogacertification.qci.org.in. An official guidebook is now being published which has been approved by the technical committee.

Promotion and acceptability of Scheme

The Scheme has been received well both in India and other parts of the world. QCI has been proactively promoting the Scheme in India and abroad. QCI addressed the 2nd Yoga Congress in the European Parliament in Brussels and shared the Indian Government's initiative in Popularising Yoga and explained the

Yoga Professional Certification Scheme. The event was well attended comprising of 14 European confederations, member of European Parliament, Counselor from Indian Embassy, Yoga organizations etc. Visits have been made to the embassy of India in Brussels and Japan to apprise them about the Yoga Scheme.

To further the Scheme globally QCI signed an MoU with the Yoga Organisation of Japan on 29th Oct. 2015 to promote the Yoga teacher certification scheme in Japan. Talks are on with various countries including Russia, Poland, Australia, Austria, Malaysia, United States of America to name a few.

The Government of India has been considering to offer incentives to Yoga professionals in many aspects including preference in Government recruitments, mandating the current professionals to get their competence validated by undertaking the QCI Yoga Professional certification. Ministry of AYUSH has requested various departments such as Ministry of Home Affairs, Ministry of External Affairs for announcing sops including ease of issuance of visa, waiver or relaxation in visa fee for encouraging Yoga Professionals to go for certification.

The Indian Council for Cultural Relations (ICCR) has now mandated that for all overseas Yoga appointments, the candidate needs to certify as per requirements of the Yoga Scheme.

Till date a total of 17000 registrations have been done for assessments for Yoga Professionals and 2 Schools have been certified to the requirements of the Yoga School Certification Schemes.



SG, QCI receiving HH Jagat Guru Amrta Suryánanda Mahá Rája, President, European Yoga Confederation



SG, QCI addressing 2nd European Yoga Congress

Voluntary Certification Scheme for the Traditional Health Practitioners

Anil Jauhri, CEO, NACCB

It has been realized that healthcare needs of the rural population in the country are mostly being taken care of by the Traditional Health Practitioners (THPs). The THPs are the repositories of the wisdom and knowledge about the traditional health practices, gained through oral tradition, which are either inherited through family lineage or acquired under the Guru Shishya Parampara. Thus, the THPs are the repository of invaluable knowledge, skill and experience but ironically this resource pool is neither standardized nor documented, and continues to remain in the realm of oral tradition.

It was with this realization that a pilot project was conceived, formulated and implemented during the years 2010 – 2012 by the Indira Gandhi National Open University with support from the Quality Council of India (QCI) and the Foundation for Revitalization of Local Health Traditions (FRLHT) and mentored by the Ministry of AYUSH. QCI provided its expertise in designing and operating a competent third party evaluation and accreditation system. The objective was to create a uniform and standard framework, for the first time in the world, for Voluntary Certification of the THPs who manage various streams of ailments based on their traditional knowledge, experience and expertise.

The framework was designed following the International norms as per ISO 17024 for Personnel Certification and the framework for the Third Party Certification was established after a series of deliberations with the various stakeholders. This resulted in the constitution of the Steering Committee, Subject Expert Committee, Collegium of THP, the criteria and process for the dissemination of information to the THPs about the process of Voluntary Certification and receipt of applications from THPs duly endorsed by the Gram Panchayat/Village Council, screening of applications based on the stipulated criteria, and constitution of the evaluation and certification committees.

Rapid baseline village survey was conducted in the selected district of each of the eight states for project implementation viz Dang district in Gujarat, Udaipur district in Rajasthan, Korba district in Madhya Pradesh, Mayurbhanj district in Odisha, Vellore district in Tamil Nadu, Shimoga district in Karnataka, East Siang district in Arunachal Pradesh and West

Khasi Hills in Meghalaya. The rapid baseline village survey data analysis helped in selection of most common streams of traditional health practices and the development of their Minimum Standard of Competence (MSC) with the help and expertise of the Collegium. MSCs were developed for jaundice, common ailments, poisonous bites, bone setting, ano-rectal disorders, rheumatoid arthritis and traditional birth attendants. Once the mother document for the MSCs developed and vetted by the Technical Committee and Steering Committee, it was then translated into region-specific vernacular language for ease of local understanding and information dissemination.

A total of 517 THPs were certified for their competency for managing specific streams of ailment during the pilot project – 91 from the Dang district in Gujarat, 98 from Udaipur district in Rajasthan, 62 from Korba district in Madhya Pradesh, 21 from Mayurbhanj district in Odisha, 134 from the Vellore district of Tamil Nadu and 111 from Shimoga district of Karnataka.

The successful implementation of the pilot project received not only great appreciation but requests for the use of such uniform and standard framework which was created for the Voluntary Certification of the THPs have poured in from various beneficiaries and stakeholders.

Responding to the demand for operating the Voluntary Certification of the THPs and realizing the importance of a Third Party Certification Process for the competency of the THPs, the QCI has embarked to cater to the needs of the society which will benefit the far flung unreached rural population of the country. Since a very sound, well tested framework/template supported by solid groundwork already has been created during the pilot project for the Voluntary Certification of THP using ISO 17024 for Personnel Certification, the same framework will be used, which may be fine tuned as and when need arises considering the region specific in situ local nuances.

Thereby, QCI envisions to implement relevant skill up-gradation training programmes for THPs to attain Minimum Standard of Competency for Certification; to provide uniformity of Minimum Standard of Competency for the knowledge and skills of the THPs in various streams of traditional healthcare systems; to document, promote and preserve the great traditions of traditional healthcare systems before they are eroded, since these knowledge and skill seems to be confined mostly in the realm of oral tradition; provide enhanced ability and self confidence to the THPs for providing quality health service; provide strong risk management strategies in case of outbreak of epidemics; help formulation of effective and efficient strategies for providing primary health care to every villager by the certified THPs living in the far flung difficult terrains; bring about enhanced public awareness of the quality service of the THPs and finally, credibility of the THPs with various Government agencies and greater customer trust.



Voluntary Certification Scheme for Indian Medical Devices Manufacturers

Mrutunjay Jena, Joint Director, NABCB



Introduction:

The Quality Council of India (QCI), in collaboration with the Association of Indian Medical Device Industry (AIMED), launched a voluntary quality certification scheme for medical devices, the "Indian Certification for Medical Devices (ICMED) Scheme" on 15 March 2016 in New Delhi aptly on the occasion of the World Consumer Rights Day jointly with Consumer Online Foundation in the presence of top representatives from government, healthcare industry and quality council fraternity.

With about 125 crore population in India, and the health sector gaining prominence and priority in public policy and regulatory framework in India, this scheme was specifically launched to further promote healthy well-being of the citizens of the country, which has a medical device industry currently valued at US\$ 4.4 billion, the fourth largest in Asia, and which has a potential to grow to US\$ 17 billion by 2020.

The scheme is intended to bridge the regulatory vacuum in medical devices in the country, enhance patient safety, and provide enhanced consumer protection along with much needed product credentials to manufacturers for instilling confidence among buyers. This initiative is also intended to significantly eliminate trading of sub-standard products or devices of doubtful origins, a widespread and injurious phenomenon in the Indian market. It also aims to bring down the substantial time and cost-run to obtain globally accepted quality certification for Indian companies and eliminate the malpractices of sub-standard or fraudulent certification or quality audits.

ICMED Scheme Structure:

The initiative is governed by a multi Stakeholder Steering Committee chaired by Dr M K Bhan, former Secretary, Department of Biotechnology, a Technical Committee chaired by Mr. Rajiv Nath Forum coordinator of AIMED and a Certification Committee chaired by Mr. B. Venkataram, former SG, QCI. The Technical Committee has developed two levels of certification criteria – ICMED 9000 (Based upon ISO 9001 plus additional requirements), ICMED 13485 based upon ISO 13485 plus additional requirements.

More than twenty government and non-government organizations have come on board as part of the Steering Committee to support the Scheme, from organizations such as the Department of Commerce, Confederation of Indian Industry (CII), National Health System Resource Centre (NHSRC), Bureau of Indian Standards (BIS), Central Drug Standard Control Organization (CDSCO), Center for Bio Medical Engineering, IIT Delhi, Indian Medical Association (IMA), Association of Healthcare

Providers (AHPI), Engineering Export Promotion Council (EEPC), Associated Chamber of Commerce and Industry of India (ASSOCHAM) etc.

The Technical Committee has developed first two

levels of certification criteria for medical devices as:

- ICMED 9000 (Based upon ISO 9001 plus additional requirements)
- ICMED 13485 (Based upon ISO 13485 plus additional requirements)
- ICMED 13485 Plus (Based upon ISO 13485 plus additional requirements plus Product Specifications of Ministry of Health and Family Welfare)

Conformity Assessment Bodies:

QCI has provisionally approved one certification agency (Intertek India Pvt. Ltd) and five more applications are in process. The first certification for ICMED 13485 has been granted to M/s Hindustan Syringes.

Benefits of ICMED Certification:

The ICMED scheme is also covered under the agreed text of agreement for medical products being presented by India to Australia, Thailand and Brazil.

The benefits of ICMED scheme certification include demonstration of regulatory compliance and more effective risk management and aids compliance to national or international regulatory requirements. Certification also confirms to customers, suppliers and other stakeholders that the organization is in a state of control over its operations. This will enable manufacturers to prepare for product-to-market regulatory requirements for the medical device markets of Europe, Australia, Asia and all major developed as well as emerging markets and provides confidence of quality risk management and good manufacturing practices within the medical device supply chain throughout the medical device product life cycle.

Third-party certification is preferred in many international markets, and is the accepted basis and starting point to achieve the medical device CE mark.



QCI - Voluntary Certification Scheme for AYUSH Products

Introduction

The AYUSH Mark is a joint initiative of the Ministry of AYUSH (then Department of AYUSH) and the Quality Council of India (QCI) to encourage compliance to domestic regulation international norms to enhance consumer confidence. The Scheme is overseen by a multistakeholder steering committee(MSC) chaired by the Secretary (AYUSH) with secretariat in QCI. The MSC is supported by technical Committee and a Certification Committee constituted by QCI.

The Ayush products are regulated under the Drugs and Cosmetics Act, 1940 by the Drugs Controller General of India through the State Governments.

The Scheme has two levels of certification:

- Ayush Standard Mark** which is based on compliance to the domestic regulatory requirements
- Ayush Premium Mark** which is based on GMP requirements based on WHO Guidelines and product requirements with flexibility to certify against any overseas regulation provided these are stricter than the former criteria. Under this scheme, each manufacturing unit would obtain a certification from an approved certification body (CB) which is accredited to appropriate international standards by the National Accreditation Board for Certification Bodies (NABCB) and will be under regular surveillance of the certification body.



AYUSH STANDARD MARK
which is based on compliance to the domestic regulatory requirements



AYUSH PREMIUM MARK
which is broadly based on compliance to the WHO GMP guidelines and product requirements based on international norms in addition to domestic regulations. There is an option to get certified to regulations of an importing country provided these are more stringent than the above

Under this Scheme, any manufacturing unit can obtain certification for its products from an approved certification body (CB) which is accredited to appropriate international standards by the National Accreditation Board for Certification Bodies (NABCB), and will be under regular surveillance through on site assessment and market sampling by the certification body.

Only manufacturing units duly licensed under the Drugs and Cosmetics Act can apply for certification. The Certificate issued by the Certification Body (CB) is valid for three (3) years and can be renewed.

The requirements of heavy metals shall not be applicable to AYUSH products having raw materials of metallic origin provided they are for domestic market. Compliance to the domestic regulations is a prerequisite for any manufacturer seeking AYUSH Premium Mark.

The certification criteria are a combination of the following, as applicable:

Domestic regulations mean regulatory requirements prescribed under the Drugs and Cosmetics Act, 1940 for AYUSH products

GMP Requirements based on WHO Guidelines for AYUSH Premium Mark

Permissible levels of contaminants for AYUSH Premium Mark

Permissible levels of contaminants for AYUSH Standard Mark

Regulations of importing countries - to be identified by the organization seeking certification and provided to CB (Certification Body)

Approved Certification body

Foodcert India Pvt. Ltd (a 100 per cent subsidiary of TATA Projects Ltd.) has been accredited for voluntary certification scheme for Ayush Products. Foodcert has certified 10 organizations under this scheme with approx. 400 products for AYUSH mark.

For further information, please visit <http://www.qcin.org/voluntary-certification-scheme-for-ayush-products.php>



QUALITY COUNCIL OF INDIA

INDIA GOOD AGRICULTURE PRACTICES (INDGAP) CERTIFICATION SCHEME

Strengthening farmers for their produce!



Agriculture continues to be the bedrock of South Asian rural economy, in respect of employment as well as contribution to national GDP. In some countries though Agriculture's share in GDP may be diminishing in terms of its share in GDP, in terms of employment and centrality in rural economies, farm and non-farm sector, premised on basic farming as also engaging the large majority of small and marginal farming households. Agriculture's role in the SAARC Member States is projected to remain the key to driving overall national economic growth and well-being of its people.

This phenomenon acknowledges that agriculture remains the key to driving overall national economic growth and well-being of its people.

The above premise is validated by various international agencies. World Bank reported that in SAARC countries agriculture employs about 60% of the labour force and contributes 22% of the regional GDP (World Bank, 2011). The Asian Development Bank (ADB) estimates that the largest concentration of the world's poor, around 40%, lives in South Asia (Srinivasan, 2012), while World Bank figures show that 76% of them live in the rural areas, contributing at least 65% of the agricultural labour force (World Bank, 2011).

Good Agricultural Practices (GAP) are specific methods which, when applied to agriculture, create food for consumers or further processing that is safe and wholesome. While there are numerous competing definitions of what methods constitute good agricultural practices there are several broadly accepted schemes.

QCI IndGAP Certification Scheme was launched by the Quality Council of India, India's apex quality facilitation body, in September 2014 with the objective of production of safe and hygiene food at the farm in India and providing Indian farmers an option to get certified to a local standard at lower cost.

This Scheme describes the requirements of good agricultural practices against which certification can be obtained by the farmers or group of farmers. It also provides for an option. The focus of BasicGAP is to address not only the quality and quantity of the produce obtained from a unit area but focuses on various aspects of food safety, pre-and post-harvest practices including worker's health and safety ensure sustained supply of produce of the desirable quality at a scale that could be managed by a small holder. The Basic GAP Scheme or INDGAP comprises of guidance document citing requirements for detailing the on-farm production, an internal checklist that a farmer can use by himself, so that he could embark in the process of adopting good agriculture practices in his farms. This in turn will result in better price realization of their produce which in turn will secure and strengthen livelihoods of the small and marginal farmers.

IndGAP Scheme has unique feature in that it provides two options to the farmers depending upon their current practices and resources either to adopt BasicGAP or IndGAP: provides a mechanism which gives direction to farms irrespective of size and resources to introduce quality in their production system to ensure food safety and hygiene thereby increasing acceptability of their produce by consumers and food processing industry.



The main components of this standard are base modules and crop based modules :

- All farm base module
- Fresh fruits and vegetable
- Tea
- Crops base module
- Combinable crops
- Green Coffee

Criteria : The Certification Criteria indicates requirements with respect to good agricultural practices in farms that details requirement clause and section wise for the producers intending to go in for GAP. The detailed checklist is provided as under:

- Annex A Table 1 – BasicGAP (Section 3)
- Annex B Table 1 – IndGAP (Section3)

SOCIO-ECONOMIC BENEFITS FOR FARMERS OPTING INDGAP CERTIFICATION

Introduction of Good Agriculture Practices (GAP) in agrarian economies shall bring in culture of food safety, enhanced produce quality, optimization of human and natural resources in agriculture. This in turn will result in better price realization of their produce which in turn will secure and strengthen livelihoods of the small and marginal farmers.

The local retailers and global buyers recognize that if farmers in the region opt for hygiene and food safety in their production system through Good Agricultural Practices (GAP), they will enjoy access to guaranteed new markets, have reliable quality inputs, will increase farm value and increase farmer's skill in farming operations.

The focus of INDGAP is to address not only the quality and quantity of the produce obtained from a unit area but focuses on various aspects of food safety, pre-and post-harvest practices including worker's health and safety to ensure sustained supply of produce of the desirable quality.

While the scope of INDGAP covers all agriculture farm produce, it is structured in a manner to address the small and marginal farmers by developing certification criteria suiting their needs as BasicGAP to allow

them a phased approach to international GAP while for the bigger farmers and large farms INDGAP certification criteria has been designed which they can go for straightaway.

INDGAP Scheme has been developed and benchmarked with Global GAP with fewer financial implications and much more affordable and acceptable to international market.

Approved Certification body

Foodcert India Pvt. Ltd. has been accredited for QCI IndGAP Scheme (a 100 per cent subsidiary of TATA Projects Ltd.).

A mango farmer, J Srikanth Reddy from Karimnagar district of Telangana, has achieved the distinction of becoming the first to get his farm certified for quality as per the Good Agricultural Practices (GAP).

Note: The Scheme is open to all farmers/producers or organizations engaged in INDGAP implementation who are legal entities in India. The certification shall be carried out by the Certification Bodies (CBs) duly accredited for the certification scheme as per ISO IEC 17065 by NABCB. To operate under the Scheme, the CBs will require an extension of scope within the accreditation for ISO IEC 17065. More information on certification for Good Agricultural Produce is also available on the website of QCI <http://www.qcin.org/india-good-agriculture-practices.php>



UNFSS Supported Private Sustainability Standards Platform – A First of its Kind

Dr. Ravi P. Singh and Dr. Manish Pande

Global markets are changing both because of evolution of supply chains and the lead firms, which control those chains, as well as an increasing emphasis on sustainable and social standards in the major markets of developed nations. This combination of lead firms and emphasis on environmental and social standards has led to an immense significance of Private Sustainability Standards (PSS) or Voluntary Sustainability Standards (VSS) to get access to these markets. In fact, we can also see a growing incorporation of certain PSS into the existing set of public standards emphasized by major economies.

Voluntary sustainable standards (VSS) manifest great potential to serve as a tool for achieving social development and environmental sustainability through international trade. VSS provide a mechanism to allow producers to gain access to new markets, improve competitiveness and to earn higher premiums by “upgrading”, or moving to higher value activities. VSS can thereby create additional opportunities for smallholder producers and facilitate inclusive trade.

Being private, voluntary, and involving a multiplicity of public, private and third-party actors, it remains unclear who is accountable for the efficacy of VSS in achieving its objectives. VSS are market-based standards relating to sustainability metrics, e.g. respect for human rights, workers' safety, and environmental impacts, among others. In recent years, the number of VSS in international trade has grown rapidly. As VSS are largely managed by NGOs or businesses, there is growing concern in regards to accountability for the impact of VSS on the environment and the lives of actors in the value chain. Moreover, VSS are generally left outside of trade agreements.

In order to address the issues of PSS, five UN Agencies (FAO, ITC, UNCTAD, UNEP and UNIDO) came together to form the UN Forum on Sustainability Standards (UNFSS) as a joint initiative formed in 2013. The objective of UNFSS is to conduct impartial and objective analysis on PSS so that governments can develop pro-active policies to maximize the benefits and reduce the costs of PSS use related to improving product quality, advancing technical progress, improving access to export markets and sustainability in businesses.

One of the mandates of the UNFSS is to support the creation of national multi-stakeholder platforms to foster public-private dialogue on PSS and interface with UNFSS' global policy dialogue and analytical activities.



Launch of PSS by Commerce Secretary, India



CEO, NABCB addressing issues pertaining to PSS



Dy. SG, UNCTAD making his opening remarks



Participants at the launch of UNFSS report at WTO



Speakers at the Panel Discussion



Dr. Harsha V. Singh, Ex-DDG, WTO addressing the gathering



SG, QCI addressing at the UNFSS Launch – India Case study



SG, QCI interacting with participants

Such platforms are created upon national initiative, are reflective of local priorities, create their own structures and are partly or significantly funded by national sources. In addition to India, similar platforms are being prepared for Brazil, China and Mexico.

The Quality Council of India (QCI) is the national quality facilitation and accreditation body, set up by the Ministry of Commerce and Industry, Government of India in partnership with India's leading industry bodies - Confederation of Indian Industries (CII), Federation of Indian Chambers of Commerce and Industry (FICCI) and Associated Chambers of Commerce and Industry (ASSOCHAM). QCI has also been identified as the nodal agency for PSS by the Government of India.

QCI and UNFSS have formally agreed to collaborate on setting up a National Platform on PSS in India, scheduled to be launched soon. The National Platform, first of its kind globally, has been launched on the 18 March by Ms. Rita Teatota, Commerce Secretary, Government of India. The platform will be owned by national stakeholders under the coordination of the Quality Council of India.

The National Platform would address a number of issues such as training, information gathering, strategic planning of steps required for both the domestic as well as international sectors, access to international expertise, collaboration between different parts of the Government dealing with standards, and building international coalitions particularly to address the implications of new mega-regional free trade agreements.

QCI was invited at the launch of the 2nd UNFSS Flagship Report @ WTO Forum 2016 in their session 'Voluntary Sustainability Standards and Inclusive Trade:

The Role of the Government' at the World Trade Organisation, Geneva to show case the Indian PSS, first of its kind. The report was launched by Mr. Joakim Reiter, Deputy Secretary-General of UNCTAD on behalf of UNFSS.

In the event QCI shared India experience of achieving the first PSS/VSS and the setting up of the first UNFSS backed platform in the entire globe. The UNFSS congratulated India for setting up this PSS Platform with a clear understanding of the concept as was initiated by UNFSS.

India is now being keenly followed by UNFSS and the 5 UN agencies as a Pilot so that the same can be replicated in other parts of the globe.



11th National Quality Conclave 2016

Inaugural Session

Chairman NBQP, Shri R. Mukundan welcomed the dignitaries as well as the participants to the 11th National Quality Conclave organized by the Quality Council of India and highlighted the theme of this year.

Hon'ble Minister of State for Civil Aviation Shri Jayant Sinha, the Guest of Honour at NQC 2016, while delivering his address highlighted that in the delivery of public services which the Government is doing, quality permeates everything so that it can benefit common citizens of the country. He highlighted the Prime Minister Shri Narendra Modi's vision to meet the expectations of the citizens of the country by the current government by implementing its policies and programmes. He highlighted some of the challenges in the actual delivery of services, especially at the district level. In the aviation sector, he highlighted that quality, delivery and acceptability of the services is an issue, which is targeting 100 million passenger trips this year at an annual growth of 15% in this industry sector. This sector has still to deal with the capacity constraints although an aircraft on an average is being added every week. He further said that some of the airports in India are amongst the best in the world. He emphasized the need to plan for future to increase capacities as when the volumes grow, there is need to ensure that citizens get excellent travel experience. He also said that the government is working on an approach to handle customer issues and complaints which shall include all elements of the aviation industry. This will be one single online system to monitor the entire issues over a period of time as receiving feedbacks shall be a continuous process. This will help meet the expectations of the people as we need to do as



government servants. He also highlighted another core philosophy of the current government "Sabka Saath Sabka Vikas" in order to reach out to the last person in all remote corners of the country and the need to change the way the public services are delivered. He suggested that QCI, being an independent body, can take up an initiative on its own to monitor the delivery of various government services in all the districts of India through 'District Score Card' which will go a long way to help and support the Government for independent verification of delivery of the variety of government services. He emphasized the need for creative, innovative and out-of-box thinking needed to meet the rising demands of the citizens of the country. He further highlighted another policy of the government 'Reform, Perform and Transform' in order to deliver quality services to the citizens of the country.

Hon'ble Minister of Railways Shri Suresh Prabhu, the Chief Guest at NQC 2016, while delivering his address via video conferencing from Mangalore, said that the current government is putting in great efforts in improving the quality of life of people in India. He said that what matters is how much qualitative growth has been achieved. He emphasized that all aspects of human life needs improvement and highest standards of quality needs to be mentioned. He said that with huge infrastructure in place, it does not necessarily mean that people are happy. The need to have a quality movement in the country is a big challenge. Materials, labour, capital etc. all need to be of quality. He further emphasized on the need for quality of services that the government provides, especially in

the railway sector being an important part of service sector. He informed that efforts have been made to improve the quality in the whole chain of railway travel, right from the information available to ticket booking to railway travel to railway stations etc., to enhance the customer experience. He said that huge capital investments are needed in railways. He further said that for the cargo movement in railways, which earns two-third of the total revenue for railways, quality audits are being performed. He also mentioned about the quality issues in other sectors. In the power sector, the quality of power being delivered currently is good. He highlighted that in case of water, quality is very important as two-third of the diseases in India occurs due to poor quality of water. In case of roads which is important for development of infrastructure in country, quality of roads is important for low maintenance and wear & tear of vehicles. Other sectors where quality is important is healthcare, education etc. The minister complimented the Chairman QCI Shi Adil Zainulbhai for facilitating quality in different sectors. He wished QCI and the conclave a great success.

Chairman QCI, Shri Adil Zainulbhai, welcomed the dignitaries and the quality zealots' at the conclave. He said that improving quality of life of 125 crore citizens of the country is a big challenge considering the large geographic width and huge population. He said that airports, hospital and IT services, cars, phones etc. available in India are some of the best in the world and getting exported. He stated that aspiration of citizens is very high and comparison of good vs. bad quality products or services is being done. He said that the quality of services requires many things and QCI is taking a lead in measuring government services. He cited an example of the services being provided by QCI to support the 'Swachh Bharat Mission' of the Government in conducting the Swachh Survekshan for sanitation ranking of 73 cities of the country which will generate competition amongst cities. He added that QCI is putting lot of efforts in ensuring quality of government services such as it is trying to put in place a system to measure quality of services for about 80,000 Primary Health Centres / Hospitals. He invited participants to suggest their innovative ideas in the concurrent sessions in the conclave on which QCI can take further lead.

Secretary DIPP, Shri Ramesh Abhishek highlighted that Indian industry is in some sectors manufacture good quality products for the best brands in the world, especially in those sectors where consumers

demand quality products. He appreciated the initiative taken by the QCI on sanitation ranking of cities. He also highlighted the government initiative on 'Ease of Doing Business' and the ranking of states which generates competition amongst the states for facilitating and promoting business. He emphasized that there is need to analyse reasons why some hospitals, cities etc. are doing better than others and to understand the best practices being followed. He said that DIPP will be happy to fund such studies initiated by the QCI which leads to healthy competition and improvement in quality based on rankings / ratings. He also highlighted that there are various regulatory authorities in India and some study needs to be done to find out how regulators are functioning in their areas. Such studies must highlight the lack in capacities, if any, of the regulators. He complimented QCI for organizing the NQC 2016 and stated that DIPP will support QCI in all its efforts.

WHO Representative to India, Dr. Henk Bekedam, stated that quality and improvement is the aim of the governments, industry and for international organizations like WHO. She said that quality matters in the health sector as it is for human life and every human life is precious. She emphasized that quality is the pillar for Universal Health Coverage in providing quality and equitable health services. She complimented QCI for initiatives taken on quality improvement and measurement. She further added that quality health services must meet consumer expectations and demands. The organizations providing health services need to have a comprehensive approach towards providing quality services and the key factors shall be Leadership, Governance, Organization capacity etc. She said that quality is everyone's business from policy makers to industry to consumers. She said that WHO supports the government for quality of care in India.

Secretary General QCI, Dr. R. P. Singh, proposed the vote of thanks to the dignitaries. He thanked both the Hon'ble Ministers for sparing their time and sharing their thoughts on monitoring quality of products and services. He said that the customer is the focus for any activity and that's the reason for the theme of this year's conclave. He stated that QCI is taking steps to promote and monitor quality of products and services. He cited few examples such as a Certified Yoga Practitioner in Lima in far off country like Peru, a village which has achieved Open Defecation Free status etc. He also thanked the participants.



The QCI Team

Plenary 1

Session Theme:
Propagating Quality to the Grassroot Level in India



Adil Zainulbhai

The session was based on Propagating Quality to the grassroot level in India and was chaired by **Mr. Adil Zainulbhai** with Co-Chair Mr. R Mukundan. He highlighted the need to make sessions interactive as we all are passionate for quality and are determined to make the life of Indian citizens better. He said QCI is working both in urban areas & rural areas. Without using the word quality, QCI is improving the quality with initiatives like Swachh Bharat.



Mr. R Munkandan was the Co-Chair of the Session. He kept the whole session very interactive and took several questions from the audience and designated accordingly to the chairs. He asked all the speakers to suggest the best method they have used in their

areas of expertise to cope up with the issue of mindset and how to create interest at the grass-root level.



James Galloway

Dr. James Galloway - "Propagating Quality to the Grassroot level in India: Is there a role for accreditation and certification?" Dr. Galloway talked about the role of new standard of ISO 9001:2015 – and what changes it brings to Quality Management.

The key changes in the new standard are as follows - Context of organisation, interested parties, Risks & Opportunities - Process Approach, Good emphasis on documentation, many jargons are removed, and compliance to the standard is not easy.

He informed that the Auditor should have the ability to engage with top managements to find top management thought process for quality.



Mr. Andrew Baines - "Improving Lives"

Mr. Baines said that Building quality for billion people is a huge task. About ASQ, he added that ASQ has 75,000 members around the world. Case Studies like 'out of darkness into light' with Deming's

PPSA he helped visually impaired people in India. It restored sight to 160,000 people. He added that initiatives of ASQ in India include:

- Reliability Applica in Defence.
- Pharma.
- Knowledge of quality will really help betterment of life of people.



Dr. Manu Vora - "Education Excellence: Use Technology and Skilling for Nation Building"

Dr Manu Vora talked about the Education Excellence: Use of Technology & Skilling for Nation Building. He added that vision is to provide gift of knowledge of transfer

technology, to educate students / professionals in lifelong transferable knowledge of suit skills & quality management.

He was of the view that Indians have brilliant minds and are brilliant in education, but lack soft skills & quality management which seem to be a blockage in their aim.

He highlighted important steps of project approach, which can also be used to manage unemployment & under- employment in India.



Mr. Manoj Rajan (IFS) - "Unified Agricultural Markets- "My Produce My Price"

Mr. Manoj Rajan talked about the Agriculture Market Reforms - Opportunity, Challenges available in agriculture market for us.

The agriculture reform journey in Karnataka started in 2002; the govt. provided support to inputs & not outputs. 58% of Indians are directly connected to agriculture.

Indifference to quality in agriculture – we need to differentiate the farmers who are producing good agriculture & then lower quality producing farming for this will motivate farmers.

Agri- commodities quality challenges:

- Quality of inputs –in control but output is not in control
- Post-harvest –opportunity
- The quality is user dependent –food

REMS's Role in ensuring quality includes the following activities: cleaning, grading, moisturising, packing & storage & distribution. REMS has also carried out massive awareness drive in 11,000 villages in Karnataka. Achievements – 142 markets out of 157 markets transit online. 25 lakhs farmers are online registration & today farmers are getting 71% of their money through online system due to the simplicity of this initiative.

Session 1 Simplifying Regulatory Approvals and Self-certification

The session was based on Simplifying regulatory approval and self-certifications and was **chaired by Mr. Ajay Shankar** with Co-Chair Ms Alka Panda.



In his inaugural note Mr. Shankar stated that there was great need to identify the areas where regulatory approvals are required and simplify the approval process. This is because in some areas like textiles, buyers put in more efforts to get hold of certification and inspection.

He highlighted that the second system where India lacks is in the boiler inspection. So we should confront the problems and work together to find a system of robust rigorous certification. It was also highlighted that the best option was to have a third party certification and inspection and in exceptional cases first party can suffice so that a virtuous cycle can be created. It is essential that third party certification should do a good system and ensure that we have higher compliance and PM's vision of ZED and other areas to improve quality should slowly become reality. We should also involve states for progressive improvement.



Co-Chair Ms. Alka Panda thanked for inviting for the session and stated that it was relevant to hold this session, since quality is not limited to exports only but extended to everything that surrounds us. We should not restrict it to only regulatory regime as compromise on quality is only short time gain. She stressed that we should together aim to make India produce quality products by appropriate coordination among each industry and develop steps in this direction.



"Simplification in BIS Mandatory Certification & Registration"

Mr. A K Sharma made a presentation on Simplification of BIS Procedures for Ease of Doing Business wherein he detailed the role of BIS as a national standard body which was also operating

product certification scheme since 1955. He detailed that 107 products were under BIS compulsory certification since ministry has notified

products under product compulsory certification. He opined that there is a general opinion that third party certification is considered hurdle and for the same BIS has simplified certification process.

He detailed that mandatory certification cannot be done by manufacturer until license is obtained from BIS, so simplified scheme has been launched for mandatory products. Time lines have been strictly defined for processes and same is less than 30 days. The process the manufacturer has to follow includes visit to BIS lab to seek the test report and subsequently a verification visit is conducted and license granted. There is also a promotion drive for new applicants. Time norms have been laid for the same and they are grant of license in 60 days now against 120 days earlier. There is a central monitoring which is followed.



“Simplifying Regulatory Approvals for Ease of Doing Business”

Second speaker **Rajeev Ranjan Mishra**, JS Housing, on topic 'Simplifying Regulatory Approvals & Improving Ease of Doing Business: Construction Sector'

He informed that Ministry of Housing is coordinating with other ministries to ease of doing business. In construction sector ranking India is 180-183 and there are challenges involved that include compliance related for certification, as same varies from state to state. Process and procedures are large and thus need to cut down process and procedures. Timeline and permissions delay is also of importance as the cost has to be borne by customers.

He informed that there are three fundamentals which needed to be

followed for streamlining of procedures. They are: application of IT (GIS), delegation of clearances of processes at urban body/local body level to avoid different interdepartmental permissions etc. Third reform is emphasis on single window approach for clearance. But for compliance the challenge is whether states would be happy to do the same. A feedback was sought from different states and each state provided timeline for establishing standardized approach for clearance.



“Self-Regulations and Compliance for Safety Management System”

The third speaker was **Mr. A.B. Lal** who updated the participants on Self-regulation and compliance for safety management system. He informed that there are many legislations to ensure

safety, for e.g. worker, consumer act, and factory act. However, there are few officers appointed for enforcing the legislations. We as individuals should also be a part to enforce the same and self-regulation is the need for the day.

He informed that third party inspection should be accepted for inspection and monitoring purposes like the system being followed internationally. Further steps that can be adapted are use of simple language, avoid duplication of multiple forms, have a common window approach than having multiple authority for an approval. Steps should be taken to reduce the documents and document examination should be fast. We should allow simple regulations which are less and small in number and enforceable.

He highlighted that regulation become conspicuous if not followed well.

Session 2

Quality of Care for Universal Health Coverage



Dr. Irina Papieva: Patient Safety: WHO Global and Regional Developments

The session was started by the presentation made by Dr. Papieva which focused on the burden of unsafe care, both across the world and in the

developing nations in particular. She also identified the position occupied by patient safety in the global as well as the regional agenda, outlining some of the key elements of selected programs of the WHO Patients Safety Program. She stressed on a multidimensional interpretation of quality, which comprised of several key characteristics: effective, efficient, accessible, acceptable, equitable, and safe. The importance of safe healthcare is often underplayed in the public health arena as we often fail to appreciate the costs of interventions, especially when unwarranted by the patient's condition.



Dr. Matthias Weinold International Alliance of Patients' Organizations (IAPO): A global voice for patients

Dr. Weinold, a physician and a patient rights activist, presented the vision and mission of the IAPO, a unique

organization that has forced the medical healthcare system to stay accountable. The vision of IAPO is to see patients at the center of healthcare throughout the world, and their mission is to build patient-centered healthcare globally. He outlined what he wanted out of the healthcare systems of today in order to make them more patient centered, and patient friendly.



Dr. J. N. Srivastava
Ensuring Quality in Public Health Facilities

Dr. Srivastava emphasized on the fact that from a policy making angle, quality of services offered in the public healthcare facilities has been a priority for a while now. He highlighted the commitment shown by the Twelfth Plan Commission in its report where quality of care was unequivocally accepted to be a critical measure of how successfully a public health facility was functioning.



Mr. Ashish Jain
Development of Allied Health Professionals: Role of Health Sector Skill Council (HSSC)

Taking the narrative of the issue of quality in healthcare forward, Mr. Ashish Jain seemed to suggest a solution to the quality versus quantity discussion that had ensued following the previous presentations. In his talk, Mr. Jain spoke about the role of allied health professionals (AHP) as a potential tool to reduce the burden of clinical activity on tertiary health care centers and on physicians. He pointed out that there were qualitative disparities resulting from the gaps between the training programs and the requirement of the healthcare sector in India.

Session 3 Empowering Through Education



Dr. Markandey Rai specified the contour of the session for guiding the speakers about what is motto behind dedicating one session for "Empowering through Education". He said aim of empowerment is not possible through Education unless Policy makers address needs of each strata (Economically marginalised and weaker sections, People residing in rural and urban areas etc.). Education should aim at addressing the needs of the youth and policy needs attention on mapping specialized courses based on requirement of demand and supply in the society. He further emphasized that attention should be given to linking education to skill formation and jobs and simultaneously education must aim at character formation of students. In nut shell, education must be holistic in nature.

Mr. Manu Vohra, citing examples of Singapore and other small countries, explained how these countries have successfully implemented "Education for All". He compared the enrolment in higher education in India with USA and China and emphasized the attention towards these. He stressed on the needs of developing the following among engineering and students of other streams like Leadership Qualities, Research ability, Entrepreneurship, Quality Management and Soft skills for their employability and effective performance at workplace.



Prof. Rohit Dhankar
Rational Autonomy as Empowerment

Prof. Rohit Dhankar (Professor and Director, School Education, Azim Premji University), defining the Empowering through Education, said that empowering does not imply only taking informed decision, this is only partial aspect of empowerment. He said that empowering through education means developing rational autonomy and emphasized enhancing the level of quality. He cited the quotes of Socrates that mind without examining capacity is worthless. Empowerment will be complete only when there is individual capacity to judge what is desirable and what is not desirable and what is desirable for human life at large. He said that education must aim at development of skills and job specific proficiency too.



Mr. Ashish Dhawan
Critical Reforms for School Education

Speaker Mr. Ashish Dhawan (Founder/Chairman, Central Square Foundation) presented scheme for streamlining the education system in the country and discussed the following in detailed way:

- i. School Leadership and Edleadership
- ii. Ed Tech: For Students and Teachers:
- iii. Assessment:
- iv. Accountability and Monitoring:
- v. EDMIS:



Mr. Vijay Chadda
Quality Initiative to Mainstream Out-of-School Children

Mr. Vijay Chadda (CEO, Bharati Foundation) gave presentation on creating fortuneers for change. They are focussing mainly on working in Rural

India to transform lives of people living in these areas. He said that in order to create quality education in schools of rural areas,

various programmes need to be organised at Education level, higher education level and sanitation, legal and financial assistance should be provided to these schools.

Mr. Vipin Sahni, CEO, NABET gave a brief account about how Accreditation Standard for Quality School Governance was launched by NABET. He discussed that teachers, students and all those involved in educational process should be conscious of what is being done.

The session ended with vote of thanks to all the distinguished dignitaries on the dais and participants off the dais.

Session 4 **Industry 4.0**



Session Chair **Mr. Anupam Kaul** made a brief introduction about the new evolving concept i.e. Industry 4.0. He stated with the origin of this concept and briefed about the history of the earlier three revolutions in which first revolution was happened in 18th Century due to

Steam Locomotive and Mechanicals. Second revolution occurred because of Electricity and Conveyer System. Information & Communication based Technology gave rise to Third industrial revolution. He explicated how Germany is suffering the loss of its manufacturing base due to the cost advantage of labour in other Asian Countries and how German Government made the foundation of Industry 4.0 concept.

Industry 4.0 is infusion of technology in manufacturing segments to get multiple benefits like increase in productivity, quality improvement, increase in efficiency, flexibility and demand based logistics.



Mr. Gautam Dutta started with a brief introduction of progress of mankind in last 400 years and stated that we have to transform ourselves if we have to fulfil our needs in modern world. He rephrased the statement of Author Alvin Toffler i.e. "The need of modern century of the challenges

going to be how quickly you can unlearn and relearn". He focused on the digitization and digitalization and differentiation between them.



Session Chair **Dr. Harsha V. Singh** described the potential benefit of Industry 4.0 in relation with Machine-to-Machine Communication. He spoke about the need for international agreement in value chains and importance of regulations of

Government & Private standards. He stated the need of new regulatory paradigms for the regulators, the data protection issues, IPR issues & Cyber Securities.



Mr. Kartik A B Reddy talked about how Industry 4.0 is changing the way of thinking of doing business and how we can go beyond the hype and can get the most out of Industry 4.0.

His presentation basically demonstrated that the Industry 4.0 is enabled by disruptive technology that will change the manufacturing sector over the years. He depicted the interlinkage of data, computational power, analytics and intelligence with human-machine interaction and conversion to physical world. He showed the risk of production downtime, cybersecurity and quality loss due to large downside risk in case of failure in internet connection.



Mr. Dattatreya Gaur started his presentation by demystifying the facts of Industry 4.0. He gave glimpse of how Industry 4.0 is in practise and revealed the practical benefits of implementation of automation and modern technology in manufacturing. He explained that

Session 5

Enough Clean Water

The session was based on Enough Clean Water and was chaired by Mr. Parameswaran Iyer, IAS, with Co-Chair Ms. Nainalal Kidwai.

In his opening remark, session chair mentioned that "access to clean water & sanitation by 2016 to 550 million citizens of the country is a great challenge..." & it is possible only by reducing the demand, recharging & recycling. He recalled the speech made by Prime Minister during the Independence Day celebration, where he insisted on recharging of ground water as India has the largest ground water source.



Session Chair also referred to Israel, where 90% of water being obtained from the process of recycling. Session Chair insisted for an integrated system as different ministries in India look after different aspects required for clean water & sanitation.

He mentioned about 2 major issue being faced by a large population in India.

1. Arsenic &
2. Fluoride



In her remark, Session co-chair **Ms. Nainalal Kidwai** insisted more on sanitation with clean water & expressed concerns over insufficiency, quality etc. She insisted for Reducing the demand, recharging & recycling. She mentioned that in India about 3-5 children die per

minute due to bad quality of drinking water/sanitation because of diarrhoea. Development of brain in such children will also get affected due to the same reason. She expressed her happiness on Narendra Modi's government in tackling the problem & encouragement being provided.

She took the example of WWF in Moradabad where people don't recognise the quality of water. Citizen action range problem of ground water contamination. People now realising the improvement of ground water quality after awareness. Similarly, Sawai Madhopur is a good case study. She was of the opinion that we can document the best practices, best models, clean water through sanitation setting standards.



Ms. Rajul Parikh - "Water Quality – Does it need regulation?"

In her remark, speaker said that she represents industry of manufacturers, dealers, essential drinking water, manufacturers, and initiatives.

Speaking on standards available in India, she mentioned that BIS standard for Drinking water was formed in the year 2012. Expressing her concern, she said that consumers are not

getting standard water due to contamination. Water received from tap across is different from that of quality supplied by municipality. This has led to growing water purification industry business up to Rs 4000 Cr.

Mentioning about the available standards:

1. UV purifier
2. RO purifier

She pointed out that both the standards are voluntary & not mandatory. Regarding RO purifier, she mentioned that lot of small players are selling it in the market. Storage/Non-electric type is largest selling in India but no standard is being followed. She urged to have mandatory standards for utilities.



Mr. V.K. Madhavan - "Raising the Bar – From availability to equitable access to quality water"

In his remark, speaker said that he is trying to fix problem regarding water access in rural areas & associated issues of Water quality.

Speaker claimed that 91% coverage made with improved water resources. He mentioned that availability of 1 water source for 45-50 houses, 31% have piped water supply, 13 states found lower

than national average & short supply throughout the year. Referring to the example of Kerala state, he said that poorer the supply has made more access to piped water supply. He found that Dalit family have limitations. Slippage constitutes to 30% in 2010. Scheme installed but failed due to poor operational maintenance.

Citing example of Raichur city in Karnataka, speaker said that 50% of water purifiers got failed. 80% ground water, 14% ground water blocks were over-exploited.



Ms. Alka Talwar - "Water for rural areas"

In her remark, speaker said that she is working on water for rural areas, life & livelihood.

Speaker mentioned about sustainability governance for Carbon, Water, Energy, etc. She said 97.5% of earth is covered

with salt water.

She pointed out that "Agricultural use of water would be the way to mitigate water stress in the country. There is "Mission Jal" regarding optimisation of use. TATA Swachh-An objective to provide safe drinking water to 5 million households. She emphasised on the need of great awareness.



Mr. T. Srinivasan - "Drinking water treatment: processes and opportunities"

In his remark, speaker mentioned that globally 1 in 10 lack access. Total water resource 43,750 km³/year. America has

the largest share of 45% & Asia with 25%. Right source requires rigorous assessment & testing methods.

He iterated the need to comply with WHO standards & country specific regulatory requirements.

Session 6 Strengthening Patient Safety & Focus on Injection Safety



Dr. Inder Prakash
Strengthening Patient Safety & Focus on Injection Safety

The session was started by the presentation made by Dr. Inder Prakash which focused on Strengthening Patient Safety and Focus on Injection Safety. He talked about patient safety, which is the absence of preventable harm to a patient during the process of health care. Patient safety is the coordinated efforts to prevent harm, caused by the process of health care itself, from occurring to patients. Over the past ten years, patient safety has been increasingly recognized as an issue of global importance, but much work remains to be done. Whereas medical error is used to describe an incident that happens by mistake during medical care which may, but does not necessarily, result in temporary or permanent, physical or psychological harm to an individual.

injectables are not wrong, but what matters are unsafe injection practices. Globally, more than 16 billion of injections are estimated to be used in year 2000 of which nearly 5% is for immunization but around 90% are for therapeutic purposes. But what is worrying, that nearly 50% of all these are unsafe. When compared to national level data around same time, around 3 billion injections were used per year with an average of 2.9 injections per person per year. Surprisingly around two-third of injections are unsafe, which are more than world average.



WHO Injection Safety Guidelines- An overview

Dr. Chandrakant Lahariya, National Professional Officer –Universal Health Coverage, WHO India Country Office for India gave a complete overview of Injection safety, current global & national

status, WHO Guidelines and way forward in India. Injections are integral part of health services, he said. Further he stated that the giving



Dr. Susan Winckler
Drug Regulatory Reform in India: Opportunities, Objectives, Observations

Susan C. Winckler, Chief Risk Management Officer, Leavitt Partners, LLC talked about the opportunities and

her observations for Drug Regulatory Reform in India. She articulated that the Goal of Drug Regulatory Reform in India. It is a productive discussion about drug regulatory reform efforts in India, and her focus of discussion was from regulators perspective and to ensure that products that are manufactured are safe to patient. Describing the opportunities, she highlighted the ongoing discussions among lawmakers, think tanks and media. The main objective of drug regulatory reform in India should be to improve quality of drug supply from pre-manufacturing to manufacturing, distribution & sale and post marketing.

Session 7 Food Safety



Mr. Amit Dhanuka, President AIFPA, chairing this session welcomed the participants and introduced the speakers. He also highlighted the importance of Food Safety.



Food Safety

Mr. Sanjay Khajuria, Senior Vice President – Corporate Affairs, Nestle India addressed the participants on Food Safety and related issues. He highlighted on the critical shift from the earlier PFA

Act to the current FSS Act with reference to the key changes from multiple authorities to single authority, adulteration to food safety, and inspection / control to monitoring / surveillance. He mentioned that the key elements for consumer trust are quality, food safety and regulatory compliance. He emphasized that issues related to food safety continues to be a major concern and cited few examples that were in news in recent period. He also said that food safety is shared responsibility between the industry, regulator and the consumers. Food safety, apart from regulatory obligations, is one of the most fundamental aspect in operations of food industry and at each step of food chain from farm to fork, and which also includes transport, storage, processing, distribution etc.



**Mr. Sanjiv Mehta
HUL Perspective**

Mr. Sanjiv Mehta, CEO & MD, Hindustan Unilever addressed the participants by highlighting that the Indian Food & Refreshment business is growing by

more than 10% CAGR and is one of the leading industry sectors in terms of growth. He highlighted the main challenges relating to food sector in India which are food security, food safety and nutrition balance. He said the key stakeholders in food sector are industry, government / regulatory bodies and consumers, and said that while more educated consumers are aware on food safety but mass population is either ignorant or lack understanding on food safety, and thus more vulnerable food-borne illness which more likely originate at home.



Implementation of Food Safety Act

Mr. Vijay Pandya, MO Health, Rajkot Municipal Corporation addressed the participants on the implementation of Food Safety & Standards Act by the Rajkot Municipal Corporation (RMC). He said that RMS has a quality driven

approach, provides client friendly health services to more than 14 lakh citizens of the Rajkot city by more than 1250 qualified, skilled and dedicated members of the health department of the RMC. He said that food safety has gained importance because of changes in production and consumption patterns, greater public demand for health protection and emergence of resistant microbes. He said that more than 200 diseases spread through food causing short-term to chronic illness and severe consequences relating to good health of citizens, especially in children and older persons.

Session 8

Report on Swachh Bharat Mission



Mr. Saraswati Prasad started the session with opening remarks on the successful launch of Swachh Bharat Mission on 2nd October, 2014 which had clearly defined objectives of building a strong nation. Other than building a nation free of open defecation, a few other objectives of Swachh Bharat

Mission includes Solid Waste Management and environmental cleanliness. These two key challenges are a disease to a nation and thus must be addressed at 1st stage of nation building. He said that 46% of the rural household still don't have access to toilets and thus, India is the biggest contributor to open defecation in the world.



Dr. Huzaifa Khorakiwala talked on two programmes which are a part of Swachh Bharat Mission. First is the construction of Pronto Bio Toilet and second is the environment friendly use of Swachh Bharat machine. He addressed the problem of school dropouts,

especially girls because of open defecation, water contamination, health problems, diseases like diarrhoea etc. He talked on the role of Pronto Bio toilets in mitigating the problem of water contamination. The Pronto bio Toilets are connected with the bio digester tank which is fitted underground. Size of the tanks depends on the expected number of users that is calculated manually. 1/3rd of the tank has bacteria inside the bacterial inoculum. These bacteria were researched upon, by the scientists in Antarctica. These bacteria decompose the human excreta into water and bio gas(methane) over a period of 3-4 days. The residue is colourless, odourless and free of nitrogen. Bio gas is released in the air and water could be used for

irrigation purpose. Unlike normal toilets, no sewage is required for Pronto Bio toilets.

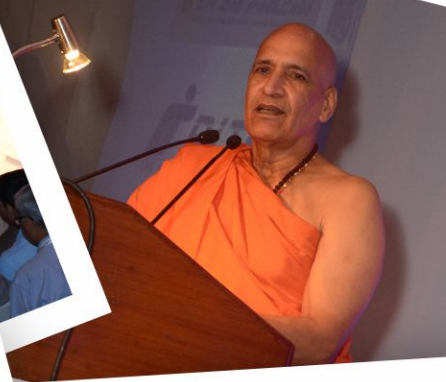
Secondly, He talked on solid waste management, where he addressed the problem of safe disposal of plastic bottles. He came up with the idea of a machine called as Swachh Bharat Recycle machine. This machine recycles 5.4 million tonnes of plastic waste generated every year in India. He talked on the harmful effects of plastic since it is non-renewable and toxic to humans as well as animals. Swachh Bharat Machine is a recycling solution to this problem.

Continued.....

“Glimpses of 11th National



Quality Conclave - 2016"





Mr. Anand Shekhar addressed the initiative of making India open defecation free as a triggering factor for nation building. He said that Swachh Bharat gives a bigger picture than just building toilets. Much more harmonised approach has been undertaken to bring

out behavioural changes across India. Above all, it is about ensuring that the infrastructure is being created and built in villages where they themselves own, operate and maintain them. He further said that

benefits that accrue out of any sanitation programme is only when you use the infrastructure and when you practice the key hygiene behaviour. He talked on the design of paradigm that needs a shift from construction to behaviour change, which will initiate the means and methods of better living.

He further correlated the increase in investment in sanitation programmes with the fall in infant mortality rate and rise in GDP, eventually resulting in employment generation. He also highlighted how private sector and microfinance hub will benefit from such programmes.

Plenary 2

The Challenges of Implementation – New Standards & New Quality Initiatives



Mr. Adil Zainulbhai

In his opening remark, session chair referred to challenges on delivering quality to 125 Crore citizens of our country & how to create the pull required. He mentioned that certification bodies can play a great role in this.



Mr. Uday Bhaskar Kotte

Challenges in Implementing ISO 9001:2015

In his remark, speaker mentioned that 1st ISO standard came into existence in the year 1987. Sharing his experience speaker mentioned that "more

challenges / work when the standard either revises /changes. He talked about the Quality principle which requires "Deliver Right". He said "difficulty in interpreting the requirement" including Risk management is a hurdle.

3. Culture - Starts from the top

he spoke about the main issue which is training & talent, Inspect what you expect & internal audit.

He emphasised that regulators can contribute to simplify the standards.

Mr. Subhanu quoted that "Anti Microbial Review" in hospital: Wright Behaviour. QCI started with many hospitals applying for "JCH" standard. Current 2 steps: 1. Entry level standard: Approximately 80000 hospitals

Mr. Subhanu expressed concerns over "gap in quality" & insisted for a need to have graduated standard. Every state has their own view about standards. Need exists for "rating of Hospitals" & work with government.



Mr. James Galloway

Building Blocks of Change Management – how to ensure success of an improvement initiative

In his remark, speaker mentioned about the growing popularity: "adventure tourism" in his country - Australia. He insisted for significant knowledge transfer, maintenance of standards including government & regulators. He encouraged new initiatives, more contact with non-governmental organisations, private groups etc.



Mr. Subhanu Saxena

Towards world class quality standards in Pharma Industry

In his remark, speaker insisted that "to become global master one has to meet global standards also...". He mentioned that India has largest number of FTI

approved sites. He emphasized that "process must be adhered & standards should be followed".

Further, speaking on 3 basic processes:

1. Data Reliability - Wright skills, training, analyse data
2. Measure/Bench Marking



Ms. Anni Koubek

New Standards – new quality? Challenges of implementation

In her remark, speaker insisted that audit exercise should be a pleasure. Speaker was in the group which developed ISO

9001 standard. She expressed concerns over attitude "go away from prescription". Highlighting the key elements in the revised ISO 9001 such

as "outcome matters..., less prescriptive, effectiveness & performance", she emphasised the reality check in terms of "more requirements, more documentation, more prescription of records, more sector specific, more customers, Finance & Insurance, Law & regulation". She took the example of first car produced "Ford. Earlier there was no option but only to have Black colour. Now choice of new colours exists. Further demand requires more complicated structure.

While implementing the new standard, she urged to use the spirit of new standard as follows:

- Think risk based
- Act processes oriented

- Find your own, best, simple solution
- Focus on business result



Mr. Jayanth Murthy
Building Blocks of Change Management – how to ensure success of an improvement initiative?

In his remark, speaker said that "Quality is Culture & Group Behaviour. He said that "Quality comes from changes & happiness".

Session 9 Addressing Private Sustainability Standards : Enabling International Trade

The session was based on Addressing Private Sustainability Standards: Enabling International Trade and was chaired by Dr. Sarita Nagpal with Co-Chair Mr. Abhijit Das.



In her inaugural note Dr. Sarita Nagpal stated that while adapting private standards, we need to be careful as Private Sustainability Standards do raise considerable challenges and a number of issues due to the nature of their ownership and their development process, which is seldom sufficiently participatory, transparent and based on scientific evidence.



Mr. Das chaired the session and opened the discussion with a caution note that we need to be careful while adapting private standards as there are risks of conversion of standards, pace with which developing countries adopt and if they are tuned to the developing standards as they can even become

barrier.



Dr. Thomas Fues - "The contribution of rising powers to the evolution of Private Sustainability Standards"

Dr. Fues started his presentation with a remark that India plays a leading international role on Private Sustainability Standards (PSS). He shared EU/German perspective on Sustainability Standards. He mentioned that the Private Sustainability standards are here to stay and developing countries need to develop proactive policies if they want to develop export into these markets. These standards are core of business operations for many countries. In developed countries people look for quality of products and they look for quality and labels of the products is important.

He mentioned that the MSME are being marginalized due to lack of cost and knowledge. He discussed on Serious limitations of present Private Sustainability Standards (PSS) regime.



Johan Genneby - "Standards for Sustainability - Terms, Practice and Trends"

While talking on private sustainable standards, Mr. Genneby mentioned that now there is a shift from social aspect to sustainability aspect and respond to business practice and there has been significant rise in co-reporting and new business models. SMEs are specializing in these areas and new models development.

He talked about the Private (Voluntary) Sustainability Standards and the Guidelines defined by criteria that can be applied to processes and production methods, and (commonly) submitted for independent certification. He mentioned that the standards are developed in response to the high demand for goods produced and services according to social and environmental criteria which covers wide -sector, national and pre-competitive platforms etc.



Miho Shirotori - "Voluntary Standards, Market Access and the Sustainable Development Goals (SDGs)"

She mentioned that since 1990s, the Voluntary Sustainability Standards (VSS) market has been expanding rapidly especially in the commodity sectors and these schemes have become a popular market tool today which covers 465 eco-labels in 199 countries and 25 industries (ecolabelindex.com). VSS schemes show a geographical divide: Standard-setters and consumers in developed countries Producers in developing countries.

While discussing on the market growth of VSS products, she mentioned that in 2012, the trade value of VSS products was US\$ 36 billion and up to 2012, production of VSS products in major commodities (coffee, tea, cotton, sugar, palm oil, bananas, etc.) had grown by 11% per year, compared to 3% of the total production.



Dr. Thuppil Venkatesh - "Sustainable standards for environment and health economy in developing countries"

He talked about the health & environmental issues on use of lead based paint and the need of sustainable

standards towards economic prosperity. He mentioned that the health & environment is getting impacted because of lead contain in paints we are using in absence of any regulation at present in India. Refereeing to the 1st series of epidemiological studies conducted recently, it is found that the IQ level goes down by increase in lead contents in blood.

As per World Health Organization (WHO) estimates, 120 million people are overexposed to lead and 99 % of the most serious cases are in the developing world and Children severely affected with school performance, IQ, mental retardation, anemia, GI tract, kidney damage & other symptoms. He mentioned that the estimated cost of lead poisoning among children in India is over 600 million dollars (U.S.) per year.

Session 10 Regulatory Reforms in the Drugs and Medical Devices Industry



Mr. Sandeep Kapila
Swasth Foundation: Health for all, All for health – A Not for Profit, Social Enterprise for a Swasth India

Mr. Sandeep Kapila started with the stark fact that 60 million Indians are pushed into poverty due to health

shocks. Hence, despite upliftment of 80 million Indians every year from abject poverty, the overall improvement rates in poverty has not improved to the extent one would have expected it to. This issue of catastrophic medical expenses and the resulting impoverishment has also been a focus of the 2015 draft National Health Policy.

Pharma Crimes (counterfeit medicines, stolen medicines and diverted medicines) and how they affected patient safety. She gave a few examples where highly vulnerable groups, like infants and children, patients suffering from chronic diseases like diabetes or hypertension, cancer patients who were in dire need of life saving drugs, women in the reproductive age who unwittingly used fake IUDs manufactured under questionable conditions, to name a few.



Dr. Y. K. Gupta
National List of Essential Medicines

Prof. Gupta spoke on the concepts and philosophy behind the establishment of the national list of essential medicines and how it could contribute to quality patient services. He identifies that this

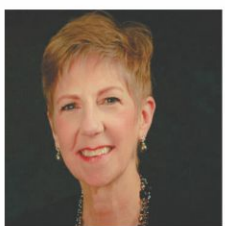
effort was "essential" because this was the minimum list of drugs, which could treat the maximum proportion of the national population of the country, accounting for the standard treatment options for the most commonly occurring illnesses.



Mr. Rajiv Nath
Indian Regulatory Framework for Medical Devices

Mr. Nath started off allegorically comparing the impact of the absence of road traffic rules and the resulting mayhem with a medical devices

industry which functioned without a regulatory framework. He further outlined a long term goal in which India should look to emerge as one of the top five manufacturing hubs for medical devices industry. He also highlighted the fact that India was dependent to imported medical devices to the extent that almost three-fourths of the medical devices were imported, almost half of which were imported from USA, because there was an environment of mistrust surrounding the Indian devices in the industry.



Dr. Linda M Distlerath
Partnership for Safe Medicines: A Global Story

Dr. Distlerath spoke about the role of a unique endeavor, the Partnership for Safe Medicines, in maintenance of quality in medicines. She focused on



Session 11

Skilling for Employment



Sri Sharda Prasad said that skilling is very crucial for India due to its rich demographic dividend of an age profile of 54% under 25 years lasting for about next 10-15 years. If we do not seize this opportunity, India would miss the bus. Therefore, skilling for employment of youth is very critical. Although, India is

currently having a healthy growth of 7.6 % of GDP, it is seen as a jobless growth. It can be seen that although jobs are available in the market, India does not have enough youth having requisite skills to perform these jobs. Although KPMG report to NSDC estimates 110.73 mn skilled worker requirements in India in next 6 years across 24 sectors (such as retail, construction etc.), it lacks on defining focused requirements in sectorial organisations, geographical spread and skill levels.

'Skilling of youth' defining requirements of industry is the challenge that requires to be addressed. A 'demand responsive system' is required to be quickly established such as countries like South Korea having 96% skilled manpower whereas India having an estimated 4.65 % skilled manpower only. The other key gap areas to be addressed are competencies required by employers that need to be identified besides development of course curriculum for meeting the competencies. The other parameters needed for quality skilling are requisite infrastructure and qualified trainers in institutions and Training Providers (TP).



Mr. Gerald Thiel
Experiences from the German system of Dual Initial VET - how far can they be used for skill development in India?

The German Dual Education of Vocational Education and Training (VET)

built in 1683 is considered amongst the successful models in Skilling arena globally. The German dual system of education is 'Demand based System'.

VET involves training in real work environment and processes in the industry, where the theoretical lessons are delivered by public vocational skills. The Apprentice training happens in the enterprises where the enterprises themselves fund training, giving minimum wages to the apprentices. The Vocational Act enables Chambers of Commerce and trade Unions playing a significant role in Design and updation of qualification profiles. The Skilling ecosystem has Involvement of social partners, industrial associations, trade Unions and vocational schools based on industry needs. The Chambers organise and carry out examinations hiring examiners from industry, unions and vocational schools besides facilitating dialogue with industries. The Federal Institute of Vocational Training (BIBB), facilitates the process of recognition, curricula of vocational schools and examinations through Industry Chambers.

Rajat Khawas



Impact of Quality Assurance in Skills in India – Employer engagement with few example from International Practices

He emphasised that Institutionalisation is needed for a robust Quality Assurance (QA),

Qualification and Standards for 'Learner and Employers' as beneficiaries. QA requires Human Resources, Processes and Technology as an enabler, vetted by the industry sector. The Guild, UK, has built such a system over 138 years in 81 countries. A Training Partner (TP) is defined by 'anyone who delivers competence and knowledge' for the two beneficiaries i.e. 'Learner and Employer'. The trainer must have the requisite Qualification and tools. The qualifications are based on standards and TP needs both qualifications and trainers.



Deepak Upadhyay
Women Empowerment

He highlighted the efforts his NGO is focusing on rural sector skilling of 'Adivasis' typically in states such as Madhya Pradesh (MP).

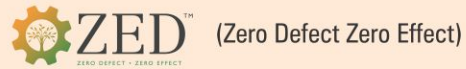
So far about 24,000 youths have been trained in demand oriented skilling and placed in industries such as Security, Fire & Safety etc. The 'Tejaswani Project' in MP addresses to empower in the areas of Social, Political and economic sectors of the region. In this Project, a survey was conducted in 2008, following which about 472 Self Help Groups (SHGs) have been created for 'helping people to help themselves'. The Village Level Committee (VLC) is facilitating about 8000 families to elevate their income levels from Rs.1000/- per month to about Rs.10,000/- per month through micro-financing loans in areas such as agriculture, fishery, animal husbandry , beekeeping etc. ; through skill upgradation.

Dr. Marakandey Rai



He said that besides focussing on 'Demand side Skill development' needs, it is essential to inculcate 'Moral values' in Indian youth as it is lacking in current generation.

Session 12



Session 12 ZED (Zero Defect Zero Effect) of the National Quality Conclave commenced with the opening remarks of **Mr. S.N. Tripathi**. He welcomed all dignitaries to the dais and began with a short introduction about ZED & its genesis. He stated that this concept will

be path-breaking in making our manufacturing world class in India. He also mentioned that there should be relevant incentive in public procurement if the manufacturing unit adopts ZED and achieves a rating.



Dr. Hermogene Nsengimana gave a very energetic speech. He spoke about indigenous knowledge and the technology that we embrace. He tried to bring out the similarities between Africa and India and also shared with the audience some facts emphasizing the

importance of sustainable development.

His speech covered insights on various industry sectors including construction, mining, and pharmaceuticals. He suggested the Indian industry to take their time to improve their manufacturing and not to make this just a fire-fighting process.



Dr. Harsha V. Singh started the presentation by saying that ZED is a multi-faceted initiative. It includes enhancing competitiveness, increased market presence, and improving conditions for domestic producers and manufacturers and a connect with the

global value chain. He then mentioned that apart from technology, it is a must to keep process standards in mind. Global requirements are emphasizing what ZED is trying to develop in India and the companies that meet these requirements can become a part of the global supply chain. He then touched upon the fact that ZED is poised to contribute to various Government initiatives, be it Make in India, Skill India, Digital India, Start-up India or Stand-up India and others.



Mr. A. K. Jain informed the audience that for the first time in the world, QCI has developed a holistic, flexible, transparent, and consistent maturity assessment model (ZED Maturity Assessment Model) with the help of various stakeholders to improve the

competitiveness of Micro, Small, and Medium Enterprises (MSMEs). He shared the messages and vision of the Hon'ble Union Minister and both the Ministers of State of MSME and urged everyone to join this movement of Zero Defect Zero Effect. He also shared that a pilot study was done to test the model before launching it nationwide by the Ministry of MSME. He discussed in detail about action plan of the 'Financial Support MSMEs in ZED Certification Scheme', its process, targets, benefits and current status and said that this model is a pull model and not a push model.



Mr. Suresh Kohli, Havells, was part of the ZED Pilot study. Mr. Kohli shared his insights on the ZED journey and how his organisation has aligned itself according to the ZED parameters. He also shared the vision and mission that his organization has set for the ZED initiative

and explained the key USPs of ZED according to him. He further stated that his company aims to aspire to achieve the ZED Platinum level for which they have prepared a 3 year roadmap.

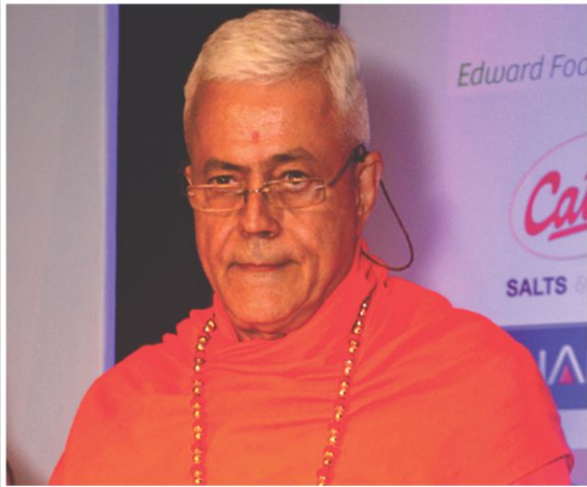


Mr. Piyush Srivastava expressed his vote of thanks to being the part of session. He shared his understanding of the ZED initiative and mentioned that this scheme will prove to be beneficial for the MSMEs and will help them to enhance their competitiveness and also become part of the global supply chain.



Valedictory Session

Yoga



Padma Shri HH Jagat Guru Amrta Súryánanda Mahá Rája (President, European Yoga Federation)

Padma Shri HH Jagat Guru Amrta Súryánanda Mahá Rája ji stated that the Traditional Yoga is a superb method of Human development, with very ancient origins in Bhárata / India which provides a unique physical development, balance, proper nutrition, an extraordinary personal energy, constantly positive emotional and creative states, a strong fight against stress, a clear and focused mind, an exceptional inspiration, and the access to the Supra Cognitive Mind (Over-mind), which leads us to Enlightenment and to the discovery and understanding of the Cosmic Laws, among many other benefits.

Amongst the different age groups, Yoga provides, for example: to children, concentration, and a powerful foundation to build their character - the Yama and Niyama; to the youth, a hormonal / emotional control that allows them to program an exceptional life, and to fulfill it without any obstacles; and to the elderly, a healthy and functional life, pushing the dysfunctional old age towards the end of existence.

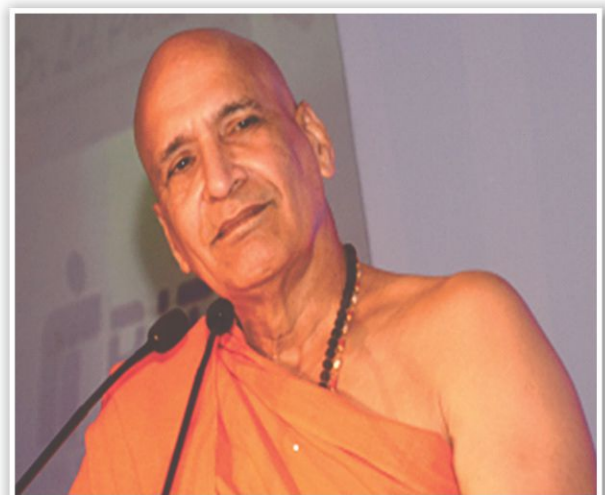
He emphasized, Yoga only works if practiced continuously and it must be taught by a true Guru, or by a teacher who is trained and supervised by a true Guru. The training of top-quality Yoga Teachers should retain the principles of Wisdom of the Yoga Darshana, so that the authority of India on this matter is neither altered, nor questioned, with this new major expansion of Yoga, which will bring great benefits to all of Humanity.

Padma Shri Guru Bharat Bhushan ji emphasised on the importance of Yoga. He quoted that Yoga is togetherness, beauty, totality, best and

ultimate tool for quality. He also stated that wherever there is quality there is yoga, as quality represents our attitude, approach towards our profession, prediction. So Yoga is clearly for Beautiful Today and Bright Tomorrow.

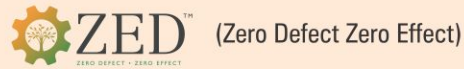
He said that Spirituality is the main essence in bringing quality of life. He appreciated the effort of QCI for not only bringing the quality in materialised product but also touching the basic human values through Yoga and he also congratulated the present authorities of QCI who are blessed with a vision to realise it and decide to have Yoga as best tool to bring quality in life. He described that people may think that bringing quality and upgrading the quality in present status of any product or quality from any outcome speaks of our true progress but in true sense any type of quality depends on quality thoughts behind. Generally, vision of people is confined up to focussing on material quality of any product and they don't feel relevance of quality of person over work quality or quality of product. A man with applied ethics of yoga is sure to bring qualitative changes where ever he lives and in what so ever discipline he works.

He stated that he will look forward to the widening sphere and greater participation of Quality Council of India to bring true progress and prosperity and protect the genuine and original faces of different disciplines that represent the development of best human skills. This International conclave of Quality Council of India should certainly bring something new to add and improve quality in different disciplines and spheres of life to provide all round development.



Padma Shri Guru Bharat Bhushan

Valedictory Session



Introduction

Session anchor Ms. Vimmi invited the speakers, namely Mr. Kalraj Mishra, Hon'ble Union Minister, MSM; Mr. S. N. Tripathi, AS & DC-MSME; CEO of NITI Aayog, Mr. Amitabh Kant; Chairman QCI, Mr. Adil Zainulbhai; Secretary General, FICCI, Mr. A. Didar Singh and Secretary General QCI, Dr. R.P. Singh. She introduced the members on the dais and invited Mr. Adil Zainulbhai, Chairman, QCI to welcome everyone.

The session commenced with **Chairman-QCI, Mr. Adil Zainulbhai** welcoming the distinguished members on the dais and the audience present. He began by saying that he feels ZED will fundamentally change the manufacturing of India and can drastically improve the quality of goods and services in the country. He hoped that all the stakeholders including the assessors, certification bodies, consultants, rating bodies etc. are equally excited about the ZED initiative. He emphasized that ZED should very soon be expanded to services sector as the sector is very important for the Indian economy. He concluded by saying that QCI intends to achieve this ambitious task at a much faster pace than expected.

The anchor then invited the **AS & DC-MSME, Mr. S.N. Tripathi**, to express his views. Mr. Tripathi reiterated the words of Hon'ble Union Minister, Shri Kalraj Mishra: "Gunvakta Yukt, Dosh Mukh, Pradushan Mukh" to emphasize the mind-set and seriousness of the ministry towards the ZED initiative. He congratulated QCI and all the stakeholders involved in conceiving the ZED program and appreciated the support of the Union Minister in taking leadership of this scheme. It is indeed a new beginning for a strong foundation.

Secretary General, FICCI, Mr. A. Didar Singh then addressed the audience. He began by saying that every single company must adopt ZED. He mentioned that the world is changing and we are part of a globalized economy and emphasized on the entire export basket and the trade scenario saying that the standards will become the norm and export will be dependent on the standards set by the developed world. He reflected upon India's commitment at COP21 towards climate change and mentioned that we must fulfil the requirements of environment and we now have a compulsion in terms of ensuring both the zero defect and zero effect aspects in order to sell our products. He concluded by saying that the industry has to rise to ZED and FICCI will

partner with QCI to mobilise the industry to ensure there is active participation.

CEO NITI Aayog, Mr. Amitabh Kant, said that ZED is one of the most prominent programs of the Government of India and in order to ensure that our GDP grows at a consistent rate of 7-8% for a longer period of time, the improvement of the MSME sector is extremely crucial. The global supply chain must have MSME involvement and a country will flourish only with exports and to do exports, we must meet the global standards. ZED will definitely help in taking the MSMEs to this level and increase the overall productivity. He also mentioned that QCI is doing an excellent work and helping NITI Aayog as well other departments. He concluded by saying that ZED is crucial in driving competitiveness of MSMEs.

The scheme guidelines "Financial Support to MSMEs in ZED Certification Scheme" of MoMSME was then unveiled by the Chief Guest Hon'ble Union Minister Shri Kalraj Mishra and other members on the dais.

After this, the chief guest of the session, **Hon'ble Union Minister, MoMSME, Mr. Kalraj Mishra** was invited to address the audience. He began his speech by saying that through ZED, a revolution can come in the manufacturing sector and it has the potential to be a game changer. He admired the vision of Hon'ble PM of making India a manufacturing hub and also bringing out initiatives like Make In India and Skill India along with other prominent initiatives to realize this vision. He then shared his views on the ZED Maturity Assessment Model and said it is a unique model and will be highly beneficial for the MSMEs and urged that MSMEs to take active part in this initiative and enhance their competitiveness and become part of global supply chain. He believes that the products manufactured must be an ideal one with the highest level of quality while keeping in mind the environment.

Secretary General, QCI, Dr. R. P. Singh concluded the valedictory session and delivered a vote of thanks. He appreciated the audience for their enthusiasm for two days. He expressed his gratitude to all the national & international delegates & speakers who had contributed to the success of the conclave. He praised the efforts of all the members of his team for making the conclave successful and concluded the conclave with a promise of an even bigger conclave in the coming year.



QCI Conclave Receives Mainstream Media Attention



The 2016 Conclave for the Quality Council of India was a two-day event where experts from across sectors came together on a common platform to discuss the issue of quality services for the Indian citizen. As India is poised on the verge of emerging as one of the financial giants in the global economy, its vibrant and rapidly growing markets, and huge population of young, working-age adults, makes it the future manufacturing hub. With the added impetus on “Make in India”, it is the best time to remind the nation that productivity needs to go hand in hand with quality of work, otherwise it may result in a short-lived glory. The QCI's Conclave focused on how to bring quality services across sectors to the Indian citizens, and the message resonated with all the stakeholders. This was reflected in the wide media coverage that the conclave received, including prominent pieces in mainstream media – print, electronic and online.

From the events of the first day of the conclave, the ANI highlighted a major achievement in assuring quality in the food sector. They published an article that outlined the efforts of the QCI and the Food Industry Capacity and Skill Initiative (FICSI), whose leadership came together to sign a Memorandum of Understanding to design a framework for the certification of individuals in the food sector. This piece was also picked up by several major, mainstream media houses, including HT Media Syndication, Yahoo News, Business Standard, and New Kerala, to name a few.

The ANI and IANS picked up the news of the Conclave and highlighted the comments of the Honorable Union Minister for Micro, Small and Medium Enterprises (MSME), Shri Kalraj Mishra, who reiterated commitment to the “Zero effect zero defect” policy and identified MSMEs to be the motor that would power the Indian economy ahead. This newswire made it into the major news outlets, both in print and online, including Financial Express, Business Standard, Yahoo News, and the Daily World, to name a few.

Adil Zainulbhai, the Chairman of the Quality Council of India, was quoted in the Business Line when he spoke of the importance of quality and recognising the leaders in the field:

“We need to improve quality dramatically in India... A large number of MSMEs do not meet the quality bar in India... So, we have created a set of standards — gold, silver, bronze. The goal is that manufacturers, say, auto companies, tell MSMEs that if you want to supply to us, you must at least meet bronze, silver or gold standards. And, if you start saying that many government contracts will also require gold, silver or bronze standards, then we hope quality will improve. So, an MSME will at least have an incentive.”

The extended interview was also covered by the Business Line, in which he spoke at length about the Swachh Bharat Abhiyan and how it was revolutionising the idea of creating a clean India.

The conclave also enjoyed screen time on major TV channels, including:

- E TV- Aired the inaugural session at 12pm on Friday, 19th August
- CNBC- aired a bite of Alka Panda at 9 pm on 19th August
- ANI- Played the news live
- DD News- Informed that news of Shri Kalraj Mishra was to be aired at 8 pm on 20th

It was not just bytes and TV screen time though, and the Conclave also threw up several moments that were worth capturing on film. The IANS Photos and United News of India websites highlighted several clickable moments from the two day policy extravaganza.

The media was involved throughout the events in the conclave and provided an avenue to transmit the discussions and recommendations that were being thrown up in course of the events, packaged in a manner that would make it accessible to everyone. The coverage spanned all the media forms – digital, television and print – and there was a significant buzz around the conclave, which was picked up by the media houses. This was not only validation of the fact that the general populace is interested in the quality related issues of the services they access, but also reflective of the fact that the event and the QCI's vision for the conclave was also shared by the citizens of the nation.

UNIDO Training for Ghana

NABCB conducted a 5-day Training Programme from 01 - 05 August 2016 for 3 participants from the Timber Industry Development Division (TIDD), Forestry Commission, Ghana on ISO/IEC 17020:2012 standard as well as the NABCB process for accreditation of Inspection Bodies. During the training, the participants observed NABCB assessments of Inspection Bodies, undergone training on inspection of wood products including identification of species, chain of custody certification etc. and witnessed an inspection of wood products.



Participants at the UNIDO Training for delegates from Ghana

FAO Training in Bangladesh

NABCB signed an agreement with the Food and Agriculture Organization (FAO) of the United Nations to conduct 3 trainings in Bangladesh for the Bangladesh Accreditation Board and other stakeholders. NABCB has already completed the following trainings :

- 3-day training during 12-14 July 2016 on ISO 17021-1:2015 and ISO 22003:2013 - Requirements for Food Safety Management Systems Certification Bodies.
- 2-day training during 08-09 August 2016 on Auditing Skills.
- 3-day training during 19-21 September 2016 on ISO 22000:2005.

NABCB is also organizing an attachment training for BAB assessors under this agreement.

NABCB Assessors' Training on ISO/IEC 17020 Standard

NABCB, in order to increase its assessor resources for assessment of the inspection bodies, conducted an Assessors' Training on the ISO/IEC 17020 standard from 01 - 03 August 2016 at Delhi in which approx. 7

potential NABCB assessors were provided training on the standard, the NABCB documentation and the assessment processes.



Participants at the NABCB Assessors' Training on ISO/IEC 17020 Standard

Training Programmes on 2015 Edition of ISO 9001

NABCB assisted NBQP in conducting three one-day programmes on the requirements of ISO 9001:2015 on 16, 17 and 18 August 2016 at Delhi, Kolkata and Hyderabad respectively. These programmes were conducted by Mr. Udayabhaskar Kotte, Members of US TAG ISO TC176 where involved in the revision of this standard.



Mr. Udayabhaskar Kotte conducting the training programmes

Sensitization Programmes on Private Sustainability Standards

Quality Council of India, in partnership with Federation of Indian Chambers of Commerce & Industry, conducted three one-day Sensitization programmes on Private Sustainability Standards at Delhi, Mumbai and Hyderabad on 16, 17 and 18 August 2016 respectively. These programmes were conducted by Mr. Johan Genneby, Swedish Expert on Sustainability Standards from Beyond Intent who has 12 years of professional experience.

The programmes covered sustainability and why it is required, tools for the sustainability, operationalizing sustainability, evaluating and communicating sustainability.



Sensitization Programmes on Private Sustainability Standards at New Delhi, Mumbai and Hyderabad

Capacity Building under the EU-CITD Project

European Union (EU) and India have initiated the project “Capacity Building Initiative for Trade Development in India – CITD” with the overall objective of supporting India in strengthening its capacity to achieve economic growth and sustainable development, through further integration into the global trading system, by increasing the safety and quality of products, and by reducing cost and impediments to trade. The key purpose of this project is to:

- Enhance capacity of India's trade-related regulatory institutions and enforcement systems in order to meet international standards / requirements and business needs.
- Support India's trade-related training institutions in strengthening their capacities.

Under this project, one out of the three components is relating to capacity building on “Technical Regulations and Standardization” under which various activities have been envisaged, with NABCB playing the lead role and is one of the main beneficiaries. The following capacity building activities were undertaken:

- Four 1-Day Awareness Seminars on “EU Medical Device Directives and Related Regulations” on 23 August 2016 at New Delhi, 24 August 2016 at Ahmedabad, 26 August 2016 at Chennai and 27 August 2016 at Mumbai
- Two-day Training on “EU Medical Device Directives and Related Regulations for Accreditation and Certification Bodies” during 29-30 August 2016 at Mumbai



Participants at the Train-the-Trainers' programme on “EU Medical Device Directives and Related Regulations”

- One 3-day 'Train-the-Trainers' programme on “EU Medical Device Directives and Related Regulations” from 01 - 03 September 2016 at New Delhi

Industry Awareness Programmes

NABCB in order to spread awareness on accreditation and its benefits to the industry has undertaken a series of Industry Awareness Programmes which covered the following topics: Benefits of international equivalence of accreditation for industries; Guidance on selection of certification bodies for ISO 9001 etc. certification; and Guidance for industry on Complaint handling mechanism. NABCB conducted such programmes at Udaipur on 08 July 2016, at Ahmedabad on 22 July 2016 and at Agra on 02 September 2016, all three in partnership with EEPC India, and at Vishakhapatnam on 16 Sept 2016 with WASME.

NABCB plans to conduct more such programmes in partnership with industry bodies like CII, FICCI, WASME, EEPC India and other industry bodies / export promotion councils in the country.



NABCB Industry Awareness Programmes at Udaipur with EEPC India

Consumer Awareness Programmes

In order to educate consumers and consumer organizations in small cities about Quality of Products and Services, NABCB is organizing Consumer Awareness Programmes in partnership with Consumer Coordination Council (CCC). NABCB conducted such programmes at Dehradun on 08 July 2016. The participants were informed about the Voluntary Standards and Regulations, Role of accreditation, Product and Systems Certification and Complaint handling. NABCB plans to conduct more such programmes jointly with the Consumer Coordination Council and the next such programme is scheduled at Chennai on 25 November 2016.



Uttarakhand Chief Minister Hon'ble Shri Harish Rawat addressing participants at Consumer Awareness Programme at Dehradun

SAARC-PTB Workshop for Capacity Building in Certified Reference Material Production

NABCB hosted a 2-day Workshop for Capacity Building in Certified Reference Material Production for the South Asian Association for Regional Cooperation (SAARC) member states in New Delhi on 25-26 July 2016. This workshop was sponsored by the Physikalisch-Technische Bundesanstalt (PTB), Germany and conducted under the SAARC-PTB MoU.

The purpose of the workshop was to build capacity for production and certification of reference materials in the area of Food and Pharma sectors in the region. The need for the production of reference materials was identified in this region considering the growth in these sectors and the need for ready availability of CRMs at affordable cost.

The workshop was attended by 13 participants from seven SAARC member states (except Sri Lanka) and one representative each from the SAARC Secretariat and South Asian Regional Standards

Organization (SARSO). There were five resource persons in the workshop - 2 from PTB, Germany and three from India.

The workshop involved presentations by delegates from each member nation on the identification of areas where reference materials were required and possible capability in production of CRMs in their country. The resource persons provided an insight into steps required for production of reference materials in pesticide residues, microbiology and pharma, the key areas which were to be reviewed during production, and the role of NMI to help in achieving traceability.

The workshop concluded with the identification of areas in which each country could undertake production of reference materials and the way forward.



Participants at SAARC-PTB Workshop on Certified Reference Materials in New Delhi



Updates from National Accreditation Board for Testing and Calibration Laboratories

The National Accreditation Body for Testing and Calibration Laboratories (NABL) has been established in India to provide accreditation to the Testing including Medical and Calibration Laboratories, Proficiency Testing Providers (PTPs) and Reference Material Producers (RMPs). Till date NABL has granted accreditation to over 3000 Conformity Assessment Bodies (CABs) which includes 1805 Testing laboratories, 528 Calibration laboratories, 699 Medical laboratories, 13 PTPs and 02 RMPs.



NABL is MRA (Mutual Recognition Arrangement) Signatory to Asia Pacific Laboratory Accreditation Cooperation (APLAC) and International Laboratory Accreditation Cooperation (ILAC) since the year 2000. Such arrangements facilitate the acceptance of test reports issued by NABL accredited CABs with other MRA signatories to ILAC. The MRA status is based on the peer evaluation of an Accreditation Body once every four years in accordance with procedures detailed in the relevant APLAC/ ILAC documents. NABL had undergone four APLAC evaluations in the years 2000, 2004, 2008 & 2012 and all were completed successfully, the most recent being in July 2016. The five member evaluation team comprised of evaluators from Japan, US, Malaysia, Thailand to evaluate fields of Testing, Calibration, Medical, PTP & RMP. This year NABL has applied for extending MRA signatory for recently launched schemes of PTP and RMP. During the APLAC evaluation, team witnessed the ongoing assessments of CABs planned at various locations in India.

NABL has a vast pool of assessors approx. 2000 in the fields of Testing, Calibration, Medical, PTP and RMP. NABL organized 8 Medical Assessors Conclaves, 13 Testing Assessors' Conclave and 05 Calibration Conclaves in all four zones of India during the last financial year. The conclaves were conducted with an objective to harmonize the accreditation process vis-a-vis the requirements and to provide a platform to exchange ideas &

thoughts for improving and strengthening the accreditation system. The conclaves involved

- Sharing of assessors experiences
- Communicating NABL's expectations towards effectiveness of assessments
- Discussion over new policies and procedures adopted at the national and international level
- Implementation of revised version of NABL 112 'Specific Criteria for Accreditation of Medical Laboratories'
- Implementation of revised version of NABL122 'Specific Criteria for Accreditation of Calibration Laboratories in Mechanical discipline'
- Uniformity between the laboratories & assessors in terms of maximum permissible error, CMC.
- Apprising assessors on the correct use of NABL symbol by CABs.
- Emphasis on assessors' attributes & ethics.

NABL has also been extending cooperation to overseas bodies by conducting training programs / exposure visits for exchange of knowledge and experience in the field of accreditation.

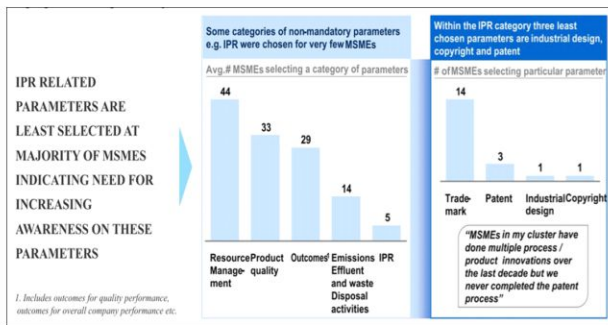


Updates from National Accreditation Board for Education and Training



eQuest : Ensuring effective capacity building of assessors and consultants through e-learning and experiential learning

A web based 'eQuest' (e-Quality platform for Employability, through Skill and Training) system has been set up to support the MSMEs in their improvement journey. eQuest will contain more than 100 high end audio-visual interactive courses and in-built assessment engine based on the latest face recognition technology.

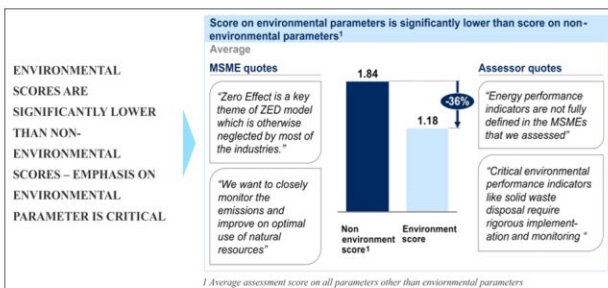


Creating an ecosystem to promote IPR, trademarks and design innovations :

The parameters related to these areas were least chosen by participating MSMEs amongst all the parameters in the model. Given their importance in the global value chain and export competitiveness there is an urgent need to create greater awareness and adoption of these topics.

Environment parameters :

Average scores on environment parameters have been significantly lower than on other parameters. This indicates limited emphasis on environment topics. More environment parameters can be made mandatory, however, it is also critical to create infrastructure to support improvement in these parameters as well as provide incentives to MSMEs to comply beyond what is in the legislation.



Simplifying quantitative parameters :

Quantitative parameters like quality performance can be further clarified. Specifically, the definition and method of calculation can be further detailed to ensure accurate understanding.

Training on "International Standards & Quality Assurance for Skill Development"

Training program was conducted for delegates from M/o L & HR, Royal Government of Bhutan on "International Standards & Quality Assurance for Skill Development" from 23rd May to 3rd June 2016 at New Delhi, India. It was a 10-day extensive program covering all the relevant standard i.e. ISO/IEC 29990:2010, ISO/IEC 17024:2012 & ISO/IEC 17011:2004 related to skill development including visit to an Industrial Training Institute. NABET's efforts in the domain of international standards, global best practices, Skill training, Skill Certification were lauded by the participants.



Environment Division: Accreditation Improving Quality of Environment Impact Assessment (EIA) Reports

Accreditation is given based on a detailed process of assessment. The Scheme mentions the parameters on which assessments are done and the complete findings of the assessment are also shared with the applicant organization ensuring transparency in the process of assessment and accreditation. The accreditation process follows the well accepted international approach of an Initial Assessment (IA) followed by Surveillance Assessment (SA) and re-assessment at the end of the accreditation period for granting Re-accreditation (RA). Accreditation period is for 3 years with a Surveillance assessment after 18 months. Achieving 'continual improvement' is the cornerstone of the Scheme. The weightages in the assessment process are such that these encourage the Consultant Organizations to work towards improving the Quality of EIAs prepared by them.

MoEFCC Notification

Over a period of time the Scheme evolved itself further based on stakeholders' feedback. This was made mandatory by the Ministry of

Environment, Forests and Climate Change (MoEFCC) in Dec 2009 through an Office Memorandum and has now been notified {SO 648 (E), dated Mar 3, 2016}.

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पर्यावरण, वन और जलवायु परिवर्तन विभाग
अतिरिक्त

नई दिल्ली, 3 मार्च, 2016

MINISTRY OF ENVIRONMENT, FOREST AND CLIMATE CHANGE
NOTIFICATION
New Delhi, the 3rd March, 2016

S.O. 648(E)—Whereas, in exercise of the powers conferred by sub-section (1) and clause (v) of sub-section (2) of section 3 of the Environment (Protection) Act, 1986, a draft notification for making certain amendments in the Environment Impact Assessment Notification, 2006 issued vide number S.O. 153 (E), dated the 14th September, 2006, was published under sub-rule (3) of rule 5 of the Environment (Protection) Rules, 1986, vide number S.O. 273 (E), dated the 7th October, 2015, inviting objections and suggestions from all the persons likely to be affected thereby, within a period of 60 days from the date of publication of the said notification in the Gazette of India;

And whereas, all objections and suggestions received in response to the above mentioned draft notification have been duly considered by the Central Government;

competency amongst the BMOs and serve as a reflection of credibility, capability, accountability, transparency and ensuring minimum standards in Quality and performance of the BMOs. BMOs are graded as Silver, Gold or Diamond based upon four parameters i.e. Governance, Services, Operations & Performance Measurement & Review. Since Jan to March 2016, several ministries extended their support for the scheme led by DIPP, Ministries of Commerce, Labour, Finance, AYUSH, Chemicals & Fertilizers, Departments of Geology & Mines, Textiles, Housing & Urban Development, Science & Technology. Department of Geology & Mines and Ministry of Finance has issued mandatory directions for its stakeholder BMOs. Further IDBI Bank announced extension of privileges to accredited BMOs and SIDBI offered 50% fee reimbursement for BMO applicants for limited period. Currently, about 24 BMOs have applied (including prominent national BMOs such as CII, PHDCCI, ACMA, MAIT, AIPMA etc.); 11 BMOs have been accredited and over 40 BMOs are in various stages of applying.

पर्यावरण विभाग : अतिरिक्त

3

Now, therefore, in exercise of the powers conferred by sub-section (1) and clause (v) of sub-section (2) of section 3 of the Environment (Protection) Act, 1986, read with clause (d) of sub-rule (3) of rule 5 of the Environment (Protection) Rules, 1986, the Central Government hereby makes the following amendments in the said notification, namely:-

In the Environment Impact Assessment notification, 2006, after paragraph 12, the following paragraph shall be inserted, namely:-

"13. Preparation and presentation of Environment Impact Assessment (EIA) report and Environment Management Plan (EMP)- The Environmental consultant organisations which are accredited for a particular sector and the category of project for that sector with the Quality Council of India (QCI) or National Accreditation Board for Education and Training (NABET) or any other agency as may be notified by the Ministry of Environment, Forest and Climate Change from time to time shall be allowed to prepare the Environmental Impact Assessment report and Environmental Management Plan of a project in that sector and category and to appear before the concerned Expert Appraisal Committee (EAC) or the State Expert Appraisal Committee (SEAC). The Ministry will also prepare a panel of national level reputed educational and research institutions to work as Environmental Consultant Organisations".

MoEFCC Notification states that the Environmental consultant organizations, which are accredited with QCI-NABET, shall be allowed to prepare the Environmental Impact Assessment report and Environmental Management Plan for presentation before EAC or SEAC. The National Accreditation Board for Education and Training (NABET), is a constituent board of Quality Council of India (QCI) which operates the Scheme for Accreditation of EIA consultant organizations.



Team involved in the process of Accreditation Developments in National Scheme of Accreditation for Business Membership Organisation (BMO)

NABET, Quality Council of India (QCI), is operating a National scheme for accreditation of Industry Associations/ Business Membership Organisations. This scheme was developed in association with Ministry of Micro, Small & Medium Enterprises (MSME) & GIZ (German Development Corporation) and is aligned to international best practices. The objective of accreditation is to establish a standard of organizational



BMO awareness promotion at Foundation of MSME and Indian Association Congress at New Delhi and Entrepreneurship Development Institute (EDI) along with TANSTIA, Chennai

Workshop at WTC, Mumbai

World Trade Centre (WTC) Mumbai, in association with AIAI (All India Association of Industries) and Quality Council of India, conducted a workshop for its MSME members on Lean Manufacturing, BMO Accreditation and ZERO DEFECT ZERO EFFECT (ZED) on 20th May 2016 at Mumbai.



The objective of the workshop was to make the MSMEs aware about the benefits of Lean Manufacturing in their workplace and how it can be instrumental in improving their productivity and therefore profitability. The Lean Manufacturing Competitiveness Scheme of the Ministry of MSME was also explained in details and its impact in terms of the existing 150 clusters was also shared.

Formal Education Excellence Division (FEED)

FEED is a division under NABET, Quality Council of India. FEED serves in following areas:

- Accreditation of Schools
- E-Monitoring of Websites (NCTE)
- Assessment of Teacher's Training Institutes (TEIs)
- Training Programs for School

School education is the most important basic element of the education system as it lays strong foundation for further learning.

NABET has developed a standard for Quality School Governance that provides framework for effective management and delivery of holistic education. It is intended to be applicable to all schools, regardless of type, size, board affiliation and nature of educational service provided.

The Accreditation Standard for Quality School Governance will enable schools to improve and transform themselves. It helps schools to move from being individual/people driven to process/system driven. Accreditation helps institutions synergize processes and align their system to move from compliance to excellence in accordance with our standard.



Revised Accreditation Standard for Quality School Governance released during 11th National Quality Conclave

Formal Education Excellence Division (FEED) in Dubai and Muscat

FEED accredits schools not only in India but abroad as well.

- Recently an Annual Progress Review visit of one of the schools in Dubai was organized by FEED.
- Another one-day awareness programme was organized by CEO-NABET for BODs –Indian School, Muscat.



Visit to school in Dubai

Quality in Teacher Education: Collaboration between QCI and NCTE

Teacher education has become the backbone of education system as teachers play a vital role in helping people develop their talents and utilize their potentials for betterment of society & nation.

In view of the common interest of quality assurance in the field of Teacher Education, Quality Council of India (QCI) and National Council of Teacher Education (NCTE) have entered into Memorandum of Understanding (MoU) on 6th January, 2016 for ensuring the transparency in the domain of Teacher Education.

Quality Council of India will conduct E-monitoring of websites of all Teacher Education Institutions (TEIs) and the assessment and accreditation of Diploma.

Programme in Teacher Education across the country.

Further an MoU has been signed with Delhi Government for Quality Improvement of 6 Government Schools



Signing of MoU between QCI & NCTE

Skill Certification under ISO 17024



Since voluntary launch of scheme since March 2016, First Accreditation in India for ISO/IEC 17024 standard granted to “The Indian Institute of Welding”, Kolkata at 11th National Quality Conclave. About 14 applications have been received so far.

Skills Training – Accreditation of Industrial Training Institutes (ITIs)

With the clarion call from Hon'ble Prime Minister of India for Skilling the nation through establishment of over 7000 Industrial Training Institutes (ITI), for affiliation through National Council for Vocational Training (NCVT) under Min. of Skill Development & Entrepreneurship; NABET- QCI witnessed a record number of over 3000 applications this academic year for accreditation, out of which over 2000 have already been accredited so far.

Visit Skills Training http://nabet.qci.org.in/skill_training/ for revised dates



Ministry of Skill Development and Entrepreneurship
Directorate General of Training

NATIONAL CAMPAIGN FOR SKILLING

7000 new ITIs to be established.

Applications invited by 15.03.2016

Interested applicants from PSUs, Companies registered under Act, Public & Private limited establishments, Societies & Trusts, SEZs, Universities (Private & Deemed), Engineering Colleges, Polytechnics & existing Training Institutes (not covered under NCVT) may initiate action to setup ITIs and query, if any may be sent by e-mails to sgwal66@gmail.com and deepankar.mallik50@nic.in

- Details about ITIs are available at DGT website: http://www.dgt.nic.in/content/innerpage/craftsmen_training_scheme-cts.php.
- Quality Council of India undertakes inspection/accreditation of ITIs by online application through its web-portal: <http://dget.nabet.qci.org.in/ExistingAndNewPage.aspx>



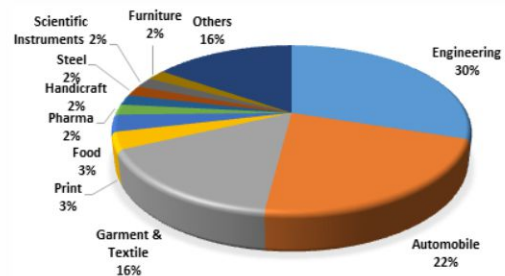
Lean Manufacturing Competitiveness Scheme (LMCS)

NABET is functioning as National Monitoring and Implementing Unit (NMIU) for up-scaled version of Lean Manufacturing Competitiveness Scheme of Ministry of MSME. The scheme aims at enabling MSMEs for elimination of non-value-added activities, resulting in a more “lean,” competitive, agile, cost reduction, cycle time reduction, “waste” minimization, and be market-responsive company through implementation of Lean Tools and Techniques.

Till now NABET has formulated 150 clusters Geographical Reach of Clusters (State and UT Covered: 15) and has conducted 250 awareness program (24 States) under the scheme.



Total 27 sectors have been covered wherein Automobile, Engineering, Garment and Textile are the sectors where maximum clusters have been formed.



DC (MSME) reviewed the progress of lean Clusters through Video Conference on PAN India basis. An Additional new 50 Clusters and 50 Awareness Programs has been allocated by DC(MSME) office under Lean Scheme.

New Projects /Schemes

- NABET has undertaken Assessment of Sports Institutes under Sports Association of India
- Teachers training in QMS-QTT for Polytechnic teachers in Haryana has been undertaken by NABET



- "Accreditation scheme for Safety, Health and Environment training Courses/ institutes (fire safety, SHE internal auditors and SHE awareness programs)
- "Accreditation scheme for Halal Consultant organizations and Halal training providing institutes
- "Accreditation Scheme for Six Sigma and Lean Consultant Organizations



Updates from National Accreditation Board for Hospitals & Healthcare Providers

National Accreditation Board for Hospitals and Healthcare Providers (NABH) is carrying out activities as per scope of its Vision and Mission statement.

Last one year has been very eventful for NABH. Hospital standards 3rd edition were revised and fourth edition was launched. Fourth edition of Hospital accreditation standards is also accredited by International Society for Quality in Healthcare (ISQua). ISQua provides accreditation to accreditation bodies for their organisation, standards and surveyor training programs. NABH is one of such organisations accredited by it.

To be more inclusive, certification programs were started as step-wise approach and promoted aggressively in this year. NABH has initiated Pre accreditation Entry Level Certification program for Hospitals and Small Healthcare Organisation (SHCO) as large number of hospitals face challenges and difficulties in implementing all the standards. Pre accreditation Entry Level standards are not stringent on infrastructure requirements.

Focus of these standards is mainly to sensitize the hospitals to adopt the quality and patient safety framework in a step-wise manner. Once Pre Accreditation Entry Level Certification is achieved, the hospitals can then prepare and move to the next stage – “Progressive” Level and finally to “Full Accreditation” status. This step-wise manner is one of the mechanisms by which visible changes can occur in hospitals pertaining to improving quality care.

These standards are achievable and equally applicable to public and private hospitals, and are applicable to the whole organization.

1. Accreditation and Certification Programs

An update on the NABH accreditation programme is as follows:

S. No	Programme	No. of Accredited HCOs
1	Hospital	424
2	Small Health Care Organizations (SHCO)	79
3	Blood Bank/Blood Centres & Transfusion Services	84
4	Medical Imaging Service (MIS)	33
5	Allopathic Clinics	32
6	Dental Centers	32
7	PHC	33
8	Ayush	17
9	Wellness Centres	8

An update on the NABH certification programme is as follows:

S. No	Programme	No. of Accredited HCOs
1	Pre accreditation entry level Hospitals	134
2	Pre accreditation entry level SHCOs	31
3	Safe-I	71
4	Nursing Excellence	33
5	Medial Laboratory Programme	32
6	Emergency Department	1

An update on the NABH empanelment programme is as follows:

S. No	Programme	No. of empanelment HCOs
1	ECHS	780
2	CGHS	583

2. Ayurveda Hospital Second Edition

Ayurveda hospital standards were developed in 2010. With increased interest from the stakeholders, there was a need to revise these standards. Extensive work was done by AYUSH technical committee. Draft standards were put on NABH website and also on website of Min of AYUSH for public comments. Inputs were also taken on subject experts and industry stakeholders. These standards were endorsed by Min of AYUSH, Govt of India.

3. Standards Revision under process

- Homeopathy Hospital Standards
- Allopathic Clinic Standards
- Blood Banks

4. Capacity Building Programs

S. No	Trainings	No. of Participants trained
1	Program on Implementation	9747
2	Education Workshops	2801

In addition, a total of 9 webinars sessions have been organized for the assessors on 4th Edition of hospital standards and for the hospitals to handhold them in the accreditation/certification process.

5. Clinical Trial Accreditation

Accreditation standards of clinical trial ethics committee, investigators and clinical trial sites -- Draft standards were submitted to Ministry of Health & Family Welfare. Reply is awaited.

6. New Initiatives at NABH

6.1 Emergency Department standards for Hospitals developed and programme launched in collaboration with Academic College of Emergency Experts (ACEE) launched.

6.2 NABH Healthcare Quality standards are developed and programme launched separately for Eye Care Healthcare providers in consultation with All India Ophthalmological Society.

6.3 Empanelment of Medical Value Travel Facilitator (MVTf)

- To initiate empanelment scheme focusing on patient safety through process of self and external evaluation in order to test the accountability and reliability of the facilitators.

- To ensure transparency & accountability in every steps followed by facilitators to promote and improve the standard practice being carried out for providing services to medical tourists.

6.4 Collaboration with NGOs with special focus on improving maternal and child health.

Discussions are on for potential collaboration with JHPIEGO and FOGSI for certification of maternal and child centres. The Federation of Obstetric and Gynaecological Societies of India (FOGSI) is a professional organization representing practitioners of obstetrics and gynecology in India. Johns Hopkins Program for International Education in Gynecology and Obstetrics (Jhpiego) is an international non-profit health organization affiliated with Johns Hopkins University.

6.5 Collaboration with IIMMR

Memorandum of Agreement signed with Indian Institute of Health Management & Research Institute (IIMMR) which is WHO collaborative centre for primary healthcare and an exclusive healthcare research and post-graduation university which focuses on management education and training in the healthcare.

6.6 Collaboration with Health Sector Skill Council (HSSC)

Memorandum of Agreement signed with Health Sector Skill Council (HSSC)

for endorsement by NABH of their courses, curriculum, assessment process etc.

6.7 Software Development and customisation as per NABH Accreditation Compliance Management System

This was a long awaited project for NABH. This is a web-based system through which following processes are completely on line:

- Online applications
- Online Payment
- Online assessor management system
- Online assessment Reports feasible
- Discussion forum
- Online e learning modules (in process)

Discussions are underway for creating a mobile application for NABH assessors which will facilitate them in assessment report writing.

7. NABH International:

NABH participated in 32nd International Conference, Board meeting and AGM of ISQua held on October 4-7, 2015 at Doha, Qatar. NABH also participated in Board meeting and AGM of Asian Society for Quality in Healthcare (ASQua) held on October 5, 2015 at Doha concurrently with

ISQua conference. NABH presented at International Performance and Quality in Health Congress on March 3, 2016 at Antalya, Turkey organized by Ministry of Health, Turkey. Services Export Promotion Council (SEPC) and Department of Commerce, with the support of High Commission of India in Tanzania, organized an event on July 1, 2015 at Dar-es-Salaam for local hospitals to showcase potential of Indian healthcare system for Medical Value Travel.



Assessor Conclave cum refresher course: New Delhi: 13th and 14th February 2016 (108 participants)



Assessor Conclave cum refresher course: Kochi: 20th and 21st Feb 2016



National Arogya 2016 from 26th - 29th March 2016 at Goa



LEAN MANUFACTURING COMPETITIVENESS SCHEME (LMCS)

Anurag Rastogi, Deputy Director, NABET

The Government had announced formulation of National Manufacturing Competitiveness Programme in 2005-06 with an objective to support the Micro, Small and Medium Enterprises in their endeavor to become competitive and adjust the competitive pressure caused by liberalization.

The Small and Medium Industries form the backbone of manufacturing sector not only in this country but even in the developed countries. In India, the small scale sector contributes to 40% of manufacturing. The small industries sector also contributes substantially to the exports.

The Indian Industry would need to become competitive by cutting down overall costs to an extent to survive and grow. The situation confronting the Small Industries in particular provides both opportunities as well as challenges. An opportunity to grow in a global market place is available so as to access entry into the global value chain by virtue of their being internationally competitive. The others would need to reposition themselves and become competitive to meet the challenges, if they have to survive.

World over, micro and small enterprises (MSEs) are recognized as an important constituent of the national economies, contributing significantly to employment expansion and poverty alleviation. Recognizing the importance of micro and small enterprises, which forms an important segment of the Indian economy, for its contribution to country's industrial production, exports, employment and creation of entrepreneurial base, the Central and State Governments have been implementing several schemes and programmes for their promotion and development.

In order to improve the competitiveness of Micro, Small and Medium Enterprises Ministry of Micro, Small and Medium Enterprises, Government of India announced the Lean Manufacturing

Competitiveness Scheme in the year 2009 wherein 100 clusters were identified as pilot phase for implementation of Lean Tools and Techniques. During the pilot phase it has been seen that there has been reduction in wastage up to 15% in the units participating in the cluster formed for implementation of Lean Tools and Techniques (Source : Evaluation Study conducted by Quality Council of India).

Keeping in view the success and benefits being accrued by units, The Ministry launched Revised and Up scaled Lean Manufacturing Competitiveness Scheme in the year 2013 wherein the target of formation of 500 mini cluster was set under 12th Five year Plan.

NABET has been appointed as National Monitoring and Implementing Unit (NMIU) for up-scaled version of Lean Manufacturing Competitiveness Scheme of Ministry of Micro, Small and Medium Enterprises (MSME).

The scheme aims at enabling MSME's for elimination of non-value-added activities, resulting in a more "lean," competitive, agile, cost reduction, cycle time reduction, "waste" minimization, and be market-responsive company Through implementation of Lean Tools and Technics.

Manufacturing sector has been considered as the main engine for growth of the economy National Manufacturing Policy envisaged manufacturing sector to reach a target of 26 per cent of the national GDP by 2022.

Highlights of the Scheme

- Clusters are being formed comprising of 6 -10 units
- Lean consultants implements various Lean Tools and Techniques depending on the need and requirement of Industry for a period of 18 months.

- Fees of lean Consultant is being subsidized in the scheme.
- **80% fees of Lean Consultant is being borne by Government of India while 20% of the fee o be borne by Industry.**

During the consulting period of 18 months Lean Consultant perform the following activities:

Lean Awareness Training is imparted to all employees to inform and

LEAN

A systematic approach to identifying and eliminating waste (non-value-added activities) through continuous improvement by flowing the product at the pull of the customer in pursuit of perfection.



The objective of Lean manufacturing is to:

- Improve **Quality**
- Reduce **Cost**
- Improve On-time **Delivery**



To attain the above objectives companies need to improve following:

- **Processes** : Improve production methods by following best operating practices, better maintenance of equipment and shop floor discipline
- **People competence** : change attitude, knowledge and skill of people through training of Lean techniques.
- **Culture** : build a culture of learning, respect for the people, and continuous improvement. This is made possible by establishing a Lean Management System under direct leadership of Top Management.

Lean Implementation

The implementation of Lean involves three main activities:

- Detection of Waste
- Elimination of Waste
- Prevention of Waste

For detection, elimination and prevention of waste there are several lean tools, which are used to improve process performance through Kaizen projects.

Lean Implementation Activities during 18 months period

For coordination of Lean Activities a Lean Coordinator is nominated by the senior management, who is the main person to coordinate with Management, Lean Consultant and Project Team members. Lean Coordinator's role is most important for success of Lean implementation in the company.

Non-value added is an activity that takes time, resources or space, but does not add to the value of the product or service itself.	Value-added is an activity that transforms or shapes raw material or information to meet customer requirements.	Waste: Anything that adds Cost to the product without adding Value
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motivate employees about the benefits of Lean, their role and implementation methodology

Diagnostic Study : A diagnostic study is conducted to identify current processes, select a pilot value stream and identify the problems which are causing defects, delays, low productivity and increasing cost. In addition to this few kaizen projects are being selected in consultation with Top Management which will be taken up for improvement.

Lean Training of Employees : One of the main objectives of Lean is to enhance the skills of employees to detect and solve problems. Consultants will train the employees on Lean methodologies such as Kaizen, Problem Solving, Kaizen Project Management, 5S, Visual Controls, SMED, Standardized work, TPM etc. After the training, project team members will work on improvement projects as per guidance of Consultants.

5S & Visual Management : 5S is considered as the foundation of Lean. This is the most important activity to make a world-class organization. Complete company premises is divided in different zones. For each zone there is an owner who is responsible for maintaining that area in an excellent condition. Each employee is involved in 5S. All employees will be trained by Consultant. 5S is implemented by total employee involvement

Kaizen Project Implementation : All improvements in processes are made through kaizen projects. Expert visits every unit as per schedule and facilitate in development of appropriate solution and implementation.

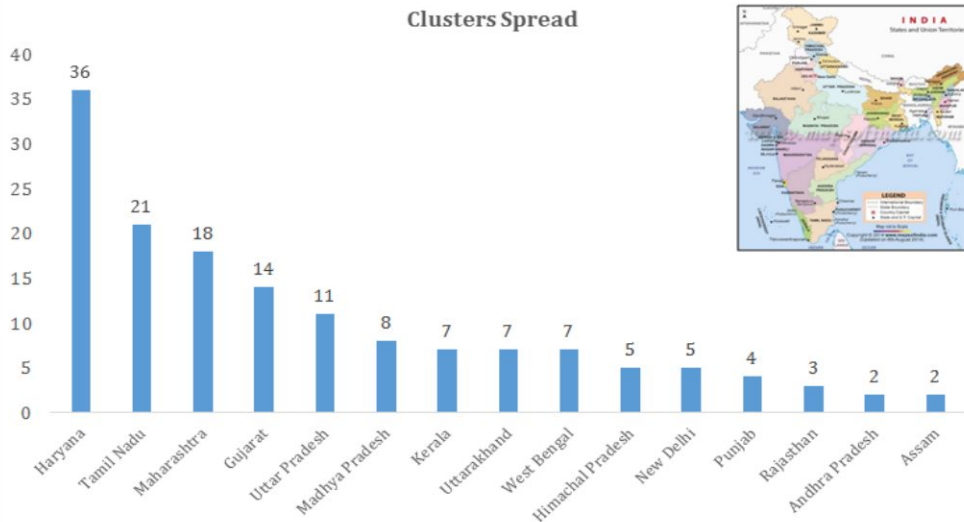
Lean Management System : Finally for continuation of Lean Manufacturing in future a Lean Management System is established in the company.

Status of Project

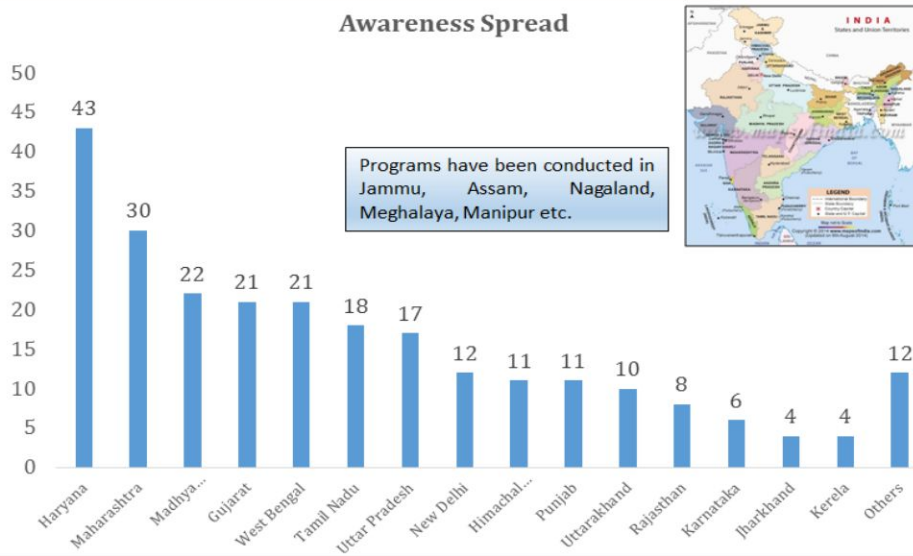
Clusters	Total Number of Clusters Allocated by DC(MSME) :150 No's
	Number of Clusters formed (as on 31 st March 2016) : 150 nos. Total States & UT's covered : 15

Awareness Programs	Total Number of Awareness Programs Allocated by DC(MSME) :250 No's
	Awareness Programs (as on 31 st March 2016) : 250 nos. Total States & UT's covered : 24

Clusters Spread



Awareness Spread



India needs to focus on quality production to become a global manufacturing hub



Over the last two decades, India has taken unique initiatives to emerge as one of the fastest growing economies of the world. The 'Make in India' campaign by our Prime Minister, Mr. Narendra Modi took a leap earlier this year and aims to give global recognition to the Indian economy and also lay the foundation for India as a global manufacturing hub.

Realising the true manufacturing potential of the country, the government is also determined to increase the contribution of manufacturing output to 25 per cent of gross domestic product (GDP) by 2025, from 16 per cent currently.

India has often been looked down with unreliable quality, delivery and uncertain pricing. But some things have changed, and they have changed drastically. In the past, Indian manufacturers lagged behind their global peers in production planning, supply chain management, quality, and maintenance—areas that contributed to their lower productivity. Today, Indian brands have surpassed their global counterparts and are soon becoming the first choice for consumers. Consumer behaviour has also witnessed a drastic shift from going from 'brand' to 'quality brand.' Hence, companies are ensuring that the quality of their products meet the International quality standards in order to create and sustain consumer trust.

While the market seems to be looking up, companies are still uncertain. Although they are focusing on R&D and product innovations for growth, they are also cautious about future investments. Companies are positive on the investment front with over half the companies surveyed by FICCI and PwC for the Manufacturing Barometer 2014, have concrete investment plans for the next year. The future, according to respondents, is brighter today with the economy expected to grow in the 5 to 6% range and the new government promising to provide the much-needed impetus to the manufacturing sector through a wide range of policy changes. In our view, a series of short, medium and long term measures will help take the manufacturing sector to the next level of growth. In the short run, the government needs to streamline regulatory processes and take meaningful confidence-building measures for investors. In the medium term, it needs to set best business practices in line with international ones, besides focusing on the necessary legislative changes.

A beginning has already been made by the government through a number of measures aimed at labour reforms. In the long run, a modern set of laws in the areas of taxation, labour, FDI, land acquisition and environment needs to be implemented, but quality remains the utmost focus of the manufacturing sector.

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Intertek supports initiative like ZED (Zero Defect - Zero Effect), by conducting assessments based on the government protocol for the SMEs. Checks are conducted for production mechanisms to ensure that the products have no defects and the process followed has zero adverse effects on environment and our ecological system.

Intertek as an active partner is working with Quality Council of India by supporting a whole gamut of government schemes, some of them are as follows:

- Intertek is approved as India's first certification body under "Indian Certification for Medical Devices" (ICMED) scheme, an initiative by the Association of Indian Medical Device Industry (AIMED) in collaboration with the QCI and the National Accreditation Board for Certification Bodies (NABCB).
- Intertek supports Swachh Bharat Abhiyaan by conducting conformity surveys as an independent third party inspection company to confirm the cleanliness claims made by governments of states.
- Intertek conducts assessment audits and training sessions at Industrial Training Institutes (ITIs).

About Intertek

Intertek is a leading Total Quality Assurance provider to industries worldwide. Our network of more than 1,000 laboratories and offices and over 40,000 people in more than 100 countries, delivers innovative and bespoke Assurance, Testing, Inspection and Certification solutions for our customers' operations and supply chains.

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A prospective: Accredited Conformity Assessment and Quality of Life



Shashi Nath Mishra, Head, Indian Register Quality Systems

While India is inching towards improving the quality of life for 125 crore people by adopting cost effective improvements, this still remains a mammoth task due to increasing population and shrinking resources. Holistic approach should be a balance of quality, economic, social and environmental needs, ultimately aiming for excellence. As a matter of fact, as we are striving to achieve excellence, challenges are increasing in complexity and magnitude.

Based on academic research and several initiatives, life's dimensions such as Material living conditions, Productive or main activity, Health, Education, Leisure and social interactions, Economic and physical safety, Governance and basic rights, Natural and living environment have been defined as an overarching framework for the measurement of well-being and quality of life. Further, most of these functions are benchmarked and published in form of public standards by national and international organisations. Adhering to such social and technical standards will

ensure that we improve on overall quality of life for all Indian subjects.

In broader terms, all these quality parameters including raw materials, samples, products, services, management systems or personnel can be evaluated against specified requirements by testing and calibration laboratories, certification bodies, and inspection bodies (collectively known as conformity assessment bodies). Conformity assessment is used to check that products are fit and safe for consumption against a standard, a code of practice or regulatory requirements that bring confidence to the marketplace.

Let's understand "Accreditation" and "Conformity Assessment"

Conformity assessment, also known as compliance assessment, is any activity to determine, directly or indirectly, that a process, product, or service meets relevant technical standards and fulfills relevant requirements. Conformity assessment activities may include: Testing,

Certification, and Inspection.

- It provides consumers and other stakeholders with added confidence.
- It gives your business a competitive edge.
- It helps regulators ensure that health, safety or environmental conditions are met.

Accreditation is the independent evaluation by an authoritative body of conformity assessment bodies, against recognized national and international standards, to carry out specific activities in order to ensure their integrity, impartiality and competence. As a result of this process, governments and private sector procurers and consumers can have confidence in the calibration and test results, inspection reports, and certifications issued by conformity assessment bodies.

The Challenges

- Accreditation schemes are not harmonised internationally as to cover all major parameters affecting “Quality of life”.
- Most of the regulators do not recognise or entrust conformity assessment services despite having negligible enforcement infrastructure.
- Conformity assessment bodies have scarcity of sector specific resources including skill, personnel or technology.
- In absence of any rating system for conformance reports issued by CABs, conformity assessments are respected as “ Bare minimum requirements” and not as an indicator of excellence.

Role of Accreditation and Conformity Assessment for Regulators

Government and consumers should move towards zero risk tolerance. Regulators must introduce stricter and more comprehensive regulations and reporting requirements. Businesses are therefore required to demonstrate legal and regulatory compliance.

Regulators must also rely on declarations of compliance issued by independent third parties accredited by the national accreditation boards to support their enforcement and monitoring activities as they demonstrate compliance with legislation and performance against industry benchmarks and performance indicators.

Almost all countries have rules and regulations related to safety for almost all goods. There are greater requirements regarding environmental performance, from recycling to packaging to energy consumption. Compliance with regulations is, therefore, no longer

meeting specification, but it can relate to the lifecycle of a product. As major procurers of goods and services, Governments also rely on accredited certification to inform their buying decisions, as it provides confidence that suppliers have appropriate controls in place to deliver to requirements.

Role of Accreditation and Conformity Assessment For Consumers

International accreditation agreements help increase the choice of goods and services available in the market and help to ensure that these meet relevant standards of quality and safety, whatever their country of origin.

Role of Accreditation and Conformity Assessment For Business

Holding accredited conformity assessment results and certifications shows credible evidence of conformance with national and international standards and regulations which can differentiate a business from its competitors.

Accredited conformity assessment can also contribute to the operational efficiency of businesses in other ways, saving time and money by reducing bureaucracy and by helping with risk management and key aspects of decision-making. For instance, it can be used as a basis on which to make efficient and informed choices about domestic suppliers and promotes confidence in imports from other countries. It can also demonstrate due diligence in the event of legal action.

Accredited conformity assessment services is a great means for preventing substandard, socially unacceptable, unsafe, unhealthy or environmentally harmful products and services from entering our lives. Regulators, Business consumers can set overall policy requirements or detailed technical requirements and rely on laboratories, inspection bodies or certification bodies to check for compliance. In a nutshell, achieving excellence in every parameter of quality of life is possible with using these prerequisites: Harmonised standards, Relying on accredited conformity assessment services and thrust by regulators and government.

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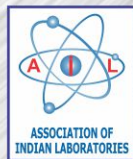
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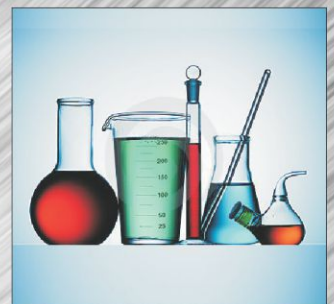
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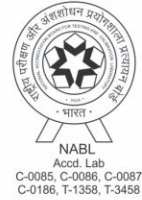


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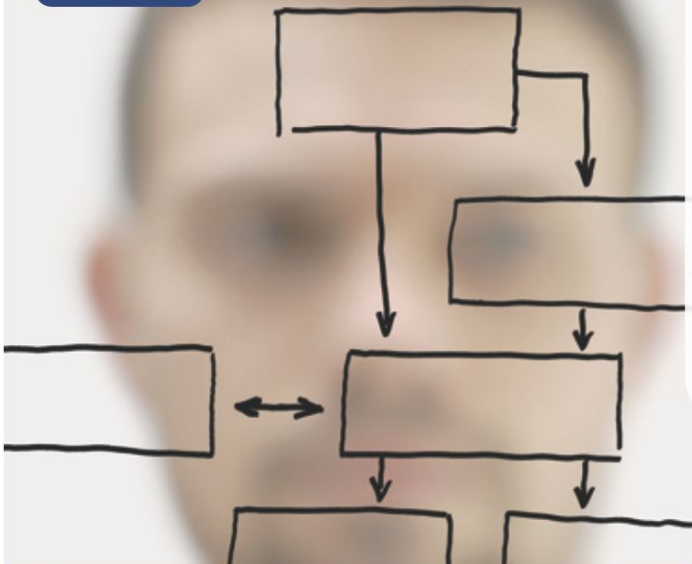
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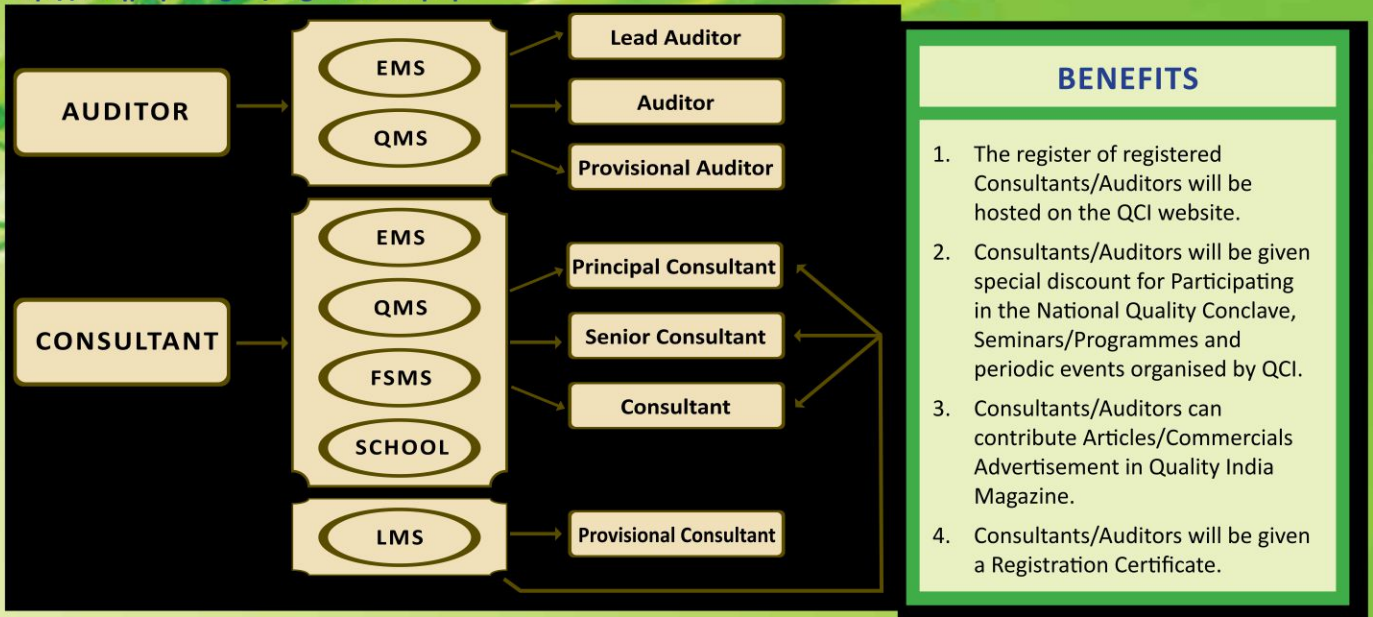
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REGISTRATION / AUDITOR/CONSULTANT



NBQP operates auditor/consultant registration schemes in line with international norms, who can be engaged for improving the performance of MSME Sectors. The details of the criteria are available on <http://nbqp.qci.org.in/registration.php>



QCI / MEMBERSHIP SCHEME

QCI has launched a "Professional Membership Scheme" for providing a platform for all those who have a passion to become a part of the National Quality Movement. The scheme is open for all professionals - Pan India. There is also a separate category for organisations to join the scheme. The details of the scheme are available on the QCI website <http://qcin.org/nbqp/PMS/>.

Membership Type

Presently two types of membership will be operated; namely, individual and organisation membership. There will be different categories of membership under each type with different fee structure which is available at <http://qcin.org/nbqp/PMS/feestructure.php>

MEMBERSHIP TYPE	CATEGORY	ENTITLEMENT TO FREE REGISTRATION	BENEFITS
Organisational (Corporate)	Corporate Small (Turnover up to 10 Crores)	5	<ol style="list-style-type: none"> 1. Members will be entitled to receive a copy of "QUALITY INDIA" magazine. 2. Members will be given special discount for Participating in the National Quality Conclave, Seminars/Programmes and periodic events organised by QCI. Check the NBQP Portal. 3. Members can quote their valid QCI Membership number in their Publicity Material (Use of QCI logo is not permitted). 4. Member will have Networking Opportunities with Quality Professionals across all sectors. 5. Members can contribute Articles in Quality India magazine. Only selected articles will be considered for publication. 6. Members will be given a Membership Card and Membership Certificate (In case of Corporate). 7. Members can also place Ad's at discounted rates in the Quality India magazine.
	Corporate Medium (Turnover up to 10 – 100 Crores)	8	
	Corporate Large (Turnover above 100 Crores)	10	
Hospital	Small Hospital (up to 50 Beds)	5	
	Medium Hospital (50 – 200 Beds)	8	
	Big Hospital (above 200 Beds)	10	
Education	School	2	
	College	2	
	Higher / Professional Institute	5	
NGO's	All	1	
Individual	Full member (Quality Practitioner with 5 years' experience)		
	Life Member (Quality practitioner with 5 years' experience)		



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