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ATAL BHUJAL YOJANA

A central sector scheme that envisages improving groundwater management in select water-stressed areas of identified states



QUALITY INDIA
A QCI PUBLICATION | January - March 2022



QUALITY COUNCIL OF INDIA
Creating an Ecosystem for Quality

EDITOR'S NOTE



Dr Ravi P. Singh
Secretary General
Quality Council of India

Dear Readers,

2021 has been an exciting year for us, despite the pandemic taking us by surprise from time to time. Our people at QCI have shown great resilience and stood by each other to battle out the crisis. In the very first quarter of this year, our teams have demonstrated stellar contributions across a diverse range of projects which this edition of Quality India covers this month. The themes of these projects and initiatives include among others water conservation, trade facilitation and promotion, transformative public procurement in agriculture, ease of doing business, children-centered development, education and capacity development, excellence on quality, and leadership positions in driving technology. I am proud to give you a snapshot of some of them here.

QCI has contributed remarkably in the Atal Bhujal Yojana – a central sector scheme that envisages improving groundwater management in select water-stressed areas of identified states viz. Gujarat, Haryana, Karnataka, Madhya Pradesh, Maharashtra, Rajasthan and, Uttar Pradesh. QCI's interventions have been centered around making stakeholders understand the Scheme, the importance of their participation in the preparation of Water Security Plans in their respective GPs, and raising overall awareness about Groundwater Conservation and Management practices while also validating and verifying the claims made by authorities at the district level.

On a similar front, as the Key Resource Centre (KRC) for Jal Jeevan Mission (JJM), TCB conducted two 4-day residential training for the participants of

Level-3 (community level) in the districts of Panchkula and Rohtak. The aim of these trainings is to transform the drinking water supply sector through capacity building initiatives such as dissemination of knowledge, development of educational materials, documentation of best practices, etc.

Our teams are also involved in assessment of 434 Grain Procurement Centers (Mandis), Food Corporation of India Third-party assessment of 434 Mandi / PPC centers across 24 states with the following objectives: Compliance to SOP, PPC/ Mandi Infrastructure assessment, Farmer satisfaction, and Quality testing of the procured grains.

Our constituent board NABL has initiated awareness programs for the exports industry of various sectors in association with Federation of Indian Export Organisations (FIEO). NABET, while completing a study on 'Child Friendly Spaces' for the National Commission for Protection of Child Rights (NCPCR), has also successfully completed programmes for capacity building of 10,000 teachers on ICT tools and techniques on behalf of the Department of ST & SC Development, Minorities and Backward Classes Welfare, Government of Odisha. Our NABCB CEO has been nominated by the APAC to the IAF Database Management Committee which is responsible for IAFCERTSEARCH, a global database for accreditation bodies who are members to the IAF MLAs for management systems, accredited certification bodies for management systems, and certified clients.

We also launched the 1st Edition of OPPI-QCI Quality Award for Excellent Facility of the Year, 2021. The Award is instituted jointly with the Organization of Pharmaceutical Producers of India to recognize pharmaceutical facilities excelling in quality manufacturing processes. Our flagship programme for MSMEs is getting recast as "MSME Sustainable (ZED) Certification" Scheme, with QCI to continue as the Implementing Agency.

I hope that this edition is a testament of our work while helping add value to the work that you are doing. Please feel free to reach out to us should you have any suggestions or feedback.



WATER CO

06
**Atal
 Bhujal
 Yojana**

A central sector scheme that envisages improving groundwater management in select water-stressed areas of identified states viz. Gujarat, Haryana, Karnataka, Madhya Pradesh, Maharashtra, Rajasthan and, Uttar Pradesh.

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Atal Bhujal Yojana

A central sector scheme that envisages improving groundwater management in select water-stressed areas of identified states viz. Gujarat, Haryana, Karnataka, Madhya Pradesh, Maharashtra, Rajasthan and, Uttar Pradesh.

Atal Jal

The total outlay of the scheme is Rs. 6000 crore, of which Rs. 3000 crore shall be in the form of a loan from the World Bank. It is being implemented over a period of five years from 2020-21. The World Bank is financing the scheme under its Program for Results (PforR) lending instrument, in which disbursements are linked to achievements of predefined results. The scheme has two components:

- Institutional Strengthening and Capacity Building Component, aimed at strengthening the groundwater governance mechanism in the participating States.
- Incentive Component, aimed at rewarding/ incentivizing the States for various measures aimed at improving groundwater management practices and ensuring the long-term sustainability of groundwater resources.

Disbursements under the incentive component are linked to the performance of States against identified Disbursement Linked Indicators (DLIs), duly verified by an independent Third Party Government Verification Agency (TPGVA). To carry out independent verification of results in respect of the DLIs, M/s Quality Council of India (QCI) has been engaged as the TPGVA by the Department of Water Resources, River Development and Ganga Rejuvenation Ministry of Jal Shakti, Government of India.

A total of five DLIs will be considered:

DLI#1

Public disclosure of ground water data/ information and reports

DLI#2

Preparation of Community-led Water Security Plans

DLI#3

Public financing of approved Water Security Plans through convergence of ongoing/new schemes

DLI#4

Adoption of practices for efficient water use

DLI#5

Improvement in the rate of decline of groundwater levels

QCI's Role as TPGVA

1st round of verification

1st round of verification in respect of DLI#1 was completed in December, 2020 and the final report was submitted in January, 2021. Accordingly, the Incentive money was disbursed to states.

To ensure that the verification of achievement of 1st round of DLI#1 was robust, several quality checks were put in place. The following section discusses the measures taken across different aspects of verification:

- Planning process and State visits: QCI team took experts from field of Statistics, Ground Water Management, Institutional

Development and GIS on-board to guide on the verification methodology and interpretation of results. QCI team visited the concerned State Government Offices & CGWB offices for a period of 5-10 days to develop a detailed understanding of monitoring procedure in each State. A checklist of verification was communicated to each State's nodal officer before visit of the QCI team. The checklist enumerated the primary areas of verification and requirements from the States.

- Data sampling and document verification: QCI ensured that the 20% sample observation wells for water level and water quality data were chosen to cover locations with high, medium, and low Observation Wells density throughout blocks. Furthermore, the blocks in the sample were chosen in such a way that they covered the whole state's Atal Jal implementation region. For the selected sample observation wells, desktop verification of MIS data given by States was performed by the concerned QCI team. Personal digital recordings were downloaded for future reference.

- Field visit by assessors to observation wells: The authenticity of disclosed data was assessed through on-field verification of observation wells. The goal of the experiment was to capture the reality of Observation Wells on the ground, including their physical coordinates, current maintenance state, accessibility, frequency of government monitoring, and community comments on their utility.

- Assessment of Hydrogeological Reports: After a detailed preliminary study of all 94 reports received from the 7 States, the scoring matrix for evaluating the Hydrogeological Reports was constructed by the QCI team. The

team was led by the groundwater specialist hired by QCI in understanding the many aspects of HGR and generating different weightages for them. A scorecard template was designed, with the scores and comments for each component of the report clearly laid out.

As a result of the verification, a total of 3435 occurrences was recommended against DLI#1 for disbursement of incentives. The funds disbursed to 7 states for the 1st round of DLI#1 verification was approximately 120 crores.

2nd round of Verification

The verification for 2nd round of DLI#1 includes year-on-year improvements on indicators verified in the 1st round during October 2021. The team followed same methodology as 1st round of verification for DLI#1. As a result of the verification, a total of 193 successful occurrences were recommended by QCI for disbursement of the funds.

1st round of DLI#2 Verification

QCI team prepared and fixed verification protocol, methodology and Questionnaire for community participation assessment after several rounds of discussions with NPMU and World Bank.

Pilot Visit

To test the preliminary community participation questionnaire prepared by QCI team, a pilot study was conducted. QCI Team visited Gram Panchayats in Uttar Pradesh, Madhya Pradesh, Maharashtra and Gujarat. This enabled QCI to prepare a robust and



comprehensive Verification protocol which was essential for the ongoing phase of this project. The study was integral to understand two aspects of the project:

1. Flow of data collection and compilation at various levels (SPMU, DPMU and GP)
2. Levels and methods of community mobilization and participation to arrive at the approved WSPs

QCI's Role as TPGVA

The verification for DLI#2 was conducted by QCI for all the approved Water Security Plans (WSPs) prepared and submitted by the States after the preliminary analysis done by the NPMU. The technical aspects of the WSP such as the completeness and correctness, water budget and the proposed demand and supply side interventions were checked by NPMU in their preliminary analysis, before sharing the final list of approved WSPs with QCI.

Training & Planning Process

Training of Master Trainers programme was conducted as a part of the NPMU workshops, wherein QCI also presented the protocols for documentation awareness.

Internal Quality Checks

QCI as the TPGVA had several quality control structures in place:

Digital data monitoring

Internal trackers and detailed sheets were

maintained to track live progress of assessment.

Field visits

Shadow visits were carried out by QCI professionals in the GPs at random in order to ensure credibility and reliability of the field assessment and maintain oversight. Simultaneously, the 24*7 warroom established in Delhi HQ ensured the quality of the responses and data through real-time backend quality-checks and re-evaluation of each assessment.

Sampling

From the list of qualified WSPs based on the modified protocols shared by the NPMU to QCI, a sample was drawn by QCI team for the field verification ensuring uniformity and geographic representation.

Documentation

For various parameters, the documental evidences submitted on the MIS were thoroughly checked and verified by QCI team at the backend to ensure the legitimacy of the same.

Surveys

To maintain the transparency and quality, QCI team on ground ensured geo-tagging of all photographic evidences taken during the field assessment. Additionally, during the backend quality checks, the voice recordings of all the interviews

and the videos of select respondents were examined by the team stationed at Delhi head quarters.

Clarifications and Checks

Every state had a dedicated single point of contact from the QCI team interacting with state/district officials to help them out with queries related to the protocol and the process during the field assessment.

As a result of the verification, a total of 2215 WSPs were considered as successful occurrences against DLI#2 for disbursement of incentives.

Impact of QCI as TPGVA

- QCI's presentation during the State Workshops helped State & District Officials to understand the overall objective of the project, its implementation at the grass-root level, Verification Protocols & the Technical aspects of the Water Security Plan
- The main objective of the project is to make the Community aware of the groundwater conditions which were fulfilled due to field visits made by the QCI Team during the 1st Round of DLI#1 Verification
- During the QCI team's multiple State visits for the Pilot Study, Committee and Community members were made to understand the Scheme, the importance of their participation in the preparation of Water Security Plans in their respective GPs, and raising overall awareness about Groundwater Conservation and Management practices
- Management and Validation of Groundwater related Data of 7 States at different levels starting from District to Ministry level.

Media Coverage





BOARD UPDATES

JANUARY TO
MARCH
2022

January 2022

Awareness Program for NSSHO - Bengaluru (10th Jan 2022)

NABL's initiative to sensitize the MSME units about accreditation was continued with another awareness program conducted in association with NSSHO-Bengaluru, wherein around 35 participants attended. Mr. N. Venkateswaran, CEO, NABL, while delivering his special address, communicated about NABL's role in maintaining quality in the field of testing as per National and International standards.

Program was highly interactive wherein participants were made aware about the NABL accreditation and its advantages in product/material testing. Also, they were informed about NABL accreditation procedure and fields of accreditation where services are being provided by NABL. A detailed overview of NABL Website along with various NABL Documents (including NABL Newsletters) and latest advances with News and Business Opportunities were also given to the participants. Query was raised regarding accredited laboratories for testing Food & Agricultural products specifically Edible Oils, Bakery Products and about Agricultural equipment and machinery. The program was greatly appreciated by the NSSHO as well as the participants as they were made aware about the significance of accreditation in the entire field of product testing and widely accepted recognition in respective areas. Request has also been raised by participants to conduct more NABL Awareness programs.



nabl-india.org

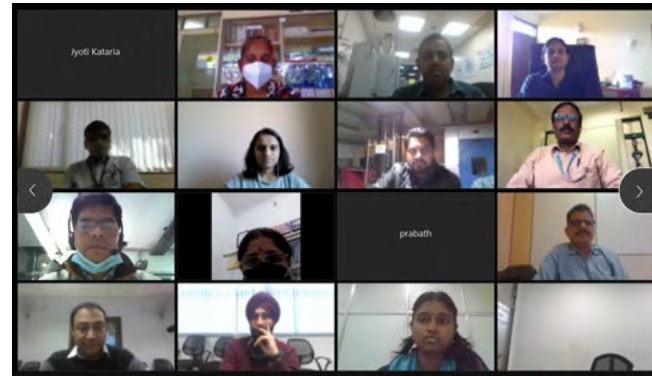
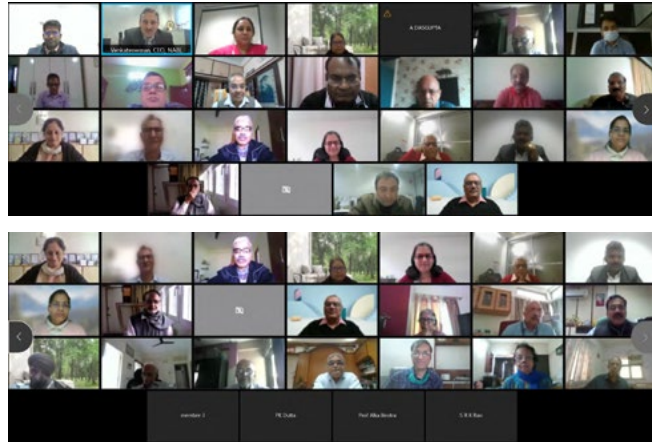


National Accreditation Board for Testing and Calibration Laboratories

Strives to strengthen the accreditation system accepted across the globe by providing high quality, value driven services, fostering APAC/ILAC MRA, empanelling competent assessors, creating awareness among the stakeholders, initiating new programs supporting accreditation activities and pursuing organisational excellence.

PTP/RMP Assessor Conclave

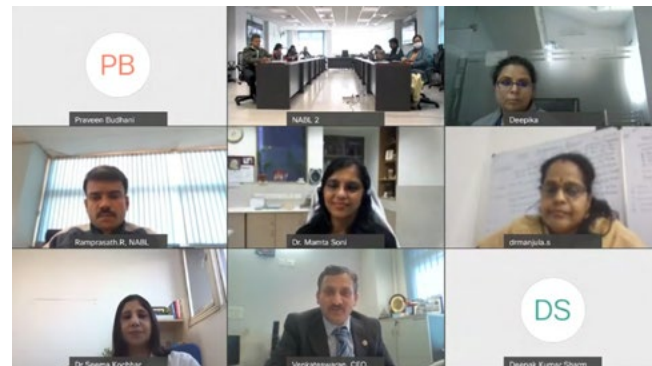
NABL has conducted the 2nd Proficiency Testing Provider / Reference Material Producer (PTP/RMP) assessor conclave on 24 Jan 2022 to harmonize the assessment practices of PTP/RMP assessors.



Stakeholders meeting of Medical Testing Laboratories

NABL has conducted stakeholders meeting with medical testing laboratories on 15 Feb 2022

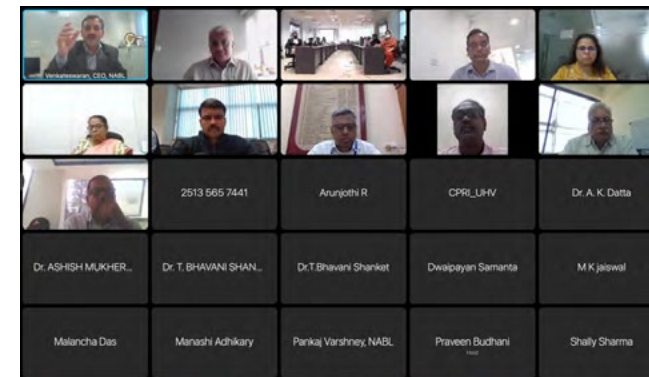
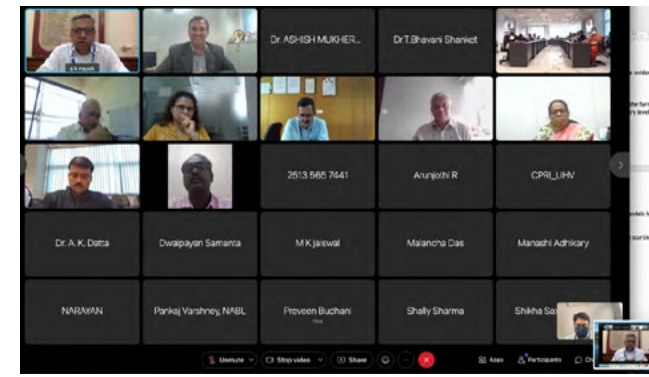
Medical testing laboratories appreciated the visibility of changes being made by NABL to ensure continuous improvement in accreditation services and expressed thanks and provided encouraging remarks for the regular stakeholder meetings.



Stakeholders Meeting of Testing & Calibration Laboratories

NABL has conducted stakeholders meeting with testing & calibration laboratories on 22 Feb 2022.

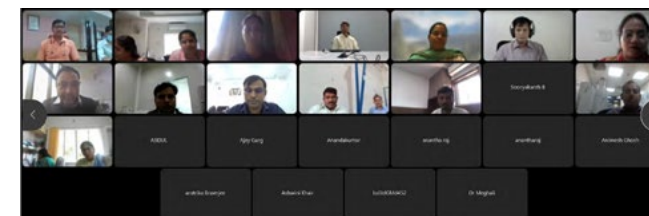
Testing laboratories and calibration laboratories appreciated the visibility of changes being made by NABL to ensure continuous improvement in accreditation services and expressed thanks and provided encouraging remarks for the regular stakeholder meetings.



Awareness Program for Reference Material Producers (28th Feb 2022)

NABL has conducted an awareness program for Reference Material Producers (RMP) on 28 Feb 2022.

More than 70 participants benefitted from the awareness program. An overview of the requirements of RMP accreditation and its related documents were explained



during the program. The participants were sensitized the need to develop RMs in our country. Potential RMPs were encouraged to come forward for accreditation as per ISO 17034.

March 2022

4-day Training Programme on ISO/IEC 17043: 2010 (7th to 10th March 2022)

4 Day's Training Program on ISO/IEC 17043: 2010 conducted at Gurugram during 7th to 10th March 2022.

NABL grants accreditation to Proficiency Testing Providers (PTPs) in accordance with ISO/IEC 17043:2010: Conformity assessment — General requirements for proficiency testing.



NABL Assessor Training Programme on ISO/IEC 17025: 2017 (14th to 16th March 2022)

NABL Assessor Training Course on ISO/IEC 17025: 2017 conducted at Gurugram during 14th to 16th March 2022.

Persons interested in NABL assessor training programme can visit NABL website, Assessor training for relevant information w.r.t Eligibility & selection criteria and applying online.



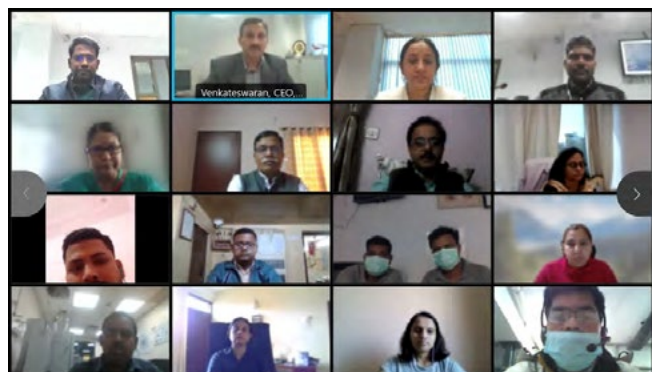
February 2022

Awareness Program for Proficiency Testing Providers (10th Feb 2022)

NABL has conducted an awareness program for Proficiency Testing Providers (PTP) on 10 Feb 2022.

More than 100 participants (including International participants) benefitted from the awareness program. An overview of the requirements of PTP accreditation and its related documents were explained during the program. Potential PTP were encouraged for accreditation as per ISO/IEC 17043.

ISO/IEC 17043:2010: Conformity assessment — General requirements for proficiency testing.



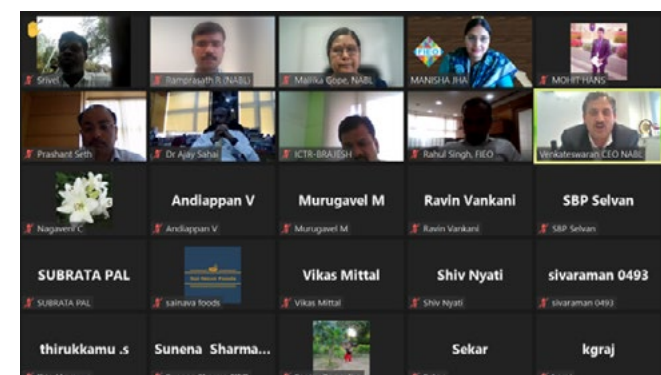
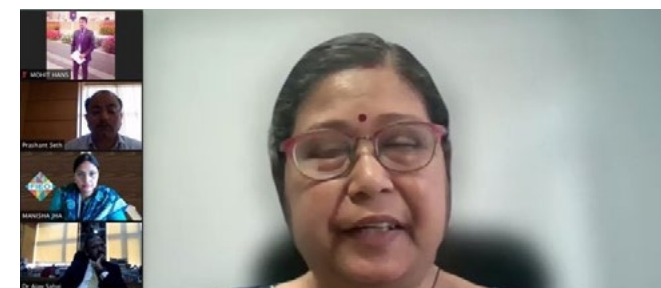
Awareness Program for Exports Industry

NABL has initiated awareness programs for the exports industry of various sectors in association with Federation of Indian Export Organisations (FIEO).

The Participants were made aware about how to search for NABL accredited laboratories and how to approach the laboratories which had required tests in their scope of accreditation.

NABL in association with FIEO will continue to do webinars on 'Accreditation' for the exporters in other sectors as well.

The first webinar in this series was conducted for Food Export industry on 15th March 2022. There were more than 80 participants from various exporters of food products has attended the webinar and benefitted.



4th NABL Strategic Meet (30th & 31st March 2022)

NABL conducted its 4th Strategic Meet in Jaipur, which was actively participated by NABL officers. Ideas were shared for growth and improvement of the organization. Officers volunteered for various developmental activities to strengthen the accreditation system.

Dr. R P Singh, SG, QCI has attended the occasion virtually and provided his inputs. All the top management of NABL were present.



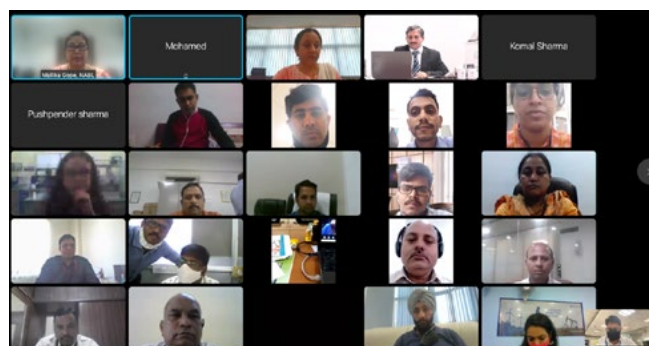
PTP Awareness Program Conducted (10th March 2022)

NABL conducted awareness program for PTP on 10th March 2022.

NABL has conducted an awareness program for Proficiency Testing Providers (PTP) on 10 Mar 2022.

An overview of the requirements of PTP accreditation and its related documents were explained during the program. Potential PTP were encouraged for accreditation as per ISO/IEC 17043.

ISO/IEC 17043:2010: Conformity assessment — General requirements for proficiency testing.



National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation programme for healthcare organizations.

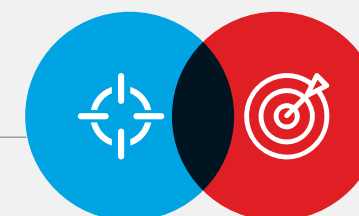
NABH has been established with the objective of enhancing health system & promoting continuous quality improvement and patient safety. The board while being supported by all stakeholders, including industry, consumers, government, has full functional autonomy in its operation.

NABH provides accreditation to hospitals in a non-discriminatory manner regardless of their ownership, size and degree of independence.

International Society for Quality in Healthcare (ISQua) has accredited NABH. The approval of ISQua authenticates that NABH standards are in consonance with the global benchmarks set by ISQua.

Vision

To be apex national healthcare accreditation and quality improvement body, functioning at par with global benchmarks



Mission

To operate accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare based upon national/ international standards, through process of self and external evaluation

NABH Activities

NABH Accreditation Programs

NABH offers accreditation to Hospitals, Blood Banks, Eye Care, SHCOs/ Nursing Homes, OST Centers, CHCs/PHCs, AYUSH Hospitals, Wellness Centers, Medical Imaging Services, Dental Centers, Allopathic Clinics, Ethics Committees and Panchkarma Clinics

NABH Certification Programs

NABH offers certification to Medical Laboratories, Nursing Excellence, Emergency Departments, Medical Value Travel Facilitator (MVTF), Pre-Accreditation Entry Level for Hospitals, Pre-Accreditation Entry Level for SHCOs

NABH International

NABH has started its operations overseas under NABH International (NABH I). It offers all accreditation programs as being offered in India. The program is unique as in addition to the accreditation standards it requires compliance with local regulatory requirements

Training & Education

NABH conducts Education/Interactive Workshops, Awareness Programmes and Programmes on Implementation (POI)



For further details please contact:
**National Accreditation Board of Hospital and Healthcare Providers
Quality Council of India**

5th Floor, ITPI Building, 4A, Ring Road, IP Estate, New Delhi-110002, India
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BOARD UPDATES

JANUARY TO
MARCH
2022

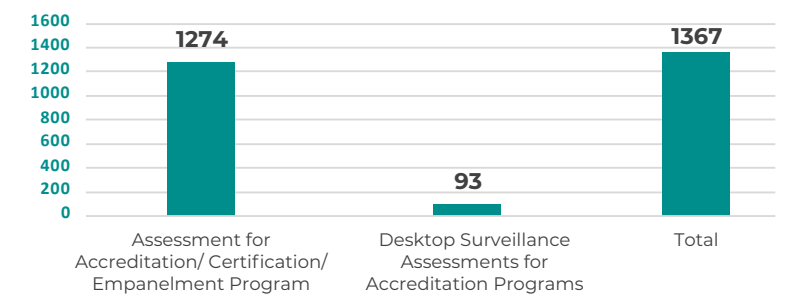
VIRTUAL ASSESSMENTS CONDUCTED

NABH team has initiated remote and hybrid assessments of HCOs using virtual platforms. To start with, virtual assessments of HCOs were conducted on pilot basis and the outcome was found to be favourable. It is expected that this will reduce the pendency in accreditation or certification cycle tremendously.

Total no. of assessment 1917 conducted for Accreditation, Certification and Empanelment during January 2022 to March 2022.

S.No.	Program	Assessment Conducted
1.	Assessment for Accreditation/ Certification / Empanelment Program	1274
2.	Desktop Surveillance Assessments for Accreditation Programs	93
Total		1367

Accreditation, Certification & Empanelment Status from January to March 2022



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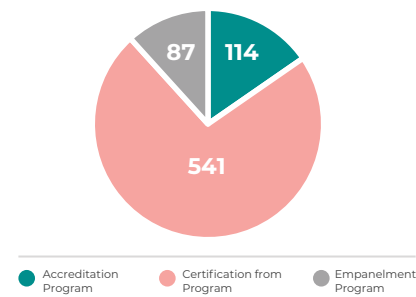
National Accreditation Board for Hospitals and Healthcare Providers

Strives to operate accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare based upon national/international standards, through process of self and external evaluation.

ACCREDITATION/CERTIFICATION/RECOMMENDATIONS FOR EMPANELMENT GRANTED

S.No.	Program	Accreditation/ Certification Granted
1.	Accreditation Program	114
2.	Certification Program	541
3.	Empanelment Program	87
Total		742

Accreditation, Certification and Empanelment Status from January to March 2022



QUALITY CONNECT-LEARNING WITH NABH

NABH announced the enriched continuation of "NABH Quality Connect-Learning with NABH" initiative under which free monthly training classes, webinars and seminars will be conducted. The training topics will cover all aspects of Patient Safety, including: Key Performance Indicators, Hospital Infection Control, Management of Medication, Document Control etc.

NABH Training Programs on Implementation (PoI) & Educational Workshops on Virtual Platform:

- Programs on implementation are conducted on NABH Accreditation Standards of Hospitals, AYUSH, Blood Bank and Nursing Excellence, Entry-Level Hospital & SHCO Certification Standards, Clinical Audit Workshop and Continual Quality: Tools and Techniques Workshop
- The objective of PoI is to provide guidance to healthcare provider on implementation of NABH standards. These program are instrumental in developing internal capability within the

hospitals to work towards implementation of quality and patient safety standards, achieving accreditation and maintaining the same

- 26 educational workshops were conducted on virtual mode wherein more than 1040 healthcare professionals participated



NABH Program on Implementation (PoI) on 5th Edition of Hospital Standards



NABH Program on Implementation (PoI) on 5th Edition of Hospital Standards

CERTIFICATION AWARDED TO REGIONAL RESEARCH INSTITUTE OF UNANI MEDICINE (RRIUM), SRINAGAR

NABH accreditation certificate to RRIUM, Srinagar in the august presence of Hon'ble Union Minister Ayush and Hon'ble LG Union Territory of Jammu & Kashmir.



Unani Day 2022 and International Conference, Srinagar



Awarded NABH Certificate on Unani Day 2022 and International Conference, Srinagar

NABH STRATEGIC MEET

NABH Conducted Strategic Meet from 24th to 27th March 2022 at Rishikesh



REVISION OF ACCREDITATION/CERTIFICATION STANDARDS

NABH is in the process of revision of accreditation and certification standards.

Draft Standards with Technical Committee for final review:

- Small Healthcare Organisation Accreditation Program CO
- Entry-Level Certification Program

Draft Standards with Expert Committees for final revision:

- Blood Banks Accreditation Program
- Allopathic Clinics Accreditation Program
- Dental Accreditation Program
- Nursing Excellence Certification Program
- Medical Laboratory Certification Program





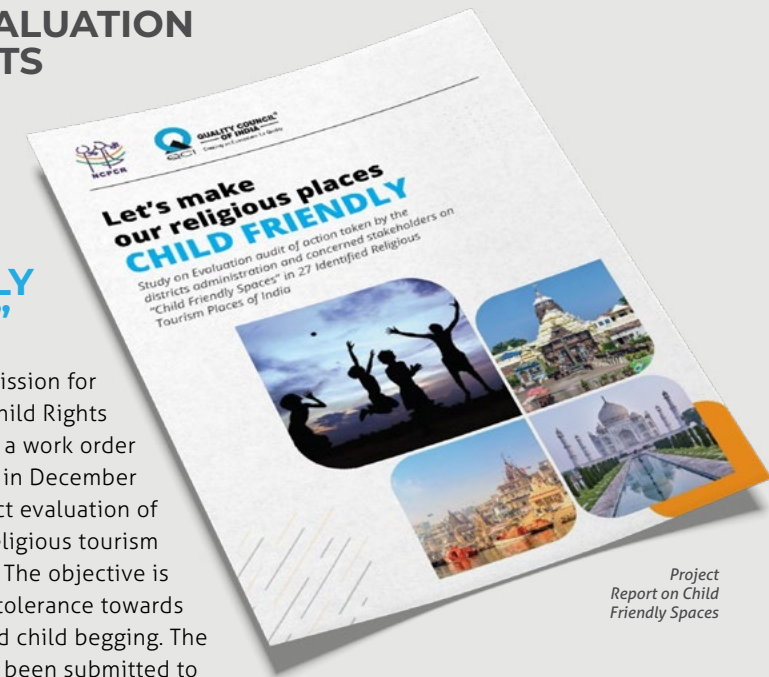
BOARD UPDATES

JANUARY TO
MARCH
2022

ASSESSMENT AND EVALUATION PROJECTS

STUDY ON "CHILD FRIENDLY SPACES"

National Commission for Protection of Child Rights (NCPCR) issued a work order to FEED-NABET in December 2021 to conduct evaluation of 27 Identified religious tourism places of India. The objective is to ensure zero tolerance towards child labour and child begging. The final report has been submitted to the department in January 2022 post completion of on-ground visits of all religious places.



Project Report on Child Friendly Spaces

Formal Education Excellence Division (FEED)

The details of various activities and projects conducted by FEED-NABET:

CAPACITY BUILDING OF 10,000 TEACHERS ON ICT TOOLS & TECHNIQUES

FEED received a Letter of Intent from Department of ST & SC Development, Minorities and Backward Classes Welfare Odisha on 8th September 2021 to conduct training programs for 10,000 teachers. The objective is to enhance skills of teachers on blended teaching & learning. FEED successfully completed the project in the month of March 2022.

THIRD-PARTY AUDIT OF 50 CBSE AFFILIATED SCHOOLS

CBSE issued a work order to FEED-NABET in November 2021 to measure & monitor quality of affiliation process based on pedagogical process and infrastructural requirements suggested and specified for desired learning outcome by CBSE & further monitoring the learning outcome. FEED completed assessment of 5 schools on the developed framework in the month of March 2022.

nabet.qci.org.in



National Accreditation Board for Education and Training

Strives to provide services to its customers in accordance with the national and international standard norms & guidelines and is committed to provide fair and equal opportunity to all the applicants with highest regard to impartiality, transparency, integrity and confidentiality.

ASSESSMENT & ACCREDITATION OF SCHOOLS UNDER ARMY WELFARE EDUCATION SOCIETY (AWES)

FEED received a work order from AWES for accreditation of 10 Army Public Schools (APSs) PAN India as pilot. The objective is to strengthen the existing system of Army Public Schools to identify key trends and existing systemic/policy issues that hinder learning environment and consequently devise data-based course correction so that requisite changes in the existing schools can be brought to improve effectiveness of the system.

As per project methodology, development & capacity building phase and Phase I (online awareness workshops for school stakeholders, application, document review and handholding) have been completed. The project is at Phase II and virtual readiness visits of all 10 APSs have been conducted.

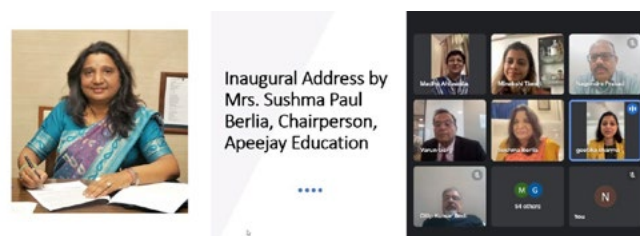


Online Awareness Workshops for AWES stakeholders

ACCREDITATION OF SCHOOLS UNDER APEEJAY EDUCATION

FEED signed an MoU with Apeejay Education on 7th December 2021 for accreditation of 12 Apeejay schools on NABET Accreditation Standard for Quality School Governance. The objective is to provide framework for the effective management and delivery of the holistic education program aimed at overall development of school. Presently, two schools have applied for accreditation and other schools will follow the process as per terms of the MoU.

FEED conducted inaugural program on 5th February 2022 for stakeholders (Principals, teachers, accreditation coordinator and administration officers) of Apeejay School. In the program, Ms. Madhu Ahluwalia, Senior Advisor, QCI addressed the participants by setting tone of the program and Ms. Sushma Berlia, Chairperson, Apeejay Education addressed participants about the objective of taking up accreditation exercise for their schools. The assessment of the schools is planned in the period during 2022-2023.

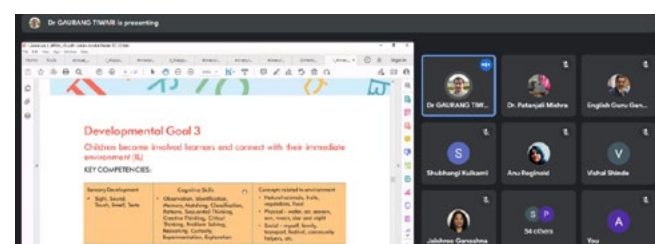


Glimpse of Inaugural Program, 5th February 2022

DIGITAL AWARENESS WORKSHOPS

Preparing Schools for Transformative School-Based Assessment (SBA) of Learning vis-à-vis NEP-2020:

- Module I: Understanding Holistic Progress Card (HPC)
- Module II: Transformational Changes in SBA for HPC
- Module III: SAFAL & NIPUN



NABET conducted several workshops in alignment with NEP-2020 as per following details:

- Enhancing understanding on Holistic Progress Card through Hands on Training
- Professional Development programmes to understand SAFAL, NIPUN, transformational changes in school-based assessment

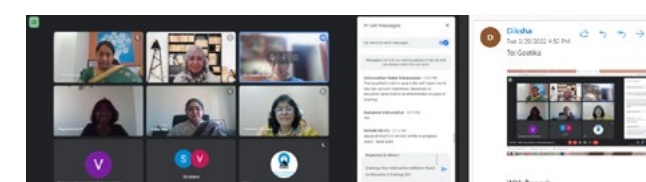
The program was designed for: Principals, teachers, examination coordinators, Educationists / Curriculum Developers and Education Consultants.

Speakers:

- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr Patanjali (Vardhman Mahaveer Open University)
- Dr Bhaskar (IASE, Kumayun University)
- Dr Gaurang Tiwari (Accreditation officer, NABET)

Digital Awareness workshops on Accreditation Standard for Quality School Governance

FEED-NABET conducted Digital Awareness workshops on Accreditation Standard for Quality School Governance to spread awareness about the Standard.



The program was designed for: Management Committee Members, Education System Coordinators, Teachers / School Administrators (Core team members), Principals, Educationists / Curriculum Developers and Education Consultants who wish to implement Accreditation Standard for Quality School Governance in the schools.

Following were the takeaways of the programme:

- Understanding the requirements of accreditation standard
- Implementation of the requirements of accreditation standard
- Understanding the best practices: Benchmarking and innovation
- Facilitation to prepare a Road map for accreditation

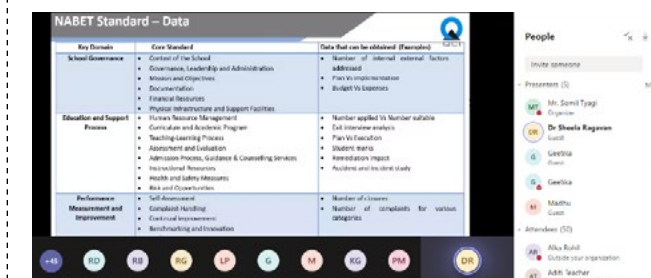
Speakers:

- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr. Sheela Ragavan

Awareness about various components of Accreditation Standard for Quality School Governance by NABET

FEED-NABET conducted workshops on components of

Accreditation Standard for Quality School Governance by NABET. Various accredited and non-accredited schools participated in the workshops.



The program was designed for: School Stakeholders

Speakers:

- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr. Sheela Ragavan

Digital Awareness workshops on Statutory & Regulatory Requirements

FEED organized online Awareness workshop on Statutory & Regulatory Requirements to spread awareness about the required regulatory compliances, committee constitutions & its functioning.

SAFETY and SECURITY COMMITTEE	
a)	Vigilance Officer
b)	Safety Officer
c)	Admin Incharge
d)	School Counsellor
e)	3 teachers (one each from Junior, Middle and Senior Sections)
f)	Principal / Vice Principal
g)	4 Parents
ANTI BULLYING COMMITTEE	
a)	Administrative Officer
b)	One Head Boy
c)	One Head Girl

The program was designed for: Principals, Teachers / School Administrators (Core team members), etc.

Following were the takeaways of the programme:

- Understanding the meaning of Statutory & Regulatory compliances.
- Identifying list of documents/checklist to meet the compliances for CBSE/ICSE schools.
- Understanding documentation and other related aspects with respect to regulatory compliances for schools.
- Participants acquired skills on constitution & functioning of committees for Sexual Harassment, POCSO Act, etc.

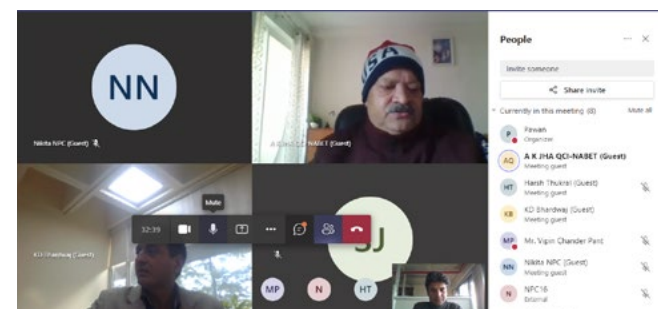


Speakers:

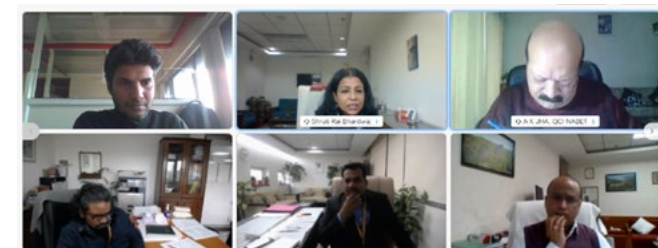
- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr. Sunil Aggarwal

ENVIRONMENT DIVISION

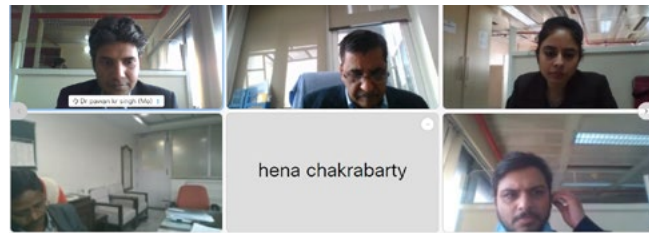
Meeting (virtual) held between Quality Council of India (QCI) and National Productivity Council (NPC) regarding EAA Scheme on Environment Auditors on 12h Jan 2022.



Virtual meeting with NABET on the mechanism adopted by them for accreditation of EIA Consultants under the chairmanship of Dr. Sujit Kumar Bajpayee, MoEFCC, on 21.01.2022.



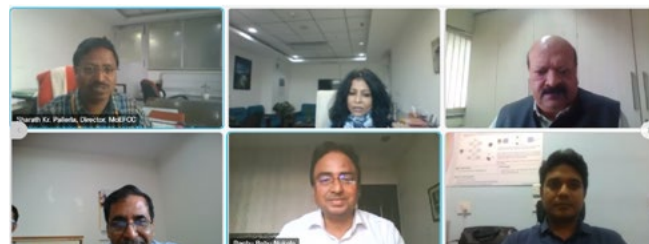
Virtual meeting held between Quality Council of India (QCI) and Ministry of Environment, Forest and Climate Change (MoEFCC) regarding Registration of Accredited EIA Consultant Organisations (ACOs) with QCI on MoEFCC's Parivesh portal, on 09.02.2022.



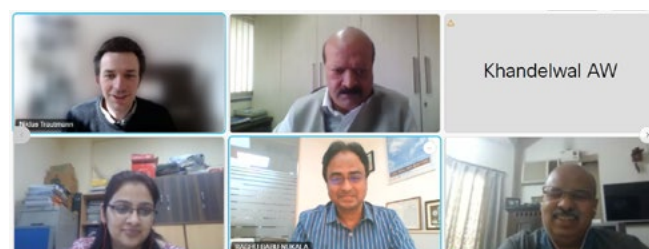
Virtual meeting scheduled on 21st Feb 2022 on Single Window Portal (PARIVESH-CPC Green) with NABET Accredited EIA Consultants. PARIVESH (Pro-Active and Responsive facilitation by Interactive, Virtuous and Environmental Single Window Hub).



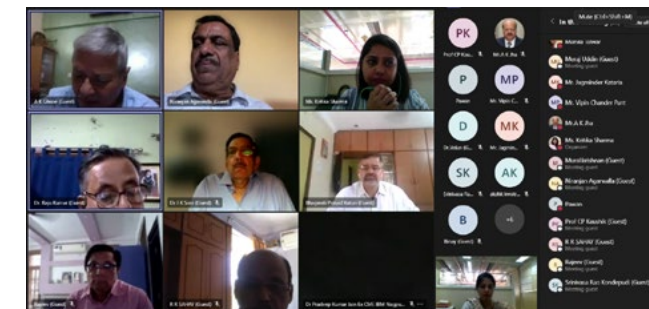
Virtual meeting on Parivesh 2.0 by NIC - MoEFCC on 14.03.2022.



Virtual meeting with GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit) on 3TMM Project, dated 16.03.2022.



Virtual induction Program under 'Scheme for Accreditation of EIA Consultant Organisations-Version 3' for EIA- Assessors, on 23.03.2022.



Shri A.K Jha, Sr. Director NABET and Shri Jagminder Kataria, Deputy Director, NABET attended 61st Meeting of Central Geological Programming Board held on 24.03.2022.

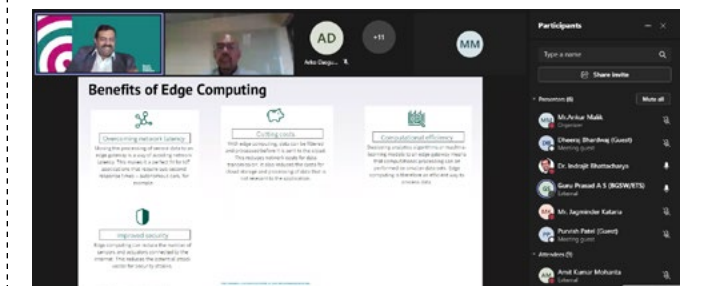


MSME VERTICAL

Webinar on Journey from Cloud to EDGE for MSMEs on Industry 4.0 Journey (11th March 2022). Program was well received

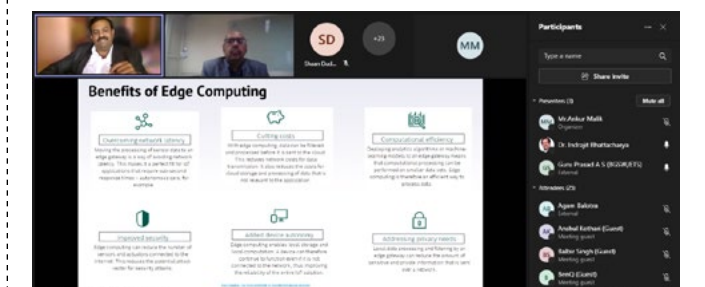
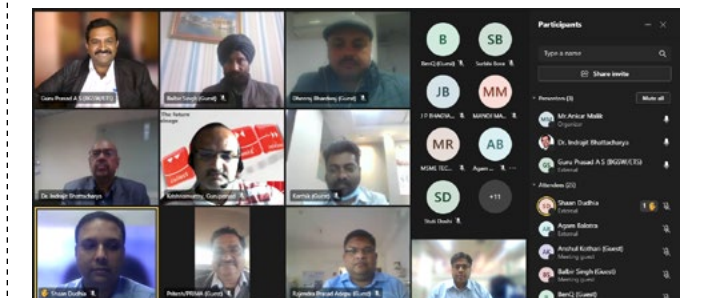
by industry. Program covered the topics related to

Introduction to Internet of Things (IoT) Present challenges of Cloud based IoT System; Why, What, When and How of EDGE computing; Key Benefits of EDGE IoT; Market View of EDGE IoT; EDGE Ecosystem in Market; Drivers and Accelerators for EDGE IoT; EDGE vs CLOUD or EDGE with cloud?; Niche Use cases of EDGE; EDGE role in Software Defined Vehicles (SDV).



Webinar on: Use of Sensors and IoTs towards preparedness for riding the Industry 4.0 wave (28th January 2022).

Webinar covered the genesis of data through sensors that moves into its maturity to add value into IoT applications. The environment of IoT deals in different types of sensors, Architecture of smart sensor and challenges it faces to adopt to digital transformation and AI modelling. Would further delve in role of sensors and the advances it has brought to mobile phones and automobile industries. Different types of Sensors, architecture of smart sensor and challenges it faces to adopt to digital transformation and AI modelling. Role of sensors and the advances it has bought to Mobile phone and Automobile industries.



BOARD UPDATES



n a b c b . q c i . o r g . i n



National Accreditation Board for Certification Bodies

Strives to be equally accessible to all the certification body applicants who wish to be accredited to the criteria of the Board within its scope and capability, within the geographical limitations decided by the Board. Upgrades criteria of accreditation in line with international improvements and fosters improvement in the quality of certification process with the support of certification bodies.

NABCB GRANTS FIRST ACCREDITATION FOR BUSINESS CONTINUITY MANAGEMENT SYSTEMS (BCMS) SCHEME

In the last few years, COVID-19 pandemic has made organizations aware of the importance of Business Continuity Management. We all know that sometimes such events cannot be avoided, but at the same time it is possible to be prepared, minimize the impact, and restore the operations in a minimum time. As a result, organizations around the world are becoming more aware of the importance of Business Continuity. The Certification Bodies seeking accreditation for Business Continuity Management Systems Certification based on ISO 22301- Security and resilience — Business continuity management systems — Requirements shall comply with the requirements specified in ISO/IEC 17021-1 - "Conformity assessment — Requirements for bodies providing audit and certification of management

systems" and ISO/IEC TS 17021-6 – "Competence requirements for auditing and certification of business continuity management systems". NABCB is glad to announce that it has granted its first accreditation in Business Continuity Management System (BCMS) scheme to M/s Maverick Quality Advisory Services Pvt. Ltd., Ghaziabad.



NABCB UPDATES THE ACCREDITATION CRITERIA FOR ACCREDITATION OF VALIDATION AND VERIFICATION BODIES AS PER ISO/IEC 17029:2019

IAF had passed a resolution in October 2019 which mandates that all accreditations against the new version of ISO 14065:2020 shall also require accreditation to ISO/IEC 17029:2019 Standard (Conformity Assessment— General principles and requirements for validation and verification bodies), which is applicable to Validation/ Verification Bodies across industry sectors. In view of this, NABCB aligned the existing scheme for GHG Validation & Verification, in line with the requirements of ISO/IEC 17029:2019. In this effect, the realigned NABCB Validation & Verification Scheme was announced on the eve of 26th January 2022.

NABCB AND NBQP JOINTLY ORGANIZED VIRTUAL QUALITY CONCLAVE ON "EMERGING SCENARIO IN FOOD SAFETY & QUALITY"

NABCB along with other constituent boards of QCI, National Board for Quality Promotion (NBQP), jointly organized the 20th Virtual Quality

NABL

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NABET

NABCB

NBQP

ARTICLES

Conclave (VQC) with the theme "Emerging Scenario in Food Safety & Quality" on 8th March 2022. The primary objective of the Conclave was to provide a platform for key stakeholders to discuss and share the emerging technology, innovations and best practices adopted by the regulators, industry, and service sector in these ever-changing circumstances in the food industry. The conclave commenced with the welcome address by Mr. Rajesh Maheshwari, CEO, NABCB. The Key Address was delivered by Ms. Inoshi Sharma IRS, Executive Director, FSSAI. Speaking on the occasion, she talked about the significance of technology in today's food industry as food processing, storage, transportation, packaging, durability depends on the technology used by the industry.

The Inaugural session was followed by two technical sessions. The first technical session was on "Regulatory and Accreditation landscape in Food Industry". The session was moderated by: Dr. Ramanand N. Shukla, Director, ZED, QCI and the speakers were Mr. Sunil Bakshi, Head (Regulations/ Codex), FSSAI; Mr. H.J.S Pasricha, Scientist- F & DDG (Certification & CSMD), BIS ; Mr. Tarun Bajaj, Director APEDA; Ms. Varsha Mishra, Deputy Director, NABCB. The speakers discussed about various regulations in the Food Sector and the role of accreditation in achieving quality & regulatory compliances in the food sector.

The second technical session was on an "Emerging Technologies and Practices in Food Industry". The session was moderated by: Dr A. Raj, Senior Director, ZED, QCI and the speakers were Dr. K.S Murty, Head of Science and Business & Head Scientific Services, ITC Ltd; Mr. Govindarajan VS, DGM & Head Quality, Adani Wilmar Ltd ; Mr Shailendra Kumar, DGM Corporate Quality Assurance, Mother Dairy Fruit & Vegetable Pvt. Ltd.; Mr Prabodh S. Halde, Head Regulatory, Marico Ltd. and Ms Prethika M, Analyst, PADD. In this session insights on the emerging technology trends and best practices adopted by Industry in Food Safety and Quality were discussed.

The Conclave received a positive response wherein approx. 445+ participants attended.



NABCB Participations in International Events

CEO NABCB NOMINATED AS APAC REPRESENTATIVE TO IAF DMC

CEO NABCB has been nominated by the APAC to the IAF Database Management Committee which is responsible for IAFCERTSEARCH, a global database for accreditation bodies who are members to the IAF MLAs for management systems, accredited certification bodies for management systems, and certified clients. The nomination of the NABCB CEO is a feather in the cap of NABCB and it continues to hold leadership positions in APAC and IAF.

WEBINAR ON DATABASE MODEL & PRINCIPLE FOR IAF CERTSEARCH

In order to enhance awareness about IAFCERTSEARCH, APAC representative for IAF DMC, Mr. Rajesh Maheshwari, CEO, NABCB facilitated in organizing APAC webinar on Database Model & Principles for IAF CertSearch. The webinar was addressed by APAC Chair, Ms. Chang Kwei Fern, and a presentation was delivered by IAF Database Management Committee (DMC) Chair, Mr. Matt Gantley. CEO NABCB, Rajesh Maheshwari. The webinar was attended by 45 APAC members from different economies.



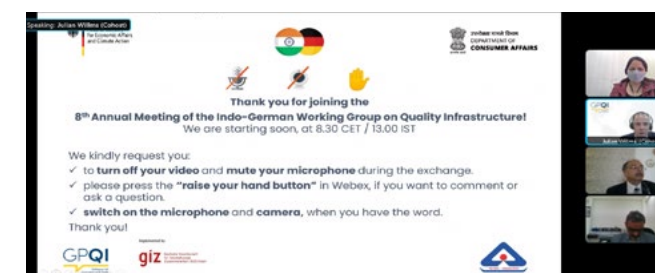
NABCB PARTICIPATES IN JOINT WORKING GROUP COMMITTEE ILAC-IAF COMMUNICATION PROFESSIONALS MEETING

NABCB presented its social media outreach for promoting accreditation in India at the JWGC ILAC-IAF Communication Professionals meeting on 1st & 3rd March 2022.

Ms. Varsha Misra Deputy Director NABCB participated in JWGC ILAC-IAF meeting she addressed the participants about various initiatives taken by NABCB to increase its social media outreach and about the future plans of NABCB to increase its presence. The event was attended by various ILAC-IAF member from different economies.



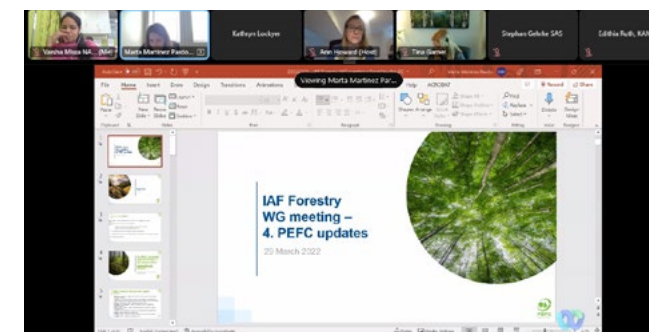
NABCB PARTICIPATES IN THE 8TH ANNUAL MEETING OF INDO-GERMAN WORKING GROUP ON QUALITY INFRASTRUCTURE



8th Meeting of Indo-German Working Group was held virtually on 16th Feb 2022 with the support from Federal Ministry for Economic Affairs, Germany (BMWK) and Climate Action and Department of Consumer Affairs, Govt. of India. The key dignitaries were Dr. Daniela Bronstrup from BMWK, Germany and Mr. Rohit Kumar Singh from Deptt. of Consumer Affairs (MoCAF & PD). There were several other eminent speakers from DIN, DKE, PTB from Germany, BIS & CII from India. The working group discussed on the recommendations for the Work Plan-2022 which was mainly focussed on mutual cooperation on various other sectors such as Mobility sector, Energy sector, Artificial Intelligence, Industry

4.0 (Robotics), Circular Economy as a new area, Smart Farming/Agriculture, Hydrogen and QI Digital and Ayurveda Informatics. This meeting was attended by CEO, NABCB Mr. Rajesh Maheshwari; Mr. Ajay Sharma, Joint Director; Mr. Anand Deep Gupta, Joint Director and Ms. Varsha Misra, Deputy Director.

NABCB PARTICIPATES IN IAF FORESTRY WORKING GROUP



NABCB Officials Mr. Anand Deep Gupta Joint Director and Ms. Varsha Misra, Deputy Director participated in IAF Forestry WG dated March 29, 2022. In this group there were discussion related to PEFC standards' implementation in the context of the aggression to Ukraine, PEFC accreditation activities in Southeast Asia, developing requirements for CBs providing PEFC SFM certification worldwide and PEFC training update. More than 16 members from Certification Bodies, Accreditation Bodies from different economies had participated in WG meeting.

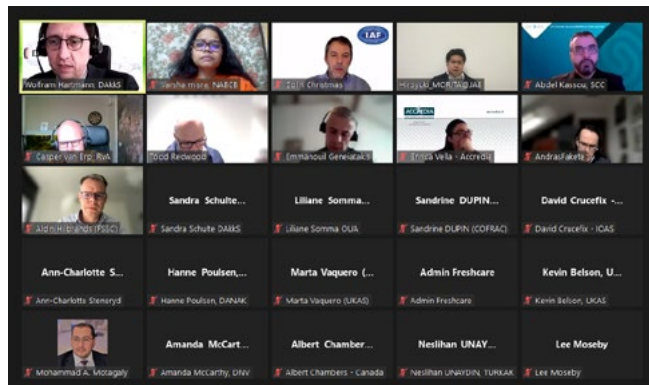
NABCB PARTICIPATES IN IAF FOOD WORKING GROUP



Ms. Varsha Misra, Deputy Director, NABCB attended first meeting of IAF working Group on Food held on 16th March



2022. An update on ISO 22000 including Expected Outcomes document and Auditing Practices Group (APG) along with update on Codex, EWGs and the revision of ISO/TS 22003 was presented. The meeting was attended by more than 20 participants from different AB Economies.



NABCB ATTENDS PTB-APAC'S SANAP CLOSING EVENT



The "Strengthening Accreditation Networks in Asia Pacific" (SANAP) initiative came to a close at the end of February 2022, after more than 7 years of fruitful collaboration between PTB and APAC (including its predecessors APLAC and PAC).

To mark this occasion, a brief video compilation of AB representatives expressing their gratitude for the SANAP project's trainings and initiatives was presented. Mr. Rajesh Maheshwari, on behalf of NABCB, also expressed his appreciation and thanked PTB and APAC for supporting NABCB in developing effective accreditation in India. The event was attended online by members of ABs from other developing economies and Mr. Rajesh Maheshwari, CEO, NABCB and NABCB officials Mr. Ajay Sharma, Joint Director; Mr. Anand Deep Gupta, Joint Director; Ms. Varsha Mishra, Deputy Director; Mr. Abhinav Bajaj, Accreditation Officer;

Ms.Chinmayi Salooja Accreditation Officer and Mr. Sunil Jha, Administrative Officer, also attended the closing event.

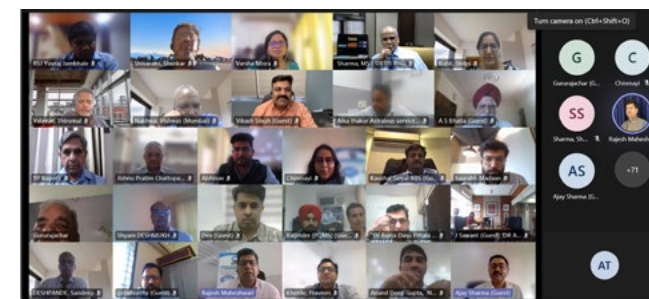
PARTICIPATION AS A RESOURCE PERSON IN INDG.A.P. CERTIFICATION SCHEME VERSION 4.1 | TRAINING PROGRAMME



QCI –PADD Division scheduled a 2-day training program on "India Good Agricultural Practices (IndG.A.P.) Certification Scheme" on 8th – 9th February 2022. Ms. Varsha Mishra, Deputy Director was resource person in the 2-day training program on "India Good Agricultural Practices (IndG.A.P.) Certification Scheme" was organized by PADD_QCI. During the session she took session on "Elements of ISO 19011 and ISO 17065" other topics covered during the training were Requirements for Certification Bodies. The training was attended by more than 230 participants.

NABCB CONDUCTS VIRTUAL ANNUAL INSPECTION/ VALIDATION & VERIFICATION BODY MEETING

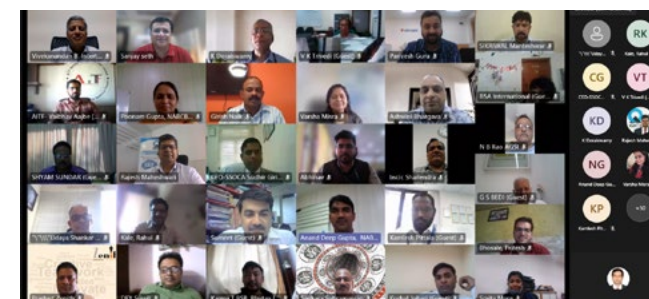
NABCB annual applicant and accredited Inspection and Bodies (IBs) and Validation & Verification Bodies meeting was held virtually on 15 March, 2022 and was attended by representatives from 110 Inspection Bodies (IBs) and Validation and Verification Bodies (VVBs). NABCB conducts the



annual meeting to discuss the issues faced by IBs/VVBs and update them on new developments. Mr. Rajesh Maheshwari, CEO, NABCB delivered the welcome address. The high points of the meeting were the active participation of officials of different Regulators / Government bodies and Industries such as Bureau of Indian Standards (BIS), Petroleum and Natural Gas Regulatory Board (PNGRB), Directorate General of Civil Aviation (DGCA), Gas Authority of India Limited (GAIL), Indian Oil Corporation Limited (IOCL) and Vistara Airlines.

NABCB CONDUCTS VIRTUAL CERTIFICATION BODIES MEETING

NABCB organized its annual Certification Body (CB) meeting on 14 March 2022. The meeting was held virtually. It was attended by 75 participants. The objective of this meeting was to update Certification Bodies on NABCB policies, new schemes, NABCB New Integrated Web portal and Integration of certified client data with IAF Cert Search database. The meeting commenced with inaugural address by Mr. Rajesh Maheshwari, CEO, NABCB. Mr. Anand Deep Gupta, Joint Director; Ms. Varsha Mishra Deputy Director and Ms. Poonam Gupta, Assistant Director, provided update the of CBs on various schemes.



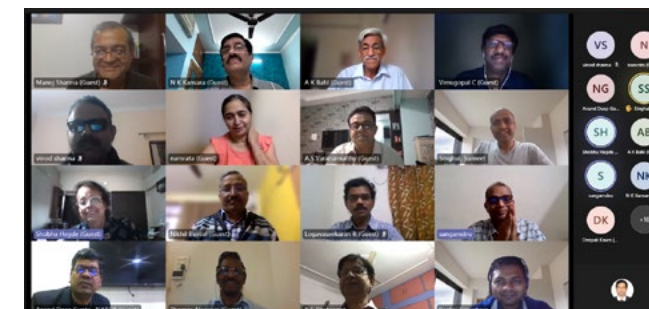
NABCB CONDUCTS ASSESSORS CONCLAVE FOR CERTIFICATION BODIES SCHEME

NABCB organized Assessors Conclave for Assessors of Certification Bodies Scheme which was held virtually on 04 March 2022 and was attended by 37 assessors.

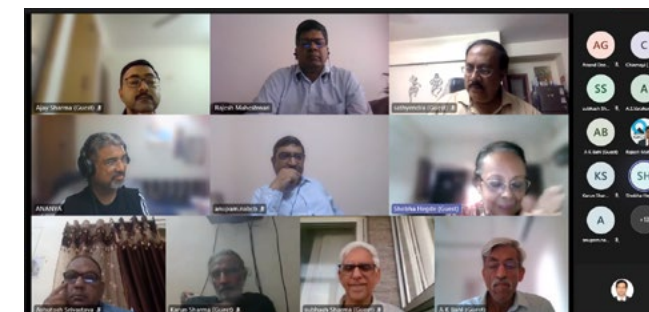


NABCB Assessors Training Programmes

In order to enhance the NABCB Assessors pool and to train the existing assessors on different standards, NABCB conducted 3-day online Assessors' Training Programmes on ISO/IEC 17021-1:2015 and ISO/IEC 17029:2019 in months of February and March respectively. The training was attended by the 20+ new potential participants.



(NABCB Assessors Training Programme on ISO/IEC 17021-1:2015 from 23-25 February 2022)



(NABCB Assessors Training Programme on ISO/IEC 17029:2019 from 10-12 March 2022)

NABCB Monthly Webinars

NABCB conducted series of monthly webinars from January



– March 2022, with an objective to increase awareness about various NABCB schemes and the benefits of using NABCB accredited conformity assessment bodies amongst Government Organizations, Regulators, Industry, Conformity Assessments Bodies (CABs) and other stakeholders.

IT SECTOR

NABCB conducted a Webinar on 28th January 2022 on Regulations, Accreditation and Certifications in IT Sector. The webinar provided brief overview about best practices & compliances in Global IT scenario, Overview on the requirements of NABCB Accreditation Criteria, Procedure for Information Security and Information Technology Services Management Systems schemes and its Benefits and IT/Cyber Laws Ecosystem in India and Way Forward. The speakers for the webinars were Mr. Rakesh Maheshwari, Scientist G & Group Coordinator for Cyber Laws, Ministry of Electronics & Information Technology (MeitY); Dr. Vineet Maheshwari, Director, Maverick Quality Advisory Services (MQAS); Ms. Poonam Gupta, Assistant Director, NABCB & Ms. Shivani Mishra, Accreditation Officer, NABCB. The webinar was attended by 130+ participants.

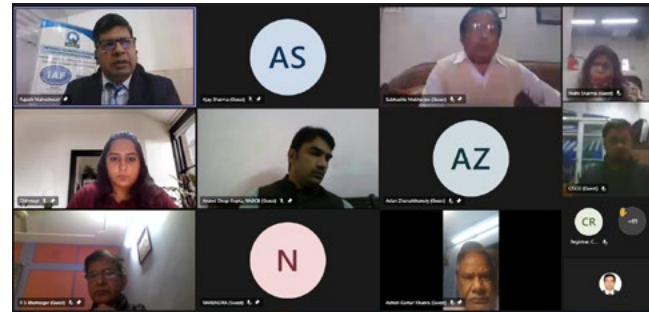
PRODUCT CERTIFICATION

NABCB conducted a Webinar on 28 February 2022 on Accreditation of Product Certification Bodies with an overview on ISO/IEC 17065:2012 standard. Knowledge on various National / International Product Certification Schemes was provided during this webinar. The webinar provided insight on the requirements of ISO 17065 :2012 Standard and the various existing product certification schemes. Around 140 participants attended this webinar. The speakers were Mr. Anand Deep Gupta, Joint Director and Ms. Varsha Misra, Dy. Director, NABCB.

INSPECTIONS

NABCB conducted webinars on NABCB accreditation for Inspection Bodies and its benefits to Industry & Government Body during Jan - March 2022. The webinars covered a host of topics ranging from details of NABCB accreditation and its benefits, NABCB accreditation process and key requirements of ISO/IEC 17020:2012 standard. NABCB received an overwhelming response and approx. 250 participants attended, including from countries like Nepal, Philippines, Jordan, Tunisia, UAE, Bangladesh, Mauritius, Bhutan, Botswana and Kazakhstan. The speakers for the webinars were Mr. Ajay Sharma, Joint Director; Mr. Anand Deep Gupta, Joint Director; Ms. Varsha Misra, Deputy Director and Ms. Chinmayi Salooja, Accreditation officer from NABCB.

Webinars conducted by NABCB



National Accreditation Board for Education & Training (NABET) is one of the statutory board of Quality Council of India mandated for accreditation in the field of Education, Training & Services. Four distinct verticals have been formulated to provide focussed strategic direction to the activities of the Board. One of the verticals of NABET, **Formal Education Excellence Division (FEED)**, fosters quality in school education through spreading awareness, conducting assessments and accreditation. FEED - NABET accredits schools on **Accreditation Standard for Quality School Governance (ASQG)** in the country with a view to provide framework for the effective management & delivery of holistic education program aimed at overall development of school. The standard has three interwoven domains.



School Governance



Education & Support Processes



Performance Measurement & Improvement

BENEFITS OF ACCREDITATION

OVERALL

- Standardisation of schools practices in alignment with National & International Benchmarks
- Better collaboration between stakeholders leading to improved effectiveness
- A sound basis for school improvement, strategic planning, restructuring, and staff development.
- A way to manage change through regular assessment, planning, implementation, and reassessment

STUDENTS & PARENTS

- Improved quality of education
- Holistic education helping students for personality development
- Organized and transparent school system for better day to day experience for students and parents
- Feedback system to get student and parent's issues addressed

SCHOOLS

- Capability development for delivering quality education
- Quality improvement in existing school system/ process
- System/ process driven activities
- International standards applied for local and national school needs

MANAGEMENT

- Benchmarking school against best in education field
- Establishing centre of excellence and continuous improvement
- Regular feedback on performance through internal and external assessments

FEED-NABET has accredited and assessed 5,500+ schools till now in India and abroad.





BOARD UPDATES

JANUARY TO
MARCH
2022

About the Topic:
To understand the fundamentals of Quality improvement in business.

- Objective & Key Takeaways:
- How is quality important in improving business performance?
 - Current approaches for building quality in business?
 - What are the tools and techniques for quality improvement?
 - Sharing some best practice examples of the application of tools & techniques

Online Training Program

Webinar Tittle

ANALYTICAL QUALITY TOOLS/ TECHNIQUES AND TECHNOLOGY FOR IMPROVING BUSINESS PERFORMANCE

Batches: 5
Organized with:
Service Export Promotion Council
5th January 2022
Havells India Ltd.
11th January 2022

Goa Chamber of Commerce and Industry
11th January 2022

Mohali Industry Association
18th January 2022

Honda Motorcycle India Pvt. Ltd.
28th January 2022

Webinar Tittle

TRAINING PROGRAM ON GENERAL REQUIREMENTS FOR THE COMPETENCE OF TESTING AND CALIBRATION LABORATORIES AS PER IS/ISO/IEC 17025:2017

Date: 5th January 2022

About the Topic:



nbqp.qci.org.in



National Board for Quality Promotion

Strives to promote application of quality management standards and statistical quality tools with an objective of enabling industry, to improve their competitiveness, with specific focus on SME sectors. Focusses on empowering the consumers to demand quality and consequently creating a back-pressure on suppliers to ensure quality of their products and services.

An in-house program was requested by Indian Oil Corporation Ltd, R&D Centre, Faridabad, Haryana for officials/ HoDs who are involved in the NABL accreditation of IS/ISO/ IEC 17025:2017.

Objectives & Key Takeaways:

- To Understand the General Requirements for the Competence of Testing and Calibration Laboratories as per IS/ISO/IEC 17025:2017
- To Understand the NABL Application Form and requirements of the Quality Manual
- To understand how to conduct auditing as per IS/ISO/IEC 17025:2017

Attended By 23 Participants

Webinar Title

PROF. S.K. JOSHI LABORATORY EXCELLENCE AWARD AND ITS APPLICATION CRITERIA

Date: 7th January 2022

About the Program:

The objective of the program was to throw light on the application form requirements and discuss the queries of the prospective laboratories applying for the Award.

Key Discussions:

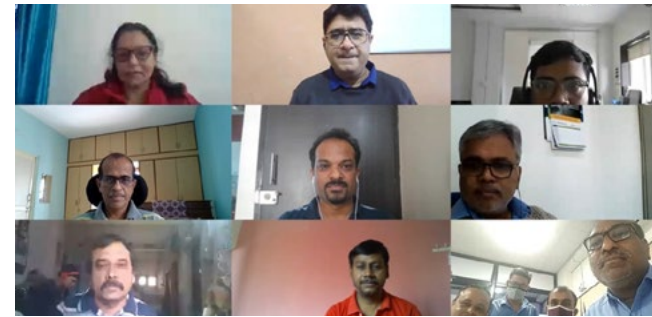
- About the Award
- How to apply for this Award
- The various section of the Award Application Form
- Important Checkpoints before submitting the Award Application Form
- About the Award Assessment process
- Q&A

Attended By 89 Participants

Webinar Title

AWARENESS ON ISO 50001:2018 ENERGY MANAGEMENT SYSTEMS (ENMS)

Date: 17th January 2022



About the Topic:

- Evolution of ISO 50001
- Structure of EnMS
- Key ISO 50001 terminology and definitions
- Overview of ISO50001:2018 clauses and their interpretation

Objectives & Key Takeaways:

ISO 50001 provides a framework of requirements for organizations to:

- Develop a policy for more efficient use of energy
- Fix targets and objectives to meet the policy
- Use data to better understand and make decisions about energy use

Attended by 150 Participants

Webinar Title

IMPORTANCE OF MSA (MEASUREMENT SYSTEM ANALYSIS) AND SPC (STATISTICAL PROCESS CONTROL)

Date: 25th Jan. 2022

About Topic:

MSA and SPC are two key pillars for a manufacturing process to ensure process control to achieve the desired quality of products and services. MSA is defined as an experimental and mathematical method of determining the amount of variation that exists within a measurement process. Statistical Process Control (SPC) is defined as the use of statistical techniques to control a process or production method. Key tools used in

SPC include run charts, control charts, a focus on continuous improvement, and the design of experiments.

Objective:

- Measurement System Analysis is about quantifying measurement uncertainty, including accuracy, precision, repeatability, and reproducibility. It talks about the stability and linearity of measurement quantities over time and across the intended range of use of the measurement process. The aim of Statistical Process Control (SPC) is to establish a controlled manufacturing process by the use of statistical techniques to reduce process variation. In short, a decrease in variation will lead to better quality; lower costs (waste, scrap, rework, claims, etc.)

Key Takeaways:

- A better understanding of data used in MSA and SPC study along with the significance of various types of variation in the process like into common and special causes. Selection of appraisers based on the study, corrective action and identification & elimination of measurement error. To depict whether the process is stable or not.
- Establish a foundation for analyzing the manufacturing system and enhancing its effectiveness and efficiency.

Attended By 445 Participants



Training Program Title

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

Date: 27th and 28th January 2022

About the Topic:

Hindustan Zinc Limited, Udaipur, and Rajasthan requested an in-house program for their officials/HoDs. The program covers long-term sustainability through the Triple Bottom Line (TBL), the Global and Indian frameworks for a sustainable economy through inclusive growth.

Objectives & Key Takeaways:

Understanding Sustainability implementation & the global Environmental, Social and Governance (ESG) framework and interoperability with the BRSR.

Attended By 24 Participants



Webinar Title

DEMAND-DRIVEN: ALIGNING RESOURCES TO ACTUAL CONSUMPTION

Date: 31st Jan. 2022

About Topic:

Constant volatility, variability and variety will become the new normal through the economic recovery and subsequent cycles. Inventory buffers are all-time low, forecast errors are on the rise and the legacy of make-to-stock manufacturing strategies is crippling the ability of the producers to respond to increasing volatility in demand and supply. And it shows in:

- Unacceptable inventory performance
- Unacceptable service level performance
- High expedites related waste

Achieving the holy grail of profitable perfect order performance in today's volatile market requires a paradigm shift from efficient to demand-driven manufacturing.

Becoming demand-driven is a process of moving from "push and promote" to "position and pull". Demand Driven MRP is the robust fix to the broken legacy planning system, which has an MRP based planning at its core. In the volatile world, MRP nervousness creates the bullwhip effect leading to the three above-mentioned unacceptable performances.



Objective:

Demand-Driven MRP is a robust technique that yields better results because it ties the strategy to the daily operations with tools & processes. Companies and supply chains need a way to align their assets more closely with actual consumption. Dampen variability, compress lead times and better advantage working capital. DDMRP gives the companies just this capability and much more.

Key Takeaways:

DDMRP concept has evolved from the fundamental of MRP, Lean, Theory of Constraints and Six sigma. This new powerful way of operating supply chains & manufacturing companies is probably also the first step to the future of self-planning supply chains in the Industry 4.0 world.

Attended By 191 Participants



Webinar Title

IMPORTANCE OF DIGITAL PRESENCE FOR MSMEs

Date: 4th Feb. 2022

About Topic:

Digital presence has become a necessity for every organisation and this has been realised the hard way during the pandemic. MSMEs are the backbone of any economy, however, they are still behind their larger counterparts in the integration of the digital tools that they need to grow and stay competitive. This webinar focused on creating awareness of how MSMEs can bridge this digital divide.

Objective:

To help MSMEs understand the importance of digital presence and key digital tools.

Key Takeaways:

- Learning about the tools to enhance digital presence
- Understanding how they can leverage e-commerce platforms to boost their revenues
- Gain insights from real-life case studies

Attended By 102 Participants



Training on

ISO 27001 AND INFORMATION SECURITY – AN INTRODUCTION

Date: 12 February 2022

About the Topic:

- Understanding key terminology in ISMS like Data, Information, Knowledge, Information Life Cycle
- What is Information Security Management System (ISMS) and its necessity
- Overview of Information Security Management Systems related standard like ISO 27001 [ISMS], ISO 22301 [BCMS], ISO 27701 [PIMS]
- Understanding ISO 27001 – Its structure (including ISO 27002 linkage), key clause requirements and control requirements
- Understanding Information Risk Management including day-to-day life cases – covering process steps like risk assessment, evaluation, treatment, mitigation
- Overview ISO 27001 implementation guidelines and action plans
- Key benefits and necessity for having a formal ISO 27001 based information security management system and where relevant its third-party certification

Objectives & Key Takeaways:

- Understanding Key Terminologies like Information Security.

- Understanding of ISO 27001 Information Security Management System (ISMS) standard Structure and its requirements, Implementation Guidelines
- Understanding Information Risk Management Process

Attended By 18 Participants



Webinar Title

THE OTHER SIDE OF 5-WHY RCA

Date: 26th Feb. 2022

About Topic:

The normal practice for any RCA is to jump in and follow the Fish-Bone i.e., five why analysis. Many a time it may not yield the requisite results so the problems resurface again. Therefore, the robustness of RCA depends on how well we deploy the tool and the inputs that go into that. This webinar focused on figuring out if there is any other alternative to the 5-why analysis and if so some of their merits & demerits.

Objective:

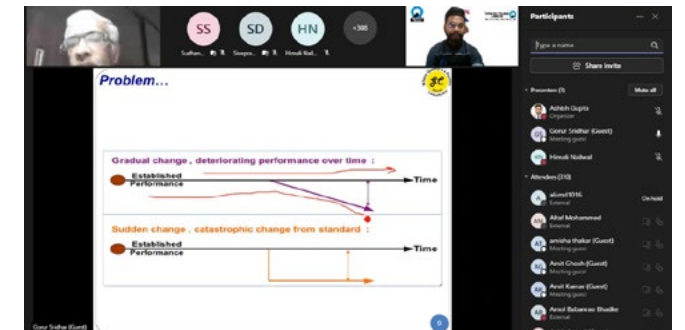
- To clearly understand the differences between a cause and a problem
- To understand the various RCA methodologies in brief and their advantages & disadvantages
- To understand the effectiveness of the elimination methodology in finding the root causes

Key Takeaways:

- Getting to know the various major RCA Methodologies and their usage
- Understanding the components of a Fish-Bone Diagram and the right way of constructing it
- Identifying other alternatives to the 5-Why analysis

- Understanding the limitations of 5-Why analysis vis-à-vis other methodologies

Attended By 470 Participants



Webinar Title

UNDERSTANDING AUTOMOTIVE QMS REQUIREMENTS FOR IMPLEMENTATION AS PER IATF16949:2016 AND ISO9001:2015

Date: 8th March 2022

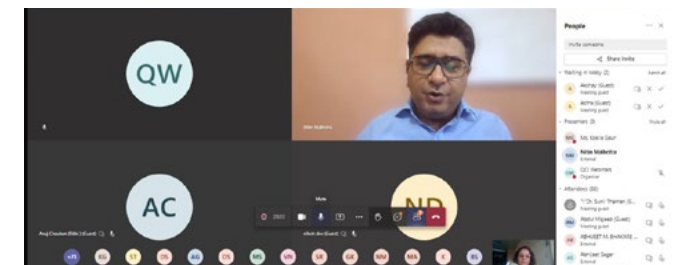
About the Topic:

- Understanding of IATF16949:2016 and ISO9001:2015 requirements for Change Management
- Key Triggers which can affect QMS performance
- Linkage with 4M Change Management requirement of Automotive OEMs

Objectives & Key Takeaways:

- To understand the changes, their impacts and actions to reduce the risks
- To understand 4M Change Management
- To understand the communication needs of the customer in case of any Change

Attended By 160 Participants



Webinar Title:

VDA FMEA (FAILURE MODES AND EFFECTS ANALYSIS)

Date: 12th Mar. 2022

About Topic:

FMEA is a Preventive action tool. It is used in new product design as a DFMEA and in Production as a PFMEA. Additionally, there are other forms of FMEA. The traditional FMEA measures Severity, Occurrence & Detection ratings and computes the Risk Priority Number (RPN). The new VDA FMEA follows a new methodology of adopting Action priority instead of RPN.

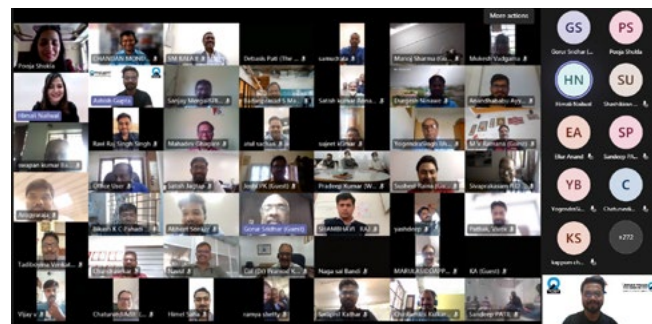
Objective:

- To clearly understand the differences between the existing FMEA & the VDA FMEA
- To understand the various FMEA methodologies in brief and their advantages & disadvantages
- To understand the methodology of the VDA FMEA

Key Takeaways:

- Getting to know the various major FMEA Methodologies and their usage
- Understanding the components of a VDA FMEA template
- Understanding the Action priority tables for both DFMEA & PFMEA
- Understanding the changeover implementation timeline

Attended By 511 Participants



Webinar Title

INTRODUCTION TO LEAN AND SIX SIGMA

Date: 16th Mar. 2022

About Topic:

The webinar aimed to discuss the "Operational Excellence through Lean Six Sigma" in the organization for breakthrough improvements. Lean Manufacturing is a scientific approach to identifying Value Added (VA) and Non-Value Added Activities (NVA) in the process.

Understanding the basics of Six Sigma and the reasons why it's impossible to survive without this in today's scenario. The introduction to the Lean Six Sigma session is a great way to kick off and introduce new employees to concepts that are already in place in the organization.

It is a way towards continuous improvement by improving Productivity, Quality, Reducing Manufacturing costs and Defects, Improving the working environment, Morale of the employees and thus a starting point for any cultural change in an organization.

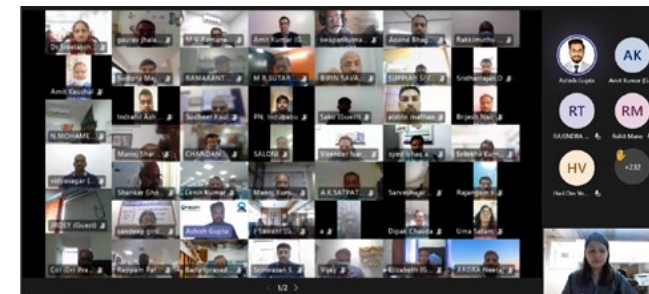
Objective:

- Importance of Six Sigma methodology
- Basics of Lean Manufacturing
- A comparison between Lean and Six Sigma
- Brief about the DMAIC approach
- Comparison of Six Sigma with other business approaches
- Roles of Six Sigma professionals based on the various belts (like Green Belt, Black Belt, etc.)
- Real-life examples of Six Sigma

Key Takeaways:

- How Six Sigma is changing the world.
- Steps to become a successful Lean Six Sigma professional.
- Benefits of Lean Six Sigma.
- Experience sharing the subject
- Application of the tools in the various sectors
- Improved Morale of employees and workers
- Identification of various Wastes and Non-Value Activities in the process
- Importance of Operational Metrics in Lean Six Sigma philosophy
- Customer Delight

Attended By 483 Participants



Webinar Title

THEORY OF CONSTRAINTS: AN APPROACH TO INCREASE PRODUCTIVITY

Date: 22nd Mar. 2022

About Topic:

The Theory of Constraints is a philosophy with one basic assumption that however complex a situation may appear to be, there is an inherent simplicity that governs the performance of an organization.

It identifies the leveraging points to increase productivity for an organization and many times the processes are counter-intuitive to our normal daily mindsets.

The Theory of Constraints has its own Mindsets, Methods and Measurements that complete the whole body of knowledge that makes the practice of TOC applications easy and practical.

Around 30% of world organizations are using the Theory Of Constraints (TOC) to improve and sustain the performance of their organizations. It has been around for more than 30 years ensuring bottom-line benefits when implemented in organizations big or small.

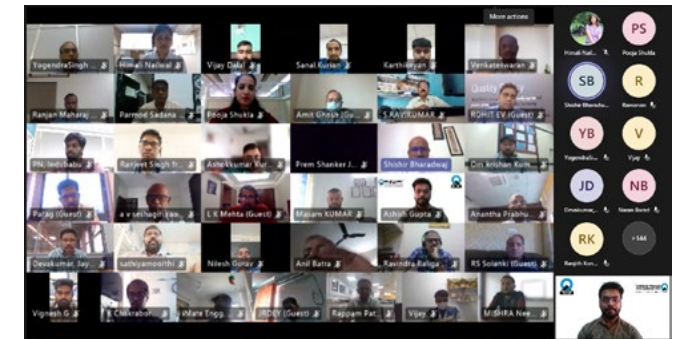
The TOC has applications for Operations Management, Distribution and Project Management and these follow the same concepts of Identifying the constraints and deciding how to exploit them.

Using its own set of measurements TOC has transformed operations in a short period of time. The biggest advantage and gift of TOC is the measurements that link operational measures to overall company performance of Net Profit & Return On Investment. This missing link has been the bane of most of the problems in operations management because costing-based decision making in most cases produces an erroneous decision.

Objective:

- What is a thing called TOC?
- The TOC Measurements
- How to identify Constraints?
- Concept of Cash Constraints
- Customer Delight

Attended By 260 Participants



Webinar Title

RISK AND CHANGE MANAGEMENT

Date: 24th March 2022

About the Topic:

The webinar provided a precise understanding of Risk Management and Change Management concepts to enable practical application in the respective domains of the audience.

Objectives & Key Takeaways:

Introduction of key terminologies like Risk, Severity, Occurrence, Detection, RPN, Contingency Plan, Mitigation Plan, Change Management

- Requirements to establish robust risk management in an organization
- Risk Management Process.
- Change Management Process
- Group Discussion on industry specific examples

Attended By 250 Participants





Webinar Title

PRACTICE OF LEAN AND TOYOTA PRODUCTION SYSTEM

Date: 28th Mar. 2022

About Topic:

Toyota has decided to go back to basics. In 2008, the auto industry lost its poster boy, the Toyota Motor company. It suffered huge losses and needed to pull itself together. After ten years in 2018, Toyota published its way forward for its production system and how the company shall work in the future.

Toyota Production System is the application of lean principles and the techniques developed were the result of standardization of work. Lean has a clear purpose and aim. The very foundation of lean is in deep science and continual improvements towards customer satisfaction.

The pillars of Toyota production are built on a foundation that aims at only stability. Then only the mindsets and standardization achieve high throughput driving out waste from the system.

This webinar touched upon the science behind lean and how Toyota has decided upon the future of the TPS. Why has Toyota decided to go back to basics?

It also delved into the purpose of lean and what it guides the practitioner to achieve. Most importantly the webinar talked about all the necessary conditions that need to be met if we want to be called a lean production system.

During the webinar, we examined all the building blocks of lean manufacturing and brought out all the necessary and sufficient conditions that shall create an effective lean manufacturing environment.

Attended By 370 Participants



Webinar Title

FSSAI LABELING REQUIREMENTS AND UPDATED AMENDMENTS

Date: 31st Mar. 2022

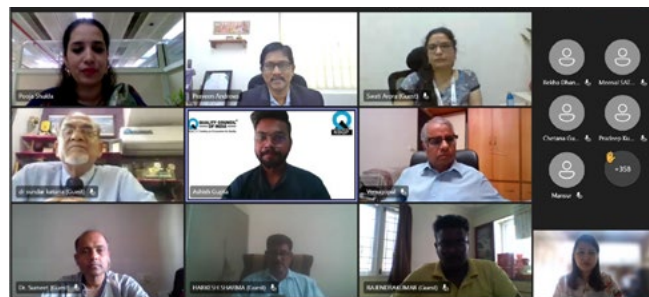
About Topic:

- Regarding mandatory Labeling Requirements for packed food per FSSAI
- Changes in Packaging & Labelling guidelines from the year 2019 to 2022
- How to read a label as a common man
- Labeling requirements of different food categories
- Recent amendments in FSSAI for oil, display of sweets and in invoice requirements

Objective:

All FBO should understand the FSSAI requirements in terms of label and recent amendments in law.

Attended By 582 Participants



1st Edition of OPPI-QCI Quality Award for Excellent Facility of the Year, 2021

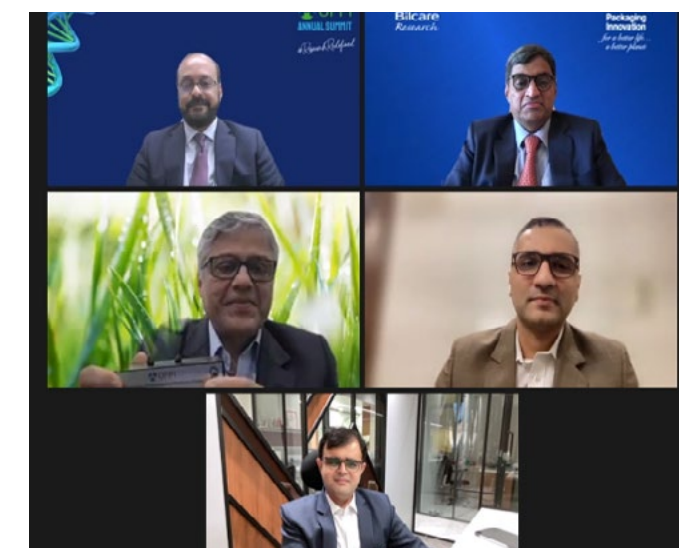
The Award is instituted jointly by the Organization of Pharmaceutical Producers of India (OPPI) and Quality Council of India (QCI) to recognize pharmaceutical facilities excelling in quality manufacturing processes.

The award is launched with the intent to motivate Pharma Industries in meeting the country's agenda of increased manufacturing of pharmaceutical products through high quality of Indian facilities while ensuring global manufacturing standards. QCI through one of its integral boards, i.e National Board for Quality Promotion, has collaborated with (OPPI) and provided technical support for instituting the Award.

The Awards were conferred to the winners during the OPPI's virtual annual summit held on 23rd March 2022. Winners were recognized in 2 categories - Large Pharma and MSME as below:

Category	Organization	Location
MSME	Galentic Pharma	Unit 2, Gandhi Dham, Gujarat
Large Pharma	Medreich Limited	Unit 7, Bengaluru

The Award distribution was done in the presence of dignitaries comprising Mr. Adil Zainulbhai, Chairman QCI; Mr. C.K. Biswas, CEO-NBQP; Mr S Sridhar, President OPPI and MD Pfizer Ltd; Mr KG Ananthakrishnan, Director-General OPPI; Mr Suresh Pattathil, General Manager & Managing Director Allergan India Private Ltd (an AbbVie Company); Mr Mohan H Bhandari, Chairman & Managing Director, Bilcare Limited and Dr. Firdosh S Gardin, Head – External Supply Operations APMA Novartis.





19th Virtual Quality Conclave Involving Local Bodies To Create Awareness Regarding GeM in Rural Areas

Date: 21st January 2022



About Conclave:

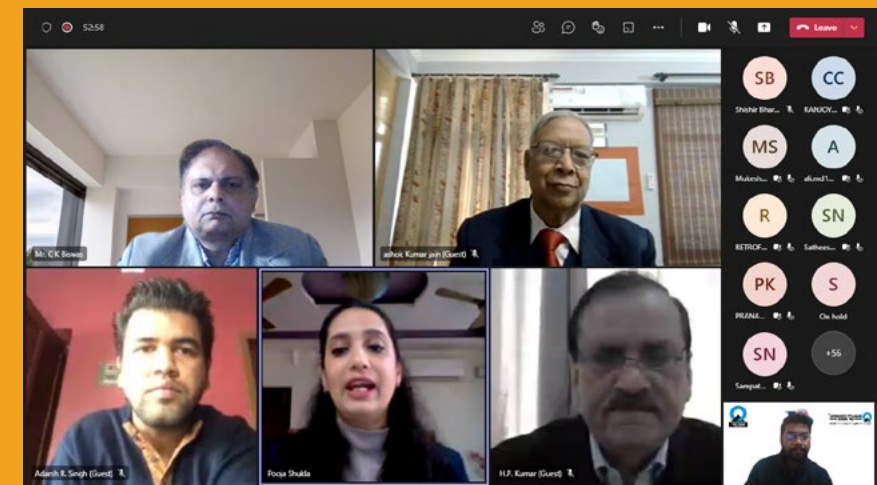
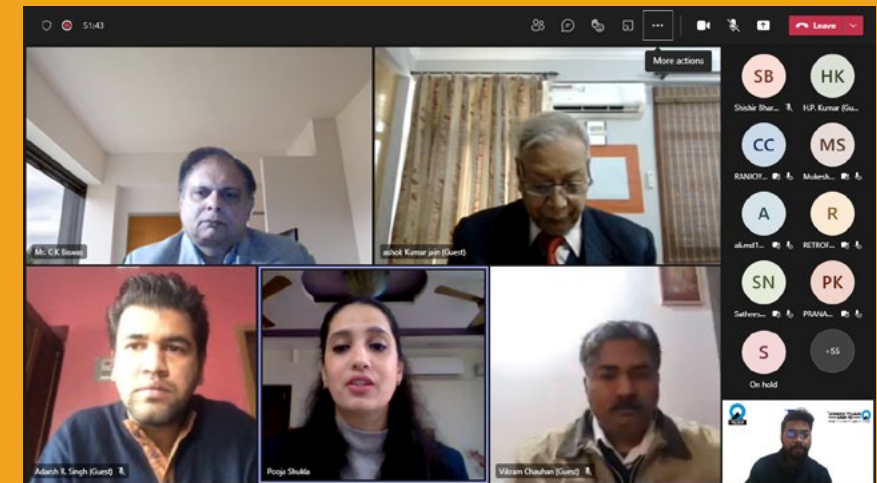
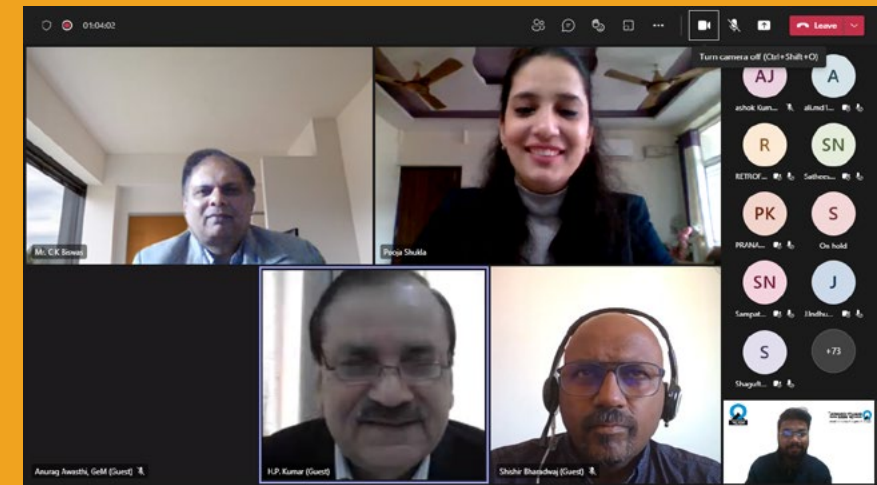
The 19th Virtual Quality Conclave (VQC) was organized to discuss the engagement of the local bodies for creating awareness among the rural population and sharing best practices that could help in enhancing their existing skills through capacity building and specialized training to ensure their survival by the adoption of e-commerce platform, mainly GeM. The conclave also intended to bring together the key stakeholders for a deliberation on the need for mobilisation and capacity building/training of rural artisans, craftsmen, SHGs, etc. The objective of the conclave was to create awareness in rural areas regarding GeM marketplace through involving local bodies, and to provide information about the benefits of enhancing the rural manpower to ensure their survival in a competitive e-commerce platform like GeM.

The conclave included two technical sessions:

- ▶ Onboarding of local craftsmen, artisans, SHGs, etc. on GeM
- ▶ Strengthening the local craftsmen, artisans of India

Focus Areas:

- ▶ Introduction and Journey of GeM
- ▶ GeM for small vendors
- ▶ Seller visibility on GeM
- ▶ Assessment procedure
- ▶ Financial funding
- ▶ Re-seller on GeM



The inaugural session was addressed by

Former DR. H.P Kumar, CMD, NSIC and Mr C.K Biswas, CEO, NBQP.

The Conclave witnessed enriching deliberations from 10 speakers and was attended by 181 participants.



Emerging Scenario in Food Safety & Quality

Date: 8th March 2022
10:30 am - 1:30 pm



About Conclave:

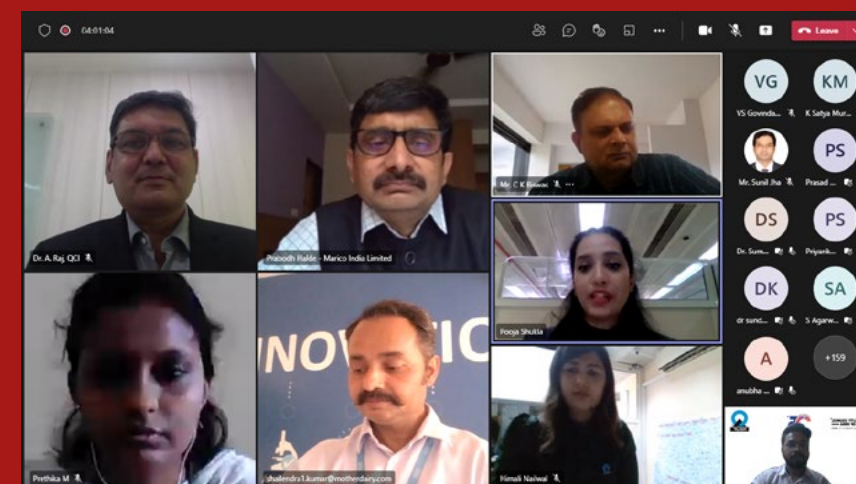
The 20th Virtual Quality Conclave (VQC) was organized to bring together key stakeholders on a common platform giving them an opportunity to discuss and share the emerging technology, innovations and best practices adopted by the regulators, industry, and service sector in these ever-changing circumstances. The food industry was no different when it came to facing challenges due to the pandemic but the industry emerged because of the adoption of new technology, improvisation of standard practices and implementing the latest regulatory compliances.

The conclave included two technical sessions

- Regulatory and Accreditation landscape in Food Industry
- Emerging Technologies and Practices in Food Sector

Focus Areas:

- Food Safety and Quality: Harmonization of Regulations & Standards in line with recent work of Codex Alimentarius
- Conformity Assessment in Food Sector
- Emerging Scenario in Food Safety and Quality for export of Agri Products
- Accreditation Supporting Quality & Regulatory Compliance in Food Sector
- Future-proofing the Food Value Chain: Emerging Technology & Quality Interventions
- Emerging Scenario in Food Safety and Quality- Advanced Hygienic Equipment Design for Dairy Plant
- Food Startups-benefiting from emerging technology
- Hygiene rating scheme for strengthening food safety in food establishments



The inaugural session was addressed by

Mr. Rajesh Maheshwari, CEO, NABCB; Ms. Inoshi Sharma, (IRS), Executive Director, FSSAI and Mr. C.K Biswas, CEO, NBQP.

The Conclave witnessed enriching deliberations from 14 speakers and was attended by 446 participants.



NBQP Celebrates Quality Month

Each year, the month of November is celebrated as 'Quality Month' worldwide. The purpose of Quality Month is to promote quality and innovation culture with emphasis on quality awareness, sharing of knowledge, innovation, and best practices etc. NBQP also celebrated November 2021 as Quality Month by planning and implementing several online competitions. The theme for this year was **"Improving Quality of life by using Renewable Energy."**

Like every year, NBQP/QCI also organized a series of online competitions like:

- Poster Making
- Kaizen Implementation
- Slogan Writing
- Quality Quiz
- Essay/ Quality Success Story
- Photography competition
- A report on Quality Month celebration at your organization

These activities were spread out throughout the entire month enabling a large number of organizations including the quality professionals from across the sectors to participate. Some of these competitions received a good response from all across the country.

Quality Month Competition Winners - 2021

Quality Photography Competition

S.No.	Winner Name	Institution / Company / Organization Name
1.	Vikram Pradhan	Manipal Hospitals
2.	Ravi Suresh Babu	Dhanekula Institute of Engineering and Technology
3.	Mr. Balaji Wadje	Rahuri Semen Station
4.	Dr. Shivkumar Ramarao Patil	Rahuri Semen Station
5.	Manoj Kumar Arora	Rahuri Semen Station
6.	Dr.B.Jacob	Trans Synergy Qualisystems(P) Ltd.
7.	Surbhi Kala	HCG Cancer Centre
8.	R N Raturi	M/s Tata Motors Ltd.
9.	Joseph Devasia	Fatima Hospital.lucknow
10.	Nelly Ekka	Fatima Hospital.lucknow
11.	Prateek Mishra	Fatima Hospital.lucknow

Quality Slogan Competition

S.No.	Name of the applicant	Organisation Name
1	Dr. Rakhi Srivastava	Nethradhama Hospitals Pvt. Ltd.
2	Dr Sai Ravindranath E	NDDB DS Alamadhi Semen Station
3	Swapnali Palshetkar	Octillion Power Systems India Pvt Ltd
4	Ajay Kumar	Animal Breeding Research Organization (India)
5	Priyanka Singh	Ministry of Fisheries, Animal Husbandry & Dairying, Department of Animal Husbandry & Dairying, Central Herd Registration Scheme, Rohtak, Haryana
6	Brij Nath Chaudhary	Animal Breeding Research Organization (India)
7	Preeti Singh	Student (B.R.D.P.G. COLLEGE DEORIA)
8	Manmohan Singh	Animal Breeding Centre, Salon Raebareli U.P., India
9	Narendra Kumar	ABRO
10	Akshay Kushwaha	Animal Breeding Research Organization (India)
11	Kishore Kumar Behera	vedanta aluminium limited,jharsuguda
12	Rathod Atul	Adama India Pvt. Ltd.
13	Manish Kumar Awasthi	Animal Breeding Research Organisation (India)
14	Vani Pusapati	USP India
15	Anusuya Pandithurai	Meenakshi Hospital, Thanjavur, Tamil Nadu
16	Alpesh Mistry	ADAMA India
17	Shiv Pandya	ADAMA India
18	Minesh C. Patel	Adama India Pvt. Ltd
19	Gagandeep Ojha	Vedanta Limited, Jharsuguda
20	Sanjita Rout	Vedanta Aluminium Ltd.
21	Shiw Kumar Ojha	Bharat Sanchar Nigam Limited
22	Neelam Pandey	Quality Vista OPC Pvt. Ltd.
23	R N Raturi	M/S Tata Motors Ltd.
24	Shankar Dasharath Tamhane	Tata Motors PVBU, Pune
25	Riya Bharti	QCI

Quality Quiz Competition

S.No.	Winner Name	Institution / Company / Organization Name
1.	Kumar Saini	Morepen Laboratories Ltd.
2.	Akash Gavhane	VAIPL
3.	Sanjeev Jain	Animal Breeding Research Organisation (India)
4.	Poonam	Yanjan New Material India Private Limited
5.	Dr Pranay Mahajan	AIIMS Jammu



6.	Savita Rani	Housewife
7.	Bhavya	Meenakshi Hospital, Thanjavur
8.	Jitendra Kumar Singh	BHEL
9.	Binod Kumar Satpathy	Bharat Heavy Electricals Limited
10.	Mohit Khurana	BHEL
11.	Pankaj Kansal	Bharat Heavy Electricals Limited
12.	Diwakar Kumar	BHEL
13.	Shis Arquam	BHEL
14.	Aishwarya Sharma	AAEMT Labs Pvt Ltd

Essay/ Success Story Competition

S.no.	Winner Name	Institution / Company / Organization Name
1.	Shankar Dasharath Tamhane	Tata Motors PVBU Pune
2.	Rana Mayank Rajeshbhai	Adama India, Dahej
3.	Ashirbad Tripathy	Vedanta limited Jharsuguda
4.	Nupur Mohanty	Vedanta Aluminium Limited, Jharsuguda
5.	Akshay Kushwaha	Animal Breeding Research Organization (India)
6.	Jignesh Rana	Adama India Pvt. Ltd.
7.	Sneha Banerjee	Accenture
8.	Payal Madhukar Chaudhari	Triveni Turbines Limited
9.	Sachin Poduval	Azure Power
10.	Akash Deepak Kulkarni	Triveni Turbine Ltd.

Quality Month Celebration

S.No.	Winner Name	Institution / Company / Organization Name
1.	Kajal	Max Speciality Films Limited
2.	Imatiyaz Mohammed Salam Bepari	Crompton Greaves Consumer Electricals limited,Goa
3.	Arun Adiverekar	Kirloskar Pneumatic Company Limited
4.	Aishwarya M	ACE INOTEC Manufacturing Pvt. Ltd.
5.	Saurabh	Onkar Engine & Generator Pvt. Ltd.
6.	Mr.Pushkar Sharma	Kartik Home Appliances
7.	Dhaval Parmar	Crompton Greaves consumer Electricals Limited, Vadodara
8.	Ankit Sharma	R.G. Industries, Kundli
9.	Hemant Sharma	Micro Precession Pvt. Ltd., Dharuhera

10.	Ravi Suresh Babu	Dhanekula Institute of Engineering and Technology, Ganguru
11.	Neha Sinha	Sterling Cancer Hospital, Ahmedabad
12.	Mr. Poonam Sain Verma	Neel Metal Products Ltd. – JBM Group
13.	Somanathan MK	Ashok Leyland Limited
14.	Nitin Sharma	Neel Metal Products Ltd.
15.	Sagar Naik	Yanjan New Material India Pvt. Ltd.
16.	Sr Ally	Fatima Hospital.lucknow
17.	Prashanth K	Triveni Turbines Limited,Bangalore
18.	Shiv Pandya	Adama India, Dahej
19.	Surbhi Kala	HCG Cancer Centre
20.	Dr. Suseela Panneerselvam	Sri Ramakrishna Hospital (Multi- Speciality)
21.	Rajeev Pancholi	Exicom Tele-Systems Ltd.
22.	Anand Srivastva	M/s Tata Motors Ltd, Indira Nagar

Quality Poster Making Competition

S.No.	Winner Name	Institution / Company / Organization Name
1.	Kowslaya . G	Professional
2.	Debasish Kuanra	Vedanta Limited, Jharsuguda
3.	Karthikeyan S	Triveni turbine ltd, Bangalore
4.	Murugaveni S	Professional
5.	Deep Patel	Adama India Pvt. Ltd
6.	Ankita Patel	Professional
7.	Sanjay B Patel	Adama India
8.	Sujata Sahoo	Vedanta Limited Jharsuguda
9.	Prajukta Pattanaik	Manupama Technologies Pvt. Ltd., Jamshedpur
10.	Pratibha koundal	Sir Ganga Ram Hospital
11.	Pooja sharma	Sir Ganga Ram Hospital
12.	Pooja	Sir Ganga Ram Hospital
13.	Vani Pusapati	USP India Pvt. Ltd.
14.	Ravishankar S N	Triveni Turbine Limited
15.	Vivek Ramani	Adama India Pvt. Ltd
16.	Ribu Ann Mathew	Tiruvalla Medical Mission
17.	Akila Ganesh	Quality Council Of India - NABCB



Quality Kaizen Competition

S.no.	Winner Name	Institution / Company / Organization Name
1.	Saurabh	Onkar Engine & Generator P Ltd.
2.	Dhaval Parmar	Crompton Greaves Consumer Electricals Limited
3.	Ankit Sharma	RG Industries, Kundli
4.	Yash	Yash Appliances Unit 2
5.	Ravi Suresh Babu	Dhanekula Institute of Engineering and Technology
6.	Sundarlal Patil	Lupin Limited
7.	Priya	Accurate Bearing Components
8.	Sushil Patil	Axalta Coating Systems India Pvt Ltd
9.	Sacchidanand Gogawale	Aadishakti Foundation
10.	Dr Sanjeevani Gogawale	Aadishakti Foundation
11.	Ajay Kumar Das	Vedanta Limited, Jharsuguda
12.	Manswani Kumar Sinha	Vedanta Limited, Jharsuguda
13.	Dr Sanjeevani Gogawale	Aadishakti Foundation
14.	Jeba Shakila . J	Meenakshi Hospital
15.	Shri Shiv Poojan Pandey	Animal Breeding Research Organisation (India)
16.	Manas	Tega Industries Ltd.
17.	Vetriselvi P	Meenakshi Hospital
18.	Shivkumar Ramarao Patil	NDDB Ds Rahuri Semen Station
19.	R.Surya	Meenakshi Hospital
20.	Suma Paul	Sir Ganga Ram Hospital
21.	Pawan Kumar	ABRO
22.	Indrajit	Tega Industries Ltd.
23.	Dr. B. Jacob	Trans Synergy Quality System
24.	Madhusmita Dash	Tega Industries Limited
25.	Kajal	Max Speciality Films Limited

Contributed by: Shruti Gupta

CONSULTANT REGISTRATION SCHEMES OF NBQP

Objective:

To serve as a consultant in various sectors in order to diligently Evaluate, Plan & Implement Improvements in organisation's processes and practices.

Prerequisites:

1. Specific knowledge & skills of relevant Management Systems
2. A sound understanding of issues & challenges related to risk management
3. General knowledge of national and international certification/registration and accreditation
4. Strong analytical , communications & technical skills

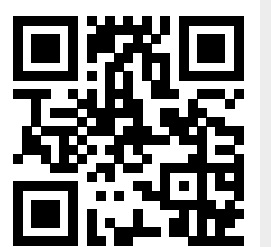
Benefits:

- ▶ Unique Professional Identity through Registration certificate
- ▶ Visibility of his/her details in NBQP Website
- ▶ Free subscription of Quarterly QCI Magazine i.e. Quality India
- ▶ Availing discount on participation fee in the Quality Conclave, Seminars, Training Programs and Periodic events organised by QCI
- ▶ An opportunity to contribute Articles/ Commercial advertisements in 'Quality India' Magazine

Schemes :

- Quality Management Systems (QMS)-ISO 9001
- Environmental Management Systems (EMS)-ISO 14001
- Food Safety Management Systems (FSMS)-ISO 22000
- Information Security Management Systems (ISMS)-ISO 27001
- Occupational Health and Safety Management Systems (OHSMS)-ISO 45001
- Energy Management Systems (EnMS)-ISO 50001

For more details on the criteria & Fee Structure, please visit:
<https://acr.qci.org.in>





www.qcin.org/zed



Apnaenge Zed!

@QualityCouncilofIndia @QualityCouncil qualitycouncilofindia Quality Council of India (QCI)

The Ministry of MSME is in the process of re-launching the Zero Defect Zero Effect (ZED) Scheme as "MSME Sustainable (ZED) Certification" Scheme, with QCI to continue as the Implementing Agency.

Name of the Scheme

MSME Sustainable (ZED) Certification, Ministry of MSME

The Scheme is an extensive drive to create awareness amongst MSMEs about Zero Defect Zero Effect (ZED) practices and motivate & incentivise them for ZED Certification while also encouraging them to become MSME Champions.

- Hon'ble Minister (MSME) chaired a presentation on the MSME Sustainable (ZED) Certification Scheme wherein the finer aspects of the scheme were presented
A 3-member PMU (2nd year) is continuing at O/o MoMSME for finalisation of the incentives for the ZED Scheme and for

Name of the Scheme

WASH (Workplace Assessment for Safety & Hygiene) Scheme

A harmonized standard "Workplace Assessment for Safety and Hygiene" (WASH)" to help the organizations assess their preparedness to restart and run their operations safely amidst the pandemic.

Assessments (Total Applications Received: 550+, Total Assessment Conducted: 520)

List of Assessed Organisations (Government and Private) under WASH Scheme is available at https://docs.google.com/spreadsheets/d/1OP2gL5jJn4L3eyl0WTWslLyoehYGFJsw03En5wwAaVM/edit#gid=0

Name of the Scheme

SAATHI (System for

supporting in various other activities of the Ministry

- The Ministry is considering to include MSME KAWACH (COVID 19 support) for MSMEs on the lines of the WASH Standard
Organized various meetings with MSME stakeholders in order to explore incentives and API integration

Assessment, Awareness and Training for Hospitality Industry), Ministry of Tourism

Through SAATHI (System for Assessment, Awareness & Training for Hospitality Industry), the hospitality industry is being made aware of the precautions to be taken while restarting and continuing operations in their hotels amidst the pandemic.

Self-Certification [Total Units Self-certified: 11049 (more than 3 lakh available rooms)]

For the period of January 01, 2022 to March 31, 2022:

- Participating States/UTs: 14
Number of Units Self-Certified: 71

Detailed analysis available online at: https://saathi.qcin.org/

Name of the Scheme

ODOP project of U.P. Government

The idea is to strengthen Uttar Pradesh's ODOP Quality ecosystem through development of a 'Compendium of Quality Standards' spread across all 75 districts as a ready reckoner for the ODOP producers.

- Developed 'Compendium of Quality Standards' for ~167 products spread across all 75



districts as a ready reckoner for the ODO producers and other activities. Final designing underway.

- Way forward recommended to Government of Uttar Pradesh

Name of the Project

Expanding and Revamping NIDHI & Star Classification System, Ministry of Tourism

The National Integrated Database of Hospitality Industry (NIDHI) is a technology driven system, aligned with "Atmanirbhar Bharat", and is being upgraded as NIDHI+ in order to have more inclusivity, that is, of not only Accommodation Units, but also Travel Agents, Tour Operators, Tourist Transport Operators, Food & Beverage Operators, Online Travel Aggregators, Convention Centres and Tourist Facilitators amongst others.

- Registration forms are live for six tourism categories (Accommodation unit, Food Business Operators, Tourism Service

Providers, Online Travel Aggregators, Convention Centres and Tourism Facilitators)

• **The following components are being completed:**

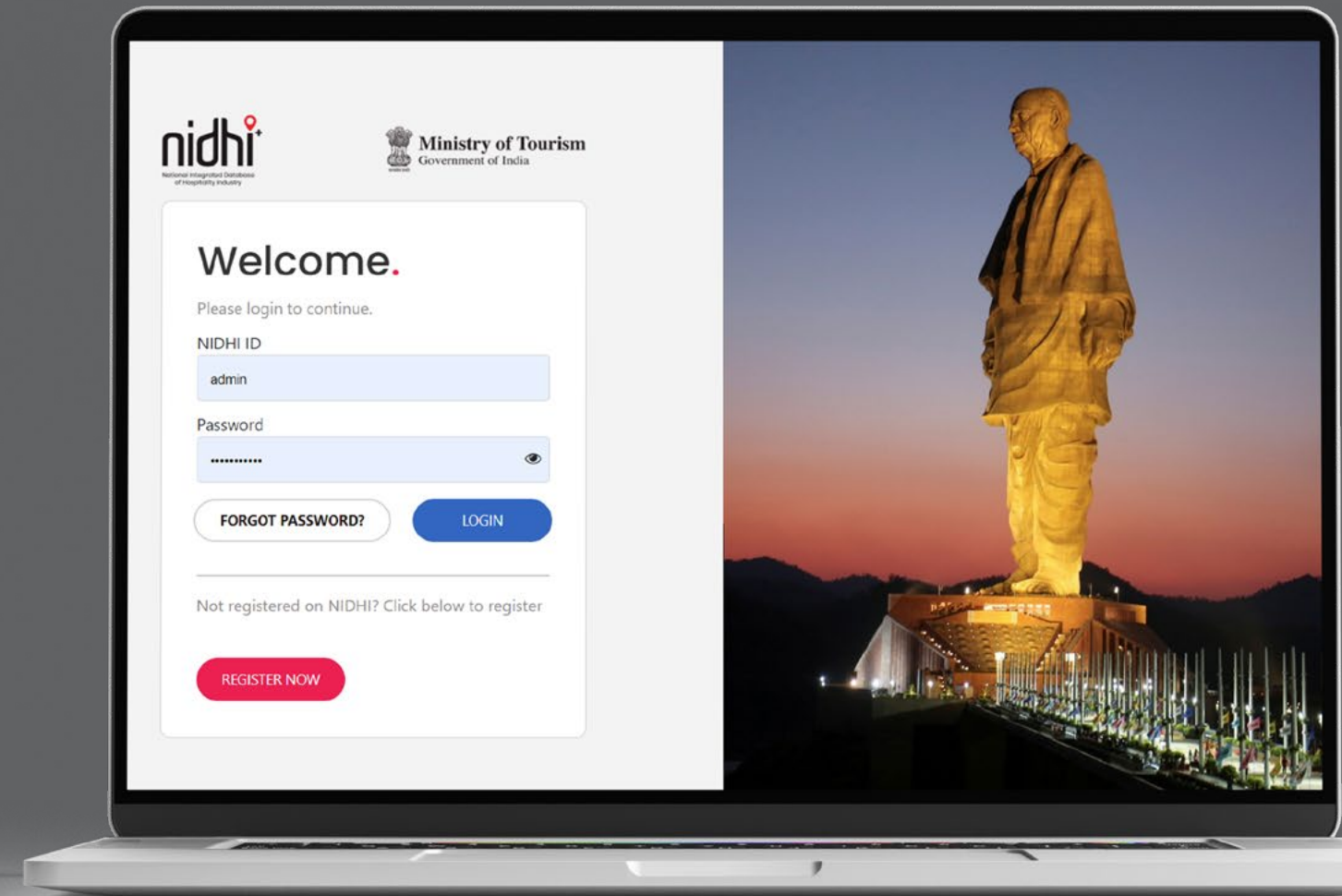
- Registration
- Showcasing
- Star Classification
- Events
- Destinations/Attractions
- Customer Feedback



NIDHI Website



ODOP Compendium



NIDHI Registration Portal



www.qcin.org/padd-schemes



Project Analysis & Documentation (PAD) Division

VOLUNTARY CERTIFICATION SCHEMES

PROJECTS

NGCMA GLP CELL

ONLINE EVENTS

UNFSS

Voluntary Certification Schemes

Voluntary Certification Scheme for Medicinal Plant Produce (VCS-MPP)

QCI, at the behest of National Medicinal Plant Board (NMPB), GoI, has developed and designed a Voluntary Certification Scheme for Medicinal Plant Produce (VCS-MPP). The aim of VCS-MPP is to introduce Good Agricultural Practices (GAP) and Good Field Collection Practices (GFCP) for medicinal plants to enhance confidence in the quality of India's medicinal plant produce among the buyers and consumers.

To support the ecosystem, over 50 trainings have been conducted pan-India sensitizing 3500 attendees and package of practices for 57 species has been approved.



One-day VCS-MPP GAP Training Workshop at Jodhpur, Rajasthan on 21 March 2022



One-day VCS-MPP Sensitisation Training Workshop at Chilpi Ghati, Chhattisgarh on 8 March 2022



One-day VCS-MPP Sensitisation Training Workshop at Dawndi, Balod, Chhattisgarh on 10th March 2022



One-day VCS-MPP GFCP Training Workshop at Morena, Madhya Pradesh on 15th March 2022



India Good Agricultural Practices (IndG.A.P.) Scheme

QCI realizes that the best way to improve the prospects of agriculture in the country is to address food safety, workers health and safety, environment management, and quality of produce. For this, QCI came up with the IndG.A.P. Scheme that not only assists the big farmers but also helps the smallholders to practice good agricultural practices in their farm.

Version 4.1 of IndG.A.P. Certification Scheme has been launched for which a technical training program was conducted for stakeholders. The keynote address in the training program was delivered by the Secretary, APEDA with stakeholders from retail, commodity boards, farmers, FPOs, aggregators etc. present in attendance.



Training program on IndG.A.P. Certification Scheme for Version 4.1

Hygiene Rating Scheme of FSSAI

Scheme for approval of Hygiene Rating Audit Agencies (HRAAs) was developed with an aim to help consumers make informed decisions regarding food outlets where they prefer to eat by encouraging businesses to improve hygiene and safety standards. The recognised agency will verify compliance with food hygiene and safety procedures laid down by the Food Safety and Standards Authority of India (FSSAI).

There has been enhanced interest of stakeholders in the scheme and until date, 19 agencies have been approved.

UAS Certification Scheme (erstwhile Certification Scheme for Remotely Piloted Aircraft Systems (RPAS))

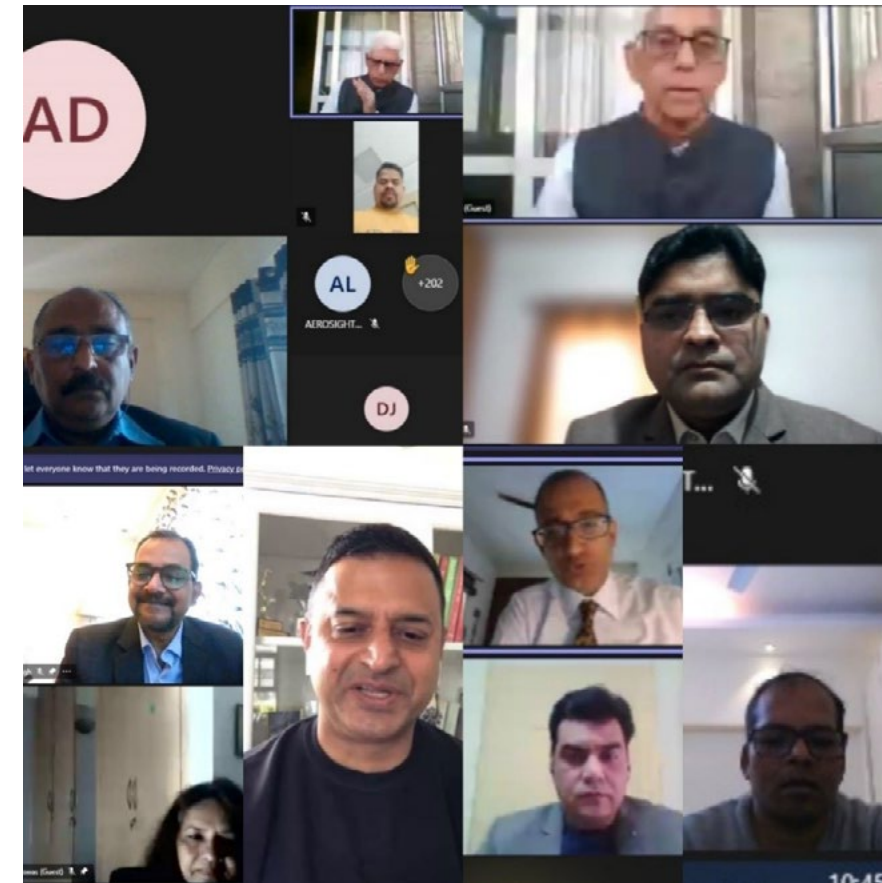


Steering Committee (SC) meeting of UAS Certification Scheme

QCI had launched the Certification Scheme for Remotely Piloted Aircraft Systems (RPAS), duly approved by the Directorate General of Civil Aviation (DGCA), Ministry of Civil Aviation, the regulator for RPAS, in presence of Shri Amber Dubey, Joint Secretary, Ministry of Civil Aviation. Unmanned Aircraft Systems (UAS) Certification Scheme

has been notified by Ministry of Civil Aviation in Gazette on 26 January 2022.

Training Program on UAS Certification scheme was organised on 12th February 2022 which was joined by eminent experts and over 200 participants from the sector.



Training program on UAS Certification Scheme

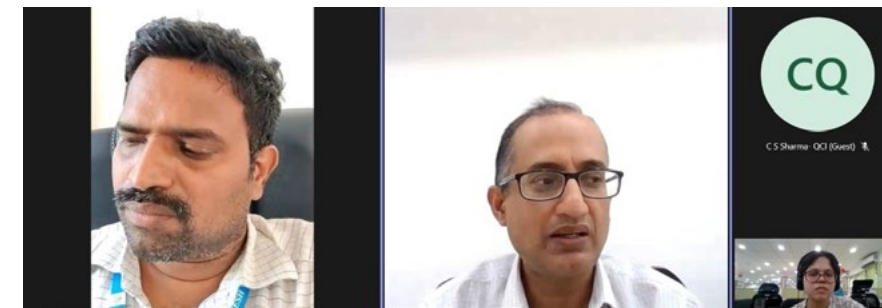
Voluntary Certification Scheme for Traditional Community Healthcare Providers (VCS-TCHP)

The Scheme offers a uniform and standardized assessment framework for TCHPs who manage various streams of health services (jaundice, common ailments, poisonous bites, bone setting, arthritis, and traditional birth attendants) based on their traditional knowledge, experience, and expertise.

A total of 485 TCHPs have been certified under the Scheme till date. The Ministry of Tribal Affairs is being engaged for promotion of TCHP



TC meeting w.r.t development of Conformity Assessment Framework for the Protection of Critical Information Infrastructure was conducted in hybrid mode



Meeting held with Prof. Dr. Nookarapu Srinivasu regarding significance of VCS-TCHP scheme for the tribal communities

scheme as it has a number of training institutions pan-India under their jurisdiction.

Meeting was held with Prof. Dr. Nookarapu Srinivasu, Andhra Pradesh Tribal Cultural Research and Training Mission (Ministry of Tribal Affairs), on exploring the recognition of training institutions.

Projects

Development of Conformity Assessment Systems and Resources for protection of CII for NCIIPC

Agreement was signed between QCI and NCIIPC on 19th Feb 2021 for development of Conformity Assessment framework for strengthening cyber security in critical information infrastructure in power sector.

Technical Criteria for 4 sub-schemes put for perusal before the Technical Committee and Conformity Assessment documents put for perusal before the Certification Committee.

Benchmarking Project

The promotion and marketing of IndG.A.P. is undertaken with close engagement with APEDA through an ongoing project on Benchmarking of IndG.A.P. to GLOBALG.A.P. where projects are in implementation and certification stage.



Spices Board Project

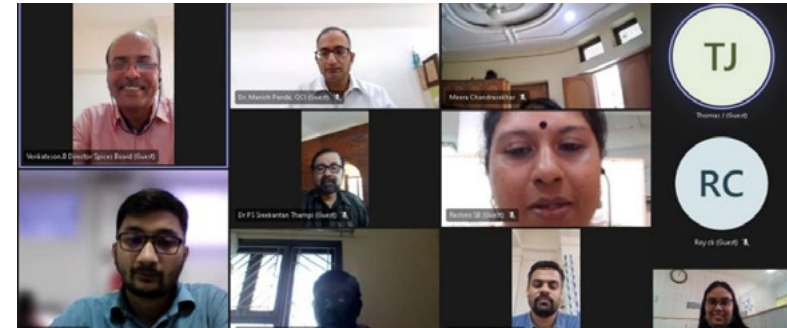
The promotion and marketing of IndG.A.P. is also undertaken with close engagement with Spices Board through an ongoing project on IndG.A.P. certification of spices where projects are in implementation and certification stage.



Audit process of Nedspice project

Accessibility Compliance Mapping and Ranking of Historical Monuments

Project awarded by Archaeological Survey of India (ASI), Ministry of Culture, for preparation of checklist and assessment criteria, conducting compliance mapping and ranking of historical monuments on accessibility.



Meeting with Spices Board, projects and experts of pilot project on IndG.A.P. certification of spices

Research Study on categorisation of work areas and competency mapping of Traditional Craftsmen of India

Project awarded by Archaeological Survey of India (ASI), Ministry of Culture, to undertake a research study on categorisation of work areas and competency mapping of Traditional Craftsmen of India.

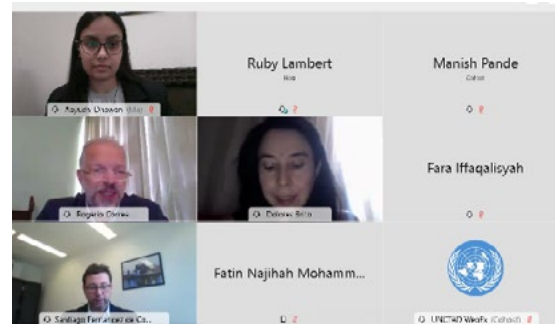
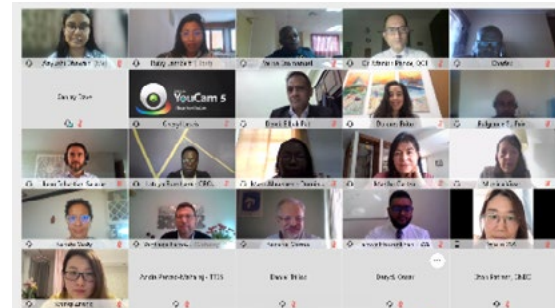
NGCMA GLP Cell

National Good Laboratory Practices Compliance Monitoring Authority (NGCMA) entered into an MoU with Quality Council of India on 31st December 2013 for the effective implementation of Good

Laboratory Practices (GLP) certification programme. PADD assists the GLP program of the NGCMA.

UNFSS

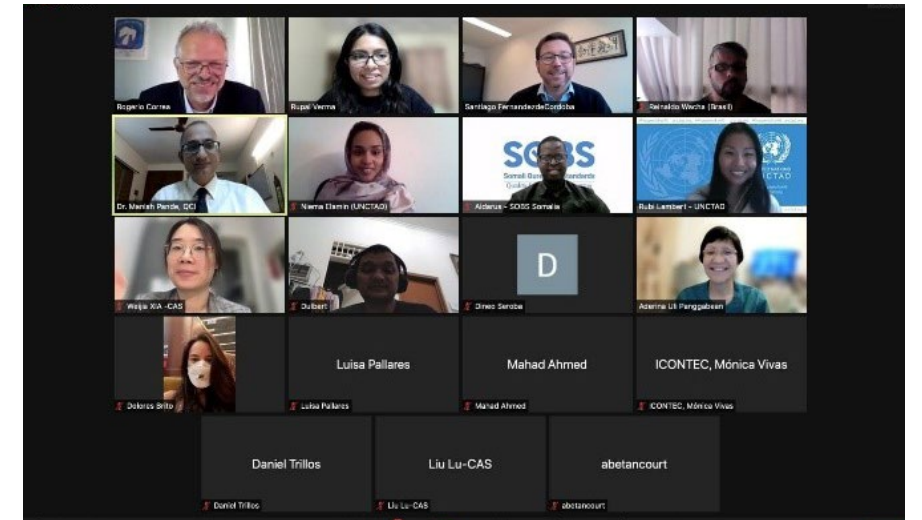
Dr. Manish Pande, Director & Head of Project Analysis and Documentation Division (PADD) was nominated by the members of the National Platform and Initiative Cooperation Network (NPIC Network) to chair the network from 2020 – 2022. Notable development has been that with the efforts of India platform, ARSO expressed its willingness to be a part of NPIC Network, India platform led discussions on the evolution of Food Safety Control System in India, SDG Mapping initiative, benchmarking IndG.A.P. to GLOBALG.A.P. - initiative for harmonization of standardization across economies. The intent was to inform the national initiatives about the level of advancement in the mentioned initiatives and an open invitation to the platforms that India platform is ready to support them in implementation of the endeavours of India platform in their respective nations.



NPIC Network meetings

A webinar for national platforms and initiatives was hosted by the United Nations Forum on Sustainability Standards (UNFSS). QCI participated as the Secretariat of the India National Platform on Private Sustainability Standards (India PSS Platform) as the first national platform on PSS. Participants from all over the world joined to represent their national and regional standards bodies.

The discussion was on VSS and Sustainable Development in order to assist the National Platforms & partners and to provide avenue for dialogues on VSS amongst key actors.



National Platform meeting on VSS and sustainable development

Online Events

Mr. C S Sharma, Joint Director, PADD, QCI participated as a speaker in the conference on Medical Devices Rules 2017 (MDR-17) – Regulation of Medical Devices organised by PHD Chamber of Commerce and Industry. He discussed the relevance of Voluntary Certifications in Medical Devices Sector.



Participation of PADD, QCI in Conference on Medical Devices Rules 2017





www.ppid.qcin.org

Project Planning and Implementation (PPID) Division

The division has mandate to explore Research and Capacity Building activities in the frontier areas relevant to the organizational mission.

The Project Planning & Implementation Division works with various ministries in the government both at Centre and state level. PPID is currently working on more than 35 projects. Some of the key highlights of the projects are as follows:

Third party inspection of Water Supply Schemes under Government of India (GoI) flagship "Jal Jeevan Mission (JJM)" in the state of Himachal Pradesh

SWSM, HP entrusted QCI to conduct the third-party inspection of the schemes executed under GoI flagship scheme Jal Jeevan Mission.

The objective is to carry out inspection of all engineering works as per Annexure VIII of "Operational guidelines for implementation of JJM" relating to civil, mechanical and electrical components executed under in-village and other than in-village infrastructure (intake structures, treatment plants, intra and inter district distribution network, balancing/intermediate reservoirs, pumping and electrical systems etc.,).

An MoU has been signed between QCI and SWSM, HP on 11th Nov 2021

at JJM Mission Director's office in Shimla. QCI is conducting inspections for all engineering works (Civil, Electrical & Mechanical), Labour, Safety and payments related specifics for the 113 presently allotted schemes from the district of Una, Kangra (Nurpur) and Bilaspur. From 18th Dec 2021, QCI has initiated TPI in Una, Nurpur and Bilaspur circles.



Third-party testing of treated wastewater by functional STPs, MoHUA

With AMRUT 2.0, the vision of the government is to focus on increase reuse and selling of treated used water to ensure lesser dependency on fresh water and enhance circularity. An on-field assessment of 79 STPs constructed under AMRUT across 12 states will be carried out. Samples of treated water will be collected to understand reuse potential along with GIS based mapping of industrial clusters within specified radius of the STP.



Swachh Sahar Prajogita, Odisha

Swachha Sahar Pratijogita was launched by Government of Odisha to ensure paramount importance is given to the level of cleanliness in the State. The state entrusted Quality Council of India to conduct the assessment in 114 Urban Local Bodies (ULBs) on solid waste management. The goal of the assessment was to deliver services that were primarily focused on citizen's satisfaction and for close and effective monitoring of urban sanitation services. The assessment thrusts on the sustainable waste collection, segregation, processing, and disposal.



Unloading of grains at FCI warehouse



and linked, as per their respective eligibilities, to the existing welfare schemes of the Government of India, designed as safety nets to protect the street vendors from the socio-economic risks and insecurities of life and livelihoods. Objective of the project is to assist in preparing the socio-economic profile of street vendors covered under their PM SVANidhi Scheme in the selected 125 cities for which QCI has developed a web portal and mobile application to capture and reflect the data. Till date, 8.5 lakh street vendors and 17 lakh of their family members have been

Assessment of 434 Grain Procurement Centers (Mandis), Food Corporation of India

Third-party assessment of 434 Mandi / PPC centers across 24 states with the following objectives

1. Compliance to SOP
2. PPC/ Mandi Infrastructure assessment
3. Farmer satisfaction
4. Quality testing of the procured grains

As on 31st March, 2022, around 70 Mandis have been completed across

Chhattisgarh, UP, Andhra Pradesh, Tamil Nadu, Kerala, Assam, WB, Madhya Pradesh.

SVANidhi se Samridhi

The PM SVANidhi Scheme was extended by Ministry of Housing and Urban Affairs (MoHUA) to 'SVANidhi se Samridhi' for empowering street vendors with holistic development and economic upliftment. Under this project beneficiaries and their families were profiled



Camps organised for scheme linkages of SVANidhi se Samridhi

profiled. 21 lakh scheme linkages have been completed to these beneficiaries. Proposal for extension of SVANidhi se Samridhi to 4500 ULBs was accepted by MoHUA in Aug'21, under which first batch of 126 ULBs are being added and the program will roll out soon.

Quality Assurance of Oxygen Concentrators

The Ministry of Health and Family Welfare indicated that oxygen concentrators (domestically manufactured) being procured by ONGC to be inspected by QCI on behalf of Government of India. The target is to procure 71,563 OCs as conveyed by ONGC. The Quality Assurance steps required to be fulfilled by the manufacturer:

- ISO 13485 or ICMED 13485 Certification from NABCB-Accredited Certification Body
- In-house testing equipment/ bench calibrated through NABL Accredited Calibration Lab



- Type testing and evaluation – for every model from external NABL-Accredited Testing Lab(s)
- Routine tests at in-house testing bench for 100% of the products

There are eight domestic manufacturers through which ONGC is procuring the OCs that are in Bengaluru, Coimbatore, Hyderabad, Visakhapatnam, Solan, Aligarh, Manesar, Pune. As on March 30th, 2022, more than 68,000 OCs have been covered for inspection.

Third-Party Sampling, Testing & Analysis of Coal

Quality Council of India stepped into Third-Party Sampling on 9th August 2017, with an aim to provide a holistic quality determination and monitoring system for coal supplies to consumers. Initially, QCI started with facilitating independent sampling services to a part of the Power and Non- Power consumers. QCI has executed around 2800+ tripartite agreements among the coal companies and coal consumers for availing the TPS facilities. QCI has commenced operations at 300+ loading points across the CIL's subsidiaries. QCI has sampled around 310+ Million Metric Tonnes (MMT) of



coal, since the inception.

Atal Bhujal Yojana

Atal Bhujal Yojana, a Central sector scheme with an outlay of Rs 6000 crores, covering 222 blocks across 7 water stressed states. The scheme aims at sustainable groundwater management through community participation, demand side interventions and convergence of ongoing Central and State Water Schemes.

In the first phase of DLI-2, Desktop Assessment of 1930 Water Security Plans was carried out in the month of October 2021 with the on-field verification of qualified 48 WSPs (at Gram Panchayat Level) being concluded in November 2021. Due to the alterations in the verification protocols for DLI-2, another phase of verification for the same was conducted in the January 2022 cycle.

A total of 3187 Water Security Plans were received out of which QCI conducted field verification of 651 Gram Panchayats. After due verification and analysis, QCI has recommended 2251 Gram Panchayats for the disbursement of funds under DLI-2. In addition to DLI-2, funds for a total of 193 Successful occurrences under DLI-1 will be disbursed in this cycle.

After incorporating all the changes suggested by the senior officials at the Ministry of Jal Shakti and World Bank, the final report of Second Round of Verification was submitted to the Ministry of Jal Shakti on 18th February 2022.



RACB



Research Analysis and Capacity Building (RACB) Division

The division has mandate to explore research and capacity building activities in the frontier areas in order to meet the goal of organization in the quality improvement initiatives covering each domain of human life.

Scheme for Transformational and Advanced Research on Science (STARS)

This project is one of the prestigious projects sanctioned to the division by Indian Institute of Science, Bengaluru (IISc.) and Ministry of Education (MoE).

140 high-end research projects, awarded to principal investigators of institutions of eminence, have been evaluated to assess the impact of scientific attempts on new research outcomes which have potential to inculcate into new technology, device & product. Evaluation have been carried out based on term of reference, methodology and set of questionnaires involving expert opinion of scientific & academic experts. Both physical



and online procedures have been followed to obtain data towards useful and requisite analysis. The report has been successfully submitted to Indian Institute of Science, Bangalore and has been accepted.

Overview

R&D research projects from 6 domains: Physical Sciences, Biological Sciences, Nano Sciences, Data Science & Mathematics, Earth Sciences and Nano Sciences respectively have been evaluated and successfully assessed for impact analysis.

developed by the division and submitted to DSIR. The main aim of the proposal implies to information related to potential and patented technologies developed by the scientists in the country. It is a scientific R&D proposal and the time duration of the proposal is expected to be for 1 Year. The proposal is shortlisted by DSIR for the award. We have presented the proposal to expert committee of DSIR in January 2022.

Indo- U.S. Science & Technology Forum

This is one of the most prestigious proposals awarded to us by IUSSTF, an autonomous body of DST, Government of India.

The main aim of this proposal is to carry out impact analysis of IUSSTF's programmatic portfolios. The analysis will include impact evaluation of completed and ongoing research projects/Fellowships/collaborative R&D tie ups/scientific exchange programs/innovations/as well as several other science and technology perspective programs being taken up by the forum followed by an outcome-based assessment framework to obtain the desired outcomes.

Several rounds of internal and external meeting have been conducted to finalize the methodology and for the framing of questionnaire. Further work is in progress.

Scholarly Articles

Decoding need for extended producer responsibility policy.



A2K+ Proposal on Technologies

This proposal is conceived and





E-LEARNING

Training and Capacity Building (TCB) cell is pleased to announce the launch of its newly developed website (<https://tcb.qcin.org/>) with an aim to reach out to people around the globe faster and with ease.

Launch of Series of e-Learning Capsule Courses

On the glorious occasion of QCI's 25th Anniversary, TCB/ eQuest has initiated the release 25 e-learning capsule courses enveloping variety of domains to benefitting members every industry/ workplace.

The courses have a run time of about 40 minutes, to cover the course in its entirety.

Some of the courses in our catalogue are designed to promote the schemes already created by QCI and its constituent boards/project groups such as PADD, NABET, NACCB etc. The realms of 25 courses are Technology, Systems, Operations, Quality, Management and Marketing and other Sector Specific. These courses are market driven and curated while keeping in mind the demands of the industry and everyone who wishes to avail these courses

Most of the capsule courses are live now and are available at a nominal fee.

e-Learning CAPSULE COURSES
Training and Capacity Building Cell, eQuest is initiating Series of Capsule Courses with a catalogue of 25 courses to celebrate the glorious occasion of QCI's silver Jubilee and to support the mission of Make in India.

The initiative is intended to continue with varied courses of market relevance in future.
The Capsule courses shall be curated to befit the requirements of the individuals working or intent to work across Supply chain.

Realms of Courses-

- Technology
- Systems
- Operations
- Quality
- Management
- Marketing
- Sector Specific

The Ecosystem of eQuest

- Students
- Professionals like regulators, public sector officers, MNC, MSME
- Entrepreneurs
- Assessors and Consultants

It is our promise to help you take your first step on the bridge to success in this ever-changing world and provide you with knowledge and skill anytime, anywhere.

or write to us at: equestsupport@qcin.org

For more details and to register for the courses, head on over to <https://equest.co.in/>

Community Level Training For Jal Jeevan Mission (JJM)

As the Key Resource Centre (KRC) for Jal Jeevan Mission (JJM), TCB conducted two 4-day residential training for the participants of Level-3 (community level) in the districts of Panchkula and Rohtak during 8-11 March 2022 and 13-16 March 2022 respectively. A total of 143 participants attended these programs. The aim of these trainings is to transform the drinking water supply sector through capacity building initiatives such as dissemination of knowledge, development of educational materials, documentation of best practices, etc.

The trainings also include, visit to villages for an application and experiential based learning.



Training in the Virtual Space

Continuing to with the tradition to hold instructor-led-trainings virtually, 24 virtual trainings have been successfully concluded on various accreditation & certification standards and other general topics. In this quarter, about 824 professionals have registered with us.

TCB has offered various trainings exclusively for the organizations -

- 2 Trainings on ISO/IEC 17025:2017 - Risk Management requirements & implementation in Laboratories for the officials of Central Power Research Institute (CPRI).
- Training on ISO/IEC 17025:2017 for the officials of Delhi Jal Board through one of the consulting firms.
- 2 training under the National Jal Jeevan Mission (NJJM) for officials of middle management level or L2 from the states of Kerala, UP, MP, Assam, Jharkhand

On 10 February 22, TCB successfully concluded a 3-day instructor led virtual training Lean Six Sigma Green Belt Certification. This marks the 4th successful training of the same. The course is based on the American Society for Quality's (ASQ) Body of Knowledge (BoK) and is offered in online mode imparting thorough understanding of various topics of BOK

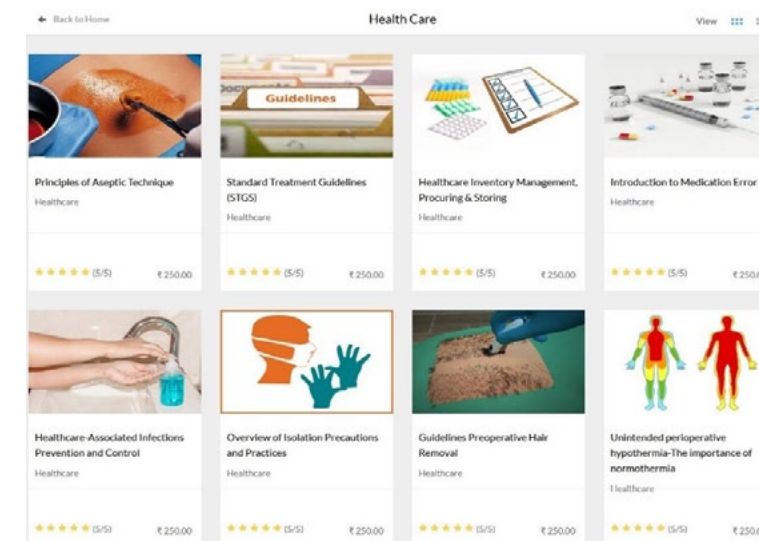
by an industry expert and a certified Six Sigma professional. 'Lean Six Sigma Green Belt Training and Certification' is awarded to people who successfully complete and pass the examination.

Two webinars were also organized as KRC under JJM where 255 officials registered from the states of Odisha, Arunachal Pradesh, Jharkhand, Meghalaya, Sikkim, Karnataka, Maharashtra, UP, and Punjab and from UTs Andaman & Nicobar, Leh and Puducherry participated.

From the Dashboard of eQuest

In eLearning, a total of 733 learners registered with eQuest wherein 486 registered in paid courses. 470 learners completed their course and were awarded certificates.

According to the demands of the market and the needs of the learners, 8 short term courses are created in the domain of healthcare. These course are now live on the portal and can be availed by the learners.



Inked MoU with University to Make Youth Capable

MoU has been signed between QCI and C.V Raman Global University, Bhubaneswar with the aim to recognize QCI for capacity-building interventions in the form of learning activities to enhance employability for their students while using eQuest platform.

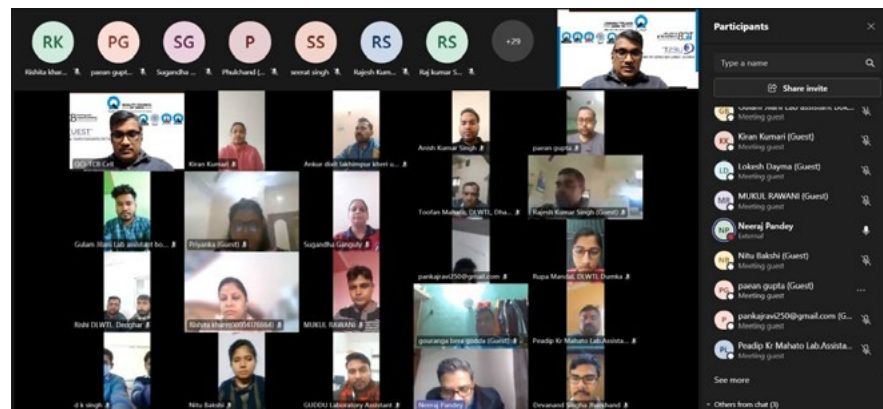
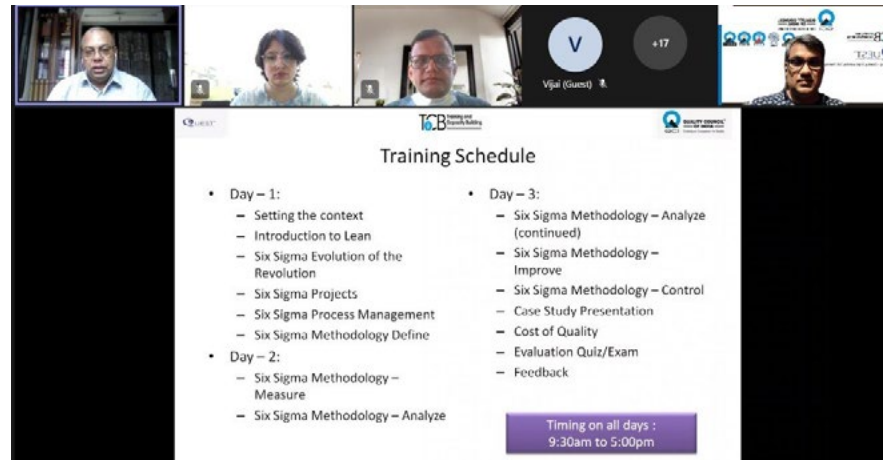
Association with Swayam Continues

On SWAYAM, an eLearning platform of Ministry of Education has commenced with two courses by eQuest viz. Continuous Quality Improvement (CQI), this marks the 5th batch on their platform. Currently, 1732 students and professionals have registered for the course. Secondly, 1st batch of Total Productive Maintenance (TPM) has

begun with 718 people registering for the course.

Presence of TCB Across The Globe

- TCB Head, Alok Jain as APAC Dy Team leader, completed the evaluation of OZAK, Uzbekistan during 21-26 January and between 1-2 March 2022
- He was also a part of the Task Group of AFRAC where he completed the review of the evaluation report of SANAS, South Africa
- He also conducted the evaluation of SAC Singapore for its calibration accreditation program as a Team member during 14, 21-22 March 2022



OUR SOCIAL MEDIA PRESENCE

Tweets Tweets & replies Media Likes

QCI #WearAMask @... · 09/03/22
Media Coverage of the 1st day of the 4 Day Residential training of community level for @jaljeevan_ and @QualityCouncil broadcasted by @DDChandigarh.

#WomensDay #WomensDay2022 @QCclearing



75 views

QCI #WearAMask @... · 09/03/22
The employees at QCI enjoyed learning about Positive Habits for #WorkLifeBalance from the great erudite, Ms. Anju Tandon, & involved in interesting tips & tricks to create balance in life. Ms.Tandon conducted a workshop for the occasion of International

Tweets Tweets & replies Media Likes

QCI #WearAMask Retweeted **Adil Zainulbhai** @Adil... · 10/01/22
ONDC started the year with a bang. Organised a Grand Hackathon with more than 120 organisations collaborating to work on 14 challenges to transform digital commerce in India; A first of this kind initiative in the world.

ONDC India @OND... · 09/01/22
Shri Anil Agrawal @anilarch congratulates 120+ teams for the overwhelming response and shares his vision for the future of #ONDC #network in his closing remarks at #ONDCGrandHackathon.

Who will win the hackathon? Winners to be announced this week. Stay tuned!

@svembu @snjyn
Show this thread



Tweets Tweets & replies Media Likes

QCI #WearAMask @... · 21/01/22
For 25 years, #QCI has been India's leading authority in the adherence of #quality standards in every sphere of human activity. Join us as we celebrate our 25th #anniversary.

#QualityMatters @DPIITGol @PMOIndia @anilarch @RaviPSingh @PiyushGoyal @DoC_Gol @PIB_India @MIB_India



755 views

QCI #WearAMask @Quality... · 1h
Mark Graban once said, "Every action is an opportunity to improve". It is in this spirit that eQuest, TCB has launched courses in Quality for students & professionals.

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QCI #WearAMask @... · 08/03/22
QCI kicked off the 1st day of the 4-day Residential training of the @jaljeevan_ at Holiday Inn, Panchkula. The event was graced by Director WSSO, SE PHE Circle Ambala, EE PHE Panchkula, & State HRD & IEC consultant. The participants of the event were majorly comprised of women.



Jal Jeevan Mission II #AzadiKaA... and 9 others

QCI #WearAMask @... · 08/03/22
#VirtualQualityConclave

An Analyst at PADD, Ms. Prethika M. talks about a hygiene rating scheme that helps consumers to make informed decisions revolving around food outlets while at the same time motivating food outlets to improve & maintain

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HURRY UP Submitting the applications before 15th Jan, 2022 NO APPLICATION FEE

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QCI is on a hiring spree! We are #Hiring for the position of Project Manager (Operations) for the PAD Division. Do you meet the given prerequisites?

Use the given link to learn more and apply: ppid.qcin.org/careers

#management #problemsolving #projectmanagers #project



WE ARE HIRING
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For more info: ppid.qcin.org/careers

PADD_QCI

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QCI #WearAMask @... · 15/01/22
#ArmyDay commemorates the day Field Marshal K.M. Cariappa took over as the Commander in Chief of the #IndianArmy. With its motto of Service over Self, the Army has kept us safe for years since its inception in 1949. We thank all the brave souls that guard us and keep us safe.



101 views

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QCI #WearAMask @... · 18/03/22
May this #FestivalofColours bring joy, happiness, laughter, glee, and infuse new energy into everyone's life. We wish you all a #HappyHoli and urge you to Stay #Safe.



CELEBRATING 25th ANNIVERSARY Happy Holi

112 views


QCI #WearAMask @... · 18/03/22
The 1st #OrdnanceFactory in India was founded way back in 1801 near Kolkata. We celebrate #OrdnanceFactoryDay

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QCI #WearAMask @... · 14/02/22
New Edition Alert!

We are delighted to announce the release of our latest issue of 'Quality India'. In the eternal annals, a new set of recollections has been recorded. Now onwards, our e-Magazine will be presented in a flipbook manner.


Click the link: online.flipbook.com/view/883714316/



National Board for Quality Prom... and 9 others

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QCI #WearAMask @... · 20/01/22
#QCI is completing 25 years of #Quality Excellence tomorrow. However, due to a surge in the pandemic, we are not celebrating this great occasion with all of you. We are hard at work to form new plans to show our appreciation for all the support. #StayTuned for more information.



QCI's 25th Anniversary

We are excited as QCI turns 25 tomorrow. However, given the pandemic situation, the planned events and celebrations have been called off for now.

Stay Tuned For More Information

QCI #WearAMask @... · 20/01/22
#QCI urges your participation for the 18th #ONDC on the theme: Evolving

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QCI #WearAMask @... · 17/03/22
On the occasion of #Holi, the festival of colors & vibrance, of spring, rebirth & youth, our SG, Dr. @RaviPSingh talks about the significance of #transformation that goes beyond tweaking. We reflect on what the true vibrant transformation is. We wish you a Safe & #HappyHoli!



209 views

QCI #WearAMask Retweeted **Piyush Goyal** @Piyus... · 16/03/22
Speaking at ACMA Atmanirbhar Excellence Awards

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QCI #WearAMask Retweeted **Adil Zainulbhai** @Adil... · 21/01/22
It gives me immense pleasure to share with you all, a major milestone in history of QCI, as we complete our 25 years today. QCI shall continue to make efforts in building our nation and strengthening the quality ecosystem.



CELEBRATING 25th ANNIVERSARY 21st JANUARY 25 Years of Quality of India

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QCI #WearAMask Retweeted **Narendra Modi** @nare... · 21/01/22

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Do you like spicy food? Ever wondered, what your spice tolerance...

Adil Zainulbhai @Adil... · 10/01/22
ONDC started the year with a bang. Organised a Grand Hackathon with more than 120 organisations collaborating to work on 14 challenges to transform digital commerce in India; A first of this kind initiative in the world.

ONDC India @OND... · 09/01/22
Shri Anil Agrawal @anilarch congratulates 120+ teams for the overwhelming response and shares his vision for the future of #ONDC #network in his closing remarks at #ONDCGrandHackathon.

Who will win the hackathon? Winners to be announced this week. Stay tuned!

@svembu @snjyn
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QCI #WearAMask Retweeted **NABCB** @NABCB_QCI · 29/01/22
NABCB officials attended two days virtual training on Principles and Requirements of ISO/IEC 17029:2019 for Verification and Validation Bodies sponsored by PTB Germany.



Training Capacity B & C
Dishanka - SLAB (Course) B
Mishra - LAA (Course) B
A.K. Bhat (Course) B
Piyush M
DTP: Ume Minner (Course) B

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QCI #WearAMask @... · 10/01/22
#हिंदी दुनिया की पांचवी सबसे ज्यादा बोली जाने वाली भाषा है। #WorldHindiDay इस भाषा को उसके श्रद्धालु रूप में मनाता है और भारत के बाहर भी कई देशों में बोली जाने वाली और सिखाई जाने वाली अंतर्राष्ट्रीय भाषा के रूप में हिंदी के उपयोग और स्वीकार्यता के बारे में जागरूकता बढ़ाता है।



JANUARY 25
हिंदी विश्व की हार्दिक शुभकामनाएं

हिंदी भाषा पर है अविभाज्य वह है इसकी देव ले उन्नत !

QCI #WearAMask @... · 09/01/22
We commemorate #PravasiBhartiyaDivas to applaud contribution of this community to

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QCI #WearAMask @... · 01/02/22
The government presented the Union Budget for the financial year 2022-23. This year's #Budget is aimed to boost growth in the economy. Here are some of the highlights from the session. #UnionBudget #Budget2022 #AatmaNirbharBharatKaBudget



growth is estimated to be 9.2%
75 digital banking units in 75 districts
minimum tax for cooperatives from 5% to 10%
market for PLI for manufacturing of high efficiency modules for photovoltaic

DPIIT India and 9 others

QCI #WearAMask Retweeted **NABCB** @NABCB_QCI · 01/02/22
Webinar on "Accreditation for Inspection Bodies and it's benefits to Industry & Govt. Bodies" was held successfully on 31 Jan 2021 with 130+ attendees including participations from other nations like Botswana, Bhutan,

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QCI #WearAMask Retweeted **NABH** @NABH_QCI · 14/03/22
NABH is proud to announce the accreditation of FIRST hospital in Srinagar. RRIUM Grateful for the support of Ministry of Ayush @moayush lead by Hon'able Ministers @sarbanandsonwal @DrMunjparaBJP Sel @vaidyakotecha #DG CCRUM

@QualityCouncil @RaviPSingh @AdilZainulbhai @dramok

AYUSH Unani @Ce... · 13/03/22
Dr Atul Kochhar, CEO @NABH_QCI @QualityCouncil presented NABHCertificate for RRIUM, #Srinagar to Prof.Khan, DG #CCRUM in the presence of Hon'ble Ministers @sarbanandsonwal @DrMunjparaBJP @moayush #Unaniday


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QCI #WearAMask Retweeted **PADD_QCI** @PADD_QCI · 12/02/22
Thrilled to announce that we are joined by 200+ participants in the Training Program on Certification Scheme for Unmanned Aircraft Systems (UAS). Thank you to our esteemed dignitaries, speakers & participants.

Join to know more about the drone industry : teams.microsoft.com/j/meetup-join/



1-Day Sensitization Program Certification Scheme for Unmanned Aircraft Systems (UAS) 12th February 2022 Time: 10:00 AM - 1:00 PM

MoCA_Gol and 8 others

QCI #WearAMask Retweeted



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Geographical Indications

A tool for empowering India's Artisans

Geographical Indications (GI) refers to an indication which identify its goods that have a specific geographical origin and possess qualities or a reputation that are due to that origin.

GI is a type of Intellectual Property Rights and in India, the registration and protection of Geographical Indications is based on Geographical Indications of Goods (Registration and Protection) Act, 1999.

Currently, there are more than 400+ products protected and registered as GIs and categorized into Agricultural, Natural, Manufactured, Handicraft, Food stuff. Prominent examples of GIs include Lucknow Chikan, Kashmir Pashmina, Bikaneri Bhujia, Basmati, Kannauj Perfume among others.

The registration of a product as GI provides legal protection to the product from any unauthorised use. Thus, it enables those who have the right to use the indication to prevent its use by a third party whose product does not conform to the applicable standards. This protection helps the product to maintain its uniqueness and quality and provides it a brand which increases its demand and promotes overall economic prosperity of producers of goods produced in a geographical territory.

A product can be applied for a GI tag by any association of persons, producers, organisations or authority established by or under the law representing the interest of the producers. The application for a GI product is examined by the Geographical Indications Registry in consultation under

a due process post which the application is rejected or accepted. After a product has been registered as a GI, the producer of it can apply for registration as an Authorised User who has the exclusive rights for the use of the GI.

A GI tag serves as a powerful tool to uplift the artisans of the country. With more than 200 handicrafts/handlooms registered, many prominent arts and their artisans come under its ambit. The GI tag automatically provides a brand of uniqueness to a product which is highly sought after in terms of consumer demand. With the GI Authorised user tag, i.e, the manufacturer is a registered GI artisan, the credibility of the product in terms of quality as per the GI norms is maintained. Additionally, the GI user tag can help in better identification of genuine artisans for any of its policies for Geographical Indications.

The present article discusses how the Geographical Indications can serve to facilitate the upliftment of artisans focussing mainly on the challenges in the GI landscape and suggesting actions to address the same.

CURRENT CHALLENGES

There are currently many challenges and issues in the Geographical Indications landscape of the country. Some of them are discussed below:

- No awareness among the artisans and consumers about Geographical

Indications. This leads to a low demand of GI Products

- Inability of artisans to utilize the GI status of their products
- Fragmented value chain mainly dominated by middlemen and large traders
- Lack of proper quality check mechanism to ensure the quality of the products as per the GI norms
- Absence of any GI based direct incentive/policies by the government for artisans in terms of financial, design, entrepreneurial support
- Lower income/wages for artisans
- Dwindling labour and low willingness to work in the sector among the coming generation of artisan community due to low growth prospects

RECOMMENDATIONS FOR THE GOVERNMENT

In order to address the aforementioned challenges, the government should launch a long term strategy for Geographical Indications. The policies or actions should focus on financial assistance, capacity building and technological interventions. Some of the major steps to be undertaken are suggested below:

1. Financial Assistance

- Provide rebates and discounts to GI users for stalls at government exhibitions. Exclusive GI pavilions should also be created at these events
- Provide credit facilities to GI user artisans for procuring raw material, machinery etc.

2. Branding and Awareness

- Promote GI products actively within state tourist campaigns. GI clusters could be integrated in tourist circuits. Similarly, hoardings near entry and exit points of a district, at railway stations and airports can also be used
- Partner with prominent media and advertising houses to build national level campaigns for Geographical Indications

3. Marketing Opportunities

- Use state tourism website for online sale of GI products. Many states have digital platforms for state tourism and online payment portals for bookings related with tourism like packages, hotels etc. State facilitated e-commerce portals for GI products of that state can be integrated with such tourism website and only authorised users should be empanelled to sell on such portals

- Facilitate regular buyer-seller interaction at the state level to promote wider market opportunities for artisans

4. Design and Skill Up-Gradation

- Set up design centres at the cluster level which should facilitate skill up gradation and design improvisations among authorised GI user artisan. Additionally, in collaboration with grassroots organisation, design schools and experts, the government should focus on:
 - Skilling the artisans/weavers on ICT and other technological tools to increase production and design efficiencies

- Providing training facilities to improve design techniques by the artisans. This should include partnering with prominent designers, design institutes through projects and internships etc.
- Organising workshops on training the artisans to use digital media like Facebook and e-commerce portals to increase their outreach and train them on utilising alternative channels of marketing

5. Quality Check

- Government should facilitate sample quality checks by designated quality teams comprising of representation from producers and technical experts. Local quality checks by the registered proprietor can also be enabled and strict action be taken against non-compliance with the GI norms

CONCLUSION

There are tremendous opportunities for growth of Indian Artisan through leveraging Geographical Indications. A comprehensive roadmap should be made focusing on providing the necessary financial, design and entrepreneurial support for increasing the negotiating power of the artisans in the competitive market.



Arsh Hashmi
Project Associate, PPID

Decoding Need for Extended Producer Responsibility Policy

INTRODUCTION

Extended Producer Responsibility (EPR) is a policy approach in which producers bear significant financial and/or physical responsibility for the treatment or disposal of post-consumer products. Assigning such responsibility could in principle provide incentives to prevent wastes at the source, promote product design for the environment and support the achievement of public recycling and materials management goals. EPR is all about managing products' end of life in a sustainable way and is relevant EPR as a concept of making manufacturers of material, liable for end of life management of product attributing to Thomas Lindhqvist of Sweden in 1990.

When did India first introduce EPR and in what context?

With the Plastic Waste (Management and Handling) Rules, 2011 and the E-Waste Management and Handling Rules, 2012, India became the first country to implement EPR. This came as a result of the Expert Committee's recommendations in the Draft Plastics (Manufacture, Usage, and Waste Management) Rules, 2009. The Expert Committee was formed to examine the comments and suggestions, including economic instruments, in the Draft Plastics Rules, 2009.

The Plastic Waste Management Rules and E-waste (Management) Rules, both notified in 2016, extended EPR to plastic and e-waste manufacturers. The rules were further expanded to include a 'Producer Responsibility Organization' (PRO) to help with e-waste collection and recycling, as well as buy-back, deposit

refund, and exchange schemes under the EPR. PRO refers to a third-party professional organisation that has been authorised or funded collectively by producers and can take responsibility for the collection and channelization of plastic packaging waste generated at the end of a product's life cycle in order to ensure environmentally sound waste management.

GLOBAL PRACTICES

EPR across the world has been implemented for almost all kinds of waste streams globally like electronics, lead acid batteries, end-of-life vehicles and plastic packaging etc. EPR has greatly aided in the increased recovery of materials from waste streams around the world. Electronics, lead acid batteries, end-of-life vehicles, and plastic packaging are among the waste streams for which EPR has been implemented globally.

EPR is mandatory in most countries, with policy-level regulations and is only rarely voluntary. Voluntary schemes are found to be confined to product categories where firms take back products because it is profitable for them to do so (like consumer electronics, auto switches etc. in US).

In United Kingdom EPR is an example of a tradable credit system in operation, where a producer's EPR obligation is simply met by owning credits for collected and processed end-of-life products. However, in Austria, Sweden, and Germany, EPR is based on a

"dual model" of full financial and organisational support, with producers taking responsibility for collection, sorting, and recycling (NEPRA, 2021).

CURRENT PRACTICES

The new EPR Policy based on plastic waste shifts a part of burden of waste management and its sustainable end of life disposal from municipalities and taxpayers to producers. Ministry of Environment, Forests and Climate Change (MoEFCC) has released a draft notification for Policy on EPR for Plastic Packaging on October 7, 2021, outlining rules for EPR for plastic packaging and invited comments from all stakeholders.

The draft addresses plastic packaging producers and importers, as well as brand owners and plastic waste processors and includes EPR targets for specific plastic packaging materials, such as rigid plastic packaging, recycling targets and a requirement to use a percentage of recycled plastic.

OUR RECOMMENDATIONS

EPR encourages producers to design for recycling and redesign products and packaging in such a way that their EPR liabilities are reduced while spending less on end-of-life waste management. Some of the recommendations for implementation of EPR policy are as follows:

- According to 'Global e-waste monitor 2020', 53.6 million tonnes of electronic waste was generated worldwide in 2019, of which only 17.4%

was recycled. Considering the problem of e-waste it is critical that India examine extended producer responsibility in relation to e-waste and develop a specific EPR policy for its handling and management, as the concept of EPR is relatively new to the Indian plastic and electronic manufacturing industry.

- Implementation of EPR policy should be aligned with the responsibilities as provisioned in the EWM Rules, 2016.
- Making both pre-consumer and post-consumer accountable for management.

- Prioritizing reuse, recycling and the use of recycled content.
- Encourage each state to have their own EPR policy for enforcement depending on current practices and suitable methodologies.
- Mandating stakeholders to practice waste minimization, source segregation. Also, inclusion of waste pickers is recommended as they are neglected stakeholders.
- Recycled e-waste must be used in the manufacture of new electronics.



Schematic Presentation of Implementation of EPR Policy



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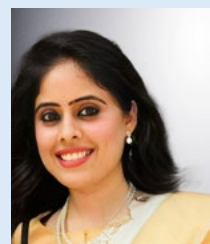
1. (NEPRA, 2021). Guidelines for Extended Producer Responsibility (EPR) Implementation under Plastic Waste Management Rules, 2016.
2. (MoEFCC, 2022). Plastic & E-waste Management Rules, 2016.
3. (MoEFCC, 2021). Draft Policy on EPR for Plastic Packaging.



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Agricultural Transformation

The 6-Point Strategy

The major bottlenecks faced while implementing any policy in the Indian agriculture context are its subsistence nature and hence the over-dependency of labor (more than 50%). Therefore, while considering reforms in the sector several dimensions such as poverty, access to resources, socio-cultural equations, and rural-urban divide may also come into the picture. Any reforms suggested, without considering these aspects could not yield sustainable results and will definitely bring back the status quo. This article is an attempt to list out the 6 core structural elements of agricultural transformation.

PRIORITIZING FARMERS' LIVELIHOODS OVER PRODUCTIVITY

Though this is not an attempt to understate the relevance of improving the productivity of farming, there must be a conscious effort from policymakers to prioritize farmers' livelihoods over productivity. This is how we can include all other dimensions with respect to the issue. A comprehensive package of skill development and subsequent employment generation is essential. Such an intervention could enable the elimination of the over-dependency of labor in the primary sector and help people move out of agriculture organically. There is a need to create systems and institutions in agriculture to enable the farmers for the same.

TECHNOLOGY INTERVENTION TO BE MADE MORE INCLUSIVE

Adaptation of large-scale technology in India, where the farming is mostly subsistence-based, may not be a good idea to move forward with. Customized solutions, which is more inclusive, are required. The high amount of disguised unemployment in the sector can be attributed to lack of penetration of technology, especially for the small and marginal holders who contribute to the majority of the farming population. Since the nature of work in fields is more masculine in nature, it serves as a hindrance for the female labor force to get recognition. Hence, the relevance of introducing gender-neutral machine designs. This non-recognition of female labour force, due to the masculine nature of work happens to be a chronic problem which remains unaddressed. Only a conscious and willful effort from all the stakeholders, especially from the political leadership can help in resolving this issue.

IMPROVING ACCESS TO MARKET

The barriers for farmers to enter into the market are of two types: one is physical, such as road connectivity, non-availability of collection/storage centers and the other is the information asymmetry about the functioning, prices,

etc there in the market. The first category of the issue requires demand and supply-side interventions. While the second would require conscious efforts to create digital products to provide the required information for approaching the market.

When we focus on market-driven strategies, we tend to focus more on the volume of staple crops rather than the opportunities on commercial crops, processing of Agri-produce, and livestock. As mentioned earlier, the shift of subsistence to commercial farming is essential here.

ADDRESSING THE PROBLEM OF 'ECONOMIES OF SCALE'

Since the average farm size in India is less than a hectare, individual units are struggling to attain profitability. Here comes the relevance of having progressive farmer organizations to achieve economies of scale. The farmer organizations can definitely play a pivotal role in meeting the required needs of a farming community such as access to agricultural machinery and extension services, which can effectively lead to profitability among smallholder farmers. Farmer collectives, co-operative societies, SHGs, JLGs, FPOs, NGOs need to be considered as change agents and should be mobilized with the support of the government.

IMPLEMENTATION OF STRUCTURAL CHANGES IN THE SECTOR

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1. <https://www.mckinsey.com/industries/chemicals/our-insights/successful-agricultural-transformations-six-core-elements-of-planning-and-delivery>
1. <https://www.mckinsey.com/industries/chemicals/our-insights/successful-agricultural-transformations-six-core-elements-of-planning-and-delivery>

There is a need to invite various transformation measures such as contract farming, value-added agriculture products, small-scale processing centers, and warehousing facilities to tackle the issues of high perishability, logistics, price fluctuations, and post-harvest losses. Another bottleneck while implementing the structural changes could be the effort to have a 'one size fits all' solution as there are significant variations across regions.

NEED FOR 'TRANSFORMATIVE LEADERSHIP' IN AGRICULTURE

A McKinsey report¹ on agricultural transformation observes that the return on investment from leadership skill-building in large-scale public sector transformation (such as agriculture) is tremendous compared to that in the private sector. Agriculture is a domain where the livelihoods of millions of people have been involved, the principles of

transformative leadership could fundamentally materialize community thinking and communicate action strategies persuasively to significant individuals and groups. An intervention of this nature could really empower the individuals and groups involved. The efforts to transform the sector can turn out to be futile if there is no solid leadership to control and monitor the transformation. With recent success in large-scale agriculture transformation several countries like Ethiopia and Morocco are using PMOs².



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ESG and Quality

A match made in heaven

ESG is now catching on as a new investment strategy and has become a popular shorthand for all the non-financial issues that affect business and investor success. It represents a range of criteria companies use to help run themselves responsibly and report the outcomes of their ESG practices to the stakeholders. ESG means using Environmental, Social, and Governance factors to evaluate companies and countries on how far advanced they are with sustainability. Environmental, social, and governance (ESG) criteria are an increasingly popular way for investors to evaluate companies in which they might want to invest. Many mutual funds, brokerage firms, and Robo-advisors now offer products that employ ESG criteria. ESG criteria can also help investors avoid companies that might pose a greater financial risk due to their practices.

But why has there been such huge emphasis on ESG and quality now? Why is everyone talking about sustainability and not just the business side of it? Since when has the financial system started judging companies on the basis of their commitment to SDGs?

Well, thanks to the pandemic, we got an opportunity to re-evaluate our priorities and what's most important. Regardless of who we are, where we live, and what we do, we all have a moral obligation to each other, our future generations, and other species to sustain the planet. Our present choices and actions have huge long-term impacts on future generations. Practicing sustainability ensures that we make ethical choices that bring a safe and liveable future to everyone. If we

deplete the resources of the Earth, future generations will be depleted.

The coronavirus pandemic, in particular, has intensified discussions about the interconnectedness of sustainability and the financial system. During the COVID-19 pandemic when investors shifted focus towards sustainable and ethical means of investment philosophy, those funds demonstrated their sustainability because this reality check has made them realize the importance of not only thinking big but also envisioning a sustainable future.

COGNIZANCE OF MILLENNIALS AND YOUNGER INVESTORS

Although most generations of investors want to invest in ways that align with their values, younger investors were slightly more likely to invest in corporations which incorporate ESG principles than older generations. As the demography of investors is changing

globally, there has been a shift in conventional investing methods. Most millennials and younger

investors believe those principles will become standard in the future. By contrast, very few of the Boomer and older generations feel the same way.

Environmental criteria show how companies interact with the planet, including issues such as carbon emissions, recycling, and plastic use. Social criteria look at how they manage

relationships with employees, suppliers, customers, and communities – for example, over issues such as compensation, sexual harassment prevention, and inclusion. Corporate governance concerns leadership issues, such as transparency of shareholders' communications, executive pay, internal controls, and shareholder rights.

TWO SIDES OF THE SAME COIN

ESG and quality considerations can be seen as two sides of the same coin when it comes to investing: sustainability. Both approaches tend to tilt towards higher-quality companies with stronger balance sheets and lower volatility. Both strategies seek to protect against the downside risk – be it through identifying companies that demonstrate stronger financial fundamentals or those with strong management teams, environmental policies, and overall ESG performance. Although ESG factors are less quantifiable to measure, particularly when attempting to measure their effect on valuation, a company's awareness of ESG risks and opportunities is often linked to its ability to protect its competitive position and deploy its capital at higher rates of return. By contrast, weak governance can affect the long-term value of a company and destabilize corporate strategy. Therefore, an ESG approach complements a quality strategy so well. Both approaches look to protect against downside risk by identifying higher-quality companies with sustainable competitive advantages that should deliver higher risk-adjusted returns over time. Sustainability is the way forward to the future. If the quality of processes and workforce treatment is high, then an organization has a greater chance of obtaining sustained advantage, sustained production of high-quality products, and a sustained

happy workforce. Integrating quality controls throughout the processes, and collaborations between staff workers to reduce the bottlenecks, the wasted steps as well as encouraging open communications to make improvements all assist in the sustainability of quality.

WIN-WIN

The use of ESG responsible strategies will be a win-win for all. It is always in the best interest of any corporation, entrepreneur, or investor that their resources are devoted to activities that create sustainable and worthwhile impacts around them. Stakeholders and shareholders rarely compete in a zero-sum game. The pandemic brought together far reaches of the world to create a working vaccine, a virtual working environment, telemedicine, and many such examples that provide abundant proof of this. Staying committed to the company's sense of purpose, maximizing the life of the planet, the communities within it through organic collaboration do not

put a dent in wealth creation or equity returns - in fact, it is quite the opposite. Investors and business leaders, therefore, have now realized a unique necessity to restructure their priorities for a safer post-COVID world. If the past year has taught us anything, it is that only by aligning our goals and minds in the spirit of collaboration can we achieve tremendous accomplishments.

Quality and ESG are a match made in heaven and this couple will ensure society's happily ever after.





Rakhi Wadhwa
Associate Manager,
PPID

Quality Improvement for Mental Health

I once read that in the coming years, depression would be the leading cause of disease and death. Oh! That scared me. Life can be overwhelming and sometimes anxiety tries to creep in and steal your joy. Mental Health issues and challenges have risen alarmingly in the wake of the COVID-19 pandemic. In the age of "we can't put the phone down", I have realized that we now live in a bubble that did not exist in our childhood. We thrive on connecting with other people. We were created to be in touch with fellow human beings but, unfortunately, we spend more time on electronics; the technology has surpassed our human interaction.

Stop and ask yourself!

On a scale of 1-10 how good is my state of mind today?

We never really know how important Mental Issue is until one day we wake up and find ourselves completely trapped in it. We are so certain that we are fine, that even though we are under a lot of stress- We are okay! Let's just stop choosing to ignore it and keep all the emotions bottled up, thinking that they will just go away. Before it consumes you and consumes you until it eats you alive, preserve your mental health.

'One thing that the past year has taught us is that regardless of how hard things are right now and how overbearing everything feels like, we should not let this stop us from taking control of our lives and from being happy.'

If you too are feeling stressed and overwhelmed with everything right now, I challenge you to take this quality practice. It will reframe your mind and allow you to form a better perspective towards life.

Express Yourself

Expression allows us to release our negative emotions safely. Forms of expression could be blogging, writing, exercising, vlogging, painting, singing, cooking, etc.

Be in the company of others

Reconnect with your friends and family. Isolating yourself can be dangerous because it allows negative thoughts to take over and gain control. Being with loved ones is a feeling that reinforces that you are loved and needed in this world.

Going Outside

Although, it is incredibly difficult and scary when you are struggling with mental illness, being in the fresh air and watching the world go by is extremely therapeutic.

Gratitude

We generally get caught up in a series of negative emotions and forget to appreciate the smaller, positive moments. Getting into the habit of writing a list of things you are grateful for can help you feel happier and more content.

Seek Professional Help

Reaching out is a sign of strength. Mental health illness is a very personal and individualistic occurrence. Not all those who undergo it have the same symptoms or causes. Therefore, it is important to seek out professional help to learn about it and get the best kind of help.

Our way of life today is intensely focused on an unrealistic positive outlook. We aim to be happier, healthier, be the best, better than the rest. Be smarter, faster, richer, more productive, more admired, be perfect and amazing. You are running to hand yourself success by desiring to do some incredibly meaningful work that's likely to save the planet one day. Everyone has a little bit of "I want to save the world" in them. It's okay if you save only one person. And it's okay if that one person is yourself. Stop giving excessive

attention to more & more stuff, giving too much attention is bad for your mental health, as it only leads you to chase the mirage of happiness and satisfaction. The key to a quality life is not yearning for more, all that counts is longing for less, aspiring for only what is true and immediate and important.

Make Yourself a Priority

Flood Induced Wash Situation in Assam

A comparative overview of Kamrup Metropolitan and Majuli

Flooding is an unexpected and regular occurrence. In rural areas, floodwaters carry sediments that improve the fertility of the soil and, therefore we may use different terms to distinguish between beneficial and harmful floods. In urban areas, floods often affect the poorer ones, who cannot afford to stay in areas above flood-level. Various circumstances may cause flooding, or increase the likelihood of serious flooding. Deforestation, construction in flood-prone areas, obstruction of drainage channels are a few examples of human activities. Flooding causes considerable damage and disruption, with serious socio-economic and environmental impacts. The effects of flooding vary, because of local physical, geographical and meteorological conditions, and

therefore each situation requires individual responses. In situations where services (such as water distribution, solid waste management and sanitation) are already poor, an emergency can result in a breakdown of services until outside assistance is provided. Such reliance may leave local agencies further weakened, lacking adequate resources, and unable to provide an adequate service when outside assistance is no longer available.

Assam is the largest populated state in the north-east of India. Most of the state's population is dependent for its livelihood on two major river systems—the Brahmaputra and the Barak Valley. The Brahmaputra is a trans-boundary river and among the biggest rivers in Asia, making it further prone to flooding, mostly occurring during the months from

July to September. Assam Disaster Management Authority have said that all the rivers in the state are responsible for flood, due to torrential rain. Also, they are in their early maturity stage being very active in nature, especially regarding erosion. The river bed rises every year and siltation occurs in the banks as it cannot hold such a large volume of water and debris. Although flood has been an age-old phenomenon, yet the extent of damage has increased significantly in recent years. With more than 40% of its land surface susceptible to flood damage, 17 out of 33 districts in Assam are severely flood affected. Recurrent floods and erosion cause damage to water and sanitation infrastructure and further increase the complexity to the enduring challenges to achieve the SDG goals. To factually exemplify this, the memorandum submitted by Government of Assam to Government of India on loss and damage due to floods during 2019, stated that 384 piped water supply sources along with 1,733 spot sources (mostly hand tube wells) and 9,2179 Individual Household Latrine Application were damaged due to floods. A recent survey on the Water, Sanitation and Hygiene (WASH) Knowledge, Attitude and Practices (KAP) conducted in the flood-affected areas of Assam by Caritas India in 2018, revealed that 67% of the flood-affected population defecates in the open, due to lack of sanitation facilities and damages to existing sanitation structures in these areas after the flood.

Two districts in the state of Assam are highly prone to flood, but in a very different manner, are Kamrup Metropolitan in Lower Assam (Divisional Office Guwahati), the only metropolitan city in the North East India and Majuli in Upper Assam (Divisional Office Jorhat), a complete rural district. Other similarities between both the districts apart from being prone to flood is their proximity to river Brahmaputra, socio- economic and environmental disturbance, among

which includes the deteriorating conditions of water, sanitation and hygiene during and post the flood season.

KAMRUP METROPOLITAN

Guwahati lies within a crescent-shaped plain, surrounded by lofty hills, except where Bharalu, a tributary of Brahmaputra discharges into it. Conveyance of floodwaters in wash corridors and arroyo floodplains that were once predominantly overland sheet flow and gullies, are now obstructed by houses, fences, small buildings, streets, and other obstructions inhibiting their free flow. Growing urbanisation, rapid population rise (6.48% increase between 1971 to 2001) and mismanagement of drainage system these issues are worsening the situation, causing landslides, soil erosion, deforestation, water logging, sewage disposal, drainage plugging, water pollution, etc. After a heavy shower during the monsoons, eroded materials from hills and wastes often block the drainage system and causing water logging and flash floods.

The condition of the drainage system of Guwahati city is constantly covered with the garbage, waste material and sewage. The drains along roads are not capable enough to handle excessive flow of water during monsoon and ends up contributing to the flash floods. High stages of the Brahmaputra River over prolonged periods obstruct free discharge of tributaries causing back flow and congestion near outfalls. Restricted waterway of road, railway bridges and culverts obstruct the natural flow of water. Inadequate countryside drainage through sluices in embankment system



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particularly during high floods

causes prolonged inundation in the countryside. Encroachment of natural drainages further aggravates the situation. Unplanned growth turning natural drains into sewers and blocking the path of natural flow of storm water gets worsened during the monsoon, leading to flooding and water-clogging in low lying areas.

MAJULI

Majuli is the first ever island district in the

country. Also, it is the largest inhabited river island in the world. It is rich in terms of both biodiversity and cultural heritage. Being an island amidst the widest and most notorious river in India, the Brahmaputra, and considering its physical characteristics, Majuli stands tall among geographers, geologists, hydrologists and scientists from several other fields. The island is also the cradle land for the Neo-Vaishnavite culture and has 63 Sattras in total, where people from all over the world come and learn various aspects of it. The aboriginals of the island are widely known for making masks, boats and pottery, which is depleting day by day due to various socio-political and environmental concerns. Annual flood and erosion are few of them. The braided nature of Brahmaputra, change in the topography of Majuli after 1950 Earthquake, melting of snow in the Eastern Himalaya and release of water from dams in the upstream are some major reasons. The people of Majuli, along with the Sattras are in great danger as the river has already widened up to 3 kms towards the South and the rate of erosion is also increasing year after the other. All these activities have made Majuli very vulnerable in all spheres of life. They are trying to cope with the situations as much as possible as only a few people believe in migration to other places for a better life. Therefore, they have tried to adapt to the dangers possessed by flood related events, but have not optimally succeeded

due to lack of awareness, education and improper governance and political importance in a positive way.

Sources of water and waste disposal are the factors as well as the impacts of flood in the district. During the non-flood season, tubewell is the major source of water for drinking purpose. Whereas, during flood, people collect water to drink from the river because during disasters, tubewell is no more an option for them as they get submerged in flood water. The river that becomes the major source of water for all purposes during disasters is the place where the household wastes, including the menstrual waste get dissolved. Many households dispose both biodegradable and non-biodegradable waste into water bodies which ultimately gets dissolved with the river water. Menstruating girls and women spend

because the height of the toilets is not enough and water enters inside, not allowing the residents to use them. These practices make all the villagers prone to various water borne diseases like cholera, flu, diarrhea, itching and cold.



days sitting on a chair, defecation is a problem too as they use boats to go to the forested areas and agricultural fields in an emergency. Also, the villagers practice open defecation during floods

CONCLUSION

Tackling the WASH situation in flood affected regions in the state and the two districts discussed above are of utmost importance because of their environmental and socio-economic importance. The state government have initiated numerous programs to do so but is unable to completely resolve the matter due to the aggressive and unpredictable nature of the river, Brahmaputra adding to the lack of mismanagement and affective measures before the season of flood.

Mobile toilets in relief centers and construction of stilted toilets in Majuli with proper disposal; timely repair of the drainage system in Guwahati, restricting rapid construction in the river banks and pro-active measures by the responsible authorities keeping in mind the local topography can be a few measures to deal with the flood induced WASH situation in both the places.

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01

Algoocracy

Quality Governance by the use of AI and Algorithms

Members/
Guests Write



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Smart governance is the motive mantra of each government globally, where state wants to provide better facilities and services to the citizens by the deployment of advanced technologies. One of the most remarkable changes in recent years is enhancement of dependency of public-decision making system on algorithms or computer programmes. The bureaucratic and legislative decision makers are using IT tools for the serious decisions. The incarnation of Artificial Intelligence (AI) ranging from agriculture to banking, redefined the dynamics of the societal structure of the country. In the information era governance of each country is gradually adopting the digital matrix for the policy making and its smooth execution with the high volume of impact among natives.

Government by the algorithms or algorithmic governance is the new alternative model of the traditional government based on active uses of computer algorithms, artificial intelligence, machine learning, deep learning and block chain technologies for the refinement of citizen services. The execution challenges of the conventional governance could not be handled by the human intelligence due to complex global and local challenges in modern era. The plug-in of AI technologies can easily minimize the regulatory burdens, help to solve different resource allocation issues and resolve the complex issues in optimized manner. The digital government is creating more satisfied citizens by preparing AI enabled goal-based and citizen-centric programs. The data centric economy is creating more opportunities for the government

to incorporate AI and Algorithms in large scale for day-to-day governance. According to different studies AI has potential to double the global economy growth up to 2035. AI technologies can actively understand, deeply monitor, fairly predict, sharply interact and positively improve the government system and quality of services to build-up the citizen's good trust. AI enabled policy making system could express the autonomous intelligent behaviour by the valid analysing and deep interaction with the external environment.

The Citizen Services are the one of the major popular works of government across the globe. AI could do the drastic change by providing the real-time citizen services by applied machine learning. It could change the operational behaviour of the government and citizens could feel closer to the government. There are ample reasons to drive AI in government and government has much room to implant more technological advancements. Impression can be created in diverse functional areas for government such as decision support, transportation, public health and law enforcement. The modern information tools are changing the operating standards of government offices and improving efficiency and effectiveness in existing service delivery which is crafted for the citizens.

Strategic roadmap for the deployment of AI with government: -

- Consider AI as an important part for goal-based, citizen-centric programs





- Use of AI for Citizen inputs
- Encapsulation of AI with existing governance resources
- Extensive use of Machine learning for the accumulated citizen data
- AI- Augmented Government offices

AI has the great capacity to create deep impact on the pattern of citizen experience and their interaction with the government. Algorithm-driven models may be implemented by the governments to draw more accurate future predictions and to fabricate complex systems that authorise experimentation with the various policy options. Deployment of AI would increase accountability, transparency and citizen's faith towards governments. Other hand the systematic development of algorithmic governance could create problems for the moral or political framework for our public decision-making system.

The algorithmic-driven-decision making systems are surrounded with

lot of issues such as data protection and privacy. In present scenario the data protection and its privacy are one of the burning issues for most of the countries. For government the data protection is part of legal mechanism under the strict boundary of privacy and confidentiality. Data protection assures that citizen's data could not be accessed by the unauthorised user or for unauthorised purposes. The uses of AI and algorithms by the government in deterministic approach would be the great likelihood of better delivery of citizen services.

Quality, Safety and Risk Management Learnings from the Boeing 737 MAX Saga

The Boeing 747 Max was supposed to be a fourth-generation state of the art narrow body jet airliner which entered service in 2017. This plane was the latest and greatest by the Seattle based Boeing Commercial Airplanes (BCA) company with specific advantages in terms of fuel efficiency, aerodynamics and engine noise.

However, things did not go as planned. Two crashes of this plane killed 326 people and the aircraft was eventually grounded. The 737 Max story is an example of how short term thinking which compromises quality can lead to a longterm financial and reputational losses.

Below are the top learnings from the 737 Max story:

QUALITY IS SAFETY – SAFETY FIRST MEANS QUALITY FIRST.

If you compromise on quality, on some level, you will compromise on safety. In many cases, poor quality can lead to high severity and catastrophic failures. If you manufacture a product that can potentially harm the user or the customer, you have to place safety at the center of the quality culture. Poor quality production or service is the leading indicator for future safety issues. In case of BCA, there are numerous examples of lax quality controls leading to minor defects which slowly but surely contributed to a culture where short term financial gain won over the quality first

thinking which can be slightly costly or time consuming in the short term.

DISCUSS BAD NEWS – REFLECT ON WHAT WENT WRONG AT EVERY STEP

The words defect, complaint, non conformance, malfunction , deviation etc. have a negative connotation to them. However, great value can be derived from focusing on mistakes and correcting them. In Japan, this is called as Hansei.

The idea of Hansei goes beyond the world of lean and process improvement; it is embedded into the Japanese culture. Literally meaning self-reflection, it is implied that after an action, regardless of success or failure, leaders should take a step back and reflect on what went right and what went wrong. This lessons learned analysis helps in acknowledging strengths and failures and better prepares one to improve in future endeavors.

In the West, where failures are seen as negative, discussion around them is avoided, while successes are overemphasized. In the Japanese Hansei process, the focus is on the mistakes and what went wrong, since failures provide a rich source of lessons for improvement opportunities.

The Hansei process is based on first recognizing problems as they are, without any sugarcoating, then one should take full responsibility (this makes it personal),



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and, finally and most importantly, the person commits to improvement through a specific course of action. Learning lessons is very important in a lean culture, and the famous saying “no problem is a problem” is often quoted. Even when a project is successful, hansei-kai meetings are held to discuss what could have been done better or which parts of the process did not go as expected, for improvements next time around.

In BCA, there was a culture of avoiding ‘bad news’. The bosses did not want to discuss any of the pain points. Thus, small problems which could have been solved on the shop floor, kept getting amplified and became bigger – eventually leading to fatal plane crashes.

LISTEN TO THE WORKERS

The frontline workers who touch the product, make the product, deliver the product or provide the service are closest to ‘genba’ and know the problems, and many times the solutions, first hand. Genba literally means “on-site;” however, its true meaning is “place where value is added.” Genchi genbutsu is often translated as “go and see.” It is taking action to get your boots on, going to genba, and observing what’s going on. This doesn’t mean you have to be on the site 24/7. Genchi genbutsu is different than genichi kenbutsu, which is plain sightseeing. The former often transforms into latter, and leaders must beware of this. The intent is less to visit, greet, and smile and more to observe and know how value is being added, transformed, or removed in the process steps involved in product manufacturing or service provision. These hard and objective facts gleaned upon doing genchi genbutsu are known as genjitsu, which literally means “reality.”

Leaders who get their Genchi Genbutsu on have first-hand real information

and data that informs their decisions, as opposed to leaders who rely on second- or third-hand reports. Such leaders understand that any decision is only as good as the information that feeds it and they make an attempt to get the state of reality, however good or bad it is.

During U.S. congressional testimony, BCA Manager Edward Pierson testified that he had warned in writing to senior leadership about production problems which he believed directly impacted the Lion Air and Ethiopian Air crashes.

DON'T BLAME THE CUSTOMER (USER)

BCA's initial response was that the crashes occurred because the pilots were not trained properly. It was subtly intimated that such crashes would never occur in the U.S because of better and thorough training. However, further investigations found out that the pilots were mostly unaware of the MCAS System designed to make the plane dive down and that information was not provided to everyone. BCA maintained that likely cause of the first crash was poor piloting. If the plane was dipping down, the pilots simply had to disable the MCAS System and they could have been fine. After the second crash, analysis of the black box revealed that the pilots in fact had turned the MCAS System and still the plane crashed. Famous pilot Captain, Sully Sullenberger, in congressional testimony stated that ‘Pilots should not be expected to compensate for a flawed plane design’. Similarly, for any products, the users or customers should not be expected to compensate for poor design of product, process or service.

ASSESS RISK RIGHT AND INTRODUCE REDUNDANCIES TO PREVENT FAILURE

BCA decided to remove the dependence of speed trim system from two Angle of Attack sensors to one sensor. Failure of MCAS System was safety critical and failure of just one sensor would lead to catastrophic consequences. Here there was a problem assessing risk – it was underestimated and this, safety redundancy was removed leading to a single point failure potential for a very safety critical feature. Lion air has the Angle of attack sensor which had failed or damaged and led to wrongful activation of MCAS and eventual crash. The pilots had 10 seconds to make a decision – to understand and counter a compensatory system for poor design they did not even know about.

DON'T ASSUME THE BEST-CASE SCENARIO FOR RISK MITIGATION AND STAND BY YOUR RISK EVALUATIONS

In case where risk and hazard assessments were correctly done e.g internal BCA documents showed that failure of MCAS system would require a pilot to have a reaction time of less than 10 seconds otherwise there would be a catastrophic failure. In addition, the assessments banked on pilot training – which was never carried out to save costs and get faster FAA approval. The risk assessment was clearly pointing to flight simulator training as a mitigation but this was never done.

REACT ETHICALLY TO REAL WORLD DATA – PLACE SAFETY FIRST

After the crash, FAA did a quantitative risk assessment which estimated that there would be upto 15 crashes of

the MAX aircraft. It is reasonable to assume that the this risk assessment was shared with BCA. Yet, the company did not take this time to stop and think about safety. Instead, the focus was on keep the airplanes flying even if there was a risk of a catastrophic crash.

Admittedly, it is difficult to make a call to ground flying airplanes after their sale. However, the risk involved here was too great. When life and death matters are involved a cost-benefit analysis or checking economic considerations is not only unethical but speaks to poor long term decision making which can irreparably harm the company.

BCA convinced FAA that they could apply a software fix quickly which would prevent the MCAS malfunctions. They assumed a best case scenario and weren't ‘quick’ enough.

Many contend that Boeing introduced the 737 MAX under competitive pressure from Airbus A320 Neo especially in terms of

fuel efficiency. At the time, as Airbus overtook the Boeing as the market leader in terms of planes sold and BCA was out of pocket in terms of time to make a new airplane to compete with the Neo. They decided to add features onto a design which was 40 years old (first 737 came out in 1970). A main reason for this was that the new BCA plane would be quickly approved by the FAA and may not need new pilot training (which is expensive).

Loading a plane with more design changes, and minimizing every

resultant cost including safety related ones was a big miscalculation. This leads us to a final and most important learning. Be courageous and trust in your core strength. Boeing is a great engineering company with a storied past. If they would have not chased after short term wall street gains and seen the big picture, maybe they could have leveraged their core engineering strength and come up with a much better plane which could have yet again revolutionized air travel just the way worlds first jumbo jet, the 747 did in 1970. Sadly, they chose not to, and the reputational loss was beyond measure. Financially, BCA paid 2.5 billion USD in fines and compensation after being charged with criminal conspiracy to defraud FAA.



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The End Justifying The Means In Safety Management

The environment of any project site is filled with emotionally significant information. On a walk, an individual might encounter a friendly electrician or a disgruntled welder. In almost all social interactions, an individual might be confronted with facial, vocal, and postural signs of emotion, such information is an input to well informed decisions making. Emotionally charged people can capture attention, bias perception, modify memory, and guide judgments and decisions

On incident analysis we could conclusively say that many factors responsible for these incidents at workplaces. Complex activities, unclear procedures, difficult equipment, workload, resourcing, and training – these difficulties often lead to mistakes and workarounds, which eventually become incidents. What is more, all of these are conditions that leaders have the potential to influence. Leaders can make decisions to change and improve systems and make procedures and tasks resistant to error, especially if they have the support of the workforce.

cognitive alignment... person-based safety... human engineering... social influence. These are all terms used to address the human dynamics of injury prevention. Each can be linked to a set of principles, procedures, or a consultant's service which defines a particular approach to managing the human side of occupational safety.

How human beings make decisions is the key and must have been an essential skill of safety profession, some of cognitive biases which are inherent to human decision making and safety practitioner must be familiar particularly Safety Leaders

A safety leader is one who not only exhibits personal safety behaviour but also inspires others to do the same. They must demonstrate safety as part of their DNA and inspire others to do the same, not through their words but through their actions.

The leader must be able to lead like:



But many managers are in the habit of rewarding results rather than high-quality decisions. An employee may make a poor decision that turns out well and be rewarded for it or a good decision that turns out poorly and be punished. Rewarding unethical decisions because they have good outcomes is a recipe for disaster over the long term in Safety Management.

Overlooking unethical behaviors when outcomes are good and unconsciously helping to undermine the ethicality of their organizations. They should beware of this bias, examine the behaviors that drive good outcomes, and reward quality decisions, not just results because his actions take the workers into a gradual descent into unethical behavior if not demonstrated in an inspiring way.

Above all, be aware as a leader of your own blind spots, which may permit, or even encourage, the unethical behaviors you are trying to extinguish.



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Antimicrobial Stewardship

The Tool Against The Pandemic
of Antimicrobial Resistance

AntiMicrobial Resistance (AMR) has emerged as one of the principal public health problems of the 21st century that threatens the effective prevention and treatment of an ever-increasing range of infections caused by bacteria, parasites, viruses and fungi no longer susceptible to the common medicines used to treat them.

WHAT FACTORS LEAD TO AMR?

The main causes of Antibiotic Resistance have been linked to:

- Over-prescription of antibiotics
- Patients not finishing the entire antibiotic course
- Overuse of antibiotics in livestock and fish farming
- Poor infection control in healthcare settings
- Poor hygiene and sanitation
- Absence of new antibiotics being discovered

HOW WE CAN TACKLE THIS GROWING MENACE OF AMR?

- Improve awareness and understanding of Antimicrobial Resistance;
- Strengthen knowledge through surveillance and research;
- Reduce the incidence of infection;

- Optimize the use of antimicrobial agents in health, animal and food sectors;
- Develop the economic case for sustainable investment that takes an account of the needs of all countries, and increase investment in new medicines, diagnostic tools, vaccines and other interventions
- Effective implementation of AMS in healthcare settings

IMPORTANCE OF ANTIMICROBIAL STEWARDSHIP (AMS)

Developing a program to properly use antimicrobials is essential for inpatient facilities to decrease the incidence of resistance, reduce the development of multidrug-resistant organisms, and improve patient care.

Antimicrobial Stewardship is a coordinated program that promotes the appropriate use of antimicrobials (including antibiotics), improves patient outcomes, reduces microbial resistance, and decreases the spread of infections caused by multidrug-resistant organisms.

Antimicrobial Stewardship involves optimizing antibiotic use while using cost-effective interventions to minimize antibiotic resistance and control *Clostridium difficile*.

The optimal care of an infected patient means treating with the correct, properly dosed antibiotic and one that has the least likelihood of causing collateral damage (ie, leading to resistance in the



patient or his or her contacts)

To simplify, its right drug, right dose, de-escalation to pathogen-directed therapy, and right duration of therapy.

STRATEGIES TO IMPLEMENT AMS

The five core strategies of AMS includes:

- Formulation of an AMS team in each hospital, health district office and healthcare clinics;
- Surveillance and feedback mechanism on specific antimicrobial consumption;
- Implementation of prospective audit and feedback according to local needs;
- Formalize regular antimicrobial rounds by AMS team especially in state and specialist hospitals; and
- Establishment of formulary restriction and a pre-authorization/ approval system

- An effective hospital-wide Antimicrobial Stewardship Program (ASP) should be led by team of Clinical Microbiologist, Clinical pharmacist, Infectious disease (ID) physician and other key stakeholders.

CHALLENGES/ BARRIERS IN IMPLEMENTATION OF AMS IN HEALTHCARE SETTINGS

The common barriers include:

- lack of funding
- lack of trained human resources
- lack of information technology
- lack of higher priorities
- lack of awareness of administration and
- Finally last but not the least is prescriber opposition

WHAT IMPACT CAN NURSES HAVE ON AMS?

Nurses provide 24/7 care to patient. Nurses know the latest condition and lab result. Involving nurses in HAI prevention has been a good success!

- Knowing how to obtain cultures properly to avoid specimen contamination
- Knowing when to collect cultures
- Knowing when cultures might not be indicated
- Knowing when a broad-spectrum antibiotic drug should be discontinued
- Administration of antibiotics
- Knowing how to administer antibiotics
- Knowing when antibiotics are started/changed
- Understanding potential drug interactions
- Knowing when intravenous

therapy could be converted into oral therapy – Knowing when culture results and/or drug levels are available

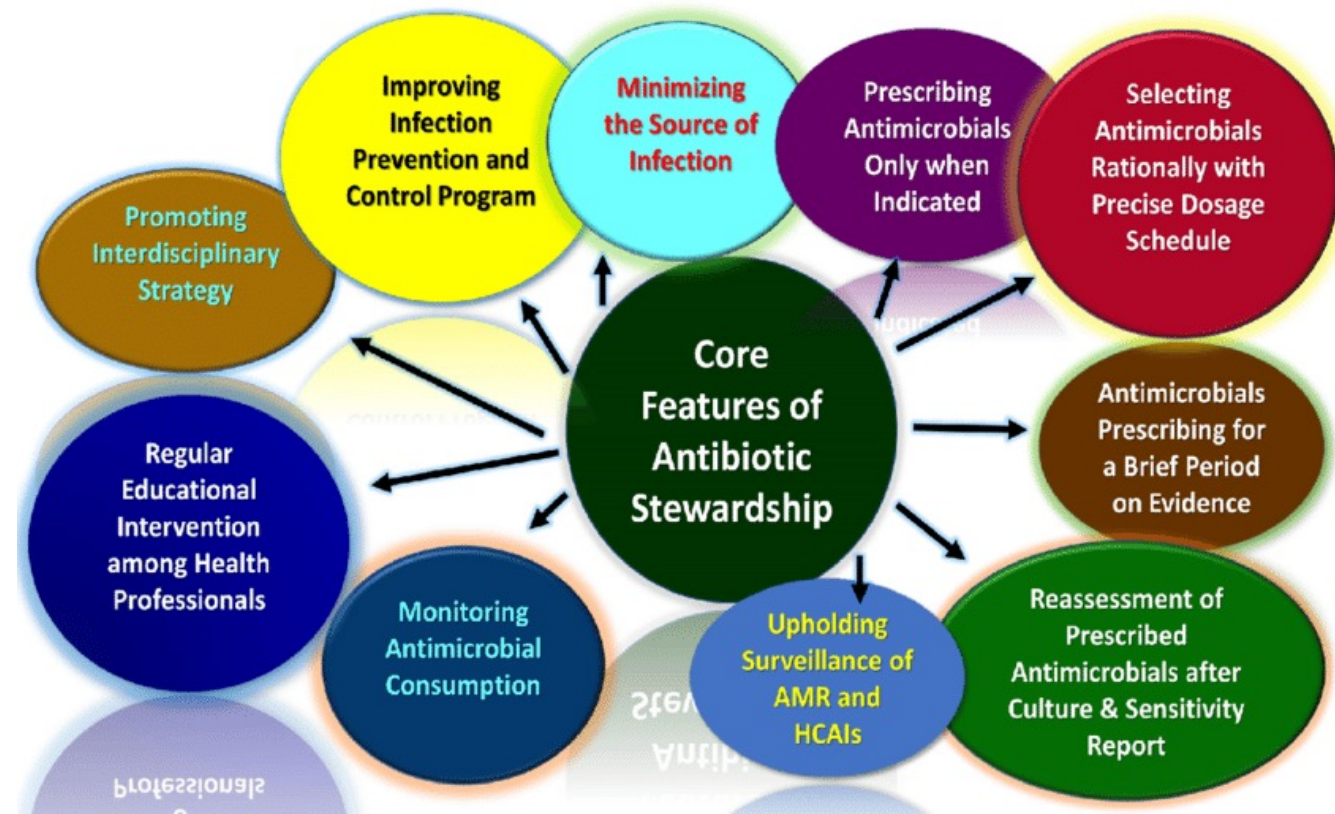
- Prompting providers to do antibiotic time outs and antibiotic review
- Knowing when to do antibiotic de-escalation
- Upon discharging: – Patient education

ONE HEALTH AMS

One Health is the understanding that the health of humans, animals, and the environment is connected. Working across human, animal, and environmental health can help identify solutions that can improve the health of all.

One Health AMS means a collaborative, multisectoral, and trans-disciplinary approach-working at the local, regional,

national and global levels with the goal of achieving optimal health outcomes recognizing the interconnection between people, animals, plants and their shared environment.



ANTIBIOTIC RESISTANCE
from the farm to the table

RESISTANCE Animals can carry harmful **bacteria** in their intestines

When **antibiotics** are given to animals... Antibiotics kill most bacteria But resistant bacteria can survive and multiply

SPREAD Resistant bacteria can spread to...

animal products produce through contaminated water or soil prepared food through contaminated surfaces the environment when animals poop

EXPOSURE People can get sick with resistant infections from...

contaminated food contaminated environment

Learn 4 steps to prevent food poisoning at www.foodsafety.gov

IMPACT Some resistant infections cause...

mild illness severe illness and may lead to death

About **1 in 5** resistant infections are caused by germs from food and animals.
Source: *Antibiotic Resistant Threats in the United States, 2013*

Learn more about antibiotic resistance and food safety at www.cdc.gov/foodsafety/antibiotic-resistance.html
Learn more about protecting you and your family from resistant infections at www.cdc.gov/drugresistance/protecting_yourself_family.html

HOW ARE THE HEALTHCARE ASSOCIATED INFECTIONS (HAIs) AND ANTIMICROBIAL RESISTANCE RELATED?

There is a close relationship between Antibiotic Resistance and Healthcare associated infections. In fact, HAIs are often caused by resistant bacteria, but the occurrence of an infection in the first place can also increase the risk of developing resistant strains.

The rate of multiple drug-resistant organisms causing infection within

our hospitals is increasing at a rapid rate. Currently, national data demonstrate that more than 50% of Staphylococcus aureus isolates causing infections in Intensive Care Units (ICUs) are resistant to methicillin (MRSA), while more than 40% are resistant in other non-ICU hospital units.

Similarly, gram-negative organisms have developed resistance, with more than 25% of Pseudomonas aeruginosa ICU isolates now resistant to fluoroquinolones, with a much higher percentage resistant at some institutions.

KEY MESSAGES

- Antibigram and Antibiotic utilisation review should be done at regular intervals in healthcare settings as it contributes to rational drug use, detects early signs of irrational drug use and helps in identifying interventions to improve drug use and follow up.
- Every Healthcare facility should have a multidisciplinary therapeutic committee which should develop a local antibiotic policy based on the antibiogram and national recommendations.

05

Members/
Guests Write

Time dimension unfolding the **Quality of Life** in Space

For a common person, Life is known to exist only in the physical form and is known till he is in the physical form comprising of the five elements: air, water, fire, earth and akash. The life is beyond the visible physical form that can be visualized using over and above the five senses available with the human beings or other identified species. That life which is predominantly a form of energy can be visualized through the control of the time dimension. Like each dimension is relative in nature, similar is the case with Time dimension. There exists eternal time which is depicted in the scriptures written in country presently known as Bharat or India, on the planet 'Earth'.

1 Nimesha = Approx. 0.213 seconds, time to blink the eye, a moment

15 Nimeshas = 1 Kaashthaa (3.2 seconds)

30 Kaashthaas = 1 Kalaa (96 seconds)

30 Kalaas = 1 Muhoorta (48 minutes)

30 Muhoortas = 1 day-night (24 hours)

30 day-nights = 1 month

6 month = 1 Ayana

2 Ayans = 1 year of human beings

1 year (earthly) = 1 Day-night of God

12000 Year of Gods = 1 Charuryuga ~ span of 4,320,000 earthly years (4 smaller yugas called as Sat-yuga, Treta-yuga, Dwaapar-yuga & Kal-yuga)

WHAT EXISTS IN THE PHYSICAL BODY, THAT EXISTS IN THE UNIVERSE (TOO)

The time dimension which exists in the outside of the physical form also exists within the physical form. The Quality of Life is determined by the time dimension that exists within the body but we keep spending the time to control the circumstances and the world outside us.

It is "U" and "I" that constitutes the Universe. "I" am the eternal clock that is perfect, sound and complete while there exists clock for each of "U". To understand it, a certain work that can be done in certain time as per eternal clock, that would show the different time taken by different persons as per their own individual clocks. It is due to their attachments to Desires, Responsibilities and Senses. The clock present inside us can be shown in figure-01

The second hand represents: Intention resulting from desires

The minutes hand represents: Kartavya (Responsibility) resulting from relationships

The hour hand represents: Love resulting from senses

As the relationship exists between our physical form and the Nature, similarly the relationship exists between non-physical form and the Nature. It depends whether we intend to move forward while supporting or adapting to the upcoming circumstances or we may resist to change them. It is this Nature of

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#AntibioticResistance



Vishal Gupta

Manager (Projects), SGS India Private Limited



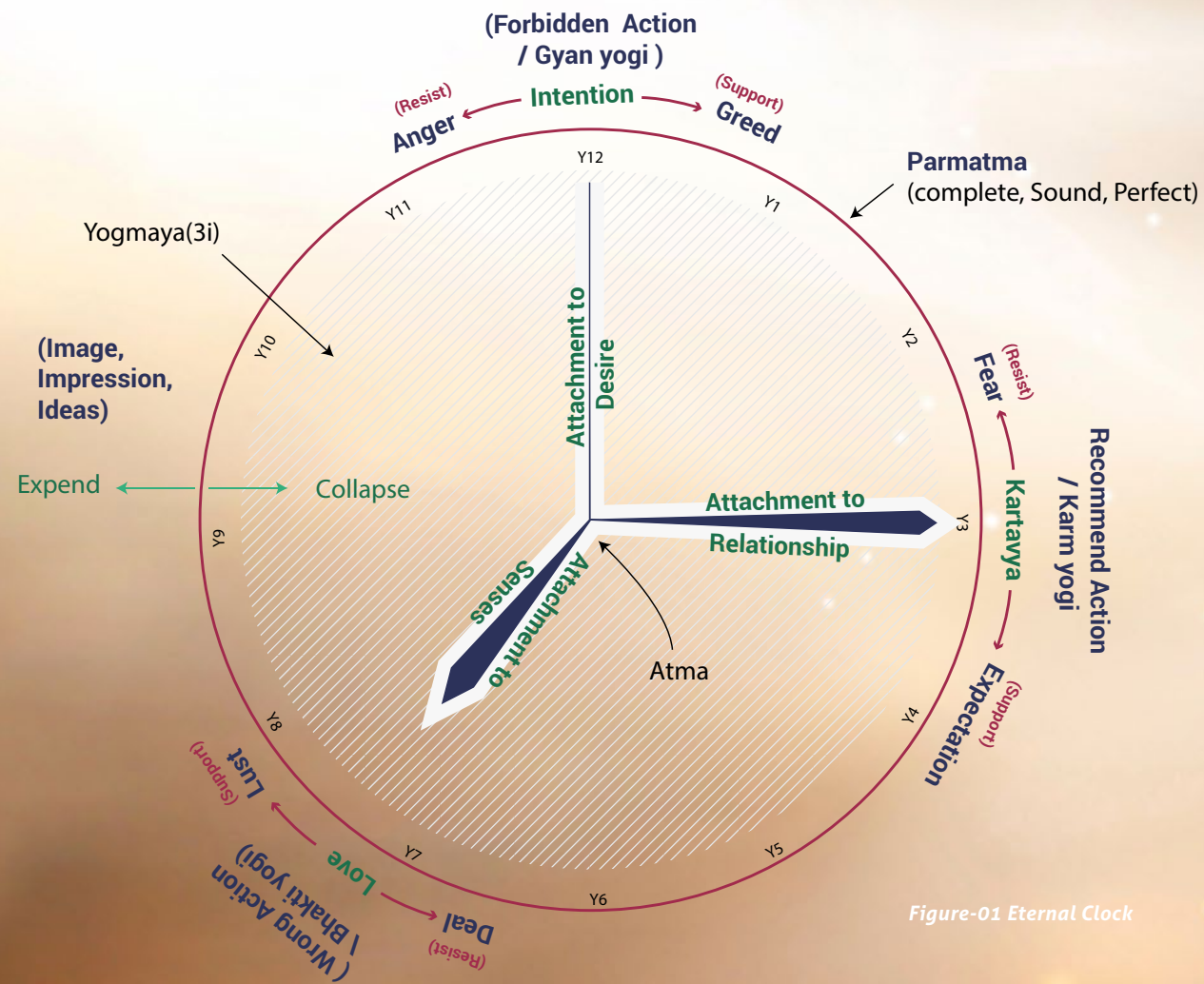


Figure-01 Eternal Clock

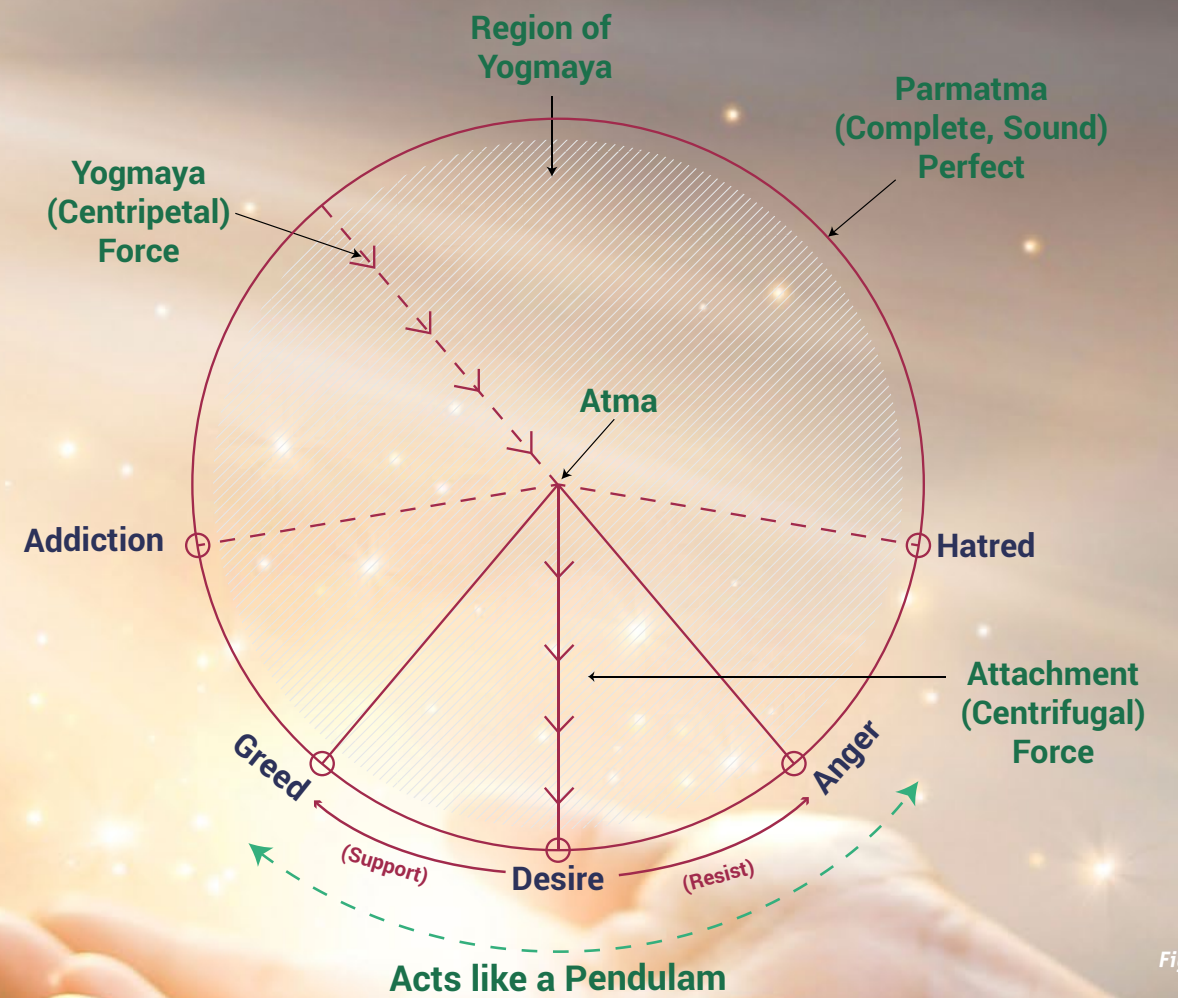


Figure-02

duality that determines the various characteristics that is attained by non-physical form of energy which is known by the name of Atma in scriptures.

The resistance to understand the circumstances with clarity and as it is, is generally known as Yog-maya consisting of 3Is i.e. Image, Impression and Ideas. As a result of the past circumstances, knowledge gained or due to experience as the life unfolds, the mind tends to make images of things, conditions and formulate story of its own without acknowledging the facts of the matter, based on whether it accepts the same due to its parameter of logical reasoning or the faith.

As there exists centrifugal force and centripetal force in the domain of science of physics, there exists attachment and the yog-maya in the science of spirituality.

As there exists positive and negative side of a parameter, it results into different human characteristics.

The centripetal force or Yog-maya force make us to meet the Supreme energy what we know by the name of Param-Atma, while the centrifugal force take it away when we get entangled to fulfill our attachments coming out of desires, responsibilities and senses.

The mind of human being has been designed in such a manner that it tends to go for an action – recommended, non-recommended or forbidden, that is determined by its inner characteristics.

Attachment of Desires: makes a person Gyan-Yogi

Attachment of Relationship: makes a person Karm-Yogi

Attachment to Senses: makes a person Bhakt-Yogi

The detachment from desires, relationship or senses result in surrendering to the Yog-Maya and enlighten to reach the Supreme Energy source. It is at this point that the time clock of individual human being matches the eternal time clock and be in perfect relationship with Nature. The Past-Present-Future remain in perfect harmony with internal energy in equilibrium.

The Nature starts unfolding the life in the same way as the energy source that is the perfect harmony wants.

It is the time which is much mightier than anything else, be it sword or pen or a relationship with anyone. One that gets generated and exists, do not remain and is bound to end,

which is just a matter of time. Hence, the Supreme Energy is nothing but TIME.

It is this time that would unfold and determine the Quality of Life in future.





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