

**Forget
Rigid Past**

**Manage
Uncertain Present**

**Create
Digital Future**

Quality a Strategy for Global Competitiveness

**Sucoso Knowledge Exchange: Zero Defect Zero Effect
Manufacturing**

Sanket Nilkhan

View Point

Global competitiveness

An imperative for business sustainability



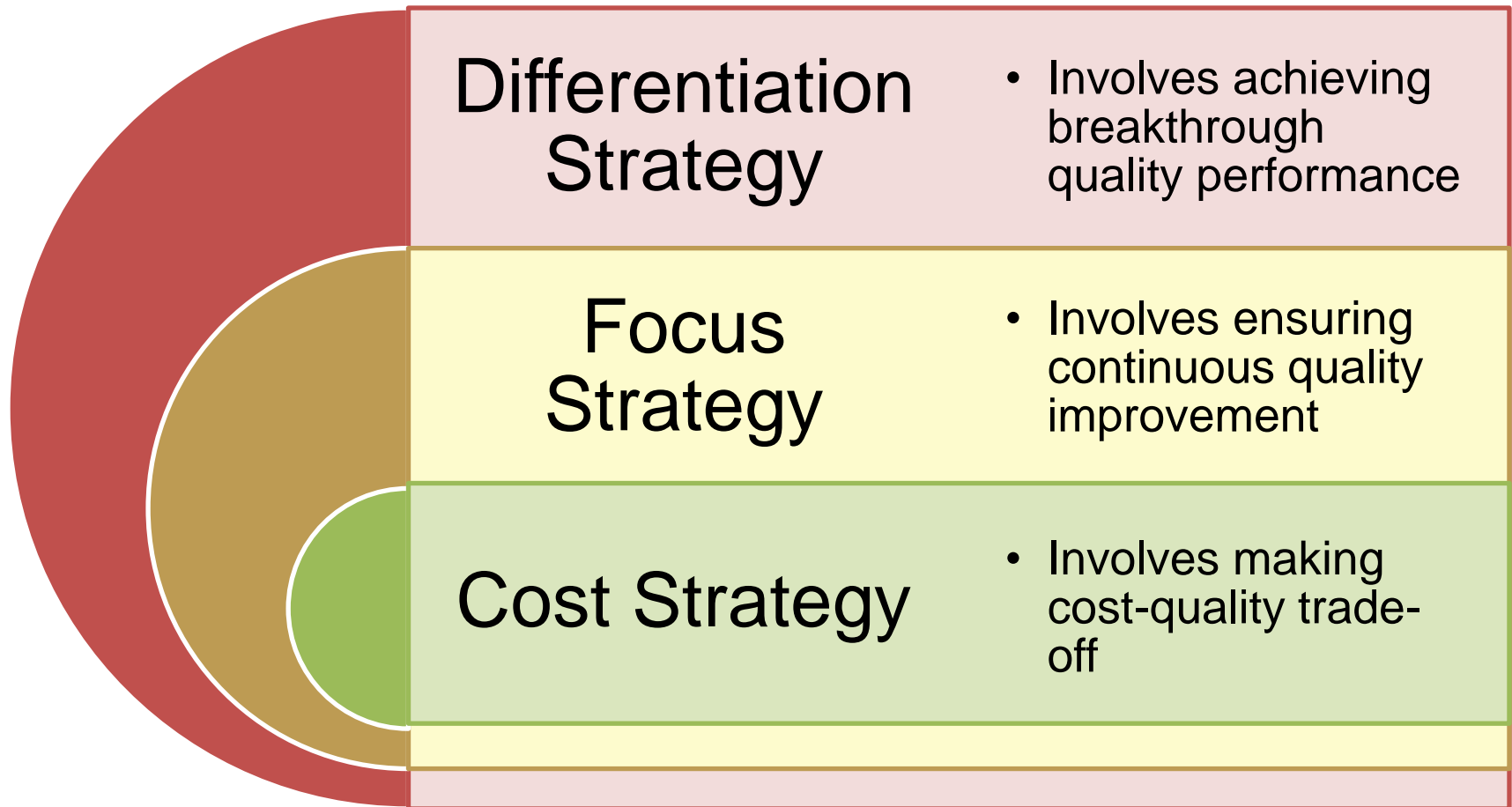
To protect own markets going to foreign companies

To take the battle to foreign companies on their own ground

To build partnerships with foreign collaborators

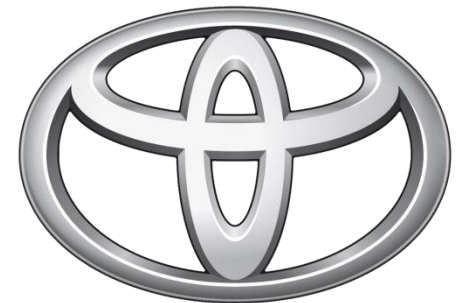
To secure finances for business

Strategic Role of Quality in Enabling Global Competitiveness of Firm



Role Models in Quality

Companies like Apple, Toyota, Daimler have achieved great heights in global competitiveness by embedding quality culture into their entire supply network...
So you can !



Quality an Intelligent Effort



Quality = Tangible + Intangible (esteem) Value

8 Elements of Quality Excellence

Quality Culture

Quality vision

Quality Objectives

Management
team

Project Priorities

Action Plans

Quality
Frameworks

Quality Policies
and Procedures

Quality Monitoring
Tools

Quality Management Frameworks

Total Quality Management (TQM)

- ❖ Continuous process of change and improvement of the products or services to exceed the needs of customers' expectations at a lowest possible cost without compromising the quality
- ❖ Integrates all functions and process within the organization and promotes team work
- ❖ Holistic framework to achieve higher level of customer satisfaction through optimum utilization of limited resources

Quality Management Frameworks

KAIZEN (Change For Better)

- ❖ KAIZEN refers to activities that continuously improve all business functions by eliminating waste
- ❖ Involve all employees from the CEO to the assembly line workers
- ❖ KAIZEN is a daily process, the purpose of which goes beyond simple productivity improvement
- ❖ FLOW KAIZEN applies to flow of the materials and information and PROCESS KAIZEN applies to individual work stands

Quality Management Frameworks

EFQM

- ❖ Non-prescriptive business excellence framework for organizational management designed for helping organizations to become more competitive
- ❖ Helps organizations determine their current “level of excellence” and where they need to improve their efforts through gap analysis
- ❖ Helps to ensure that business decisions incorporate the needs of all stakeholders and are aligned with the organization’s objectives.

Quality Management Frameworks

SIX SIGMA

- ❖ Improves quality of output of process by identifying and removing the causes , defects and minimizing variability in manufacturing and business process
- ❖ Provides set of empirical and statistical methods for quality management
- ❖ DMAIC methodology focuses on improving existing process while DFSS methodology focuses on creating new products or process

Quality Management Frameworks

ISO 9001

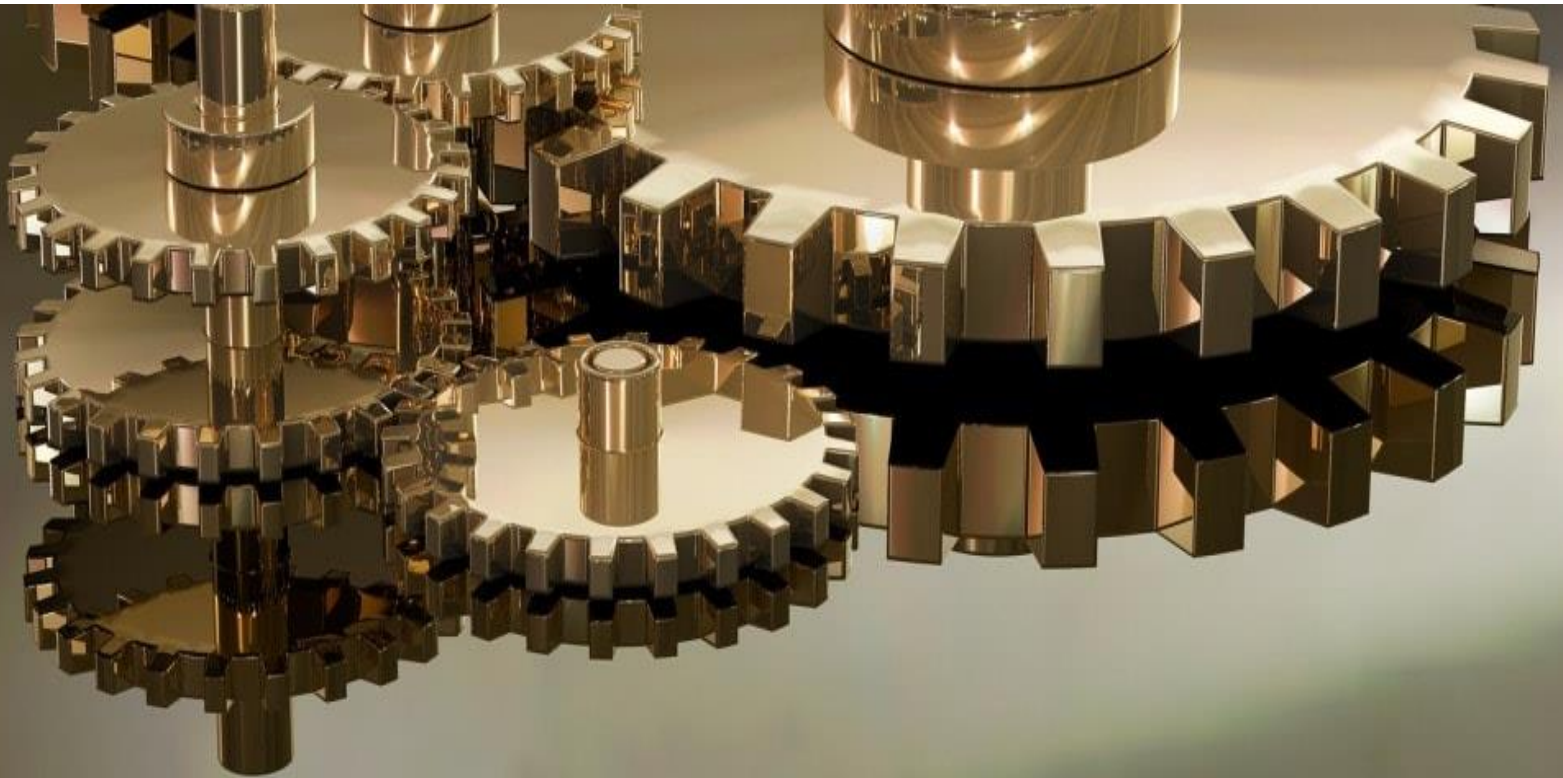
- ❖ Globally accepted quality standard
- ❖ Provides criteria for designing quality management system
- ❖ Organizational size and field agnostic standard
- ❖ Based on quality management principles such as strong customer focus, the motivation and implication of top management, the process approach and continual improvement

Quality Management Frameworks

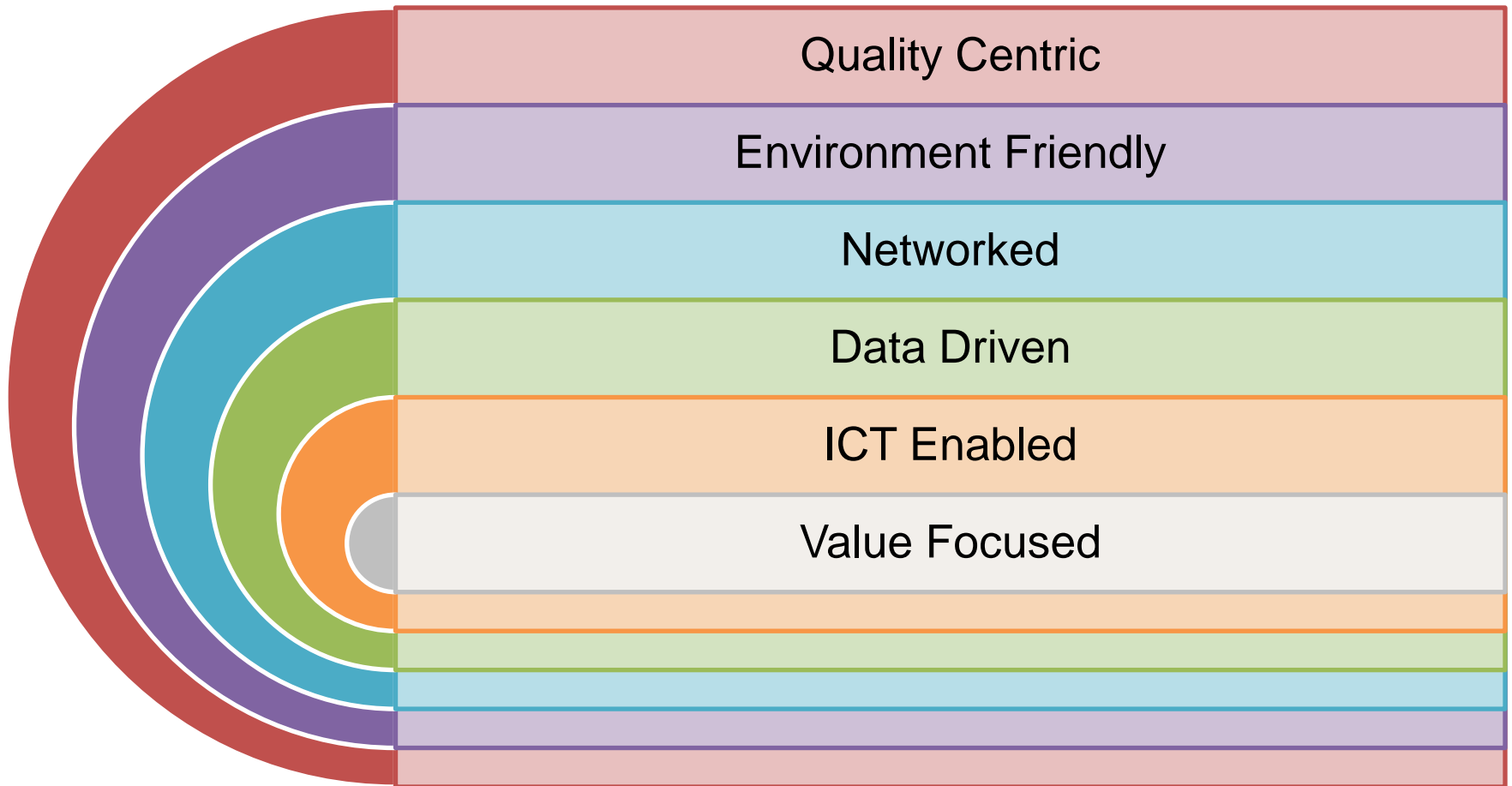
ZED (Zero Effect Zero Defect)

- ❖ Promoted by Indian Ministry of MSME under Make In India Programme for improving manufacturing capability of Indian MSME companies
- ❖ Maturity model based framework which helps organizations achieve high standard of product/service quality without impacting environment through a systematic process
- ❖ Assessment framework to provide financial assistance to Indian MSMEs

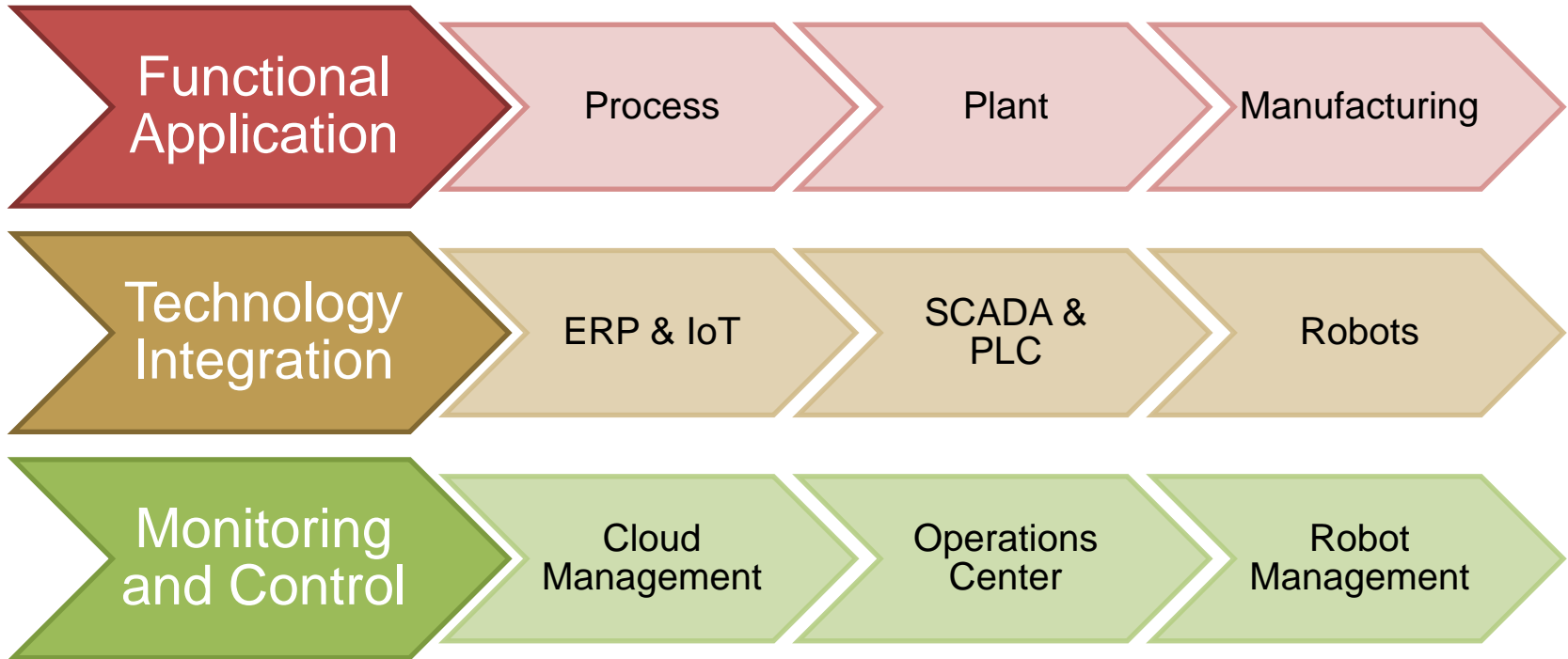
Capability Center for MSME Manufacturing Excellence



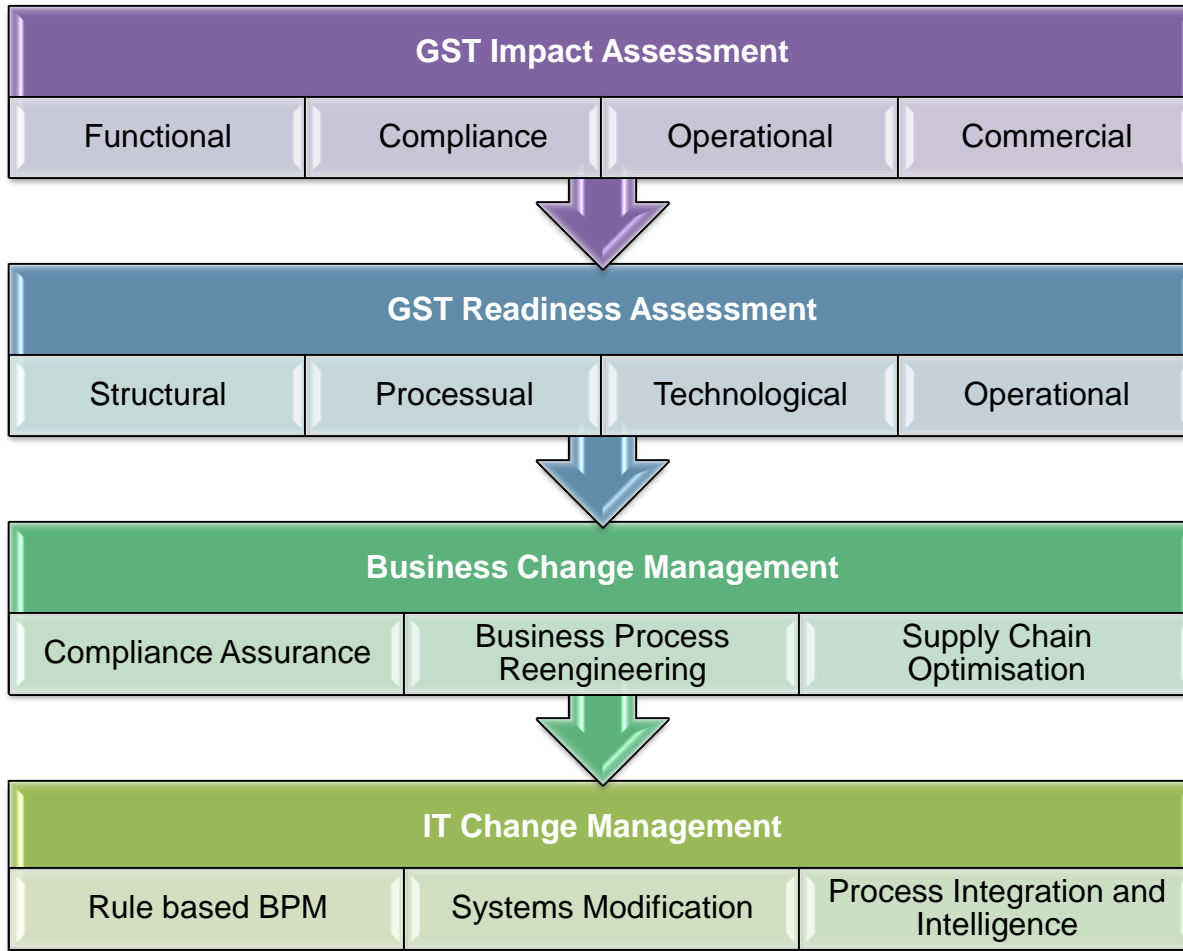
Our Z Factory Vision



Our Automation Framework



Our GST Implementation Solution



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