



संवाद
साथ बढ़े समृद्धि की ओर ...

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A Quarterly Bulletin of Quality Circle Forum of India Mumbai Chapter

**Special
Article
on**
***Artificial
Intelligence***



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From the Desk of Chairman



Friends, it gives me immense pleasure to welcome you all to another wonderful New Year 2024 ahead and visit some of the important events that happened during the preceding quarter i.e. January to March 2024.

The first quarter of the year was full of training programs, Chapter Retreat, attending 31st Quality Circle Convention of RCF Trombay Unit, Financial year closing accounts work & preparations for the 4th Virtual Kaizen competition & Safety Conclave 2024, being organized in April and June 2024 respectively.

The National Convention on Quality Concepts was organized from 4th to 7th January 2024, in Orange City of Nagpur, Maharashtra, at Shri Ramdeobaba College of Engineering & Management. A total of 2200 teams from 600 organizations presented their cases studies accommodated in 75 halls, in the Convention. This year's Theme: **"Nurture Quality Concepts for a Better Future". Mumbai Chapter received the 2nd Best Chapter Award for the year 2022-2023 amid appreciative applause from Directors, chapter officials and the audience.**

In February 2024, we organized a Retreat at Jet Hostel, RCF Chembur, on Sunday, the 4th of February 2024. Teams made excellent presentations on topics allotted to them. All the Governing Council Members participated in the deliberations of the Retreat. Action Plans will be prepared in the coming months and implemented in a phased manner.

During the Retreat, Mr. Arun Kumar Shrivastava, Executive Director, RCF was felicitated for getting the Quality Leadership Award at NCQC 2023, Nagpur. Mr. RS Potdar, Vice Chairman, Mr. Jayant Malshe, and Mr. Jotinder Ahluwalia reminisced their association with RCF in general and QC Movement, in particular. In his response, Mr. Shrivastava thanked Mumbai Chapter for the felicitation and for excellent partnership for sustaining QC Movement in RCF Ltd. He also shared his association with QC movement in his organization.

I was invited as a Special Guest to the 31st Quality Convention of RCF Ltd, Trombay, on 21st February 2024. I appreciated the fine work done by the QC teams and congratulated their Management and employees for nurturing and sustaining the QC

Movement for more than three decades. It was a pleasure and honor for me to attend the RCF QC convention. Mumbai Chapter is proud and privileged to be associated with RCF as one of the partners in their journey towards excellence.

Friends, we have decided to do makeover of our quarterly magazine – Samwaad. We request you all to send suggestions as to front page design. The best designer will be felicitated in CCQC 2024. We also request you to contribute for Samwaad with articles/ poems/quality related news in English, Hindi or Marathi.

Dr. Drucker once quoted **“some people plan for succession, some succeed in planning and execution”**. The strength of our Chapter is Team Spirit. Cherish the same values, culture, and ethos that we have been following for many, many years.

Stay safe, healthy and stay with QCFI!!

- K. B. Bharati

Felicitations of Mr. Anil Kumar Shrivastava, ED, RCF Ltd

QCFI Mumbai Chapter felicitated Mr. Anil Kumar Shrivastava, Executive Director, RCF Ltd on 4th February 2024, at Jet Hostel, RCF Chembur, for receiving the Quality Leadership Award in Public Sector Units, at NCQC 2024, Nagpur.



Mr. SS Patankar, Vice Chairman, welcomed Mr. Shrivastava with floral bouquet and shared his association with him in RCF Ltd and Shrivastava's contribution to QC movement in the organisation.

Mr. RS Potdar, Vice Chairman, Mr. Jayant Malshe, GC member & Mr. Jotinder Ahluwalia, GC member, all reminisced their association with RCF in general and QC Movement, in particular. They appreciated Shrivastava's initiative in developing Urea Gold (sulphur coated urea) new value-added product developed by RCF. This amazing accomplishment has given value added product to RCF.

In his response, Mr. Shrivastava thanked Mumbai Chapter for the felicitations and also for excellent partnership for sustaining QC Movement in RCF Ltd. He also shared his association with QC movement in his organisation.

QCFI, Mumbai Chapter Retreat - 2024 report

Organisations look for off-site meetings or Retreats every year. The purpose is to develop annual goals, objectives and visions. Discussing organisational challenges set a strategic direction, encourage honest and transparent deliberations. Also foster team spirit and collective vision, among the members of the Board.

With these objectives in mind, - QCFI Mumbai Chapter organised Retreat on Sunday, the 4th of February 2024 at Jet Hostel, RCF Trombay.

Mr. KB Bharati, our Chairman, could not attend the Retreat but conveyed his message wishing the best luck for the Retreat. The Secretary read out his message and objectives & goal of the Retreat.

Mr. SS Patankar, Vice Chairman, chaired the Retreat deliberations. The GC member teams made excellent presentations on topics allotted to them. The house appreciated the fine work done by each team. All the Governing Council Members participated in the deliberations of the Retreat. Action Plans will be prepared in coming months and implemented in phased manner.



At the end of the Retreat, Secretary Mr. V K Lad summed up the Day's deliberations, appreciated the contribution by each team and proposed vote of thanks to all the members.



National Convention on Quality Concepts – 2023

The National Convention on Quality Concepts was organised from 4th to 7th January 2024, in Orange City of Nagpur, Maharashtra, at Shri Ramdeobaba College of Engineering & Management. Total 2205 teams from 576 organisations, presented their cases studies accommodated in 75 halls, in the Convention. Apart from this, Press Conference, Organizers Meet, Judges Meet, Skit competition, Model presentations through model and charts, Live Quiz, AGM & Board of Directors Meet were also organised in different halls. Industrial visits were also organised. This year's Theme: **"Nurture Quality Concepts for a Better Future"**

The inaugural session was truly elegant, showcasing a remarkable display of grace enchanting, capturing the audience with its mesmerising choreography and seamless execution.



Mr. A.K. Jain, Chairman, Nagpur chapter, welcomed the Chief Guest, Shri Satyanarayan Nuwal, Chairman, Ramdeobaba Engg College & Chairman, Solar Energy, Shri Avinash Mishra, President, QCFI, Shri Iyer Srinivasan, Guest of Honor, Shri Satish Kalokhe, President Emeritus, Dr. Ashok Mittal, ex-President, QCFI, QCFI, Shri D.K. Srivastava, Executive Director, QCFI, all the Directors, QCFI, Chairmen & Secretaries from various Chapters, press representatives and the delegates. He was impressed by the pursuit of quality in all spheres of work and life, and said QCFI through its network, across the country, has played a key role in fostering quality consciousness, leading to tangible improvement in **productivity, efficiency and customer satisfaction**.

Shri D.K. Srivastava also welcomed the dignitaries and teams from different organisations. He briefed the audience about the three – day NCQC 2023 schedule.

Mr. Avinash Mishra, President of QCFI, delivered presidential address. Due to immense participation, he termed National Convention as an Olympic event where teams compete and win the awards. This is a platform for teams to present their performance reports and get recognition. He called for sustained efforts to strengthen the roots of the movement. **Learning is a continuous process which ultimately helps us develop individuals in all respects.**

Shri Satyanarayan Nuwal delivered a very enriching speech. He said, Quality is a way of life. In managing the quality, sincerity and accountability are most important. Bharatiya Sanskriti should also be a part of Quality and Innovation. Employees are most important assets of organisations. Shri Iyer Srinivasan said **"sustainability if the future and future is about change. MSMEs are backbone of India"**.

During the inaugural session, a souvenir was released at the hands of Chief Guest, Guest of Honor and the dignitaries. Shri Vijay Krishna, Director, anchored the inaugural program with quality quotes.

Mr. SS Patankar, Vice Chairman, Mr. Henry Samuel, Jt. Secretary & Mr. S.R. Pandey, Governing Council member, were judges for evaluation of case studies in different halls and Mr. V.K. Lad provided his services as Organiser, on 5th and 6th January 2024.



Mumbai Chapter won the 2nd Best Chapter Award of the year 2023. . This was possible due to support from President, Executive Director, QCFI, Governing Council members of Mumbai Chapter, our member organisations, life members, organizers and our Mumbai office.



The valedictory function was chaired by Shri Nitin Gadkari, Minister of Road Transport and Highways in India. He said, “Quality itself defines many things – Productivity, honesty and credibility. Our economy needs export enhancement and reduce production cost of products and services with increase in quality”. Human relations are the biggest strength. If success makes only you happy, it is useless, if it does not make your friends/associates happier at the same time. Technical approach with human touch only can succeed but not technical things in isolation can succeed alone. It is necessary that we connect with qualitative people, in order to remain knowledgeable, innovative and creative in life. Quality, credibility and goodwill are the pillars of success mantras of the Day, he concluded.



The NCQC 2024 will be hosted by Hyderabad Chapter or Ahmedabad chapter will be decided in the next BOD meeting. The NCQC flag was handed over to officials of Hyderabad Chapter during the valedictory session. It was also declared that the next ICQCC 2024 will be held at Sri Lanka for which welcome address was given.

The convention proved to be a record breaking with the involvement of all designated committees executing their responsibilities to their best including the student volunteers of Shri. Ramdeobaba College of Engg. & Management.

Editorial Board and QCFI Mumbai Governing Council appreciate the participation and contribution of our members in NCQC 2023, in making the event a grand success.

NCQC 2022 participation at a glance

No. of organisations		576
No. of teams		2205
No. of delegates		10919
No. of QCs		1296
Allied concepts		537
No. of LQCs		262
Model presentations		92
Kaizen deploy		25
Home kaizen		06
Special teams		15
Mumbai Chapter jurisdiction Teams		147

No. of Par Excellent	899
No. of excellent	1120
No. of distinguished	137
No. of Meritorious	45

Glimpses of NCQC - 2023



Editorial board wants to bring your attention towards new topics like Artificial Intelligence, modern trends in the industry etc. through this quarterly newsletter. These are only introductory write-ups compiled to understand the basics of these subjects. Here is the first in the series – Artificial Intelligence.

Compiled by Mr. Jayant Malashe



ARTIFICIAL INTELLIGENCE



Almost all the organisations in the world are using or trying to use Artificial intelligence to improve their performance. IT is used in many areas like –search engines, answering all the questions through tools like CHATGPT, writing codes and checking those for improvements, creating power point using ‘slide eye’, creating art work-paintings using **Mid journey, Leonardo, stable fusion** like software, Virtual Assistance, Autonomous vehicles, **Chabot’s Recommendation systems** Navigation apps, **Facial recognition** Text editors etc.

AI can be used for various situations, but these are some examples of AI in our daily life. E – Commerce. It was claimed recently on a TV show that AI can predict death also.

What is Artificial Intelligence?

Artificial Intelligence AI is the ability for a computer to think, learn and simulate human mental processes, such as perceiving, reasoning, and learning. It can also independently perform complex tasks that once required human input.

AI as mentioned in Wikipedia,

Artificial intelligence (AI), in its broadest sense, is intelligence exhibited by machines, particularly computer systems, as opposed to the natural intelligence of living beings. As a field of research in computer science focusing on the automation of intelligent behaviour through machine learning, it develops and studies methods and software which enable machines to perceive their environment and take actions that maximize their chances of achieving defined goals, with the aim of performing tasks typically associated with human intelligence. Such machines may be called AIs.

How does machine Learning Relate to AI?

Although the terms artificial intelligence (AI) and machine learning are frequently used interchangeably, machine learning is a subset of the larger category of AI.

Machine learning is the study of programs that can improve performance on a given task automatically. It has been a part of AI from the beginning.



Artificial intelligence signifies computers' general ability to mimic human thought while carrying out tasks in real-world environments.

Machine learning implies to the technologies and algorithms that allow systems to recognize patterns, make decisions, and improve themselves through experience and data.



Hanson Robotics' most advanced human-like robot, Sophia, personifies our dreams for the future of AI. As a unique combination of science, engineering, and artistry, Sophia is simultaneously a human-crafted science fiction character depicting the future of AI and robotics, and a platform for advanced robotics and AI research.

There are three stages of AI.

First is collecting big data, then deep learning through analysis of big data and then AI developed through algorithms.

AI is bringing to us software not only related to numbers and words but also regarding images, sound, films by going deep into the huge data and their relations, patterns, inclinations, problem solving and many more. This will help individuals to make decisions.

Uses of AI

Recommendation systems AI content recommendations help people stay engaged and informed. For example, Virtual (Siri and Alexa.), Personalized content on streaming platforms, Apps that suggest best routes based on traffic.

Customer service Customer service teams can get feedback from customers by using AI. For example, AI powered information can provide agents with information on client intent, language, and sentiment so they are aware of how to approach an encounter.

Medical diagnosis Provides more exact diagnoses, detects hidden patterns in imaging investigations, and predicts how patients will respond to specific medications. This leads to better treatment strategies, fewer clinical errors, and more accurate diagnosis.

Future usages of AI

Virtual reality, E learning E administration, reading faces from the mobs, exceptionally important jobs like working with radioactive matters, vaccination that will cover all kinds of sicknesses in infant's new proteins, management of natural resources etc.

What are the disadvantages of AI?

Lack of Transparency
Bias and Discrimination Privacy Concerns
Ethical Dilemmas
Security Risks
Concentration of Power
Dependence on AI
Job Displacement

How can we use AI responsibly?

Put People First
Consider data and privacy goals
Minimize unintended bias
Ensure AI transparency
People should use their own creativity, not copy off of AI! AI is just a tool for efficiency!

Responsible use of AI can help do repetitive work for humans, but humans should still be prioritized.

It can create a culture that utilizes creativity, empathy, and dexterity from humans and AI for increased efficiency.

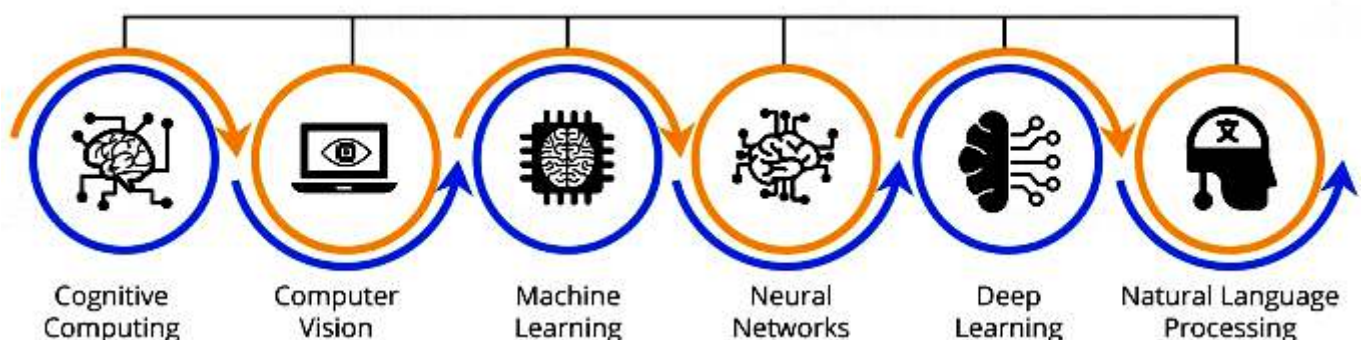
There needs to be fairness in AI which entails identifying and eliminating discrimination while also encouraging diversity and inclusion. This can be done by using training models with equal representation.

Develop explainable AI that is visible across processes and functions to generate trust among employees and customers.

Businesses should adopt strong security measures, limit access to sensitive data, and anonymize data whenever possible to secure data privacy with AI and ML technologies.

Usage of AI beyond certain limits is also posing socio economic problems mentioned in disadvantages. Therefore, its usage should only be practiced for better life on the earth. At the same time we must also understand that it is absolutely necessary to understand and use AI judiciously.

Artificial Intelligence



Annual Pre-Convention at RCF Trombay, Chembur

Annual Quality Concepts Convention is organised by RCF Trombay Unit, Chembur for more than three decades.. A week before the Annual Convention, a pre-convention is held to evaluate all the Quality Circle & Lean Quality Circle teams. This helps in saving time at the Annual Convention and evaluation could be comfortably done well in advance. Thus, pre-convention was organised on 16th February 2024. 82 nos of QC & LQC teams presented their case studies in five different halls. These case studies were evaluated by expert judges from QCFI Mumbai Chapter – Shri SS Patankar, Shri VK Lad, Shri JS Malshe, Shri Henry Samuel, Shri GB Thatte, Shri SR Pandey, Shri Jotinder Ahluwalia, Shri Sapan Bardhan & Shri Nityanand Parulekar.



31st Annual QC Convention of RCF Trombay Unit

31st Annual QC Convention of RCF Trombay Unit was organized on 21st February 2024 at Gangadhar Deshmukh Hall, RCF Colony, Chembur, Mumbai.

Convention was inaugurated on 21st February 2024 at the hands of Hon. CMD Shri. S C Mudgerikar. Formal inauguration was done by lighting a lamp at the hands of Hon. CMD Shri. S C Mudgerikar Sir, Shri. K B Bharti, Chairman QCFI Mumbai Chapter, Smt. Nazhat Shaikh, D(F), Smt. Ritu Goswami, D(T), Shri. Deepak Mani Tiwari, CISF Commandant, Shri. Anil Kumar Shrivastava, ED (Trombay); Shri. Aniruddha Khadilkar, ED (Thal) and followed by QC Geet.



Welcome Mr. Subhash



We are pleased to announce the appointment of Mr. Subhash Mahadeshwar as Office Administrator with QCFI Mumbai Chapter.

Commerce Graduate and Post-Graduation in the Business Management, Mr. Mahadeshwar retired from Adani Electricity and has over 35 years of experience in the areas like Business Excellence, Materials & Inventory Management, 5 S culture etc. We value experience of Mr. Mahadeshwar in the previous organisations and look forward to his contribution to growth of Mumbai Chapter in terms of image, professionalism and quality of services.

Mr. Mahadeshwar is life member of QCFI.

Editorial Board considers this as a well-deserved appointment and welcomes Mr. Mahadeshwar in the QCFI Parivar.

- Editorial Board

Future Events

- 4th Kaizen Competition (virtual) – April 2024
- 1st Safety Conclave – June 2024
- Annual General Meeting – June/July 2024
- Chapter Convention on Quality Concepts (CCQC) – September 2024
- ICQCC – 2024, Srilanka, October/November
- National Convention on Quality Concepts – December, 2024



An appeal to life members!

Friends, you are aware, QCFI Mumbai Chapter publishes quarterly Bulletin – Samwaad and keeps you updated about our quarterly events and activities.

This year, we have decided to go in for makeover of front page of Samwaad. We request our beloved members to send front page designs by end of April, 2024 by mail (qcfimc@yahoo.co.in). The best designer will be the winner and felicitated in our coming Annual Chapter Convention. We also request you to contribute for Samwaad with articles/poems/quality related news in English, Hindi or Marathi.

-Editorial Board



Without a standard there is no logical basis for making a decision or taking action.

- Joseph M. Juran



Eighty-five percent of the reasons for failure are deficiencies in the systems and process rather than the employee. The role of management is to change the process rather than badgering individuals to do better

- W. Edwards Deming

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