



# संवाद

साथ बढ़े समृद्धी की ओर

## A Quarterly Bulletin of Quality Circle Forum of India - Mumbai Chapter

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### From the Desk of Chairman

Friends, New Year is a time to reflect on the previous year and celebrate the arrival of a New Year. It's also a time to share Happy New Year quotes with loved ones, family, co-workers, and neighbors. After all they are the ones who made our life incredibly healthy, safe, prosperous, and memorable.

On behalf of the Governing Council of QCFI Mumbai Chapter, I wish my colleagues in QCFI Board, in the Mumbai Chapter Council, Organization coordinators, life members, QCFI HQ & Mumbai Chapter staff and their families, a Happy, Healthy and Prosperous New Year 2024.

Let's commit to ourselves that we all put up our best to take the chapter to a new height by enhancing our overall performance in the year 2024. Your contribution in membership growth, CCQC participation, sharing of articles/ poems & any information related to our sphere of activities for our quarterly Magazine Samwaad will be highly appreciated.

World Quality Day is celebrated on 14th November in organizations the world over. Organizations organize several quality related programs to raise awareness of the quality management profession and focus on the theme of realizing organizational competitive potential. Our Governing Council Members M/s. J.S. Malshe, Mr. G.B. Thatte, Mr. Henry Samuel were invited as Chief Guests at different locations of Adani Electricity and Mr. S.S. Patankar at Sun pharma, Ahmednagar. They shared their views on Quality management tools and techniques & gave away prizes to winners in various competitions.

National Convention on Quality Concepts is organized from 4th to 7th January 2024 at Ramdeobaba Engg College & Management, Nagpur. More than 2200 teams from 575 organizations with 11048 delegates are participating in the Convention. Wishing all the teams continued success and for more and more laurels.

Friends, Maharashtra State has reported a few Covid 19 cases. The State has also witnessed a surge in the infection cases. The government has formed a new task force and urged citizens to maintain safety protocols. Though the resurfaced virus is not an immediate threat, it is very likely to mutate and spread fast.

Happy reading! Stay safe, stay healthy & stay with QCFI.

- K. B. Bharati

Chairman, QCFI Mumbai  
National Vice President, QCFI

## World Quality Day Ceremony

Quality of a person is more important than anything else. If there is development in quality of a person, everything else follows. Quality is not in looks or knowledge or work or skill but in one's health, family life, culture and thoughts.

All the quality concepts are well designed to elevate the quality of a person or a group. If this develops, automatically organisation, family, society and Nation also develop.

World Quality Day is celebrated on 10th November in organisations, the world over. Organisations organise several quality related programs in order to raise awareness of the quality management profession and focus on the theme of realising organisational competitive potential. Our Governing Council members M/s JS Malshe, Mr. Henry Samuel, Mr. J Ahluwalia and Mr. GB Thatte were invited as Chief Guests at different locations of Adani Electricity. They shared their views on Quality management & gave away prizes for various competitions organised by the Adani Group.

## Quality Day Celebration At Adani Electricity Mumbai Ltd. Chembur On 10th November 2023



QCFI Mumbai Council Member Mr. Girish Thatte attended the celebration as Chief Guest.

Divisional Head Mr. Mahesh Andhari made a presentation covering spread of activities of the Division and Quality Initiatives being implemented.

Mr. Mankar as Guest of honour shared highlights of Quality Initiatives at RCF Chembur.

Mr. Thatte in his speech explained the importance of factors in sustenance of the Quality Initiatives.

Prizes were distributed to winners of competitions held during the Quality week. Also spot prizes were given to winners of Quiz conducted during the function.

Important point to note was, participation of not only technical and administrative staff but of support staff like security, housekeeping and canteen.

## J S Malshe at Adani Electricity Mumbai Limited, Kandivali West Unit



Mr JS Malshe was invited at Kandivali West office of M/S Adani Electricity Mumbai Limited on 14th November 2024. QCFI was in association of this organisation for last 20 years or so for implementation of QC and 5 S. M/s Adani, (earlier BSES and RELIANCE Energy thereafter) have successfully practiced various Quality Concepts. Mr. Malshe has been one of the faculties during their long journey of successful case studies,. Mr. Malshe recollected all good practices like maximum participation at QCFI conventions, Archives of the case study write ups, some prestigious projects which won "patents" and so on.

Mr. Malshe also mentioned about enthusiasm shown by the staff and efficient supporting role played by the management. Mr. Malshe enthused them to keep this attitude towards QUALITY hereafter as well. Meeting old pals and going down the memory lane was a great experience for Mr. Malshe.

## S S Patankar at Sun Pharma during Quality Month Celebration



As a significance of “Quality month ‘ it has been told to participants that - post world war 2nd Japan was known for रद्दी माल बनाने वाला देश”, the Japanese economy was collapsed and it was even difficult for getting one time meal for Japanese people. Mr. Douglas Mc Arther, the leader of arm force came forward and appeal Japanese scientists and engineers to come forward and join the hands for strengthening the Japanese economy. This association later on named as JUSE (Japanese Union of scientists & Engineers) JUSE invited Dr. W. E. Deming and J F Juran, the management expert and a Quality expert from

US to train and to know the ways and means for enhancing quality and productivity by applying SQC tools and through systematic problems solving approach. The lectures of both the experts arranged in seminars for top managers, on job training arranged for foreman and first line supervisors in their respective workshops, speeches of both of them were broadcasted on mass media sources like radio and TV for percolation of importance of quality & productivity even up to Japanese housewives and children. Till now JUSE understood that without Quality and Cost competitiveness of the products Japanese couldn't sale their products in the world market and thus Japanese economy cannot be strengthened. JUSE wanted to penetrate in world markets which was already captured by some of the European countries like Germany, France and also US. With the all-around great efforts by JUSE along with Dr. Deming and Dr. Juran the drastic awareness created among the Japanese Businesses, Industries and Japanese people.

On other side Dr. Kauro Ishikawa one of the member of the editorial board of monthly bulletin published by JUSE popularly known as “Gamba to QC” (Quality Control at work place) started educating the foreman and supervisors and shop floor employees about the use of seven QC tools for solving the shop floor problems. Many other quality experts were also same time working on other quality initiatives for improving the quality of products and lowering the cost by minimising the wastage’s like Kaizen, Pokayoke, Kanban and 5S etc. As a result Japanese Industries could able to produce the Quality Products with competitive cost and thus able to easily sale their products in the world market. Slowly slowly Japanese started capturing their space in world market and by the month of October 1950 Japan retained its lost pride and since then till date Japan is known for its Quality products. As a remembrance of this achievement JUSE decided to celebrate October month of every year as Quality month and the Q flag with yellow background is adopted as Quality/ productivity flag and being hoisted during the Quality month.

On the other hand with the initiative of Dr. Kauro Ishikawa, thousands of small shop floors Problem Solving Groups (SGA) were formed all over Japanese Industries. Later on these groups were known as Quality Control Circles. First such Quality Control Circle of its kind was formed in the ‘Nippon Telephone and telegraph Company’ in Japan in the year 1962.

## H Samuel & J Ahluwalia at Adani Electricity Mumbai, Bhayandar



Mr. JS Ahluwalia the Governing Council Member of QCFI, Mumbai was the Chief Guest Adani Electricity Mumbai Limited (AEML) - Mira Bhayender Divisional Office and Adani Electricity Management Institute at Goregaon East, Mumbai. Mr Henry Samuel, Jt. Secretary, QCFI Mumbai also invited as a Guest of Honor for this celebration. Other key activities done during the celebrations include:

- 1) Talk by AEML premium customer
- 2) Poster, Slogan, Poem competitions were organized
- 3) Enacting of Skit on Quality theme

- 4) Prize distribution for AEML employees who contributed towards promoting Quality at workplace
- 5) Sharing of Quality highlights presentations and motivational videos

The event witnessed participation by employees across the entire hierarchy, and was coordinated by the Corporate Business Excellence team with active support from the Divisional Business Excellence coordinators, spread across the 5 Divisional offices and other office locations.

## Celebration of “World Quality Week” at Adani Electricity Mumbai Limited



Author: Jotinder Singh Ahluwalia – Retd Addl. Vice President & Head - Business Excellence (AEML-Mumbai Distribution)

“World Quality Day” is celebrated every year on the 2nd Thursday of November, which falls on 9th November this year. Similarly, the second week of November is termed as the World Quality Week and the entire month of November is termed as the World Quality Month.

The theme for this year’s World Quality Day is “Quality: Realizing your competitive potential”.

For any business to build a credible competitive advantage, following approach is recommended:

- 1) Ability to understand the needs of your stakeholders, faster than your competitor
- 2) Ability to turn the above learning into tangible action, faster than your competitor This advantage, needs to be built along the following key aspects of any business:
  - a) Business Strategy Quality
  - b) Process Quality
  - c) Product Quality &
  - d) Service Quality
- **Strategy Quality:** This is generally led by the Top management and sets the foundation of a robust culture for Business Excellence, which is tightly integrated with the Vision, Mission and Values of the organisation.
- **Process Quality:** Process quality and its continual improvement helps improve process capabilities along key process attributes such as Cost, Governance, Cycle-time and Quality. Approaches such as Six-Sigma, Value-Stream mapping, Quality Circle, 5-S, ISO frameworks etc., help in identifying and addressing process defects and improving process capabilities
- **Product Quality:** Product mix of any organisation should be continuously aligned with the changing needs and expectations of the various customer segments. While cost and quality of product remain the key differentiators, the importance of value-addition, helps create a credible competitive advantage.
- **Service Quality:** Exceeding the expectations of various stakeholders, remains one of the biggest factors contributing to greater market share. To be a world-class organisation, businesses need to integrate the following service attributes in their process and product designs.
  - 1) Improved Speed of Delivery
  - 2) Greater Convenience
  - 3) Highest level of Transparency
  - 4) Segment-wise personalization
  - 5) Professional service attitude

It is important for companies today, to exploit this enabling ecosystem of Government policies and support, and use the same, to leapfrog their respective businesses to the next orbit.

Let’s make use of avenues such as “World Quality Day”, to reinforce our commitment to “Quality” in every aspect of our life and achieve our personal and national goals. Let’s also take a pledge that our each day becomes a “Quality Day”.

## Award winning Poem & Slogan in CCQC - 2023

### Poem on Nurture “Quality Concepts for a Better Future”

In the realm where dreams take flight,  
A vision glows, a guiding light.  
Nurture Quality Concepts, we must,  
For a future in which we trust  
Education's tapestry, woven with care,  
Nurtures minds eager, a world to dare.  
In classrooms we wonder, wisdom's seed,  
Quality Concepts sprout, fulfilling our need.  
Sustainability's dance, nature's embrace,  
Innovation blooms, a vibrant grace.  
Nurtured concepts, green and bright,  
Forge a path toward a planet's right.  
Healthcare's embrace, a healing touch,  
Nurtures well-being, oh, so much.  
Quality Concepts, a foundation strong,  
In a world where health and hearts belong.  
Equity's song, a harmonious blend,  
Nurtured concepts, on justice depend.  
Inclusive society, where all voices soar,  
A better future, we strive to explore.  
Cultural treasures, expressions divine,  
Nurtured concepts, a tapestry fine.  
Preserving the past, embracing the new,  
In unity and diversity, our spirits renew.  
Nurturing quality concepts, a journey we share,  
For a better future, a world we declare.  
Hand in hand, let's shape destiny's clay,  
With love and compassion lighting the way.

**Satish Tawade,**  
Creative QC, Mukand Ltd.

### गुणवत्ता कविता

प्रगति पथ जटिल है, यह वक्त भी कठीन है ये,  
पग-पग पर है चुनौतियां, प्रतिस्पर्धा का युग है ये।  
स्पर्धात्मक कीमतों भी, निगलने को तैयार खड़ी,  
अल्प - मांग का दानव भी,  
हुंकार रहा रहा ललकार रहा।  
लागत और गुणवत्ता के बीच, युद्ध है हिडा हुआ,  
इस युग में बाजार ही, रणक्षेत्र है बना हुआ।  
सर्वोत्तम गुणवत्ता का अस्त्र, जीत हमें दिलाएगा,  
अच्छा सुंदर टिकाऊ उत्पादन, ग्राहक के मन भायेगा।  
लागत में लाएंगे कमी, लाभ स्वमेव बढ़ाएगा।  
जो रोक सके तो रोक कर, अब हमें कोई दिखाए  
निकल पड़े है हम सभी, अब जीत की शपथ लिए।  
चुनौतियों को पार कर, एक नया मुकाम पायेंगे  
संगठन को विश्व में नयी पहचान दिलाएंगे।

गणेश सुरेश जागुष्टे  
रत्नागिरी कींग्स क्युसी  
जेएसडब्ल्यू एनर्जी, रत्नागिरी

### कविता

निज राष्ट्र के शरीर के शृंगार के लिए।  
तुम कल्पना करो, नवीन कल्पना करो।।  
अब देश है स्वतंत्र मैदनी स्वतंत्र है।  
मधुमास है स्वतंत्र, चाँदनी स्वतंत्र है।।  
हर दीप है स्वतंत्र, रोशनी स्वतंत्र है।  
अब शक्ति की ज्वलंत दामिनी स्वतंत्र है।।  
लेकर अनन्त शक्तियाँ सदा समृद्धी की।  
तुम कामना करो, किशोर कामना करो।।  
तन की स्वतंत्रता चरित्रका निखार है।  
मन की स्वतंत्रता विचार की बहार है।।  
घर की स्वतंत्रता समाज का शृंगार है।  
पर, देश की स्वतंत्रता अमर पुकार है।।  
टुटे कही न तार यह अमर पुकार है  
हम थे अभी गुलाम यह न भूलना  
करना पड़े हमे सलाम यह न भूलना  
रोते फिरे उम्र तमाम यह न भूलना

संजय सिंह  
विश्वकर्मा क्युसी  
एनटीपीसी, ता. भागलपूर, बिहार

## घोषवाक्य

### Quality Management Needs, Quality Mindset

**Satish Tawade,**  
Creative QC  
Mukand Ltd.

क्वॉलिटी कन्सेप्टसचा आहे प्रत्येकाला आधार,  
भारत यशस्वी होण्यासाठी आहे तयार

चुनेशकुमार महतो

योजना क्युसी, माझगाव डॉक शिपबिल्डर्स लि., मुंबई

भविष्याचा ओळखा धोका,  
वसुंधरेचा ऐका हाका,  
पर्यावरणाचा तोल राखा,  
नंतर गोड फळे चाखा.

उर्मिला मोहिते,  
माझगाव डॉक शिपबिल्डर्स लि., मुंबई

## Training Program at Alok Industries



Training Program at Alok Industries  
by Mr. S S Patankar, On  
18th and 19th of December 2023,  
two days 5S training conducted at  
Alok Industries - Silvassa attended  
by around 35 participants



## S S Patankar (CSR) Activity



One hour briefing given in keynote address as chief guest for a School function at Kharepatan Secondary Higher Secondary and Sr. College where in around 350 Students and all teachers staff were informed about the Role and relevance of teachers in the era where knowledge is available freely and abandoned with the advent of information technology / internet's. Special focus on the "Sanskar" - moral values, culture, manners and good behaviour could not be inculcated in among the students in absence of active and sensible role play by the teachers. Moreover in the present era of cut- throat competition in every field of life, teachers should also emphasise on emotional quotient and spiritual quotient of students along with intelligent quotient to enable them successful in practical life after graduation.

## CSR Activities by Mr. J S Ahluwalia

Mr. J Ahluwalia participated for distributing long books and pens to deaf /dumb students



CSR project at Mook Dhvani Vidyalaya, Vileparle on 3rd October  
Beneficiaries: 50+ deaf / dumb school children  
Benefits: Long books and pens, 2 Drawer Cabinets

Mr. JS Ahluwalia GC Member of QCFI, Mumbai participated  
in CSR Activities at Dist: Palghar, Maharashtra on 31st October 2023



CSR projects at Ambeghar ZP School, Sarashi ZP School and Khand village.  
All projects at Vikramgad, Palghar on 31st October  
Benefits: 4 long books per student, 800+ Diwali sweet boxes, 500+ sarees, sanitary pads,  
Japanese pens, 2 Drawer cabinets, 2 carrom boards  
Beneficiaries: School children, Adivasi women and Mothers of school children  
Details shared earlier with pics in GC group



Mr. J Ahluwalia participated for Blanket distribution and clothes distribution drive was conducted on 28th December 2023, by the Rotary club of Mumbai SherePunjab for the needy migrant workers from UP and Bihar, settled in Naigaon, Palghar. This was jointly organised with HWCT NGO at their "Shelter of Love" location at Naigaon. Over 110 blankets, hundreds of clothes / bed sheets etc. were distributed for the needy women of the underprivileged area. Over 150 women and their families benefited from this project.