



QR VIEWS

A BIMONTHLY PUBLICATION OF NIQR TRIVANDRUM BRANCH

FOR PRIVATE CIRCULATION AMONG MEMBERS ONLY

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CONTENTS

Sl. No.	TOPIC	Page No.
1.0	Chairman's Message:	1
2.0	Traits of a Successful Quality Leader	2
3.0	Webinar on "Traits of Successful Quality Leader"	3
4.0	Annual General body meeting	3
5.0	Minutes of AGM held on 23 March 2021	4



"Where there is no Standard there can be no Kaizen"

Taiichi Ohno

1.0 Chairman's Message



Dear Members,

We are moving through a harrowing phase. The impact of the pandemic becomes more evident when we lose our dear and near. NIQR was unfortunate in this regard. Sri.PK Agarwal the doyen of our institution succumbed to COVID. It was an irreparable loss to our community. We pay our homage to the departed soul to rest in peace. We convey our heartfelt condolences to the family of the bereaved and we pray to the almighty to give them the strength to overcome this unexpected turn of fate.

Grave situations like the one we are experiencing need a calm thinking and dedicated service from the professional societies. Now people around us need reassurance and solace to set pace to the life ahead. It is our duty to carry out this responsibility and enhance the quality of life. How do we go about it? We need to spread positive messages on hope and recovery. In this regard our whatsapp group has to be more diligent not to forward scary negative messages and statistics. We need to apply the triple filter test of Socrates 'Is it True, Is it good and is it useful'.

We can organize interesting webinars on do it yourself skills to keep the house clean and help useful fix up of appliances. Recently there was a webinar on reading folk lore of each state of India. New and interesting stories are good diversion that rejuvenates the mind. So is music. Let our members take the initiative in organizing such programmes. It is time to move over all differences linguistic, regional, religious, political and join hands as humans to do service.

Let us share honest positive vibes amongst us at this time of hardship and hope that the leaves would turn over for a brighter tomorrow. Definitely so.

KR Mohan Ananthanarayanan
Vice Chairman



2.0 Traits of a Successful Quality Leader

- C. Athi Pagavan

2.1 Introduction

Globally when we see, people follow leader and not the cause. When people like the leader they will reconcile their vision to the leader's vision. If the leader is liked, people will not look for another leader. This attitude can be seen clearly in Politics. When the leader is able to create trust then the employees will participate in the Quality cause. To become a successful Quality Leader (QL) what are all the traits needed, is explained here.

2.2 Customer Centric

One of the popular definition of Quality is "Customer's Delight". A Quality Leader should give priority attention to both the external and internal customers' needs. The changing requirements of the customers' requirement need to be continually evaluated by the QL.

2.3 Empower Subordinates

The Quality Leader should empower rather than controlling their subordinates. A QL should have trust and confidence in the performance of their subordinates. He needs to provide the resources, training and proper work environment to do their work.

2.4 Emphasize on Improvement

The Quality Leader should emphasize on improvement rather than maintaining the status quo. The phrase "If it isn't Perfect, improve it" rather than "if it isn't broken don't fix it". They should always think that there is any way a room for improvement whatever little it may be. It's the little improvements that keep the continuous process improvement in a positive track.

2.5 Emphasize Prevention

Prevention of defects should be emphasized by the QL. We know that Prevention is better than cure but it may also be noted, Perfection can be the enemy of Creativity. One can't wait for the creation of perfect process, product or service. The QL should balance between preventing problems and developing better (not perfect) processes.

2.6 Encourage collaboration rather than competition

When functional areas, departments or work groups are in competition there is always a chance of people finding subtle ways of working against each other. Hence, a QL need to encourage collaboration instead of competition. Competition if encouraged sometimes can lead to hiding information which is detrimental to the organization.

2.7 Training and Coaching

The QL should be a Trainer and a good Coach. They should know that development of human resource is a necessity. He has to help his subordinates

to learn and do a better job as a Coach. But, once he starts directing and supervising he may have to do it in his entire span of service.

2.8 Turn Problems into Opportunities

One should learn from problems. Problems are treated as opportunities rather than something to be covered up. "What caused it?" and "How to prevent it in the future" are the Questions the QL should ask and find out the Root Cause.

2.9 Communication – the Powerful Tool

Communication is the glue that holds together an Organization. It is a two way process. Newer ideas will emerge when the QL encourage his people to act upon. Dissemination of information is most important for a healthy Organization. A QL must be a better listener than a speaker.

2.10 Commitment to Quality

The Quality Leader should continually demonstrate his commitment to Quality. The Leader should walk his talk. His action is important rather than words that communicate the level of commitment. The Quality statements should be a decision making guide.

2.11 Supplier selection to be on the basis of Quality

The QL should select the suppliers on the basis of Quality, not cost alone. Suppliers are encouraged to participate with project teams and their involvement to be ensured. Leader should know that Quality begins with raw material onwards and the true measure is the life cycle cost.

2.12 Ensure organizational system to support Quality

The Quality Leader should ensure organizational systems to support the Quality effort. At the senior management level a Quality Council is provided. This needs to be extended at the first line supervisor level, work groups and project teams. This will help in continuous improvement of the Process thereby Quality.

2.13 Should Encourage and Recognize Individual and Team effort

The QL should encourage, recognize and reward individuals and teams. He should understand that people like to know that their contributions are appreciated. This action is one of the Leader's most powerful tool.

2.14 Conclusion

The twelve traits explained above guides a person to become a successful Quality leader if he sincerely practice them. The key values and objectives are explained here. Effective Leadership begins on the inside and moves out.

3.0 Webinar on “Traits of Successful Quality Leader”

The Webinar on “*Traits of Successful Quality Leader*” was conducted on May 1, 2021 as part of International workers day celebration. Shri. P. Muthuganapathy, Secretary welcomed the gathering and organized the webinar. Shri. Ramachandran, EC Member introduced the chief guest. Shri. R. Sethuraman, Chairman NIQR Chennai Branch / Divisional Manager Supplier Quality Ashok Leyland Ltd., was the chief guest and he stressed the importance of the Successful Quality Leader for the effective growth of the organization.



Dr. Ramesh Narayanan, EC Member introduced the speaker. Shri. C.Athi Pagavan, Chairman NIQR Trivandrum Branch and former Group Director RQA-Spacecraft Inertial Systems Group/ ISRO Inertial Systems Unit gave a talk on the “Traits of Successful Quality Leader. The Q&A session was moderated by Shri. Ramachandran. Shri.Sai Ganesan delivered vote of thanks. The support rendered by NIQR HQ in sharing the Zoom Platform for the Webinar was appreciated. The webinar was attended by total 42 members.



4.0 Annual General body meeting

The Annual General body meeting was held on 23 March 2021, Friday at SP Grand days Hotel, Panavila Junction. A total of 39 members attended the AGM. The AGM was conducted strictly following the COVID-19 protocols.



5.0 Minutes of AGM held on 23 March 2021

NIQR/AGM/2020

27.03.2021

Thirty second Annual General Body meeting of the branch was held on 26 March 2021 at 18 30 h at SP Grand Days Hotel, Panavila Junction, Trivandrum. The AGM was conducted strictly following the COVID-19 protocols.

The Annual General Body Meeting started with silent prayer.

Dr. Aniyam, Vice Chairman welcomed the Chairman, Secretary, Treasurer and all the members for the Annual General Body Meeting. He also appreciated the overwhelming response of the members for attending the AGM with physical presence even in the difficult time of Covid 19 pandemic. He also mentioned that all our members would have administered the first dose of vaccination by this time.

Chairman Shri. C. Athi Pagavan delivered the presidential address. Chairman also welcomed all the members for the AGM and he appreciated the contribution of all the members for the success of NIQR Trivandrum Branch. He also highlighted that more student chapters are functioning under Trivandrum Branch. He briefed about the activities of the NIQR Head Quarters during the difficult time of Covid-19 pandemic and how NIQR helped the MSMEs to recover from the slowdown of economy especially by conducting the virtual convention. He also mentioned, how the Pandemic helped small businesses with live examples and the bright future for small scale and cottage industries. Chairman concluded with the mention that more programs are planned for the benefit of members and the industry.

Shri. P. Muthuganapathy, Secretary NIQR Trivandrum Branch read the AGM minutes for the year 2018 - 2019 and presented the activity report for the year 2019 - 2020. The Annual report was approved as proposed by Shri.T.J Thomas and seconded by Shri. P.K. Abraham.

Shri. H.Sai Ganesan, Treasurer of NIQR Trivandrum Branch presented the audited statement of accounts for the financial year 2019-2020. The audited statement of accounts was approved as proposed by Shri. T. Jeyakumar and seconded by Shri. A.Shajahan after discussions.

M/s Dhan and Co. was re-appointed as auditor for the next year. AGM appreciated their valuable services to the branch.

Extension of the present EC for another term as suggested by NIQR Head Quarters was discussed in Branch EC on 20.07.2020 and decided for ratification in AGM. The proposal was put for discussion in AGM and approved as proposed by Shri.K S Mani and seconded by Shri.M.Ganesan.

Treasurer proposed writing off the outstanding membership dues of RS.1400. This was approved by the General body as proposed by Shri.M.Baskaran and seconded by Shri. M.Ravindranathan.

The following are the suggestions from the members :

Shri. Pradeep Kumar suggested induction of new members in NIQR by doing a strong membership drive. Also, he suggested to do programmes jointly with other professional bodies on subject of common interest.

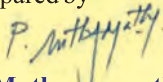
Shri. Sajeendran suggested to have an awareness drive on Quality of products which common people are getting through online purchase mode from various companies.

Shri. Jeyakumar suggested on training NIQR members to shoulder the responsibility of steering the Executive committee. He had quoted his own Page 3 of 3 experiences in this regard. He also suggested to have own office for NIQR Trivandrum Branch and assured help in this regard.

Chairman appreciated the positive suggestions from members and assured their implementation. Regarding own building and office for the branch, a proposal shall be given to NIQR Head Quarters.

The AGM was concluded with vote of thanks by Shri.P.Muthuganapathy, Secretary followed by Dinner at 19 30 h. A total of 39 members attended the AGM.

Prepared by

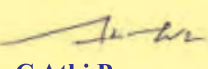

P. Muthuganapathy

Secretary

To

All members of NIQR Trivandrum Branch

Approved by


C Athi Pagavan

Chairman