



QR VIEWS

A BIMONTHLY PUBLICATION OF NIQR TRIVANDRUM BRANCH

FOR PRIVATE CIRCULATION AMONG MEMBERS ONLY

No 02/2022

Feb 2022 - May 2022

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"Without data you are just another person with an opinion"

W. Edwards Deming

1.0 Chairman's Message

It is a welcome trend happening in our Nation, the situation is slowly picking up towards pre Corona era. Our Branch is also planning to have more programs viz., Evening Lecture Series, Seminars, Workshops and Training Programs. In this regard the new Committee for the term 2021-2023 has more responsibilities on its shoulder. The young EC members will definitely steer NIQR Trivandrum Branch to greater heights. Now, globally we are in the Digital era. Digitalization in the area of Quality is also happening worldwide. Thanks to Industry 4.0, we hope the Quality of deliverables will increase manifold which will take our nation to greater heights in International arena.



Shri. C. Athi Pagavan
Chairman

2.0 Webinar on Quality concepts in day to day life

Many quality concepts are being taught and the quality knowledge is being acquired by the employees in their organisation. **Dr. P. Sasikumar**, taken this idea of how to use these quality concepts in day to day life for betterment of day to day activities. He delivered a talk titled *"Quality concepts in day to day life"* on 12 June 2021. He gave a brief introduction of history of quality from medieval period to 21 century and described how Japan products find their place in world market. In his Second part of the talk, 15 quality



principles were explained and how to use them in day to day life with simple examples. The Talk was well received by the audience. It was heartening to know that, later the same topic was made to a Tamil book titled as “Tharame Tharaga Manthiram- தரேம தாரக மந்திரம்” and the book was published by Tamil Nadu Science forum in the month of December 2021. The book was also well appreciated and received by the students and the professionals in various industries. The book is available in online platforms for sale.



3.0 Webinar on Lessons learned on Aerospace structures

Shri S. Saratchandran veteran in Quality Assurance of Launch Vehicle superannuated on July 2021 as Deputy Director System Reliability entity of VSSC/ISRO. On this occasion as part of felicitation to him NIQR arranged a webinar on “Lessons learned in quality assurance for Aerospace structures” on 7 Aug 2021. Shri KP Vivekanandan, Secretary, NIQR Pondicherry branch was the chief guest for Webinar and he shared his experience in Quality for the benefit of members. Shri S. Saratchandran presented his three and half decade experience in quality assurance of Launch vehicle technology. He also highlighted various quality challenges, he came across during realization of metallic structures for the benefit of



members. Senior NIQR members remembered his contribution to quality and conveyed their wishes for fruitful and prosperous second innings of his life.

4.0 Annual General body Meeting

The 33 Annual General Body meeting was held on **22 November 2021** in **SP Grand Days Hotel**, Trivandrum. A total of 40 members attended the AGM. The panel proposed for the term 2021-2023 was unanimously approved in the AGM. The Office bearers for the term 2021-2023 is given below,



- Chairman :**
Shri. C. Athi Pagavan, Former GDRQA-SISG, IISU
- Senior Vice Chairman :**
Shri. K.R. Mohan Ananthanarayanan,
Head (Rtd), VSSC
- Vice Chairman :** Dr. Aniyam, AGM, BATL
- Vice Chairman:** Shri. P.K. Abraham GDQRSG, VSSC
- Secretary:** Shri. P. Muthuganapathy, GH HRCG, IISU
- Jt. Secretary :** Shri. S. Dhanesh, AISRD, IISU
- Treasurer :** Shri. H. Sai Ganesan, Head, PQCD, VSSC
- Executive Committee Members S/Shri/Smt.**
1. C.A. Ignatious, DD SR (Rtd.), VSSC
 2. G. Nedumaran, LPSC (Rtd.)
 3. V. Ramachandran, GD, HESG, VSSC
 4. R.C. Mathew, Director (Rtd.), BIS
 5. Dr. P. Ramesh Narayanan, GD, MMG, VSSC
 6. S. Vijin Jenius, GH, RQA-SISG, IISU
 7. Dr. Thampy Thomas, Director (Rtd.), HLL
 8. V. Ganapathi Subramanian, GD, LPSC

9. A.R. Murali Sankar, DPD GSLV MKIII, VSSC
10. Celin Maria Simon, IISU
11. Dr. P. Sasikumar, CMSE, VSSC
12. Jose K. Mathew, VSSC
13. S.S. Maruthi, QDMS, VSSC
14. S. Somanathan, VSSC
15. M. Baskaran, GD (Rtd.) IISU
16. Representation from Industry Members



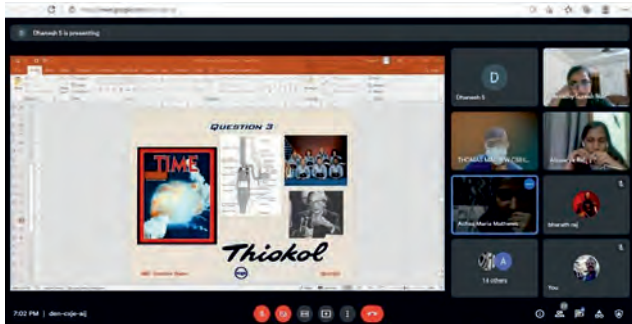
Participants in the AGM

Senior NIQR member Shri. Gopinath Pai was felicitated in the AGM and honoured with a Ponnada by Former Director BIS, Shri. R C Mathew. Shri. Gopinath Pai is a Life member from 10 Feb 1976 and he also served in EC of NIQR. He shared his experience and had delivered a motivated talk.



Felicitation of Shri. Gopinath Pai by Former Director BIS, Shri. R C Mathew

5.0 Online Quiz Programme



The month of November is known for quality activities. Quality day and quality related programs were carried out in various organization. NIQR Trivandrum Branch had also arranged an online Quiz Competition program for student chapters on 28 November 2021. More than 100 students participated from three Colleges namely, ACE College of Engineering Trivandrum, Amal Jyothi College of Engineering Kottayam and Saintgits College of Engineering Kottayam.

Preliminary round was conducted for short listing of teams using Whatsapp mode and the final round was conducted using google meet platform. The quiz program was well received by the students. The overwhelming response from students made challenge to quiz master to select the teams for final round in online mode. The Preliminary round was conducted individually for each college, Dr.P.Sasikumar conducted the preliminary round and four students from each college were selected for the finals.



Final round was conducted by Shri. S. Dhanesh. Amal Jyothi, Saintgits and ACE college of Engineering received first, second and third prizes respectively. The Prize money was distributed to students by their college principal.



6.0 Zero-defects

Zero defect is a concept that can be viewed as a quest of perfection to improve quality at minimum cost possible.

Zero Defect is a term coined by Mr. Philip Crosby in his book '**Absolutes of Quality Management**'. A defect can be defined as a non-conformance of a quality characteristic to its required specification. Thus, leading to waste which in return increases its cost of poor quality. Zero defect is a concept to ensure that 'there is no waste existing in a project'.

The idea of Zero defects can be explained as that every employee should "do things right the first time."

Adopting Zero Defects:

- ◆ Zero defect concept is a top-down approach. Thus, the management of an organization should be committed to it.
- ◆ The top management needs to adopt the concept of Change Management. One must recognize that zero defects require significant change in the old ways the job was performed.
- ◆ Organization must understand the specifications to receive the quality as asked by the customer. Systems with zero defect concept should be designed where it is required.
- ◆ As Zero defects is a proactive approach, an organization should not wait till the defects occurs by itself.
- ◆ Organizations can form several "Quality circles"

teams of workers or operator who are involve in production to identify defects and its causes.

- ◆ "Quality is Free" organization must understand the term and its value. "Cost of Quality" should not be greater than Production Cost.
- ◆ An organization should have a structure which helps it to receive continuous feedback of the operating systems. This helps to act quickly whenever any defect occurs.
- ◆ Building a structure of reward system when zero defect is achieved by the employees. This helps in motivating people towards quality conscious environment.
- ◆ Understanding that Zero defect concept is a continual improvement cycle system needs to adapt as per the changing requirements.
- ◆ Some suggested tools for adopting zero defects are Problem solving tools, 7QC tools Poka Yoke etc.

Implementing Zero defects comes with very good results like:

- ◆ Improved Customer Satisfaction.
- ◆ Less defect leads to less scrap (discarded product) and less repair or rework.
- ◆ Less cost investment in Quality Instruments and equipment.
- ◆ Less manpower required for inspections.
- ◆ Overall, lesser "Cost of Quality".
- ◆ Reduction of waste and Cost of production.

