



**Mr. V M Gunasekaran** is an Engineer with a Doctorate in TQM. His contribution towards promotion and growth of Quality movements with NIQR started in his youth days in 70's (then NIQA). He was associated in designing Road Map with Structured Syllabus and Training materials for various programs of NIQR. Besides being NIQR's Resource Person and Faculty for training, he has translated Quality and Productivity Improvement tools such as QC Tools, 5S, 3M, Poka-Yoke, Small Group Activities, Systematic Problem Solving, TPM, TQM, and LEAN into Tamil to reach out and sensitize the Shop Floor Operatives on the importance of Quality and Reliability. He also contributed immensely in designing brochures for NIQR's Quality Congress. He also contributed to the development of introductory training programs for NIQR's Industry 4.0. Currently a National Executive Council member, he was Vice-Chairman of NIQR-Chennai Branch.

His paper "Sustainable Service Quality Model" earned accreditation as one among the top seven out of 144 and the only Indian paper at the International Conference on Quality – Tokyo 2005, organized by JUSE. At the Asian Network for Quality, ANQ-2006 in Singapore, his research work "Operational Excellence Model for SMEs" secured the Best Award. He has mentored QC teams to receive awards at the national level competitions organized by QCFI.

A certified auditor for Environment Management Systems, he has also been an Assessor for CII-EXIM Bank Award for Business Excellence and an Assessor for NIQR's SME Awards for Manufacturing Excellence. As the National Expert for UNIDO cluster programme, he imparted intensive training and handholding to SMEs on Quality and Productivity Improvement Initiatives. A trained Master Trainer by Government of India Zero Defect initiatives, he imparted training as per ZED-Q Syllabus to SMEs.

Dr. Gunasekaran, as the Director and Principal Consultant of Arise & Shine Associates, Chennai, is continuing his race as a Lean Manufacturing Coach and Change Management Agent to render support to industries in all sectors to progress on quality and productivity improvements.