



National Institution for Quality & Reliability

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17th NIQR Global Quality Convention

NIQR - ACCURATE AWARD FOR OUTSTANDING QUALITY MAN - 2023
to

Mr. P. Kaniappan

Managing Director, ZF Commercial Vehicle Control Systems India Ltd

Presented on 16th September 2023 at Chennai

Mr. P. Kaniappan was appointed Managing Director, of WABCO India Limited in July 2014. As of March 2022, ZF Commercial Vehicle Control Systems India Limited is the new name of WABCO India Limited following ZF's acquisition of WABCO in May 2020. Prior to this, he led WABCO in the strategic growth market of India as a Whole-time Director since 2009 following the company's acquisition of a majority stake in the Brakes division of Sundaram Clayton Limited. Mr. Kaniappan started his career as a graduate engineer trainee at Sundaram Clayton Moped division in Hosur, India, which later became a part of TVS Motor Company Limited.

In 1992, he joined the Sundaram Clayton Brakes division located in Chennai, India, and held various management roles of increasing responsibility within the Brakes business. In 1999 he moved to the Foundry division as the business head. In 2001, he became the operations head of the Brakes business and later became President (operations) of the Brakes division.

Mr. Kaniappan holds a Bachelor's degree in Mechanical Engineering from the National Institute of Technology Suratkal, Karnataka, India, and a Master's degree in Manufacturing Systems Engineering from the University of Warwick, UK. In addition, he earned an Executive MBA from the Great Lakes Institute of Management in Chennai, India, and has completed the Wharton Business School's Advanced Management Program at the University of Pennsylvania, USA.

Under his leadership, the company, formerly known as Sundaram Clayton Brakes Division, achieved a significant milestone by winning the prestigious Deming Prize in 1998. The brakes division of Sundaram Clayton was honored with the 1998 Deming Award for its exceptional performance improvements achieved through comprehensive quality control practices across the company. This achievement marked a momentous occasion as the first Indian company to secure this esteemed recognition. Furthermore, the company stood as only the fourth non-Japanese entity globally to receive the Deming Prize at that time, highlighting its exceptional accomplishment. Notably, it was also the second Asian company outside of Japan to attain this distinguished honor.

In 2002, the company continued its journey of excellence by clinching the Japan Quality Medal, presented by the Union of Japanese Scientists and Engineers (JUSE). This triumph further solidified the company's reputation as a leader in quality, making it the first Indian enterprise and the second non-Japanese organization worldwide, apart from Japan, to claim this prestigious distinction under his exceptional leadership.

Mr. Kaniappan has consistently championed Total Quality Management (TQM), Total Employee Involvement (TEI), and Hoshin Kanri principles, which played a pivotal role in guiding the company through a substantial transformation following its acquisition by WABCO in 2009 and later by ZF in 2020. Throughout his professional journey, he has demonstrated an unwavering commitment to quality, resulting in the company achieving remarkable feats, including maintaining single-digit parts per million (ppm) with customers and accomplishing a substantial 40% reduction in NCT as well as over 75% reduction in warranty costs, all while maintaining zero recalls.

Under his visionary leadership, the company earned notable recognition, including being featured in Forbes India's esteemed list of Super 50 companies in both 2017 and 2018. The company's excellence extended to being honored with the F&S India Commercial Vehicle Product Line Leadership Award in 2016. The manufacturing facilities were also celebrated for their achievements, securing awards such as TPM Consistency, TPM Platinum, and TPM Gold. Notably, the MWC plant garnered the F&S Future Ready Factory award in 2017. In 2020, the Ambattur factory stood out by winning the Platinum award at The Integrated Manufacturing Excellence Initiative (IMexI) and emerging as a finalist at the Global Kaizen™ Award—an exceptional achievement as the sole Indian representative in the global assessment that year.

The quality team has also received the ZF Excellence Award 2022 for "DNA of Quality" from the Group and was adjudged winners among 100 projects that were submitted in that category. This team was one of the 6 global winners at the 2022 edition of the ZF Excellence Awards which saw 630 entries across 6 different categories. Impressively, the company earned over 30 customer awards over the past decade, reflecting its consistent dedication to excellence. The employees of the companies have participated in various external TEI competitions and have won almost 200 awards at the state, national, and international levels.

His contributions did not go unnoticed, as he was honored among the top 100 Best CEOs in 2016 by Business Today (BT), India's leading bi-weekly business magazine. In 2018, he received the distinguished IMEA Lifetime Achievement Award from Frost & Sullivan, recognizing his significant contributions to the manufacturing sector. In recognition of his leadership in not only leading his organization but also guiding others, making exceptional contributions through the practice and promotion of quality management of sustainable results, with humility, industry, and passion he was conferred the Ashoka Award by ISQ in 2022.

With immense pride and privilege, we, the members of NIQR, present the NIQR – ACCURATE Outstanding Quality Man Award - 2023 to Mr. P.Kaniappan, a dynamic leader in Quality Management on this day, 16th September 2023 at Chennai.

P.T. Bharani Perumal
Convention Chairman - NIQR

S. Murali Shankar
National President - NIQR