



Confederation of
Indian Industry

16th Quality Summit

India @ 75 : The Quality Dimension

6 - 8 November 2008

Bangalore International Exhibition Centre, Bangalore

PROGRAMME SCHEDULE

Day One : 6th November 2008

INAUGURAL PLENARY

1000 - 1010 hrs	Welcome Address	Mr. N Kumar Past President CII and Vice Chairman, Sanmar Group
1010 - 1030 hrs	Address	Mr. T C Venkat Subramanian Chairman & Managing Director EXIM Bank of India
1030 - 1100 hrs	Keynote Address	Mr. Venu Srinivasan Vice President, CII and Chairman & Managing Director TVS Motor Company
1100 - 1110 hrs	Closing Remarks	Mr. N Srinivasan Former Director General, CII and Special Adviser, CII IQ
1110 - 1140 hrs	TEA / COFFEE BREAK	
1140 - 1315 hrs	<u>Special Session</u>	
	Recognising Excellence	
	<i>Announcement of the results of CII-EXIM Bank Award for Business Excellence 2008</i>	
1315 - 1415 hrs	LUNCH	



**Confederation of
Indian Industry**

1415 - 1615 hrs

Panel Discussion

India @ 75 : Serving Society through Quality : The CEO's Perspectives

The Industry perspective

Mr. Vipin Sondhi

Managing Director and CEO, JCB India Limited

The Healthcare perspective

Dr. Lloyd Nazareth

Chief Operating Officer, Wockhardt Hospitals

The Education perspective

Mr. Vijay Thadani,

Chief Executive Officer, NIIT Ltd

The Works Skill perspective

Mr. Ashok Reddy

Managing Director and CO-founder,
TeamLease Services

1615 - 1645 hrs

TEA / COFFEE BREAK

1645 - 1800 hrs

Special Plenary

**India @ 75 : What Global
Practices can take us there ?**

Mr. Vikram Singh Mehta

Chairman, Shell companies in India

1800 - 1830 hrs

TEA / COFFEE BREAK

1830 - 2000 hrs

**GALA NITE &
*Felicitation of Assessors of CII-EXIM Bank Award for Business Excellence 2008***

2000 - 2100 hrs

DINNER

2100 hrs

End of Day 1

Day Two : 7th November 2008

0900 - 1000 hrs

Plenary Session I

Organisational Effectiveness through Quality Practices & Performance

**Management Matters: Unlocking
Manufacturing Potential in India**

Mr. Saikiran Krishnamurthy

Partner, McKinsey & Co.

1000 - 1045 hrs

Plenary Session II

**Improving Business Performance and Competitiveness through
Best Practice Benchmarking**

**Promoting Business Excellence
(PROBE)**

Dr. David Yarrow

Development Manager
Comparison International, UK

1045 - 1115 hrs

TEA / COFFEE BREAK



**Confederation of
Indian Industry**

1115 - 1300 hrs

Plenary Session III

Customer Focus in Product Design : The Key to Quality Leadership

**Winning Customer Loyalty
through innovative Product Design**

Mr. Subodh Sachan
Product Manager
Nokia India Pvt Ltd

**Ensuring Performance Reliability
through Robust Design and
Development**

Mr. T S Nanjundaswamy
Deputy Director, Reliability & Components Area
ISRO Satellite Centre

1300 - 1400 hrs

LUNCH

1400 - 1545 hrs

Plenary Session IV

Building Resilient Organisations

**Business Continuity
Management : The Next Wave**

Mr. A. Venkataram
Managing Director
BSI Management Systems India Pvt Ltd

Business Risk Analysis

Mr. Frank Post
Director, BSI, UK

1545 - 1615 hrs

TEA / COFFEE BREAK

1615 - 1800 hrs

Plenary Session V

Improving Quality Practices through Cross Learnings

**Reaching out to Consumers
through affordable and accessible
Healthcare services :
Yashaswani Insurance Scheme**

Dr. Asha Naik
Medical Superintendent
Narayana Hrudayalaya

**Leveraging Technology to service
the underprivileged :
Telemedicine**

Mr. L Satyamurthy
Programme Director, Telemedicine
ISRO

1800 hrs

End of Day 2



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Day Three : 8th November 2008

0900 - 1015 hrs

Plenary Session VI

Organisational Excellence : People and Process Dimensions

**Delivering System capabilities
by leveraging Human Potential**

Mr. Vibhuti Jha

MD – International Business
Human Potential Project, USA

**Enhancing Organisational
effectiveness through
Integrated Management System**

Mr. K.V. Rama Mohan

Group Head - IMS & BPO Quality
Infosys Technologies Ltd

1100 - 1130 hrs

TEA / COFFEE BREAK

1130 - 1315 hrs

Plenary Session VII

India @ 75 : The Unsung Heroes and their Silent Revolution

Panelists :

Mr. N.S. Prashant

Karuna Trust

Mr. Shanker Gopal Krishnan

Core Committee Member
Kuruvila Jacob Memorial Educational Trust &
President, Madras Consultancy Group

Mr. Gopal Patwardhan

Chairman, Autoline Group of Companies

ABB Vendor Cluster Presentation

1315 - 1415 hrs

LUNCH

Valedictory Session

1415 - 1500 hrs

**India @ 75 : Evaluating
the Societal Impact**

Prof. Dipankar Gupta

Centre for the Study of Social System
Jawaharlal Nehru University

1500 - 1530 hrs

Valedictory Address

Dr. K. Kasturirangan

Director
National Institute for Advanced Studies

1530 - 1600 hrs

**Summit sum-up and
Closing Remarks**

Mr. P. Girish

Principal Counsellor & Head
CII Institute of Quality

End of 16th Quality Summit
