LEADERSHIP FOR BUSINESS EXCELLENCE

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Core Values for Business Excellence

- visionary leadership
- customer-driven excellence
- organizational and personal learning
- valuing employees and partners
- agility
Core Values for Business Excellence (contd.)

- focus on the future
- managing for innovation
- management by fact social responsibility
- focus on results and creating value
- systems perspective
World-Class Quality

IQMM Accelerated Transformation for Business Excellence

Malcolm Baldrige Criteria
Deming Application Prize Criteria
ISO 9000

IQMM Certification Level

% Conformance

Managing for Quality
Quality of Management
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Leadership for Business Excellence

1. Senior leaders set and deploy organizational vision and values.

2. Senior leaders promote an environment that factors and requires legal and ethical behavior.

3. Senior leaders create an environment for:
   - Performance improvement
   - Accomplishment of strategic objectives
   - Innovation
   - Organizational agility
4. Senior leaders empower employees and encourage two-way communication.

5. Senior leaders reward and recognize high performance.

6. Senior leaders adopt a governance system.

7. Senior leaders support key communities.
Chandra Mohan
Vice Chairman and Managing Director
Punjab Tractors
Qimpro Platinum Standard 1995
Suresh Krishna
Chairman and Managing Director
Sundram Fasteners
Qimpro Platinum Standard 1997
Deepak Parekh
Chairman
HDFC
Qimpro Platinum Standard 1998
F C Kohli
Vice Chairman
Tata Consultancy Services
Qimpro Platinum Standard 1999
J J Irani
Managing Director
Tata Iron and Steel Company
Qimpro Platinum Standard 2000
Core Values for Business Excellence

Leadership for Business Excellence

India: The Sleeping Elephant

India 2020: A Prognosis
India: Pre Liberalization

- License Raj: Demand > Supply
- High Import Duties: No Threat From Imports
- Quantity Focus: Quality Sacrificed
- Assured Margins: Cost Push Pricing
Abolished License Raj: Supply > Demand
Export Incentives: IT And ITeS, Diamonds
Foreign Investments: Quality Focus
Market Defined Pricing: Thin Margins
Tata Steel
Jet Airways
ITC
Hindalco Industries
Core Values for Business Excellence

Leadership for Business Excellence

India: The Sleeping Elephant

India 2020: A Prognosis
1. India will be the fruit and vegetables basket for a market extending from the Middle East to the Far East.

2. India will be a global centre for manufacturing excellence: automobiles, tractors, two-wheelers, auto components.

3. India will be a global leader for research and development: pharma, bio-tech, space.
4. India will be a preferred destination for high quality health care.

5. India will be a preferred destination for high quality education and training.

6. India will be a preferred destination for religious-tourism.

7. The Prime Minister will appoint a Minister for Quality & Excellence.
Thank You

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