

QUALITY HERALD

- The Voice of Excellence



Business, Technology and Innovation

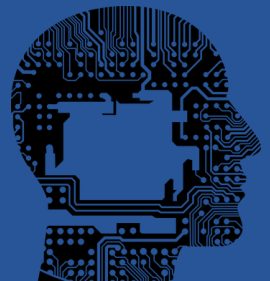
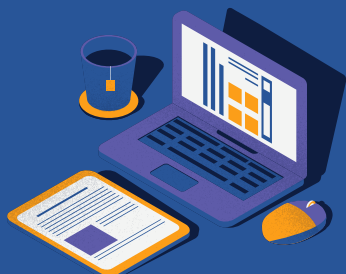


Table of Contents

Breaking Boundaries: How Innovation and Tech Are Reinventing Business	07
What is happening in Global Industries	10
The Strategic Role of Technology in Business Innovation and Market Disruption	16
The Digital Transformation: Following a Personal Journey in HR and Finance	20
The New World of Innovations: How Business, Technology and Innovation Are Building a Modern World	23
Glimpses of training and workshop	26
How SAP is Using Artificial Intelligence to Fuel Both Business and Technology Developments	27

ABOUT THE JOURNAL

*The June 2025 edition of Quality Herald delves into the theme "**Business, Innovation, and Technology**," showcasing how bold ideas and breakthrough technologies are reshaping industries and redefining competitive advantage. This edition explores the interplay between digital transformation, agile business models, and the innovation mindset driving growth in an increasingly connected world. Through thought leadership, case studies, and emerging tech spotlights, the issue covers topics such as AI integration, Industry 5.0, smart manufacturing, green tech, and data-driven decision-making. It also highlights how businesses are navigating disruption, fostering innovation cultures, and aligning technology with purpose.*

This edition offers a forward-looking perspective on how organisations can harness innovation to remain relevant, resilient, and responsible in a fast-changing global landscape.

Title	Quality Herald – The Voice of Excellence
ISSN	
Language	English
Frequency of Publication	Monthly
Starting Year	2023
Format of Publication	Online
Publisher	Quality Growth Services Private Limited (QGS Group)
Publisher Address	H-13, Kirti Nagar, New Delhi – 110015, India
Contact Numbers	+91-11-25431737 / 25918332 / 41425273
Emails	qgs@qgspl.com / info@qgspl.com
Website	www.qgspl.co.in
Editor-in-Chief	Dr. Sumit Shandilya (sumit@qgspl.com)
Managing Editor	Sachin Grover (sachin@qgspl.com)
Associate Editor	Surajit Mukhopadhyay

Aims	The magazine intends to be leading platform for sharing practical insights, innovative ideas and thought leadership in the field of Quality, Sustainability, Operations and Business Excellence. It seeks to inspire professionals, academicians and organisations to adopt and implement the quality driven approaches that leads continuous improvement and societal value.
Scope	A. Management System B. Sustainability and ESG practices C. Operational and Business Excellence D. Women empowerment E. Youth, Education and Future of Quality Leadership F. Industry 4.0 and Artificial Intelligence
Submission Email	info@ggspl.com
Review Policy	<p>All articles will be reviewed for relevance, clarity, and adherence to guidelines.</p> <p>The editorial board may conduct a light review or seek peer feedback where required.</p> <p>Feedback and decision (acceptance, revision, or rejection) will be communicated within 1–2 weeks.</p>
Plagiarism Policy	Strictly zero-tolerance. All submissions must be original and appropriately cited.
Availability	Available online on the publisher's website.
Author Guidelines	<p>Submission Format</p> <ul style="list-style-type: none"> Title of the Article Full Name(s) of Author(s) Affiliation(s) and Designation(s) Contact Email(s) Author Bio (50–100 words) Declaration of Originality Main Content (with headings/subheadings) Conclusion / Key Insights References Tables/Figures (if applicable – clearly labeled) <p>Word Count Guidelines</p> <ol style="list-style-type: none"> Feature Articles / Case Studies: 1500–3000 words Opinion / Technical Notes: 800–1500 words Book Reviews / Interviews / Brief Insights: 500–1000 words Longer manuscripts may be considered based on editorial merit. <p>Formatting Instructions</p> <ol style="list-style-type: none"> Font: Calibri or Times New Roman, Size 11 or 12 Line spacing: 1.15 Margins: 1 inch all sides Use clear sub-headings and bullet points All visuals must be referenced in-text No plagiarism and provide appropriate citations

Dear Readers,

Welcome to Volume-2, Issue-6 of Quality Herald – The Voice of Excellence. This issue brings together ideas, insights, and inspirations on the theme of Business, Innovation and Technology, a powerful trio that is reshaping the way organizations think, operate, and grow.

In today's fast-moving world, businesses are no longer just competing on scale or efficiency. They are competing on how quickly they can adapt, innovate, and integrate technology into every aspect of decision-making. In this edition, we explore how organizations are leveraging digital tools, fostering innovation cultures, and redefining customer experiences through technology.

We are proud to feature contributions from both industry and academia, reflecting a diverse mix of practical applications and research-driven perspectives. Whether you are a professional navigating change or a student exploring future trends, there is something in this issue for everyone.

Our news section offers a curated summary of key developments from around the world, keeping you connected with the broader transformation landscape. These updates highlight the growing emphasis on digital-first strategies, ethical innovation, and technology-led sustainability.

And yes, don't forget to explore our light hearted features, including some carefully selected jokes and a new crossword puzzle to test your quality and innovation vocabulary. We believe learning should be engaging, and a little humour goes a long way in brightening the path of excellence.

As always, keep an eye on our Upcoming Programmes section for webinars, masterclasses, and interactive sessions that are designed to support your professional development.

Thank you for being a part of the Quality Herald community. Let us continue to share, learn, and lead together.

Warm regards,



Chief Editor

Quality Herald – The Voice of Excellence



Copyright © QGS Group, 2025. All rights reserved. No part of this publication may be reproduced without prior written permission of the publisher.

Editorial Board

Editor - in - Chief	Dr. Sumit Shandilya	sumit@qgspl.com
Managing editor	Sachin grover	sachin@qgspl.com
Associate editor	Surajit Mukhopadhyay	surajit@qgspl.com
Co - editors	T. Amith Pranav	amith@qgspl.com
	Saransh Gaur	saransh@qgspl.com
Advisory Board	Praveen K. Pasricha	praveens@qgspl.com
	Ramesh C. Grover	ramesh@qgspl.com
	Dr. Surendra P. Tiwari	surendra@qgspl.com
	Mohit Mehendale	mohit@qgspl.com
	Nilaj Wadwekar	nilaj@qgspl.com
	Tejas Marawar	tejas@qgspl.com

Contact us:

Phone: +91-11-25431737 / 25918332, Email: qgs@qgspl.com / info@qgspl.com



Published by

Quality Growth Services Private Limited (QGS Group)
H-13, Kirti Nagar, New Delhi – 110015 India

Breaking Boundaries: How Innovation and Tech Are Reinventing Business



Article from the Editor's Desk

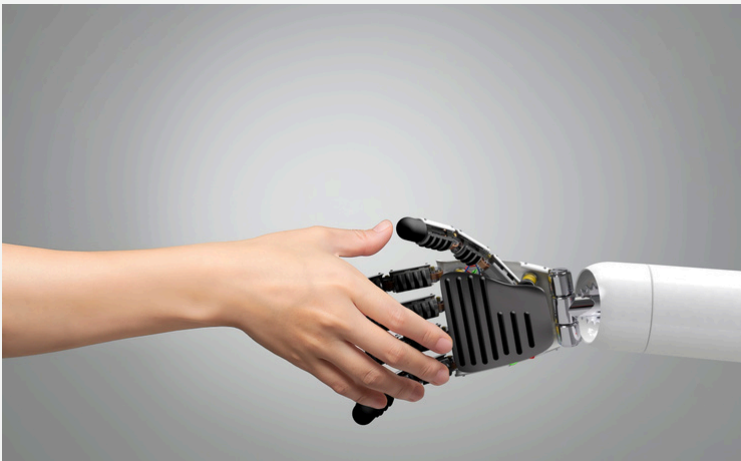
Business, Technology & Innovation: The Dynamic Trio Shaping the Future

In today's hyper-connected world, the interplay between business, technology, and innovation is not just significant—it is transformative. These three pillars are redefining how organizations operate, compete, and deliver value in an increasingly complex global economy. As markets evolve and consumer expectations rise, the fusion of business acumen, technological advancement, and innovative thinking becomes the cornerstone of sustainable success.

Business in the Digital Age

Modern businesses no longer rely solely on traditional strategies. The digital age has introduced a new paradigm where agility, adaptability, and customer-centricity are vital. Companies must now operate with speed, data intelligence, and an openness to change. The rise of platforms, ecosystems, and digital marketplaces has disrupted industries from retail to healthcare, forcing even the most established players to rethink their models.

Take Amazon, for example—a company that began as an online bookstore and is now a global technology powerhouse. Its success lies not only in its operational efficiency but also in its ability to innovate and leverage technology at scale.



Technology as a Catalyst

Technology is the driving engine behind most modern business transformations. From cloud computing and artificial intelligence to blockchain and the Internet of Things (IoT), these tools are redefining what is possible. They enhance productivity, reduce operational costs, enable real-time decision-making, and open new avenues for customer engagement.

Artificial intelligence, in particular, is revolutionizing industries. In finance, AI algorithms make instant credit decisions; in healthcare, machine learning assists in diagnostics and treatment plans. In supply chains, IoT devices provide real-time tracking and predictive maintenance.

Importantly, businesses are no longer just users of technology—they are also contributors to technological advancement, creating proprietary systems and digital products that redefine their industries.

Innovation: The Heart of Competitive Advantage

While technology provides the tools, innovation is about how those tools are used. Innovation goes beyond invention; it's about solving real problems in new ways. Companies that foster a culture of innovation—where experimentation is encouraged and failure is seen as a learning opportunity—often lead their markets.

Innovative companies like Tesla, Apple, and SpaceX continuously push the boundaries of what's possible. Their success is not solely based on superior products but also on innovative thinking—rethinking everything from design to distribution to customer experience.

Even traditional sectors such as agriculture and manufacturing are experiencing innovative revolutions through smart farming, automation, and digital twins, proving that no industry is immune to the power of innovation.

The Convergence: Driving the Future

The real magic happens at the intersection of business, technology, and innovation. This convergence enables new business models—such as the subscription economy, gig platforms, and decentralized finance (DeFi)—that were unthinkable just a decade ago.

It also empowers small startups to challenge large incumbents. Armed with cloud infrastructure and innovative ideas, startups can scale rapidly and disrupt entire industries, creating a dynamic, competitive landscape.

Moreover, this trio is pivotal in addressing global challenges. From climate change to healthcare accessibility, the most impactful solutions will likely emerge where business strategy, cutting-edge technology, and bold innovation meet.



Key Takeaway

Business, technology, and innovation are not standalone concepts—they are deeply intertwined forces that shape the modern world. As organizations face unprecedented challenges and opportunities, those that understand and harness this synergy will not only survive but thrive. The future belongs to those who can strategically blend these elements to create smarter, more sustainable, and more inclusive solutions for tomorrow's world.



Quality Growth Services Pvt. Ltd.
Your partners in excellence



Sustainability Programmes by QGS

QGS is committed to advancing sustainability by helping businesses achieve carbon neutrality, net-zero emissions, and resilience against climate risks. Their expertise spans ESG, circular business models, and sustainability communication, ensuring responsible growth.

Decarbonization

Net Zero Emmissions

*Business Responsibility
and Sustainability
Reporting (BRSR)*

Carbon Neutrality

*Strategy for mitigation
& Adaptability*

Materiality

NEWS

Tecno Pova Curve 5g to launch in India on May 29

Tecno is set to introduce its latest smartphone, the Pova Curve 5G, on May 29, 2025. This phone features a space-inspired design and advanced AI capabilities. The device features a slim, curved frame that prioritizes both user comfort and visual appeal, setting it apart from other smartphones currently available in the market. The smartphone will introduce Ella, Tecno's proprietary voice assistant, as a cornerstone feature. This AI-powered assistant is designed to streamline daily tasks and enhance user experience across various aspects, including safety and entertainment functions.

Tecno Pova Curve: Availability and more

The device will be available for purchase through both online and offline channels, with Flipkart serving as the exclusive online retail partner. Tecno's "3Bs" philosophy manifests in the POVA Curve 5G through its focus on practical value delivery. The device combines seamless multitasking capabilities with reliable 5G connectivity and an intelligent AI-powered interface, addressing key user requirements in modern smartphone usage.

It introduces Ella, Tecno's proprietary voice assistant, as a cornerstone feature. This AI-powered assistant is designed to streamline daily tasks and enhance user experience across various aspects, including safety and entertainment functions.



Secure Your Child's Future with Strong English Fluency

The space-themed marketing campaign preceding the launch builds anticipation through teasers that highlight the device's design elements and technological capabilities. This approach underscores Tecno's focus on creating devices that combine aesthetic appeal with functional innovation. The launch of the POVA Curve 5G marks a significant development in Tecno's POVA series, demonstrating the company's continued commitment to advancing smartphone technology. The integration of AI capabilities, coupled with the device's distinctive design, positions it as a noteworthy addition to the competitive smartphone market. Through the POVA Curve 5G, Tecno aims to deliver a device that addresses contemporary user needs while pushing the boundaries of smartphone design and functionality. The combination of innovative features, reliable connectivity, and accessible AI technology reflects the company's understanding of current market demands and future technological trends.

https://timesofindia.indiatimes.com/technology/mobiles-tabs/tecno-pova-curve-5g-launching-in-india-a-fusion-of-futuristic-design-and-advanced-ai-features-on-may-29-2025/articleshow/121340165.cms?utm_source

NEWS

UK's Imperial College launches fourth International Science Hub in Bengaluru

Imperial College, London, one of the top universities in the world, launched its fourth international science hub in Bengaluru to expand its scientific, innovation, and education partnership with India.

The hub is expected to promote collaborations with Indian institutes and the university in emerging technologies like telecommunications, critical minerals, semiconductors, artificial intelligence, health tech, clean tech, biotechnology, and advanced materials.

Professor Hugh Brady, president of Imperial College, said the university looked for areas around the world where they had the greatest density of collaboration and that are like-minded in terms of their ambition around research and innovation and that very much feel home away from home.

So out of that conversation, we decided that we would launch four global hubs-in Singapore, San Francisco, Accra. And then the fourth, which we're launching tonight, is Bengaluru as our India hub," he said. Prof Brady clarified that the university is not looking at establishing a branch campus. "Other universities I know are doing that, but that's not our priority. We think that we can have the greatest impact working with Indian partners in the research and innovation space, he said.

Imperial researchers jointly published almost 2,000 research publications with academicians in over 300 Indian institutions in the last five years. While there was 170 million pounds of research funding for collaboration between Imperial and India in the past five years, the university said it is looking forward to doubling it in the next five years. The funding is not just from both the govts and the university seed funding, but also from industries and philanthropists.

The university, which is ranked #2 globally in QS world rankings 2025, has around 800 Indian students and 3,000 alumni from India. While the university is still looking at office spaces, there are three officials who will work out of the Bengaluru office.

<https://timesofindia.indiatimes.com/city/bengaluru/uks-imperial-college-launches-science-hub-in-bengaluru/articleshow/121323643.cms?>



NEWS

India's private sector activity accelerated at its fastest pace in over a year in May, driven by robust expansion in services even as price pressures intensified, a survey showed on Wednesday.

HSBC's Flash India Composite Purchasing Managers' Index (PMI), compiled by S&P Global, rose to 61.2 this month from April's 59.7 - the sharpest rate of increase since April 2024 and confounding a Reuters poll median forecast for a dip to 59.5.

The 50-mark separates contraction from expansion, and the latest reading showed sustained private sector growth for nearly four years.

India's flash PMI indicate another month of strong economic performance," said Pranjul Bhandari, chief India economist at HSBC.

Services was the primary growth engine with the industry's PMI jumping to a 14-month high of 61.2 from 58.7. The manufacturing output index held mostly steady at 58.3, maintaining growth momentum. Services new business inflows surged in both domestic and overseas markets suggesting robust demand. The overall private sector registered the fastest rate of increase in new orders since April last year with exports at a one-year high.

Businesses remained optimistic on the outlook for the coming year, anticipating healthy demand to support future sales and output that allowed companies to recruit additional staff to manage workloads. Employment generation continued its upward trend, reaching a record high since the survey began in December 2005.

Notably, there is a firm pick-up in the employment, especially in the service sector, suggesting healthy job creation accompanies the expansion of both India's manufacturing and service sectors," Bhandari said.



However, the survey also highlighted escalating inflationary pressures. Input cost inflation across the private sector hit a five-month high, while prices charged for Indian goods and services rose at the fastest pace since November.

Manufacturing output prices, in particular, increased at the steepest since late-2013, with firms saying they were able to pass on rising expenses to clients due to strong demand.

Those price pressures are likely to feed into India's retail inflation in coming months posing upside risks after April data showed price rises had cooled to a near six-year low, below the Reserve Bank of India's 4% target for a third straight month.

The central bank is widely expected to cut rates for a third consecutive meeting in June, to 5.75%, supported by low inflation.

https://economictimes.indiatimes.com/news/economy/indicators/booming-services-fire-up-india-business-growth-in-may-despite-rising-inflation-pmi-shows/articleshow/121330712.cms?utm_source

**Empower your industry with SATISFY India
your reliable partner for standards and
technical information services since 1993.**



SATISFY India specializes in delivering verified national and international standards to ensure your organization stays compliant, competitive, and informed. We provide trusted access to standards from globally recognized institutions like AIAG, BS, ASTM, ISO, IEC, BIS, IEEE, and AAMI.



Our Core Services

◆ Access to Standards

Reliable and up-to-date access to national and international standards including AIAG, BS, ASTM, ISO, IEC, BIS, IEEE, and AAMI.

◆ CSUS Membership

Stay ahead with real-time alerts on standard changes, assistance with Indian regulatory standards, and exclusive privileges to purchase newly released or updated standards.

◆ Customized Solutions

Tailored services designed to meet your specific industry needs, ensuring regulatory compliance and top-tier quality assurance.

Why Choose SATISFY India?

✓ Experienced Professionals

A team of seasoned industry experts with deep knowledge in developing, interpreting, and applying global standards.

✓ Bespoke Services

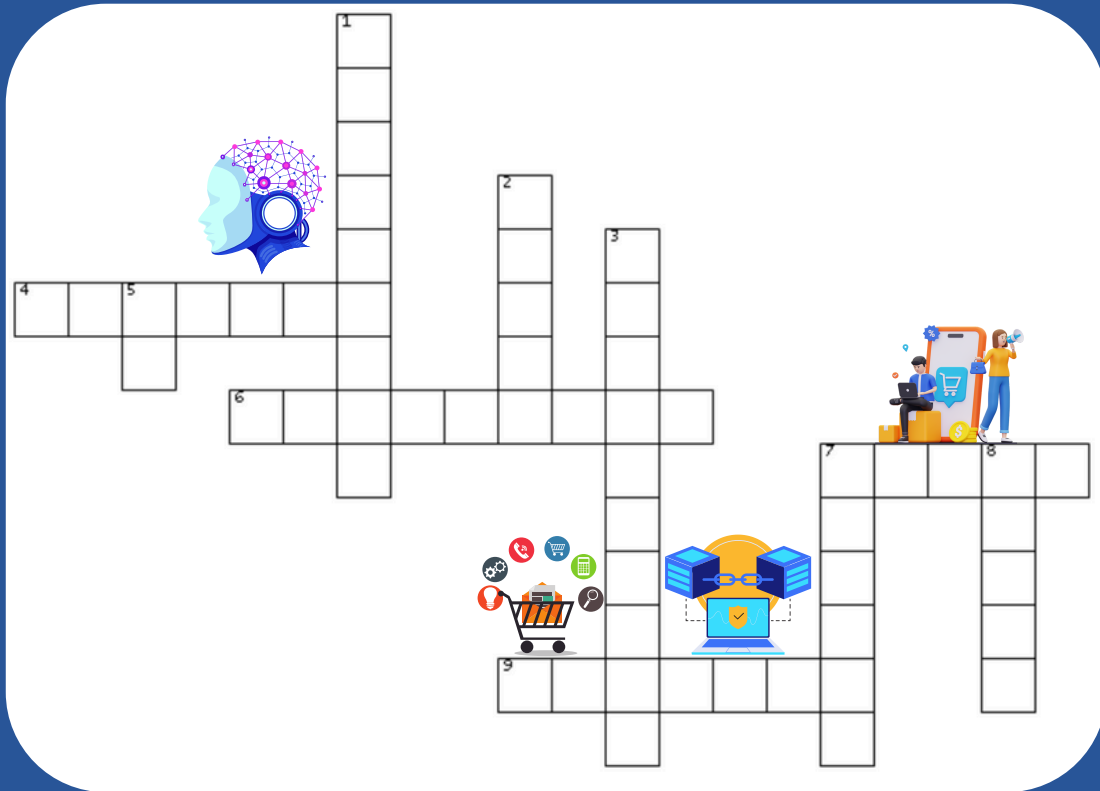
We recognize that every organization is different. Our solutions are crafted to meet your unique business challenges.

✓ End-to-End Support

From your first consultation to ongoing implementation support, we partner with you through your compliance and standards journey.

***Partner with SATISFY India to confidently navigate the ever-evolving landscape of standards and compliance
— keeping your business one step ahead in today's competitive world.***

THE INNOVATION GRID: BUZZWORDS THAT SHAPE BUSINESS



ACROSS

4. A young company developing innovative products or services.
6. Buying and selling goods or services online.
7. A business presentation to potential investors.
9. A privately held startup valued at over \$1 billion.

DOWN

1. A company that changes the traditional way an industry operates.
2. A flexible, iterative approach to project management, especially in tech.
3. A decentralized digital ledger used in cryptocurrency and secure transactions.
5. Intelligence demonstrated by machines, especially for tasks like learning or problem-solving.
7. Legal protection for a unique invention or process.
8. On-demand computing resources over the internet.

PREVIOUS EDITION WINNERS: Mona Singh, StecTech Inc., Raju Kumar, Havells
Want to get featured? Send in your answers at info@qgspl.com And the first 15 correct responses shall feature in the next issue

Answers of the Previous edition

Across- Agriculture, Freelancer, Robot, Automation, Upskilling

Down- Gig, DEI, Reskilling, Union, Hybrid, Factory, AI

CONTACT US

Our Phone
+91-11-25431737



Our Website
<https://qgspl.co.in/>

QUALITY CONTROL(LED) HUMOR



When Work Gets Too Serious



1. MEETINGS: THEN, NOW, NEXT

Past:

Scrolls were passed. "Meeting scheduled via messenger pigeon."

Present:

Ping! "Let's hop on a quick Zoom."

(45 mins later...)

Everyone: "Can we circle back to this later?"

Future:

AI Assistant: "Telepathic sync complete."

You: Didn't even think it. Still got invited.



2. TECH JOB DESCRIPTIONS OVER TIME

Past:

Boss: "Can you use fire? You're hired."

Present:

HR: "Must know Java, Python, AI, Blockchain, Quantum Computing..."

Applicant: "I'm a fresher."

Future:

AI HR Bot: "Resume uploaded directly to neural net. You were considered, rejected, and rehired. Congrats?"



3. INNOVATION TOOLS: EVOLUTION EDITION

Past:

Tool: Abacus

Use: Count goats

Present:

Tool: Excel

Use: Count errors

Future:

Tool: MindCloud v9.0

Use: Calculates ROI, predicts trends, schedules your weekend.

You: "Still confused."



The Strategic Role of Technology in Business Innovation and Market Disruption

By: Singham Mohit Reddy - Analyst - Capgemini



Introduction

Business describes the efforts of people or companies to produce and sell things so they can make a profit. The use of science for practical needs is called technology and turning ideas into new things that increase growth and vary from the competition is known as innovation.

Today's fast-paced world, where everything is connected, requires businesses and innovations to rely on technology. The emergence of digitization is shaping old industries, competition globally is increasing and customers' preferences are quickly changing. If a business does not embrace change, it may fall behind, but those that focus on progress in technology and innovation are leading the way and creating new positives for customers. To prosper and remain stable, organizations should join forces from AI, blockchain and agile development. It discusses the role of technology in driving innovation and explains it through a genuine case study.

How Technology Drives Business Innovation

In today's world, everyone in business relies on technology for its strategic role. Businesses in all industries are starting to change how they function, provide their services and manage customers thanks to new technology.

Businesses are being transformed by new technologies like AI, IoT, Cloud Computing and Blockchain. Here's how:

- With AI & Machine Learning, we see improved personalization, predictions, chatbot support and automation in both customer service and marketing.
- Using IoT helps real-time monitoring, preventive actions and better management on the production line and during transport of goods.
- With Cloud Computing, companies can get scalable equipment, work across distant locations and have their changes go live faster.
- Blockchain: Making sure that supply chains, contracts and financial dealings are both transparent and secure.

These technological tools are also transforming how businesses operate.

- In retail, shops improve inventory and focus on individual customers through using data analysis.
 - Digital wallets, UPI and robo-advisors are helping banks make their services more attainable and convenient.
 - AI is helping both doctors and patients with medication and distant medical consultations
- Together with technology, innovation frameworks are guiding how companies carry out change.
- Agile approaches help shorten the development cycle and better respond to changes requested by the market.
 - The main goal of Design Thinking is empathy and design that benefits people.
 - Because of Open Innovation, businesses can bring in solutions from other groups and interact more globally.

Essentially, technology inspires innovation by supporting improvements in efficiency and also helps businesses come up with smarter ways to deliver what people and businesses require in a digital age

Case Study: Reliance Jio's Disruption Strategy

When Reliance Industries made the decision to enter the telecom market in 2016, many were not sure how it would go. Because Airtel and Vodafone controlled the industry, prices were low and the business depended heavily on infrastructure. While others simply focused on the market, Reliance Jio disrupted it by leading with technology and a digital strategy.

a. Business Context :

- There were not many internet users in India and data rates were high.
- To improve network quality, Reliance spent more than \$20 billion on setting up a nationwide 4G-only network.
- To achieve the goal, competition was important, but even more important was digitally helping a billion people.

b. We use the latest trends and technologies in our explorations. Jio relied on new technology, imaginative ideas and strong execution in their innovation strategy.

- By skipping 2G/3G technology, 4G systems reduced both cost and complexity.
- VoLTE feature: Made it possible for voice to run over data.
- JioPhone allowed millions of Indians to access the internet at a very low cost.
- Created a “walled content garden” by introducing apps like JioTV, JioSaavn, JioChat and JioCinema.
- Marketing free data & voice rates made other companies change their plans and respond.

c. Changes to Business:

- TikTok reached more than 100 million users in just six months, making it a record-breaking achievement.
- Merge of Vodafone and Idea was one result.
- Changing Reliance into a top digital business with Jio Platforms paying out to Google, Facebook and global PE firms.

d. Strategic Insights :

- Jio showed that making new infrastructure and developing technology can allow leapfrogging in emerging countries.
- It broadened its focus: instead of only being a telecom company, it started developing digital platforms for others.
- Innovation for people with little money made Internet services available to a large number of people.
- What makes Jio unique is how bold steps, innovative technology and care for customers allowed it to change an established branch of the industry.

Challenges and strategic considerations

Businesses must be clever in handling the new issues that technology brings about as they help the company grow and evolve.

The main issues concern:

- **Data Privacy & Cybersecurity:** Companies must make sure the customer data they have is safe and secure. Trust may be damaged and regulators may investigate an organization after a breach.
- Algorithms may reflect and spread bias, keep their decisions hidden and be abused by people. Firms should implement responsible frameworks for AI.
- Not All Customers or Places Use Digital Tools Equally – If Some Customers Are Excluded, That Affects the Company's Ability to Sell in New Regions.
- Many Changes, Little Time: When there is a lot of change, it is easier for employees to react with fatigue or even protest the changes.
- Old IT Systems: For many firms, updating technology systems proves difficult when their legacy systems are involved.
- They should make sure their actions are both quick and sustainable, provide more skills to the team and support a workplace where people accept change and consider its impact on ethics, social values and operations.



Conclusion & Future Outlook

It is essential now that business, technology and innovation work together. Just as happened with Reliance Jio, new strategies using technology can transform markets, offer new benefits to people and reshape how businesses interact with their customers. That being said, having these opportunities means accepting greater responsibility. Every business should embrace new ideas, making sure that doing so helps everyone and is sustainable in the long run.

Generative AI, sustainable technology and quantum computing are going to play a key role in the coming changes. Leadership in our modern digital age will be achieved by organizations that are flexible, focused on their customers and use technology.

Important Dates in June

June 7 – World Food Safety Day

Food safety is everyone's responsibility — from farm to table. This day aims to prevent foodborne illnesses by promoting better hygiene, regulation, and awareness across the food industry and among consumers.



June 14 – World Blood Donor Day

Blood donation is a life-saving act. This day thanks voluntary donors and raises awareness about the need for safe blood and regular donations to support patients in emergencies and routine care.

June 16 – Father's Day

Fathers and father figures are celebrated for their support, strength, and presence in our lives. It's a day to express appreciation for their role in nurturing families and shaping values.



June 23 – UN Public Service Day

This day honors the role of public servants in delivering essential services and fostering innovation in governance. It inspires young people to pursue careers that make a social impact.

June 23 – International Olympic Day

Celebrating the birth of the modern Olympics, this day encourages people of all ages to engage in physical activity. It also promotes peace, equality, and sportsmanship across nations.



The Digital Transformation: Following a Personal Journey in HR and Finance

By: N Jithin Kumar - Human Resource Specialist - Blue Ocean Ventures



Introduction

Digital transformation has become a key factor in the ongoing changes happening to businesses globally. In order to increase efficiency, agility and invention, organizations have to integrate technology into their main systems. The author focuses on what it means to guide HR and Finance departments through digital change, giving insights and citing genuine progress under these developments.

Confirming the need for Transformation: The Very Start

Before any transformation can happen, it's important to see why change is required. Our department realized this when we saw that the usual HR and Finance steps were not working as well as they used to. Because of manual processes, separate software systems and no near-instant information, decision-making and work satisfaction suffered. Because these challenges were linked across our industry, we decided to implement a digital transformation strategy.

Technology is Changing HR to Focus on Employees

We put Human Resources at the heart of our move towards digital transformation. Salesforce Workday transformed the way we look at talent acquisition, onboarding and performance management for our employees. By using these systems, we made processes more efficient, lowered the work of administrators and improved employee experiences.

An example that stands out is how, in 2013, GSK collaborated with PwC to transform its HR systems for the whole company. In 90 different countries, the effort was placed on bringing consistency to HR services and making operations more efficient. By applying cloud solutions and combining HR functions, GSK made employees more engaged and improved the way HR worked. Besides that, using artificial intelligence (AI) in HR has greatly improved processes. Because of AI and analytics, human resources professionals are able to focus more on what really matters to the company. As a result, IBM's HR Helper bot took care of much of the administrative duties so that HR teams could dedicate their time to developing staff and promoting the organization's growth.

How Automation and Data Help Transform the Financial Sector

Just like HR, the Finance team experienced noticeable change. Thanks to systems like SAP and Oracle, using Enterprise Resource Planning (ERP), financial operations like budgeting, forecasting and reporting were made automated. The insights given by these systems in real time let me plan and decide based on accurate information.

The Office for Students in the UK partnered with Kainos WorkSmart and Workday to modernize its HR, Payroll and Finance activities. Their partnership led to efficient operations and brought about a "Digital First" policy for the public sector, according to the government's digital transformation rules.

In addition, by incorporating AI and machine learning into finance, we have improved forecasting, better managed risks and found more fraud. Making use of these innovations, financial institutions review significant volumes of information, identify upcoming trends and decide on actions ahead of time. The change towards using data in finance has raised accuracy and also promoted always seeking better ways to work.

Dealing with Challenges: Change Management in Today's Technology Age

Many benefits of digital transformation are obvious, but the process is not always smooth. Organizations often meet problems with resistance to change, protecting data and requiring their employees to upskill. Strong change management techniques are needed to solve these problems and complete the initiative successfully.

I found that having a dedicated group from HR, Finance, IT and a variety of other departments work on transformation helped tremendously. As a result of this cross-functional group, communication was open, goals were shared and everyone worked toward addressing barriers together.

Besides, providing training and development gave staff the tools they required for working with the company's latest systems and technology. An example is when AI was introduced in HR and Finance; employees needed to learn and have confidence in the new technologies. Lots of workshops, webinars and hands-on training events were arranged to raise the staff's confidence and skills.

Changing and Adapting: A Theme for the Future

Digital transformation keeps changing as time goes on, rather than ending after one project. As new technologies appear, organizations should always be capable of adapting. Effective and innovative ways to work are likely to appear when HR and Finance integrate blockchain, advanced analytics and IoT technologies.

On the whole, going through digital transformation has been both difficult and satisfying in HR and Finance. Thanks to using technology, encouraging learning all the time and following effective change programs, organizations can succeed in this change. The knowledge we have obtained proves how digitalization is already changing business activities.

Conclusion

It is clear from the HR and Finance journey that using technology has made the organization more efficient, better at decision-making and more satisfying for employees. By applying cloud services, AI and automation, processes are now simpler, less manual work is needed and insight is available in real time. At the same time, the efforts rely on strong change management, always learning and a regular focus on creating new ideas. As they keep moving forward, the things learned on this journey will support future digital efforts and help ensure their success in a more digital world.



Quality Growth Services Pvt. Ltd.

Your partners in excellence

Established in 1994, Quality Growth Services Pvt. Ltd. (QGSPL) is a leading consultancy firm specializing in Quality, Environmental, and Safety Management Systems. With a mission to foster a culture of quality and continuous improvement, QGSPL collaborates with expert consultants trained by premier European institutions. We empower organizations to enhance efficiency, achieve compliance, and improve profitability.

Our offerings include world-class training and consultancy services, including Lead Auditor certification, management awareness programs, and internal audit workshops tailored for global industries.

Our Core Services

► Training Programs

Customized training solutions on management systems, internal auditing, statistical tools, and decision-making techniques, designed specifically for senior and mid-level professionals.

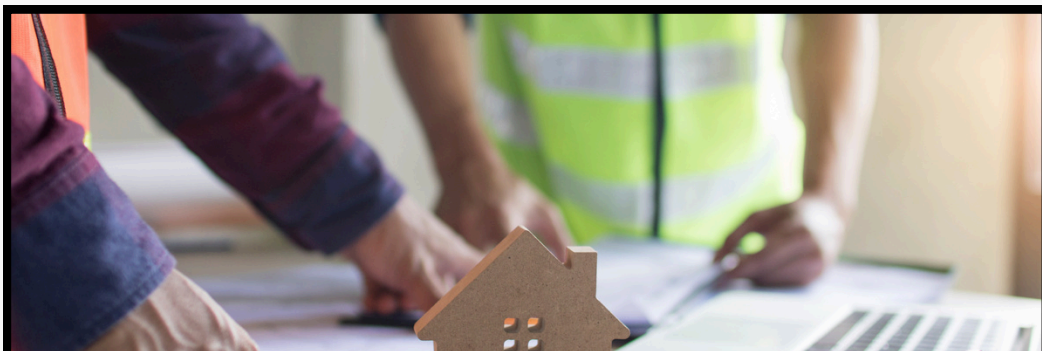
► Ecoservices

End-to-end sustainability solutions focused on decarbonization, ESG compliance, resource optimization, and green transition strategies—enabling organizations to build a sustainable future.

► Management System Consulting

Expert guidance in implementing, auditing, and achieving certification for ISO standards such as:

- ISO 9001 (Quality Management)
- ISO 14001 (Environmental Management)
- ISO 45001 (Occupational Health & Safety)



The New World of Innovations: How Business, Technology and Innovation Are Building a Modern World



By: Harish Goday - Product Development Engineer at Digitate, TCS

Introduction

Today's fast-moving pace of change has become a defining mark of the 21st century as strategies are merging into a convergence of business, technology and innovation. Digital, agile and global organization has broken away from traditional models. With consumers looking for smarter solutions, the business, technology and innovation combine to become not just a choice, but a necessity for industries facing stronger global competition. In this article, I take a closer look at this triad and how it is radically transforming commerce, enabling entrepreneurs and remaking the global economy in extraordinary ways.

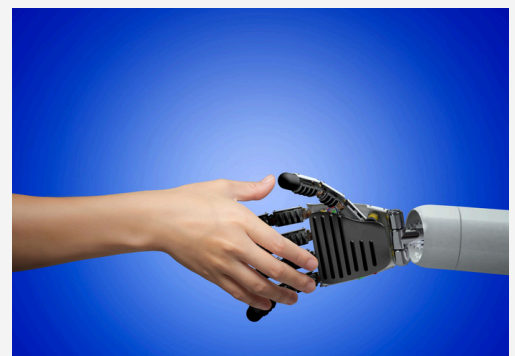
Digital Business Transformation

- Shifting from Physical to Online

The shift from in-store to online sales has greatly altered our approaches to doing business. E-commerce began as a beneficial new technology, but it has quickly climbed to become a leading industry. Amazon and Alibaba are leaders in online retail, but startups and local businesses are quickly expanding globally using internet stores, phone apps and services on the cloud. Businesses need a digital presence now, since it's more necessary than ever.

- Cloud, SaaS and Scalable

Scalable infrastructure is what modern businesses are built with. With the use of Cloud Computing and vendors' SaaS tools, businesses of any size can utilize very powerful Enterprise tools without the associated heavy capital expenditure. Zoom, Salesforce and Google Workspace amongst countless others have made technology accessible across borders and whether it is communication, customer management or collaboration, cloud solutions in these cases are the democratisers.



Artificial Intelligence and Automation

- Smart Operations and Decision-Making

Science fiction has become a reality—AI is fuelling today's business efficiency. AI algorithms crunch real time patterns in massive datasets to help companies enable personalized customer experiences, predict market trends, optimize logistics and spot fraud. Take Netflix, for example which recommends shows based on AI driven user behaviour analytics or Amazon that uses it for managing global inventory flow.

- Using Automation in Manufacturing and Services

In industry, robotics and automated production lines used in assemblies have greatly decreased error bounds and greatly increased productivity. Robotic process automation (RPA) robotics take up repeatable, back-office work such as billing, payroll and customer service chatbots. It moves humans toward the third and fourth order outcomes such as strategy, innovation and customer relationship management.

Innovation as a Business Imperative

- Disruption culture and startups

Innovation is now not the realm of R&D, but a cultural bedrock. Novel solutions are disrupting long standing industries and startups around the globe are disrupting them. Razorpay, Paytm and other Fintech apps have changed the whole banking scenarios. Byju's & Coursera have changed the way one learns. What they all have in common is technological brilliance – but also a mania for trying to solve real problems in novel ways.

- Using the concept of Open Innovation and collaboration

Today's innovation goes beyond the company walls. Faster and broader breakthroughs are fueled by open innovation, collaboration with external partners, startups, university and even customers. Small innovators are being exposed to large scale ecosystems by programs like Microsoft for Startups or Google's Developer Launchpad to amplify impact and scale ideas quickly.



How Technology Is Creating New Entrepreneurs

- Low-Code/No-Code and Sharing the Power of Technology

There are tools like Webflow, Bubble and Glide that allow non coders to make web apps & digital products, lowering the entry barrier for new businesses immensely. That said, with the minimum viable product (MVP) approach, aspiring entrepreneurs can launch an MVP without any technical background at all and pivot based on user feedback.

- The Growth of the Gig Economy and Finding Digital Independence

Thanks to platforms such as Upwork and Fiverr, more people are now working as digital solopreneurs. Regardless if someone is in software, digital marketing or writing for content, they can provide their service online around the globe. Today, being able to work remotely, select tasks and strengthen an online image greatly influences the innovation economy.

Challenges on the Innovation Frontier

- The problem of Digital Divide and Access Inequality

Digital innovation doesn't benefit everyone equally. Ecommerce platforms exclude a rural artisan who has no access to the internet. The digital divide can only be bridged by government and corporation partnership that provides affordable access, digital literacy training and local content.

- The field of data privacy and ethical technology

As technology infiltrates more and more of our lives, data ethics becomes ever more important. And companies are caught on the line between personalization and privacy intrusion. People around the world are asking for responsible innovation and similar laws to the General Data Protection Regulation (GDPR) because of how AI, surveillance and data breaches are being used.

- Gaps in Talent and the Need to Reskill

Education systems are not fast enough to tune in to the flow of innovation. By 2030, the World Economic Forum says 1 billion people will need to be reskilled. Businesses are investing in workforce upskilling, by way of online learning, certifications and internal training programmes. Coursera, LinkedIn Learning and corporate academies are driving the charge with platforms

Future Trends and Opportunities in The Road Ahead

- The Future of Metaverse and Immersive Commerce

Virtual and augmented reality is slated to transform the way we will buy, collaborate and entertain. It's building the metaverse in real time, something that was once theoretical. Digital showrooms in immersive environments are already being launched by the likes of Nike and Gucci.

- Blockchain and the Concept of being Decentralized

Blockchain technology is changing the supply chain, finance (DeFi) and ownership (NFT) structure. The decentralised models allow for transparency, security, disintermediation and peer to peer transactions at scale. Volatility is a continued worry, but there is potential there for a lot of tech.

- Predictive intelligence and hyperpersonalization

Businesses will use AI to deliver hyper personal experiences — from real time product recommendations to dynamic pricing and custom-made services. The customer requirements will be met not only by predictive analytics, but it will also predict the needs of the customers



Conclusion

These days, business, technology and innovation are all closely connected and help direct where we are headed. There is a new economic boom happening today through automation, artificial intelligence, green startups and greater use of technology. Companies that take advantage of this opportunity find themselves more competitive and help create a smarter, fairer and greener global market. Future success goes to people who try new things, adapt and take responsibility in an open-ended world.

GLIMPSES



IMS Document Review – Vagithi Valley, UJVNL, Uttarkashi

Reviewed and evaluated IMS documentation (ISO 9001, 14001, 45001) to ensure compliance and process alignment at the Vagithi Valley Hydropower Project.

Lean Six Sigma Green Belt (6 Days) – Highway Roop Precision Technology Ltd.

Completed a 6-day workshop focused on Lean Six Sigma tools, DMAIC methodology, and process improvement techniques to drive operational excellence.



IATF Core Tools Training – Global Steel Manufacturing Company

Participated in hands-on training covering IATF core tools (APQP, PPAP, FMEA, MSA, SPC) tailored to the automotive and steel manufacturing standards.

IATF Awareness Training – Leading Auto Parts Manufacturer

Attended an awareness session led by Mr. Manoj Aggarwal, covering key IATF 16949 principles, quality management concepts, and industry best practices.



Session on Statistical Controls – Leading Tyre Manufacturing Plant

Attended a focused session on the practical application of statistical process control (SPC) techniques to monitor and improve manufacturing quality in a tyre production environment.

How SAP is Using Artificial Intelligence to Fuel Both Business and Technology Developments



By TSK Gupta, Founder -CEO - Gandiva IT Services Pvt Ltd

As change is always happening, businesses need to move quickly, rely on data and plan ahead if they want to continue succeeding. Technology has greatly helped drive this transformation and at its centre is the emphasis on new ideas across product development, processes, systems and strategy. SAP (Systems, Applications and Products in Data Processing) is among those shaping enterprise technology in the coming years.

With SAP as a partner, enterprises of any size improve their work, control their resources and reach new heights through digital progress. It moved from offering standard ERP systems to encouraging intelligent enterprises, showing how business, technology and innovation connect today.

Technology as an Important Strategy for Business

Helping businesses “run better” has always been a central goal for SAP, but that mission has improved over the years. As digital transformation is now needed by all businesses, SAP helps companies speed up operations, manage their supply chains efficiently and quickly make decisions based on real data.



The heart of it is SAP S/4HANA, an intelligent ERP system meant to support today’s cloud businesses. With its base in the fast HANA database, it makes in-memory processing, analytics and streamlined workflows possible which allows businesses to gather all activities and manage complexity more easily.

This means that using SAP S/4HANA, manufacturers can track their inventory always, automate the order process and estimate when machines may fail, thanks to reliable AI. The technology helps retailers deliver omnichannel experiences by bringing together logistics, data on customers and sales data. In finance, difficulties are resolved faster and forecasts become more accurate.

Using the SAP BTP, the company supports application development, integration, data management and AI on one platform. Therefore, businesses can develop personalized solutions, automate everyday tasks and understand data easily.

Innovation Matters Most

SAP owes its achievements to both its technology tools and its spirit of innovation. Much of the company’s resources are put into research and they regularly team up with startups, universities and customers to come up with solutions for real-world problems.

A leading SAP innovation is the "Intelligent Enterprise," which means a business that uses its data to get ahead of change, act quickly and keep improving itself. Firms use SAP technology to become intelligently run by linking AI, machine learning, IoT, RPA and analytics in their operations.

As an example, SAP Leonardo uses different innovative technologies to encourage successful transformation. Thanks to IoT, a utility company can watch energy use with sensors, study consumption using machine learning and improve its distribution by means of forecasting algorithms—all together on one platform.

SAP is on the forefront of making sustainability innovations. Both SAP Sustainability Control Tower and SAP Product Footprint Management allow businesses to watch their carbon emissions, follow ESG rules and make decisions that support the environment. Such directives are in keeping with SAP's belief that companies should help the world and support employees responsibly as well as effectively.

SAP at Work in the Real World

Global companies use SAP to manage uncertain times and strengthen their operations moving forward.

As another example, Unilever relies on SAP's digital core to handle its worldwide supply chain and makes sustainability an important aspect of its workflows. Real-time analytics and ERP hosted in the cloud make it possible for Unilever to react faster as the market changes and decrease waste.

Siemens has also added SAP's solutions to simplify the process of managing products, enhance teamwork and drive smart manufacturing. Using SAP's cloud and AI tools, Siemens is making good progress in adopting Industry 4.0 and upgrading its efficiency on a greater scale.

Even in government and public services, organizations are using SAP to improve services for citizens, show clear financial information and manage infrastructure properly.



Issues and Factors to Keep in Mind

Even though the benefits of SAP are significant, there are difficulties in applying them over the entire enterprise. Switching to cloud-based S/4HANA platforms from legacy systems needs a strategy, careful resource use and managing organizational changes.

It can be expensive, too—changing an ERP system on a large scale can be costly for some mid-sized companies. Still, in order to respond, SAP now provides modular services on a subscription basis and RISE with SAP which brings together ERP, hosting on the cloud and managing changes all in one service package.

A further issue that matters is the supply of skilled professionals. While organizations use newer SAP solutions, they require staff familiar with HANA, SAP Fiori, how the systems integrate and AI. SAP is dealing with this issue through SAP Learning Hub and by teaming up with universities to help the upcoming workforce gain new skills.



Where We Are Headed

Moving forward, SAP advances the potential of what enterprise technology can achieve. Because of its increased investment in AI copilots, generative AI, edge computing and business process intelligence, the company will likely lead the way in changing how organizations work and compete.

In the year 2024, SAP revealed Joule, an AI assistant that is part of its product suite, guiding users to use less effort, work more intelligently and improve their success. It points to the progress enterprise software is making: it now offers personalized experiences, converses simply with users and gives insights.

The developer of SAP is prioritizing industry-specific cloud solutions such as those for automotive and healthcare, to support new developments. When solutions are fit to the needs of different industries, SAP ensures that businesses gain value quicker and are more agile.

Conclusion

Today, business, technology and innovation are joined together and SAP connects them at their intersection. SAP's intelligent and integrated tools give organizations the ability to change with the times and even drive those changes.

As businesses everywhere focus on digital, sustainable and resilient operations, SAP provides more than computer programs—it shares a vision for where enterprise is heading. A future in which data leads strategy, dynamic decisions spur expansion and progress through innovation is always happening.



INSTITUTE FOR INDUSTRIAL PERFORMANCE & ENGAGEMENT

औद्योगिक क्षमता एवं समावेशन संस्थान | QGS Group

Advance Your Career with IIPE India's Industry-Certified Training Programs!

At IIPE India, we are committed to empowering professionals through specialized certification programs that align industry expectations with individual capabilities—bridging the skills gap and elevating career potential.

Flagship Certification Programs

- Certified Industrial Manager – Quality (CIMQ)
- Certified Industrial Manager – Maintenance (CIMM)
- Certified Quality Lab Practitioner (CQLP)
- Certified Lean Engineer (CLean)
- Certified Lean Leader (CL2)

Why Choose IIPE India?

- Industry-Relevant Curriculum – Designed to meet current and emerging industrial demands.
- Expert-Led Instruction – Delivered by seasoned professionals and subject matter experts.
- Flexible Learning Modes – Options tailored for working professionals and learners alike.
- Globally Recognized Credentials – Enhance your career credibility and opportunities.



As industries evolve, the need for skilled professionals is greater than ever. IIPE India's training programs are crafted to provide you with the tools and knowledge necessary to thrive in a competitive, fast-paced environment.

Take the next big step in your professional journey. Enroll in IIPE India's certification programs today!



Upcoming Training Programmes

June 09-13, 2025

ISO 9001:2015

Lead Auditor

June 16-20, 2025

ISO 42001:2023

Lead Auditor

Starting from June 21st

**Six Sigma
Black Belt**

June 23-27, 2025

**Six Sigma
Green Belt**

July 01-05, 2025

**ISO 14001:2015
Lead Auditor**



Contact to Register or Inquire



<https://qgspl.co.in/>



+91-11-25431737



Great things are not done by impulse, but by a series of small things brought together. – Vincent Van Gogh



QGS Group
Delivering excellence since 1993

www.qgspl.com | qgs@qgspl.com

Quality Herald: The Voice of Excellence
H-13, Kirti Nagar, New Delhi, India 110015

Phone : +91-11-25431737/25918332/41425273

Email: qgs@qgspl.com / info@qgspl.com