

QUALITY HERALD

THE VOICE OF EXCELLENCE



**Challenges in Quality
of Recruitment in
This Disruptive
Industry**

**Sustainable Employability:
Need, Challenges, and
Recommendations for Indian
Industry**

**Changing India
with Changing
Global
Dynamics**

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From the Editor



As we conclude the year with the 7th issue of Quality Herald - The Voice of Excellence, it is a moment of pride to reflect on the remarkable journey of this magazine since its inception. Each edition has been a step forward in fulfilling our mission to deliver valuable insights and perspectives from industry leaders, addressing modern-day challenges and opportunities.

This December edition is no exception, featuring key industry trends, the latest news, and events that are shaping our collective future. Our interactive crossword section continues to stand out, adding an engaging and thought-provoking dimension to the reading experience.

We invite you to delve into this issue's diverse articles, celebrate the achievements of the past year, and prepare for the opportunities that await us in the coming year. Together, let's continue to inspire excellence, foster innovation, and strengthen collaboration as we move forward into 2025.

For readers who wish to contribute their articles to Quality Herald, we encourage you to write to us at info@qgspl.com. Our quality team will review your submission and respond promptly.

Dr. Sumit Shandilya

Editor-in-Chief

POSITIVE EFFECT OF LEAN MANUFACTURING IN INDIAN INDUSTRIES



Lean manufacturing, a management philosophy aimed at reducing waste and improving efficiency, has been increasingly adopted by Indian industries in recent years. This approach, originally developed by Toyota, focuses on optimizing processes, enhancing quality, and cutting down unnecessary costs. The positive impact of Lean manufacturing in Indian industries has been significant across several sectors, from automotive to textiles, and even in manufacturing and service industries.

- **Improved Quality:** Lean manufacturing emphasizes continuous improvement and problem-solving, fostering a culture of quality. By identifying and addressing quality issues early in the production process, Indian companies have seen improvements in product reliability, customer satisfaction, and fewer defects. This has also enhanced the global competitiveness of Indian-made products.
- **Employee Empowerment and Engagement:** Lean principles encourage employee involvement at all levels. Workers are trained to identify inefficiencies and contribute to continuous improvements. This has not only increased job satisfaction but has also led to a more collaborative and motivated workforce in Indian industries, which has further enhanced productivity and morale.
- **Better Supply Chain Management:** Lean manufacturing promotes just-in-time inventory and synchronized production schedules, which reduce the need for large stockpiles and minimize the risk of overstocking. Indian industries have adopted these techniques to improve supply chain efficiency, reducing costs associated with inventory holding and improving cash flow.
- **Increased Efficiency and Productivity:** One of the most significant benefits of Lean manufacturing is the optimization of production processes. By eliminating waste, such as excess inventory, overproduction, and delays, Indian manufacturers have been able to streamline operations. This leads to faster production cycles, reducing lead times and increasing output, which is crucial in a competitive market.
- **Cost Reduction:** Lean principles promote cost efficiency by minimizing waste, improving resource utilization, and focusing on value-added activities. Indian industries have been able to reduce operational costs, leading to better margins and more competitive pricing. The reduction in waste also helps industries save on energy, raw materials, and labour costs.

- **Sustainability:** Lean manufacturing's focus on reducing waste contributes to more sustainable practices. In India, where environmental concerns are rising, lean strategies help industries reduce their carbon footprint, waste, and energy consumption, aligning with global sustainability trends.
- **Fostering Innovation:** Lean manufacturing also drives innovation in Indian industries. The continuous improvement (Kaizen) approach encourages companies to regularly review their processes and find new, more efficient ways of operating. This constant drive for innovation is especially beneficial in the fast-evolving Indian market, where companies need to stay competitive. Whether it's the introduction of new technologies, better automation systems, or creative solutions to logistical problems, Lean's emphasis on incremental improvements encourages businesses to innovate and adapt.
- **Global Competitiveness:** As Indian companies face increasing global competition, Lean manufacturing helps them meet international standards of quality, cost-effectiveness, and delivery times. For Indian businesses looking to expand in global markets, Lean provides a competitive edge, as products made with Lean practices often meet the high-quality demands of international consumers while maintaining cost efficiency. The automotive, electronics, and consumer goods sectors, in particular, have seen Indian companies like Bajaj Auto, Godrej, and Mahindra use Lean to boost their competitiveness in export markets.
- **Better Customer Satisfaction:** With a focus on reducing defects, improving product quality, and ensuring timely delivery, Lean manufacturing ultimately leads to higher levels of customer satisfaction or rather Customer Delight. Companies that embrace Lean are better positioned to respond to customer needs and adapt to changing market demands. For instance, in sectors like retail and e-commerce, Lean processes enable businesses to offer a quicker response time and better product availability. This helps build trust and long-term relationships with customers.



In conclusion, the adoption of Lean manufacturing in Indian industries has driven remarkable improvements in efficiency, quality, and competitiveness. As more Indian businesses embrace Lean principles, the broader manufacturing landscape stands to benefit, contributing to stronger economic growth and enhanced global standing.



Mr. Surajit Mukhopadhyay

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Enhancing Workplace Safety Through Smarter Material Management



Smart material management isn't just about efficiency; it's about protecting the people who make it all happen.

In today's rapidly advancing industrial landscape, workplace safety remains a top priority for businesses across the manufacturing sector. Recent studies have shown that intelligent material management strategies can play a vital role in reducing workplace injuries and improving overall operational efficiency.

Among the most effective practices are minimizing the physical push force required to move heavy loads and integrating motorized casters, which can significantly reduce the risk of musculoskeletal disorders among workers. Additionally, ensuring that all equipment is regularly maintained helps to avoid mechanical failures that could lead to accidents. Preventive maintenance programs, supported by the latest

technological advancements, can predict potential issues and resolve them before they become hazards. Comprehensive employee training on proper equipment handling and material movement techniques is another key aspect of promoting safety. When workers are well-informed about the risks and how to mitigate them, the likelihood of accidents decreases considerably.

As more companies adopt these strategies, the dual benefits of improved worker safety and enhanced productivity become clear. The focus on smarter material management is not just about compliance; it's about creating a safer, more efficient work environment that benefits both employees and businesses.

SOURCE : [OHSONLINE.COM](https://www.ohsonline.com)

Advancements in Quality Management Trends for 2024



As we move toward 2024, quality management is undergoing a significant transformation, driven by advancements in technology and an increasing focus on sustainability. Artificial intelligence (AI) and machine learning (ML) are leading the charge, enabling businesses to improve the efficiency of Quality Management Systems (QMS) by automating processes and providing real-time insights into quality control.

AI-powered QMS allows for predictive analysis, helping businesses identify potential quality issues before they escalate into larger problems. This proactive approach to quality management is becoming essential in industries where maintaining high standards is critical to both safety and customer satisfaction.

Additionally, sustainability is emerging as a central theme in modern quality management practices. With regulatory pressures mounting and consumers demanding environmentally responsible products, businesses are aligning their quality goals with sustainable practices. This includes reducing waste, optimizing resources, and ensuring that supply chains are both ethical and environmentally sound.

These developments are redefining quality management as businesses seek to balance operational efficiency with the growing demand for sustainable practices. Companies that embrace these changes are likely to see significant improvements in both performance and market competitiveness.

Caterpillar Introduces 'MindShift for Leaders' Safety Program



By helping leaders understand the root causes of safety incidents and how organizational behaviors contribute to these risks, the program emphasizes the importance of foresight and continuous improvement. Through the "MindShift for Leaders" program, Caterpillar aims to equip business leaders with the tools needed to foster a culture where safety is embedded in every aspect of operations. Participants are encouraged to engage their teams in the safety process, ensuring that the responsibility for safety is shared across all levels of an organization.

This initiative represents a major step forward in how companies view and manage safety, moving beyond compliance to create a more resilient, risk-aware workforce.

**TRANSFORMING SAFETY FROM A
CHECKLIST TO A CULTURE STARTS WITH
PROACTIVE LEADERSHIP**

Caterpillar Safety Services has launched a groundbreaking program, "MindShift for Leaders," aimed at transforming workplace safety management. This new initiative is built around Human and Organizational Performance (HOP) principles, focusing on how leadership can drive a safer work environment through proactive risk management.

The five-session virtual training course is designed to shift safety management practices from a reactive to a preventative approach.



BOEING'S QUALITY CHIEF DEPARTS AMIDST OPERATIONAL CHALLENGES



SOURCE : [WSJ.COM](https://www.wsj.com)

Boeing has announced that its top quality executive is stepping down after serving less than a year in the role. The departure comes as Boeing continues to face operational challenges, including the resumption of factory activities after a machinists' strike. This transition raises questions about the stability of Boeing's leadership and the company's ability to maintain improvements in its quality control processes.

The aerospace giant has been under intense scrutiny in recent years following high-profile quality control issues, including those related to its 737 MAX and 787 Dreamliner programs. While Boeing has implemented several corrective measures, such as enhanced oversight and stricter quality checks, the resignation of its top quality executive at such a critical time could hamper progress.

Industry experts are now watching closely to see how Boeing will manage this leadership change and continue its efforts to address ongoing quality concerns. The company's ability to maintain stability in its executive ranks will be key to navigating its current challenges and securing long-term success.

TAMPA SEEKS ENVIRONMENTAL ADVOCATES FOR URBAN FORESTRY COMMITTEE

The City of Tampa is looking for environmentally conscious residents to join its newly established Natural Resources Advisory Committee. This initiative is part of the city's broader Urban Forest Management Plan, which aims to enhance Tampa's urban canopy and promote sustainable practices that benefit both the environment and local communities.

By recruiting local advocates, the city hopes to involve the community in decision-making processes that affect the urban forest's future. The advisory committee will work on strategies to preserve biodiversity, promote sustainable land use, and enhance green spaces, all while balancing the city's growth and development needs.

This initiative aligns with a growing trend in urban areas across the country, where cities are increasingly turning to residents to help shape their environmental policies. The involvement of community members in projects like urban forestry is seen as essential to creating resilient, sustainable cities that can better manage climate change and ensure a high quality of life for future generations.

Interested Tampa residents are encouraged to apply for positions on the committee, contributing to an important cause that will help shape the city's environmental future.



SOURCE : [HOODLINE.COM](https://www.hoodline.com)



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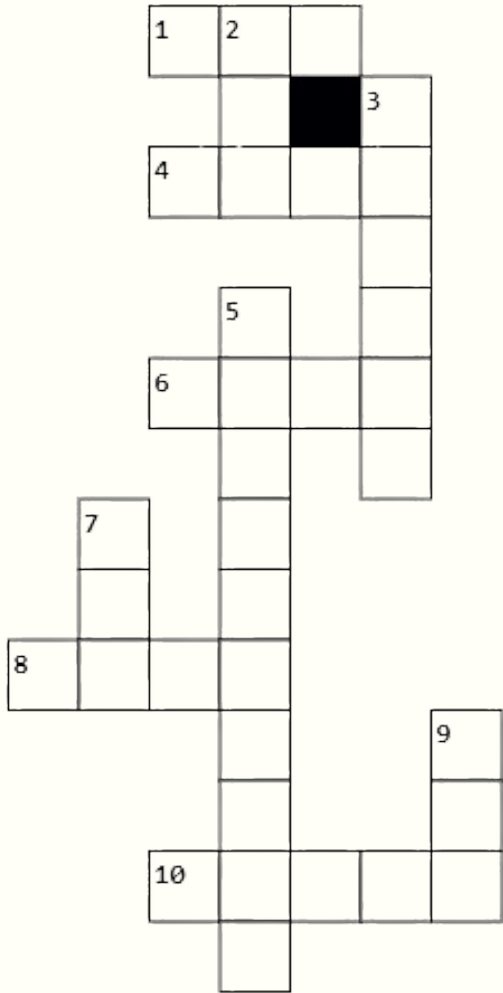
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Quality and Management Systems

Crossword



Across -

1. The automotive system that optimizes engine power and efficiency.
4. A type of analysis that identifies potential failures in a process.
6. Non Value Added Activities in Japanese.
8. Six Sigma A methodology combining lean and six sigma principles for process improvement.
10. Steps for Problem Solving in Six Sigma Methodology.

Down

2. A lean tool used to visualize the flow of materials and information.
3. Visual workflow management method that helps optimize work in progress (WIP) in agile systems.
5. An innovative manufacturing approach pioneered by Toyota, involving pull-based production.
7. A performance metric that measures the effectiveness of production equipment.
9. A statistical approach used to monitor and control quality in manufacturing.

6th Edition winners -

1. Sahil Bhandari, 2. Bhanu Pratap, 3. Puja Das, 4. Dheeraj Garg, 5. Ashok Kumar Mittal

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 6th Edition -

Across: Kanban, Kaizen, Autonomy, DPMO, Value, Benchmarking

Down: Pareto, Ishikawa, DMAIC, Gemba

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SUSTAINABLE EMPLOYABILITY: NEED, CHALLENGES, AND RECOMMENDATIONS FOR INDIAN INDUSTRY



MR. SURENDRA TIWARI
DIRECTOR, QUALITY GROWTH SERVICES

Sustainable employability refers to the ability of employees to continuously adapt, contribute, and thrive in their roles throughout their working lives. In the context of Indian industries, sustainable employability is crucial for maintaining competitiveness, innovation, and workforce well-being amidst dynamic economic and technological changes.



The Need for Sustainable Employability in Indian Industries

- 1. Skill Dynamics in the Industrial Sector:** The Indian economy, transitioning into Industry 4.0, requires a workforce skilled in emerging technologies such as artificial intelligence, IoT, and automation. Industries need employees who can upskill and adapt rapidly.
- 2. Addressing the Workforce Gap:** While India has a large pool of young workers, industries face challenges in finding job-ready candidates. Enhancing employability ensures that industrial growth is supported by a skilled workforce.
- 3. Global Competitiveness:** To compete on a global scale, Indian industries must invest in sustainable practices that include workforce adaptability and continuous learning.
- 4. Employee Retention and Well-Being:** Sustainable employability ensures job satisfaction and employee retention, reducing turnover costs and improving organizational efficiency.

Challenges to Sustainable Employability in Indian Industries

- **Skill Mismatch:** Industries report significant gaps between the skills taught in academic institutions and those required in the workplace.
- **Technological Disruptions:** Rapid advancements in technology are making existing skills obsolete faster than ever, creating a need for constant re-skilling.
- **Informal Employment:** A significant portion of the workforce is employed informally, limiting access to training and career development opportunities.
- **Diversity Gaps:** Gender disparity and underrepresentation of marginalized groups in industrial roles hinder inclusive growth.
- **Investment in Training:** Many medium, small and medium enterprises (MSMEs) lack the resources to invest in workforce training and development.

Recommendations for Indian Industries

1. **Integration of Lifelong Learning:** Organizations should embed continuous training into their workforce development strategies. This includes e-learning platforms, mentorship programs, and industry certifications.
2. **Public-Private Collaboration:** Collaborations between industries, government, and academia can create skill-building programs tailored to specific industrial needs.
3. **Adoption of Emerging Technologies:** Leveraging technology for remote training and simulations can enhance skill accessibility, particularly in rural areas.
4. **Promoting Diversity and Inclusion:** Industries must actively create opportunities for women and marginalized communities through targeted recruitment and leadership programs.
5. **Flexible Work Arrangements:** Implementing flexible work policies and fostering a supportive environment can enhance employee engagement and adaptability.
6. **Sustainability Metrics:** Measuring employability outcomes, such as retention rates, skill acquisition, and employee satisfaction, helps organizations refine their strategies.

Role of ISO 30406 in Enhancing Sustainable Employability in Indian Industries

ISO 30406, the international standard for sustainable employability, offers a structured framework for industries to manage their workforce effectively:

1. **Strategic Workforce Planning:** The standard helps industries align workforce capabilities with long-term organizational goals.
2. **Focus on Employee Development:** ISO 30406 emphasizes the importance of continuous learning and skill enhancement to ensure workforce relevance.
3. **Encouraging Diversity and Inclusion:** The standard promotes equitable workforce practices that drive innovation and inclusivity.
4. **Well-Being and Engagement:** By prioritizing employee well-being and engagement, ISO 30406 fosters long-term productivity and satisfaction.
5. **Performance Metrics:** Industries can use the standard to implement and track KPIs for workforce sustainability, enabling continuous improvement.



Last but not the least

Sustainable employability is a cornerstone for the growth and resilience of Indian industries in a competitive global market. By addressing challenges such as skill mismatches, technological disruptions, and workforce diversity, industries can unlock the full potential of their workforce. ISO 30406 offers a comprehensive framework to guide these efforts, ensuring that employees and organizations can adapt and thrive together. As Indian industries evolve, fostering a sustainable and employable workforce will be pivotal in driving innovation, equity, and long-term success.

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Digital Transformation and Sustainability: Paving the Way to a Greener Future

In a world grappling with environmental challenges, digital transformation has emerged as a pivotal force driving sustainability. By leveraging advanced technologies, businesses and industries are not only reshaping their operations but also reducing their environmental footprint. The synergy between digital transformation and sustainability is creating innovative pathways toward a greener, more sustainable future.

Driving Eco-Friendly Innovations with Technology

Emerging digital tools such as Artificial Intelligence (AI), the Internet of Things (IoT), blockchain, and cloud computing are reshaping the sustainability landscape. Here's how these technologies are making an impact:

- **AI:** Advanced data analytics and predictive algorithms enable organizations to optimize energy usage, minimize waste, and enhance decision-making for sustainable practices. For instance, AI-powered systems can monitor and adjust energy consumption in real time, ensuring minimal wastage.
- **IoT:** Connected devices are transforming resource management by providing real-time insights into water, energy, and waste management systems. IoT-enabled smart



grids are a prime example, ensuring efficient energy distribution and reducing dependency on fossil fuels.

- **Blockchain:** By enhancing transparency and traceability, blockchain technology is revolutionizing sustainable supply chains. It enables businesses to verify ethical sourcing and environmentally friendly practices, fostering trust among stakeholders.
- **Cloud Computing:** By consolidating data storage and processing, cloud computing reduces the need for energy-intensive physical servers, significantly lowering greenhouse gas emissions.

Real-World Applications of Digital Sustainability

- **Smart Energy Grids:** Digital tools have enabled the development of smart grids that optimize energy distribution, integrate renewable sources, and reduce energy loss.

Countries like Denmark and Germany are leveraging smart grid technologies to meet their renewable energy targets.

- **Sustainable Supply Chains:** Companies like Unilever use blockchain to trace their supply chains, ensuring compliance with sustainability standards. This transparency minimizes environmental harm and promotes ethical practices.
- **Waste Management:** IoT-enabled waste management systems, such as smart bins, help municipalities track and optimize waste collection routes, reducing fuel consumption and improving recycling efficiency.

Challenges in Integrating Digital Transformation and Sustainability

Despite its potential, the integration of digital transformation with sustainability efforts is not without challenges:

- **High Initial Costs:** Deploying advanced technologies often requires significant investment, which may deter smaller organizations.

- **Scalability:** Adapting digital tools for large-scale operations while maintaining efficiency is a complex task.
- **Cultural Adoption:** Resistance to change and lack of digital literacy among employees can hinder the implementation of these technologies.

Challenges in Integrating Digital Transformation and Sustainability

To align digital transformation with sustainability objectives, businesses must adopt a strategic approach:



- **Collaborative Innovation:** Partner with technology providers and sustainability experts to create tailored solutions.
- **Scalable Solutions:** Focus on scalable technologies that can grow with the organization's sustainability goals.
- **Employee Training:** Invest in upskilling employees to ensure seamless adoption of digital tools.

Digital transformation is not just about efficiency and innovation; it's about creating a lasting impact on the planet. By integrating cutting-edge technologies with sustainable practices, businesses can drive meaningful change. The journey to a greener future lies in leveraging digital tools to optimize resources, reduce waste, and promote ethical practices. It's time for organizations to embrace digital transformation as a catalyst for sustainability and lead the charge toward a more sustainable world.



ISO-lated Humor



Standards That'll Make You Smile

Why did the ISO certificate apply for a gym membership?

To stay in “shape” and meet “requirements”!

The Lighter Side of Business Excellence

What's a business excellence enthusiast's favorite dance move?

The “Continuous Improvement Shuffle” – one step forward, assess, improve, repeat!



Baldrige Banter: The Award-Winning Humor

Why did the company frame its Baldrige award?

Because it finally found the “criteria” for success!

Sustainability: Where Green Meets Grins

Why did the wind turbine feel self-conscious at the party?

It was afraid it'd be caught “spinning the same old story”!



Reduce, Reuse, Recycle—And Relax with a Laugh

Why don't lean practitioners like social gatherings?

Too many “wastes” – time, overproduction of conversations, and motion to get snacks!

Changing India with Changing Global Dynamics

As the world undergoes profound changes in its geopolitical, economic, and technological landscapes, India stands at a pivotal moment in its history. The global dynamics are shifting towards multipolarity, rapid technological innovation, and an urgent emphasis on sustainability. Against this backdrop, India is not only adapting but also positioning itself as a formidable force in the 21st-century global order.

The Rise of Multipolarity and India's Global Position

The decline of unipolar dominance and the rise of multipolarity have created opportunities for emerging economies like India to assert themselves on the world stage. India's strategic partnerships with countries across Asia, Europe, and the Americas reflect its nuanced approach to diplomacy. Initiatives such as the Quad (Quadrilateral Security Dialogue), its active participation in BRICS, and leadership in the G20 highlight India's efforts to shape global decision-making processes.

Simultaneously, India is navigating complex geopolitical tensions, particularly in the Indo-Pacific region, while ensuring its sovereignty and security interests remain intact. Its balancing act between major powers like the United States, China, and Russia demonstrates a pragmatic foreign policy that prioritizes national interests while contributing to global stability.

Economic Growth and Technological Innovation

India's economy is emerging as a global powerhouse, projected to be the third-largest economy by 2030. This growth is fueled by a robust manufacturing sector, a thriving digital economy, and a burgeoning middle class. Flagship programs like Make in India and Digital India underscore the nation's commitment to self-reliance and innovation.

Technological advancements have been at the forefront of this transformation. India's leadership in fintech, e-governance, and space exploration



has garnered international recognition. Milestones like the Chandrayaan and Aditya-L1 missions not only showcase India's scientific prowess but also inspire a global audience.

Sustainability and Climate Leadership

Amid growing concerns about climate change, India is stepping up as a leader in sustainability. Through ambitious targets like achieving net-zero emissions by 2070 and its commitments under the Paris Agreement, India is emphasizing renewable energy, electric mobility, and green infrastructure.

The International Solar Alliance (ISA), spearheaded by India, has become a global platform for promoting solar energy adoption. Domestic initiatives like Mission LiFE (Lifestyle for Environment) reflect India's proactive stance on fostering sustainable living practices at both individual and community levels.

Challenges on the Road Ahead

India's ascent is not without hurdles. The complexities of global trade, marked by protectionism and shifting supply chains, pose significant challenges. Geopolitical tensions with neighbouring countries and the need for defence modernization require astute policy responses.

Domestically, India must address issues such as income inequality, infrastructure bottlenecks, and skill development to sustain its growth momentum. Balancing domestic priorities with international obligations will be critical as India aims to maintain its credibility and leadership on the global stage.

Strategic Partnerships and Policy Reforms

India's evolving partnerships with nations and regional blocs underscore its adaptability to the changing global order. The India-EU Trade and Technology Council, collaborations with the US in defense and technology, and its South-South cooperation efforts reflect a multifaceted approach to diplomacy.

On the policy front, reforms such as the Goods and Services Tax (GST), labor law rationalization, and incentives for foreign investments have enhanced India's economic competitiveness. These measures, coupled with a strong focus on digital infrastructure, have paved the way for inclusive growth.

Envisioning India's Future

The changing global dynamics present India with a unique opportunity to redefine its role as a global leader. By fostering innovation, enhancing sustainability, and

strengthening strategic partnerships, India can not only achieve its aspirations but also contribute to addressing global challenges.

To fully realize its potential, India must:

- **Invest in Education and R&D:** Prioritize upskilling its workforce and advancing cutting-edge research.
- **Accelerate Green Initiatives:** Expand renewable energy projects and incentivize sustainable practices.
- **Deepen Global Collaborations:** Strengthen its alliances while remaining a champion of multilateralism.
- **Promote Inclusive Development:** Focus on reducing inequality and ensuring that economic growth benefits all sections of society.

India's journey amid the evolving global dynamics is a story of resilience, ambition, and progress. As it adapts to the challenges and seizes the opportunities of this transformative era, India has the potential to emerge not just as a participant but as a leader in shaping the future of the world.

QUALITY MYTH BUSTERS

Debunking Common Myths in Quality Management

In the world of quality management, misconceptions can lead to inefficiencies and missed opportunities. Let's set the record straight by busting three common myths



1

Myth 1: ISO Certification Guarantees Product Quality.

Reality: ISO certifications, such as ISO 9001, ensure that an organization's processes meet international standards for quality management. However, they don't directly guarantee the quality of the final product. Product quality depends on how well these processes are implemented and continuously improved.

2

Myth 2: Audits Are Only About Finding Faults.

Reality: Audits are not fault-finding missions; they are opportunities for growth. Internal and external audits highlight gaps, but more importantly, they provide actionable insights to refine processes, reduce risks, and enhance efficiency. Think of them as health check-ups for your systems.



3

Myth 3: Six Sigma is Only for Big Corporates.

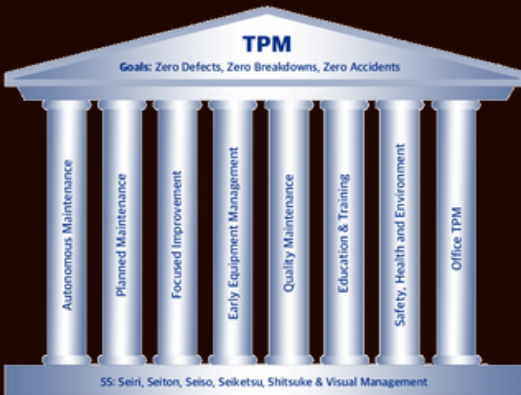
Reality: Six Sigma tools are scalable and can benefit organizations of any size. Small businesses, too, can use Six Sigma methodologies like DMAIC to reduce costs, improve customer satisfaction, and streamline operations.

Industry Buzzwords Explained

ESG (Environmental, Social, Governance)

A framework for evaluating a company's ethical impact and sustainability efforts. ESG initiatives include reducing carbon footprints, improving workplace diversity, and maintaining ethical governance practices.

Why it matters: Investors are increasingly favoring companies with strong ESG credentials.



TPM (Total Productive Maintenance)

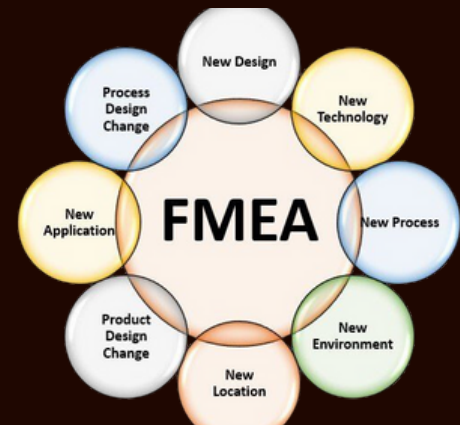
A holistic approach to equipment maintenance that involves every employee, from operators to senior managers. It aims to eliminate unplanned downtime and improve overall productivity.

Why it matters: Companies practicing TPM often see significant cost savings and efficiency gains.

FMEA (Failure Mode and Effects Analysis)

A step-by-step tool to identify potential failures in a process, product, or system, and prioritize actions to mitigate their impact.

Why it matters: It helps prevent costly mistakes and ensures customer satisfaction.





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IMPORTANT DATES IN DECEMBER

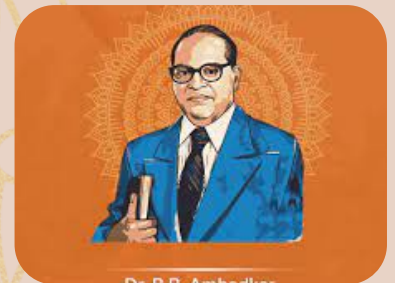


2 DECEMBER - WORLD COMPUTER LITERACY DAY

Observed on December 2 and aims to encourage the development of technological skills, mainly among children and women in India.

6 DECEMBER - BR AMBEDKAR'S DEATH ANNIVERSARY

On 6 December 1956, he passed away. The day is observed to commemorate his unforgettable contribution to society and his achievements.

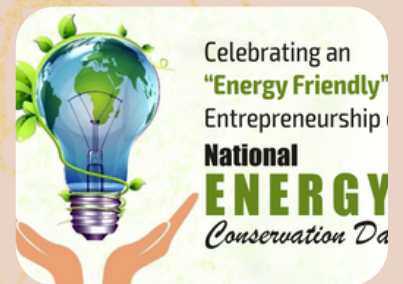


9 DEC- INTERNATIONAL ANTI-CORRUPTION DAY

International Anti-Corruption Day is observed on 9 December every year to highlight how corruption affects health, education, justice, democracy, prosperity, and development.

14 DECEMBER - NATIONAL ENERGY CONSERVATION DAY

Observed on 14 December to raise awareness about the need for energy and its conservation in daily life. Since 1991, it is celebrated every year on 14 December by the Bureau of Energy Efficiency (BEE), under the Ministry of Power.



23 DECEMBER - KISAN DIWAS

Kisan Divas is celebrated across the country to commemorate the birth anniversary of the former Prime Minister Chaudhary Charan Singh. On this day various events, seminars, functions, and competitions are organized on agriculture and its importance to educate and provide knowledge to the people.

Challenges in Quality of Recruitment in This Disruptive Industry

By - Shalini Priya
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In today's rapidly evolving industries, disruption has become the norm. With the advent of advanced technologies, shifting market demands, and hybrid work models, organizations face unprecedented challenges in ensuring the quality of recruitment. Hiring practices that once sufficed are now outdated, as businesses grapple with finding and retaining talent that aligns with their dynamic needs. Let's explore the complexities of recruitment quality in this disruptive landscape and identify strategies to address these challenges effectively.

The Evolving Recruitment Landscape

Disruptive industries, characterized by rapid innovation and volatility, demand agility from their workforce. Technologies like artificial intelligence (AI), machine learning, and blockchain have created roles requiring specialized skills that are in short supply. Moreover, the COVID-19 pandemic accelerated the adoption of hybrid and remote work models, redefining how and where people work.

These changes have fundamentally altered traditional recruitment practices. Organizations must now focus not only on technical competencies but also on adaptability, creativity, and cultural alignment. Finding candidates who meet these multifaceted requirements has become increasingly complex.

Key Challenges in Quality Recruitment

■ Talent Shortage in Niche Skills

The rapid pace of technological advancements has created a significant gap between the skills

employers seek and those available in the talent pool. Industries such as IT, healthcare, and renewable energy are particularly affected, as demand outpaces supply in areas like cybersecurity, data science, and green technologies.

■ Alignment of Competencies with Organizational Goals

Quality recruitment goes beyond filling roles; it's about hiring individuals who can drive organizational objectives. However, aligning a candidate's competencies with strategic goals is often a challenge, especially when businesses operate in uncharted territories where required skills evolve continuously.

■ Reliance on Data-Driven Recruitment

Data-driven recruitment technologies like applicant tracking systems (ATS) and AI-based tools have streamlined hiring processes but come with their own set of challenges. Over-reliance on algorithms can lead to unintentional biases, overlooking candidates with unconventional but valuable experiences.

■ Employer Branding and Candidate Perception

In a competitive talent market, a strong employer brand is essential to attract top talent. Organizations that fail to convey their values, mission, and work culture effectively struggle to appeal to high-caliber candidates.

■ Diversity, Equity, and Inclusion (DEI)

Ensuring diversity in recruitment remains a significant challenge. Biases, whether unconscious or systemic, can hinder efforts to build diverse teams. Moreover, balancing DEI initiatives with the urgency to fill positions can lead to compromises in recruitment quality.

■ Employee Retention and Recruitment Feedback Loops

High attrition rates can undermine recruitment efforts. Organizations often face a vicious cycle where poor retention impacts morale, making it harder to attract and retain quality talent.

Strategies to Overcome Recruitment Challenges

- **Innovative Hiring Practices** - Organizations must adopt innovative strategies to stay competitive in recruitment. These include leveraging gig platforms for short-term projects, hosting hackathons to identify talent, and collaborating with educational institutions to develop future-ready skills.
- **Enhancing Recruiter Training** - Recruiters play a pivotal role in identifying and attracting quality candidates. Regular training in emerging trends, technologies, and DEI best practices can enhance their effectiveness and ensure a more inclusive hiring process.
- **Leveraging AI and Analytics** - While data-driven recruitment poses challenges, when used responsibly, AI and analytics can significantly enhance hiring quality. AI tools can analyze resumes more efficiently, predict cultural fit, and even reduce unconscious biases. However, human oversight remains critical to balancing technology with empathy and judgment.
- **Strengthening Employer Branding** - A strong employer brand attracts quality candidates. Organizations should actively communicate their values, achievements, and employee experiences through social media, career pages, and employee testimonials. Authenticity is key to building trust and appealing to top talent.
- **Fostering Diversity and Inclusion** - Recruitment strategies must prioritize diversity as a core value rather than a checkbox exercise. Building diverse candidate

pipelines, offering mentorship programs, and setting measurable DEI goals can create more inclusive workplaces that attract and retain quality talent.

- **Focus on Retention and Development** - Recruitment quality is intrinsically linked to retention. By investing in employee development programs, offering clear career paths, and fostering a positive work environment, organizations can reduce turnover and enhance recruitment outcomes through word-of-mouth referrals.

Aligning Recruitment with Long-Term Goals

Quality recruitment is not just about meeting immediate needs but aligning talent acquisition with the organization's long-term vision. Businesses must periodically review their hiring strategies to ensure they remain aligned with evolving goals. Proactively assessing future skill requirements and building talent pipelines in advance can mitigate the impact of skill shortages.

The challenges of recruitment quality in a disruptive industry are multifaceted but not insurmountable. By embracing innovation, prioritizing diversity, and aligning hiring strategies with organizational objectives, businesses can build resilient workforces capable of thriving in dynamic environments.

As industries continue to evolve, recruitment will remain a cornerstone of organizational success. Those that adapt to the changing landscape with agility and foresight will not only overcome challenges but also set benchmarks for excellence in the art and science of hiring.



GLIMPSES



Internal auditors from Manikgarh Cement Works (UltraTech Cement) participated in a specialized Energy Management System training. The session focused on equipping participants with advanced auditing skills to improve energy efficiency and sustainability practices.

A five-day intensive training on ISO 9001, 14001, and 45001 standards was held at Hindalco, Jharsuguda, Odisha. Led by Ramesh Grover, the program aimed to enhance participants' proficiency in auditing and compliance with international standards.



The second batch of the Certified Executive of Lean Management program at Havells completed an extensive 5-day training. Participants are now set to implement their knowledge in a mandatory two-month project, focusing on Lean principles to optimize operational efficiency.



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GLIMPSSES



An engaging session was conducted with an automotive supply chain partner, focusing on Innovation and Creativity. The program encouraged participants to think outside the box and drive transformational ideas.

A two-day training on Statistical Process Control (SPC) and Measurement System Analysis (MSA) was held at Indo Autotech, Faridabad by Mr. Praveen Pasricha, which empowered participants with tools for quality control and process accuracy.



An intensive two-day Certified Trainer (Train the Trainer) program emphasized Instructional Design and Facilitation Skills. Participants will develop projects to demonstrate their learnings and secure final certification.



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Upcoming Training Programmes

December 10-11, 2024

ESG Awareness Session

Dec 23-27, 2024

ISO 9001:2015 Lead Auditor

January 08-12, 2025

Six Sigma Green Belt

January 13-17, 2025

ISO 14001 Lead Auditor

Starting from Jan 18th

Six Sigma Black Belt



Contact to Register or Inquire



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And the countdown begins...

20245

As we approach the end of 2024, it's time to reflect on the pivotal shifts and achievements of the year -

The Rise of Sustainability-Driven Operations

- **ISO 14001 Adoption:** Widespread use of Environmental Management Systems reduced emissions, improved waste management, and encouraged sustainable sourcing.
- **Circular Economy:** Sectors like textiles and FMCG embraced "reduce, reuse, recycle" models to minimize waste.
- **Green Supply Chains:** ISO 20400 adoption ensured sustainable procurement aligned with ESG goals.

Operational Excellence

- **Smart Manufacturing:** ISO 56002 enabled efficiency through IoT and AI, reducing waste and energy use.

- **Energy Management:** ISO 50001 compliance surged, driven by rising energy costs and renewable incentives.
- **Global Quality Standards:** ISO 9001 reinforced trust in "Made in India" products in global markets.

Looking Ahead to 2025

As we move into a new year, the momentum built in 2024 offers a strong foundation for continued progress. In 2025, we anticipate:

- Broader adoption of green standards such as ISO 26000 (Social Responsibility) to enhance corporate accountability.
- Greater use of digital twins and AI in optimizing operational efficiency, with standards guiding their ethical use.
- Accelerated deployment of ISO standards in India's rural industries to ensure inclusive growth.



As one chapter ends, remember to embrace the stories yet to be written. Until next time, stay inspired!



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