

QUALITY HERALD

The Voice of Excellence | QGS Group

This International Literacy Day, National Engineer day
and World environment health day



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LETTER

FROM THE

EDITOR



Welcome to the fourth issue of Quality Herald - The Voice of Excellence, where we continue our mission to bring you insights from the forefront of industry practices. As we step into the latter half of the year, it's more important than ever to reflect on the evolving standards of quality that shape our industries.

This issue is particularly special, as it features contributions from some of the most respected voices in our field. These industry professionals have shared their invaluable experiences, offering perspectives that challenge the status quo and inspire us to strive for excellence in every aspect of our work. Our focus this month is on the best practices that drive success in today's competitive landscape. From innovative quality management systems to the latest in regulatory compliance, each article has been carefully curated to provide you with actionable insights that can be applied within your organization.

As we navigate the complexities of our industries, Quality Herald remains committed to being your trusted source of knowledge, a platform for thought leadership, and a catalyst for positive change. We hope that this issue not only informs but also motivates you to continue pushing the boundaries of what is possible in your respective fields.

Thank you for being a part of our journey. Together, let's continue to set the standard for excellence.

Warm regards

Dr. Sumit Shandilya

Chief Editor, Quality Herald

CAPACITY PLANNING: - THE KEY DRIVER OF THE E-COMMERCE INDUSTRY

The e-commerce industry has witnessed exponential growth over the past decade, revolutionizing the way consumers shop and businesses operate. This surge in online retail has brought with it a unique set of challenges, particularly in managing resources and meeting customer demands efficiently. Among the critical factors driving the success of e-commerce companies is capacity planning—a strategic approach to ensure that an organization can meet current and future demands. This article explores the importance of capacity planning in the e-commerce industry and how it serves as a key driver for growth and customer satisfaction.

Capacity planning involves determining the production capacity needed by an organization to meet changing demands for its products or services. In the context of e-commerce, this encompasses several dimensions:

- 1. Inventory Management:** Ensuring that there is sufficient stock to meet customer orders without overstocking, which can tie up capital.
- 2. Warehouse Space:** Optimizing storage facilities to handle inventory efficiently, especially during peak seasons.
- 3. Logistics and Delivery:** Planning transportation and delivery routes to ensure timely and cost-effective delivery.
- 4. IT Infrastructure:** Scaling server capacity and ensuring

robust IT systems to handle traffic spikes, especially during sales events or holiday seasons.

5. Human Resources: Allocating adequate staff for order processing, customer service, and other operational functions.

THE ROLE OF CAPACITY PLANNING IN E-COMMERCE

1. Meeting Customer Expectations

- In the highly competitive e-commerce landscape, customer satisfaction is paramount. Shoppers expect a seamless experience from browsing to delivery. Effective capacity planning ensures that inventory levels are maintained, reducing the likelihood of stockouts and backorders. This reliability in product availability is crucial for retaining customers and building brand loyalty.

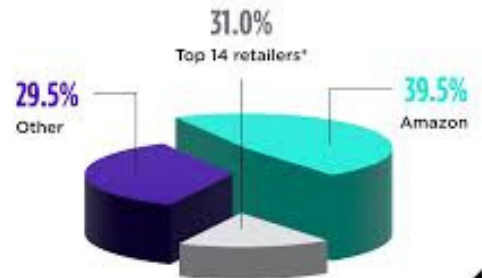
2. Handling Peak Demand Periods

- E-commerce businesses often experience significant fluctuations in demand, particularly during sales promotions, holidays, and special events. Capacity planning allows companies to anticipate these peaks and prepare accordingly. For example, during Black Friday or Cyber Monday, having a strategic plan for inventory, staffing, and logistics can prevent bottlenecks and ensure smooth operations.

3. Optimizing Operational Efficiency

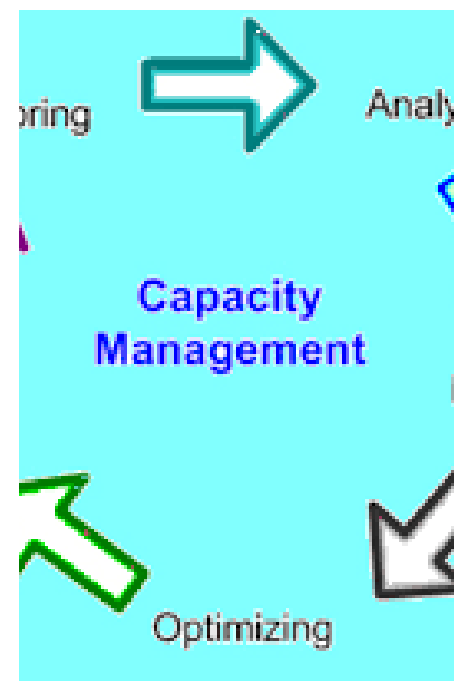
- Efficient use of resources is a key benefit of capacity planning. By accurately forecasting demand and adjusting capacity accordingly, e-commerce

US RETAIL ECOMMERCE SALES BY COMPANY, 2022 (% OF TOTAL RETAIL ECOMMERCE SALES)



Source: eMarketer, Aug 2022
*Alibaba's Inc., Apple, eBay, Target, The Home Depot, Best Buy, CVS, Costco Wholesale, The Kroger Co., Crayon, Walmart, Macy's, Etsy Inc., Lowe's

companies can minimize waste and reduce costs. This includes optimizing warehouse space, ensuring that products are stored in a manner that facilitates quick retrieval and shipment. Additionally, efficient delivery planning can reduce transportation costs and improve delivery times.





4. Scalability and Flexibility - The ability to scale operations quickly in response to market changes is a significant advantage in the e-commerce industry. Capacity planning provides the framework for scalability, allowing businesses to expand or contract their operations based on demand forecasts. This flexibility is crucial for adapting to market trends, entering new markets, and responding to unforeseen events such as supply chain disruptions.

5. Enhancing IT Infrastructure - In the digital realm of e-commerce, IT infrastructure plays a pivotal role. Capacity planning for IT involves ensuring that website servers can handle high traffic volumes, especially during peak shopping times. It also includes planning for cybersecurity measures to protect against potential threats. A robust IT capacity plan ensures that the e-commerce platform remains functional and secure, providing a smooth shopping experience for customers.

IMPLEMENTING EFFECTIVE CAPACITY PLANNING

1. Demand Forecasting - Accurate demand forecasting is the foundation of effective capacity planning. E-commerce businesses can leverage data analytics and machine learning algorithms to predict future demand based on historical sales data, market trends, and consumer behaviour. This predictive capability allows for proactive rather than reactive capacity management.

2. Collaborative Planning - Capacity planning should be a collaborative effort involving various departments, including sales, marketing, operations, and IT. By fostering communication and collaboration, companies can ensure that all aspects of capacity—inventory, staffing, logistics, and IT—are aligned with the overall business strategy.

3. Continuous Monitoring and Adjustment - The dynamic nature of the e-commerce industry requires continuous monitoring and adjustment of capacity plans. Regular reviews of performance metrics, such as order fulfilment rates, delivery times, and

customer feedback, can provide insights into areas for improvement. This iterative approach allows businesses to refine their capacity planning processes continually.

4. Technology Integration - Advanced technologies, such as artificial intelligence (AI), Internet of Things (IoT), and automation, can significantly enhance capacity planning. AI and machine learning can improve demand forecasting accuracy, while IoT devices can provide real-time data on inventory levels and warehouse operations. Automation can streamline repetitive tasks, improving efficiency and reducing the potential for human error.

Capacity planning is a critical driver of success in the e-commerce industry. By ensuring that resources are aligned with demand, businesses can meet customer expectations, handle peak periods, optimize operations, and maintain scalability and flexibility. In an industry characterized by rapid growth and intense competition, effective capacity planning provides a strategic advantage that can propel e-commerce companies toward sustained success and customer satisfaction. As technology continues to evolve, integrating advanced tools and techniques into capacity planning will be essential for staying ahead in the ever-changing e-commerce landscape.

CDP REPORTING:

Understanding CDP Reporting:

- o The Carbon Disclosure Project (CDP), established in 2000, is a vital platform for corporate sustainability reporting.
- o Companies voluntarily disclose their environmental impact through CDP, covering topics like climate change, forests, water, biodiversity, and plastics.
- o By participating in CDP reporting, organizations can demonstrate their commitment to action and enhance their reputation.
- o The CDP's online database houses the largest registry of corporate greenhouse gas (GHG) emissions and climate change strategies globally.

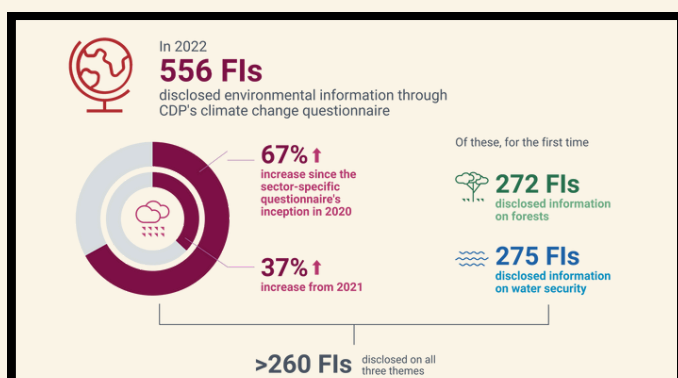
Why Disclose to CDP?

- o While CDP reporting is not mandatory, it aligns with Environmental, Social, and Governance (ESG) strategies.
- o Transparency to stakeholders and investors is crucial, and CDP helps meet these expectations.
- o In 2023, over 23,000 disclosures were made, including 8,000 companies reporting for the first time.

Support with CDP Reporting:

- o CDP reporting occurs annually, with the platform opening in April and the disclosure deadline in September.
- o The CDP questionnaire evolves each year, and tailored advice or verifications can be time-consuming.
- o Many companies seek specialized support, either through consultancy or verification, to enhance their CDP disclosure quality and score.

QGS (Quality Growth Services) offers a team of sustainability experts who understand the CDP scoring process and have a strong track record in delivering sustainability services across various sectors. They can guide organizations through the reporting process effectively. If you need further assistance or have any other sustainability-related queries, feel free to contact us at ggs@ggspl.com / sachin@ggspl.com.





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CCSL Consulting Pvt. Ltd (Climate Change & Sustainability), head quartered in Australia, a firm that pioneers in offering ESG services & green solutions to eliminate environmental hazards and helps corporations achieve the goal of creating a fine balance between people, profit and the planet.



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- CARBON OFFSETTING
- BUSINESS SUSTAINABILITY & ESGENERGY EFFICIENCY AND GREEN TRANSITION
- WASTE MANAGEMENT
- WATER MANAGEMENT
- CSR COMPLIANCE
- GREEN BUILDING CONSULTING
- BRSR (BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORTING)



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3

1 Elevating Standards:
IMS Risk Management
Training at AM/NS,
Hazira..



2 Driving Quality Forward:
6 days Lean Six Sigma
Green Belt program in one
of the largest metal and
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3 Unlocking Secrets:
Certified Lean Leader
(CLL) programme at
one largest country's
white goods
manufacturer

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GLIMPSES FROM VARIOUS QGS PROGRAMMES

4 Unlocking Precision:
Root Cause Analysis (RCA) at Training at Roop Auto Forage private limited



5 Leading Lean Success
Certified Executive of Lean Management Training



6 Driving Quality Forward:
Measurement System Analysis Training at Denso India

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ISO 26000 CORPORATE SOCIAL RESPONSIBILITY VS. SA 8000 SOCIAL ACCOUNTABILITY



T. Venkataraman
Director, QGS

The level socially responsible business activity of organizations is becoming an increasingly important factor that defines the organization's overall competitive advantage. Insufficient awareness of management and low level of awareness of the benefits brought by the standards of social responsibility implemented in organizations are the main reason for the small number of organizations certified to SA 8000 standards. In comparison with developed economies the proportion of organizations with the SA 8000 standard implemented is very low, namely the number of certified companies is less than 1% of all registered businesses. In addition to internal competitive advantages which are achieved through compliance with the guidelines of international standards with SA 8000, socially responsible organizations often use the opportunity to take advantage of implemented standard for marketing. In the most developed world economies, organizations are rising the levels of socially responsible marketing in three directions, which are based on appropriate legal, ethical and socially responsible behaviour. International standard SA 8000 and International Standard ISO 26000:2010 give guidance to organizations and offices on how to improve their business and working relations. Mentioned standards provide concrete tools for improving until an internationally recognized certification body carries out certification audits to issue certificates to organizations that are arranged in accordance with the guidelines. Application of standards for social responsibility in organizations has brought additional changes in the areas of health and safety at work, interpersonal relations



International Standard ISO 26000:2010 and SA 8000:2014 are defined by several principles that provide guidance for further business and have a significant impact on comparative advantage, reputation, employee commitment, and end user. Standards SA 8000:2014 and ISO 26000:2010 have almost identical requirements, the difference between Standard SA 8000:2014 and ISO 26000:2010 is that the SA 8000:2014 standard does not provide specific guidelines relating to protection of the environment, involvement of organization in local community and guidelines relating to the organization's clients. ISO 26000:2010 and SA 8000:2014 are becoming the process of managing communications of organization with internal and external public relations for the purpose of achieving mutual understanding, build social responsibility and the realization of common interests, have a positive impact on investors, competitive enterprises, government, media, suppliers or the entire community in which it operates.

According to the guidelines of the ISO 26000:2010, standard is defined by seven principles of social responsibility which include accountability, transparency, ethical behavior, respect for stakeholder interests, respecting the rule of law, respect for international norms of behavior and respect for human rights. The Principles are intended to help achieve the transparency of values and company goals.



ANALYSIS OF THE COMPETITIVE ADVANTAGES OF COMPANIES WITH IMPLEMENTED CSR

International Standard ISO 26000:2010 includes all forms of organizations regardless of its size and number of employees, although fewer or shallower organizations have a greater potential for flexibility, adaptability to rapid changes in technology and the environment which represents a fertile ground for social responsibility. ISO 26000:2010 Guidelines are a great help in making decisions particularly to small and medium enterprises. ISO 26000:2010 provides guidance rather than requirements, so it cannot be certified to unlike some other well-known ISO standards.



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TRANSFORMING ENVIRONMENT, HEALTH & SAFETY MANAGEMENT WITH INDUSTRY 4.0



In today's rapidly evolving industrial landscape, robust Environment, Health, and Safety (EHS) management is more crucial than ever. Industry 4.0, characterized by the integration of digital technologies into manufacturing and operations, offers groundbreaking opportunities to enhance EHS practices. This Fourth Industrial Revolution is not only reshaping how businesses operate but also fundamentally improving how they manage environmental impacts, safeguard employee health, and ensure workplace safety.

KEY INDUSTRY 4.0 TECHNOLOGIES IMPACTING EHS MANAGEMENT

1. Internet of Things (IoT)

IoT devices continuously monitor environmental conditions (e.g., air quality, temperature) and workplace parameters (e.g., noise levels). These sensors provide real-time data essential for maintaining safe and healthy environments.

In the oil and gas industry, companies like Shell are using IoT sensors to monitor the conditions of their pipelines in real-time. These sensors detect leaks or irregularities in pressure, allowing immediate action to prevent environmental disasters and ensure worker safety.

2. Big Data and Analytics

Big data analytics processes vast amounts of data from IoT devices, helping organizations identify patterns,

predict hazards, and make data-driven decisions to enhance EHS outcomes. The chemical manufacturing giant BASF uses big data analytics to monitor and manage emissions across its plants globally. By analyzing data from various sensors, they can identify trends, predict potential violations, and make informed decisions to stay within environmental regulations.

3. Artificial Intelligence (AI) and Machine Learning

AI algorithms analyze historical and real-time data to predict potential safety incidents and environmental breaches, allowing for preventive measures. Automated inspections driven by machine learning can identify safety concerns with higher accuracy.

General Electric (GE) employs AI-driven predictive maintenance in its aviation division. AI models analyze data from aircraft engines to predict failures before they occur, reducing the risk of accidents and improving the overall safety of their operations.

4. Wearable Technology

Wearables equipped with biosensors monitor workers' vital signs, detect fatigue, and enhance personal safety with features like GPS tracking and exposure alerts.

Construction companies like Bechtel are using wearable devices with embedded sensors to

monitor the health of their workers. These devices track vital signs and detect fatigue or heat stress, alerting supervisors to take preventive measures, thereby reducing the risk of accidents on-site.

5. Augmented Reality and Virtual Reality

AR and VR provide immersive training Boeing uses. AR to assist its workers in assembling complex aircraft components. The AR glasses overlay detailed instructions on the worker's field of view, reducing errors and ensuring that safety protocols are followed during assembly.

6. Robotics and Automation

Robots can perform dangerous tasks, reducing human exposure to hazards, while automated systems ensure consistent adherence to safety protocols.

In the automotive industry, Tesla's manufacturing plants are heavily automated, with robots performing repetitive and dangerous tasks such as welding and painting. This minimizes human exposure to hazardous conditions and ensures consistent safety practices across the production line.

7. Digital Twin Technology

Digital twins create virtual models of physical assets and processes, allowing for simulation and optimization of EHS strategies without disrupting actual operations.

Siemens employs digital twin technology in its power plants, creating virtual models of their turbines.

APPLICATIONS OF INDUSTRY 4.0 IN EHS MANAGEMENT

- **Environmental Monitoring:** Real-time data from IoT devices helps organizations comply with regulations and minimize their ecological footprint. At a steel manufacturing facility, ArcelorMittal uses continuous emissions monitoring systems (CEMS) integrated with IoT devices to track air quality and greenhouse gas emissions in real-time, ensuring compliance with environmental regulations.
- **Health Management:** Wearables and IoT sensors enable early detection of health issues, promoting a healthier workforce. Johnson & Johnson leverages IoT sensors and wearable technology in its pharmaceutical production units to monitor the health of workers exposed to chemicals, ensuring early detection of potential health issues.
- **Safety Management:** Predictive analytics and real-time monitoring help identify and mitigate safety hazards before incidents occur. Dow Chemical uses predictive analytics to manage safety at its chemical plants. By analyzing data from past incidents, they have developed algorithms that predict and prevent future safety breaches, ensuring a safer working environment.

BENEFITS OF INDUSTRY 4.0 IN EHS MANAGEMENT

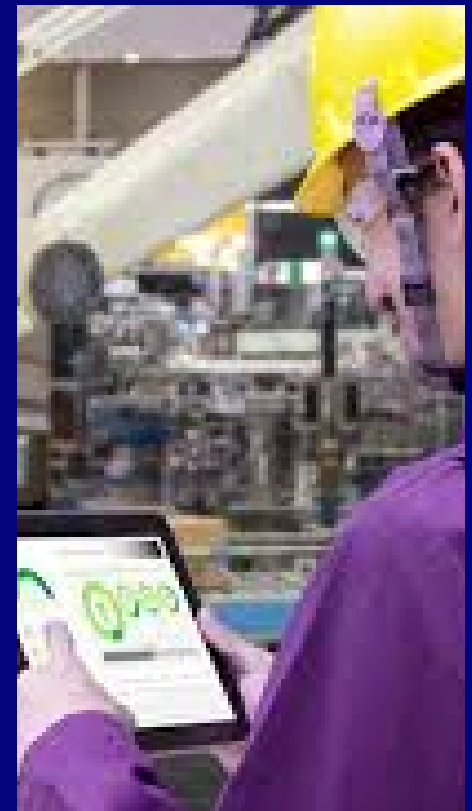
- **Improved Compliance:** Automated monitoring ensures adherence to environmental and safety regulations, reducing the risk of violations.
- **Enhanced Risk Management:** Proactive risk identification leads to safer workplaces and reduced environmental impacts.
- **Increased Efficiency:** Streamlined EHS processes enhance operational efficiency and reduce costs.
- **Real-Time Monitoring:** Immediate access to critical data allows for swift action in response to emerging EHS issues.

CHALLENGES IN IMPLEMENTING INDUSTRY 4.0 FOR EHS MANAGEMENT

- **Data Privacy and Security:** Extensive data collection raises concerns about privacy and security, necessitating robust cybersecurity measures.
- **High Implementation Costs:** Advanced technologies require significant investments, posing challenges for smaller enterprises.
- **Integration with Legacy Systems:** Incorporating new technologies with existing systems can be complex.
- **Workforce Adaptation:** The shift to digitally-driven EHS management necessitates reskilling the workforce to effectively use new technologies.

CONCLUSION: PAVING THE WAY FOR SAFER AND GREENER OPERATIONST

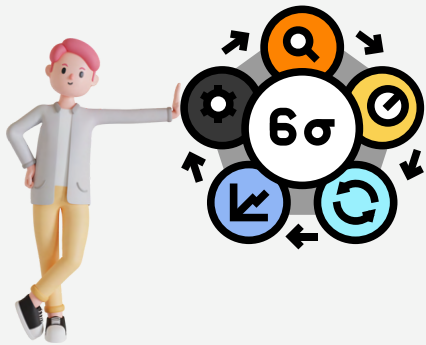
Industry 4.0 is ushering in a new era of EHS management, characterized by enhanced monitoring, predictive capabilities, and data-driven decision-making. While challenges exist, the benefits of adopting Industry 4.0 in EHS management are compelling, promising compliance, risk mitigation, and the creation of safer, healthier, and more sustainable workplaces. Embracing these technologies will be crucial for organizations committed to excellence in EHS management, ensuring the well-being of employees, protecting the environment, and sustaining operations in an increasingly complex world.



*Prafull Chandra Moulekhi
Senior Consultant- QGS*



ISO-lated Humor



The Lean Engineer's Diet

Why did the Lean engineer refuse dessert?
Because it was "non-value-added"!

Six Sigma at the Coffee Shop

Customer: "I'd like a coffee, please."

Barista: "Sure, would you like it with
99.99966% accuracy, or should we go for
zero defects?"



The Auditor's Favorite Music

Why do quality auditors prefer classical
music?

Because it has all the "right measures"!

The 5S Dilemma

My friend tried to organize his garage using 5S
principles. He spent so much time sorting and
labeling everything that by the end, he couldn't
find his car!



BUSINESS EXCELLENCE - THE BLUEPRINT FOR SUSTAINED SUCCESS

In today's dynamic and fiercely competitive market, the pursuit of business excellence has become more than just a goal; it is a necessity. Business excellence is a comprehensive approach that organizations adopt to achieve outstanding performance, foster continuous improvement, and create value for all stakeholders. It is about more than just achieving short-term gains; it is about building a sustainable model that stands the test of time. At its core, business excellence is a holistic framework that integrates various organizational elements to deliver superior results consistently. It encompasses leadership, strategy, customer focus, information management, workforce engagement, process management, and business results. By aligning these elements, companies can ensure that their objectives are not only met but are exceeded in a way that is both efficient and effective. The journey to business excellence typically begins with a clear vision and a strong commitment from leadership. Leaders set the tone for the organization's culture and values, emphasizing the importance of quality, continuous improvement, and customer satisfaction. They must also ensure that the strategic direction is aligned with the organization's goals, and that the resources necessary for achieving these goals are adequately allocated.

THE ROLE OF LEADERSHIP

Leadership is the cornerstone of business excellence. Leaders in organizations pursuing excellence must be visionary, adaptable, and committed to fostering a culture of continuous improvement. They need to empower their teams, encourage innovation, and ensure that the organizational values are reflected in every action taken. This leadership style not only drives the organization towards its goals but also instils a sense of purpose and engagement among employees. In addition to setting the strategic direction, leaders play a crucial role in creating a customer-centric culture. Business excellence frameworks, such as the Malcolm Baldrige National Quality Award or the EFQM Excellence Model, emphasize the importance of understanding customer needs and expectations. Organizations that



excel in business are those that can anticipate market changes and adapt to meet evolving customer demands.

STRATEGIC ALIGNMENT AND EXECUTION

A key aspect of business excellence is the alignment of strategy with operational execution. This alignment ensures that the organization's resources are used effectively and that all efforts are directed towards achieving the strategic objectives. Organizations must develop robust performance measurement systems that track progress against these objectives, allowing for timely adjustments and continuous improvement. The strategic planning process should be inclusive, involving input from various levels within the organization. This approach not only ensures that the strategy is realistic and achievable but also fosters a sense of ownership among employees. When employees feel that they are part of the strategic decision-making process, they are more likely to be engaged and committed to achieving the organization's goals.

PROCESS MANAGEMENT AND CONTINUOUS IMPROVEMENT

Excellence in business is impossible without a strong focus on process management and continuous improvement. Organizations must establish processes that are efficient, effective, and adaptable to change. These processes should be continuously monitored and improved to ensure that they are aligned with the organization's strategic goals and customer expectations. Continuous improvement is a fundamental principle of business excellence. Organizations must cultivate a culture where employees are encouraged to identify areas for improvement and to implement solutions. This approach not only enhances efficiency but also fosters innovation and creativity. Tools such as Lean, Six Sigma, and Total Quality Management (TQM) are often employed to



drive process improvements and to ensure that the organization is operating at its optimal level.

EMPLOYEE ENGAGEMENT AND DEVELOPMENT

Excellence in business is impossible without a strong focus on process management and continuous improvement. Organizations must establish processes that are efficient, effective, and adaptable to change. These processes should be continuously monitored and improved to ensure that they are aligned with the organization's strategic goals and customer expectations. Continuous improvement is a fundamental principle of business excellence. Organizations must cultivate a culture where employees are encouraged to identify areas for improvement and to implement solutions. This approach not only enhances efficiency but also fosters innovation and creativity. Tools such as Lean, Six Sigma, and Total Quality Management (TQM) are often employed to

THE IMPACT OF BUSINESS EXCELLENCE ON ORGANIZATIONAL PERFORMANCE

Organizations that adopt business excellence frameworks typically see significant improvements in performance. These improvements are not limited to

financial outcomes but also include enhanced customer satisfaction, employee engagement, and operational efficiency. Moreover, organizations that excel in business are better equipped to navigate challenges and to adapt to changes in the market. The long-term impact of business excellence is a sustainable competitive advantage. Organizations that consistently deliver high-quality products and services, that innovate to meet customer needs, and that engage and develop their employees are those that thrive in the long run.

Business excellence is not a destination but a continuous journey. It requires a relentless focus on quality, a commitment to continuous improvement, and a strategic approach that aligns all aspects of the organization with its goals. By embracing the principles of business excellence, organizations can achieve sustained success, create value for all stakeholders, and build a legacy of excellence that endures. As the business landscape continues to evolve, the pursuit of excellence will remain a key differentiator for organizations that aspire to lead in their industries. Through strong leadership, strategic alignment, process management, and employee engagement, business excellence can be achieved, ensuring that organizations not only survive but thrive in an increasingly complex and competitive world.

LETS **#together** Celebrate



INTERNATIONAL LITERACY DAY

to remind policy-makers, practitioners, and the public of the critical importance of literacy for creating more literate, just, peaceful, and sustainable society.8 Sept 2023



NATIONAL ENGINEERS DAY

National Engineers' Day in India is celebrated every year on September 15 to commemorate the birth anniversary of Sir Mokshagundam Visvesvaraya, a renowned Indian engineer and statesman.

WORLD ENVIRONMENT HEALTH DAY

World Environmental Health Day is celebrated on September 26th every year to raise awareness about the connection between human health and the environment.





THE NECESSITY OF KNOWLEDGE MANAGEMENT IN MODERN ORGANIZATIONS AND THE ROLE OF ISO 30401

In today's rapidly evolving business landscape, knowledge has become one of the most valuable assets for organizations. The ability to manage this knowledge effectively is not just a competitive advantage; it is a necessity for survival and growth. This article explores the critical importance of knowledge management (KM) and how ISO 30401, the international standard for Knowledge Management Systems (KMS), can guide organizations in harnessing their intellectual capital.

The Importance of Knowledge Management

Knowledge management is the systematic approach to capturing, developing, sharing, and effectively using organizational knowledge. In essence, it involves ensuring that the right knowledge is available to the right people at the right time. The need for KM arises from several factors:

- 1. Enhanced Decision-Making:** Knowledge is the backbone of decision-making processes. Informed decisions require access to relevant and accurate information. An effective KM system ensures that decision-makers have the insights they need to make choices that align with organizational goals.
- 2. Innovation and Continual Improvement:** Knowledge management fosters a culture of innovation. By encouraging the sharing of ideas and best practices, organizations can continually improve their processes and develop new products or services. KM acts as a catalyst for creativity by providing a structured way to manage and utilize knowledge.

3. Employee Retention and Development: In the modern workforce, employees value opportunities for learning and development. A robust KM system provides a platform for Continual learning, enabling employees to grow and develop their skills. Moreover, it helps in retaining critical knowledge within the organization, even when key personnel leave.

4. Operational Efficiency: Organizations often suffer from inefficiencies due to the duplication of efforts or the inability to access necessary information quickly. KM reduces these inefficiencies by streamlining the flow of information and ensuring that knowledge is easily accessible, thereby improving operational efficiency.

5. Risk Management: Every organization faces the risk of losing critical knowledge due to employee turnover, retirement, or other factors. Knowledge management mitigates this risk by capturing and documenting essential knowledge, ensuring that it remains within the organization and is not lost when individuals leave.



The Role of ISO 30401:2018

ISO 30401:2018 provides a framework for organizations to develop, implement, and maintain an effective Knowledge Management System. It offers a structured approach to managing knowledge that aligns with organizational objectives and strategic goals. Here's how ISO 30401 can help:

- **Standardization of KM Practices:** ISO 30401 offers a standardized approach to knowledge management, ensuring consistency across the organization. It helps in establishing common practices for knowledge creation, sharing, and utilization, which is particularly beneficial for large organizations with diverse teams and functions.
- **Alignment with Organizational Goals:** The standard emphasizes the alignment of the KMS with the organization's strategic direction. By doing so, it ensures that knowledge management efforts are focused on achieving the organization's long-term objectives, rather than being a standalone initiative.

- **Leadership and Culture:** ISO 30401 highlights the importance of leadership commitment in fostering a knowledge-sharing culture. It encourages top management to take an active role in promoting KM practices, which is crucial for their success. A culture that values knowledge sharing can significantly enhance organizational performance.
- **Continual Improvement:** Like other ISO standards, ISO 30401 is built on the principle of Continual improvement. Organizations are encouraged to regularly assess their KM processes, identify areas for improvement, and take corrective actions. This approach ensures that the KMS evolves with the organization's needs and external changes.
- **Resource Management:** The standard addresses the need for adequate resources, including technology, infrastructure, and human capital, to support the KMS. It also emphasizes the importance of training and awareness, ensuring that employees understand their role in knowledge management and are equipped to contribute effectively.



Last but not the least

To conclude, knowledge management is no longer an optional practice but a critical function for organizations aiming to thrive in today's knowledge-driven economy. ISO 30401 provides a comprehensive framework that organizations can adopt to establish and maintain an effective Knowledge Management System. By following this standard, organizations can unlock the full potential of their knowledge assets, drive innovation, improve decision-making, and achieve sustained success.



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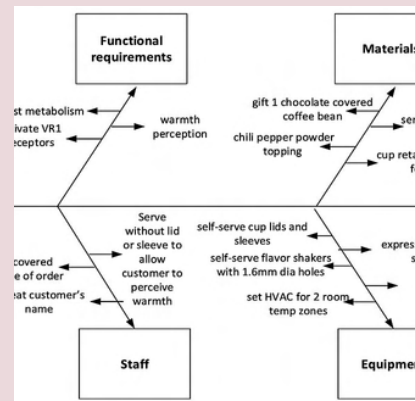
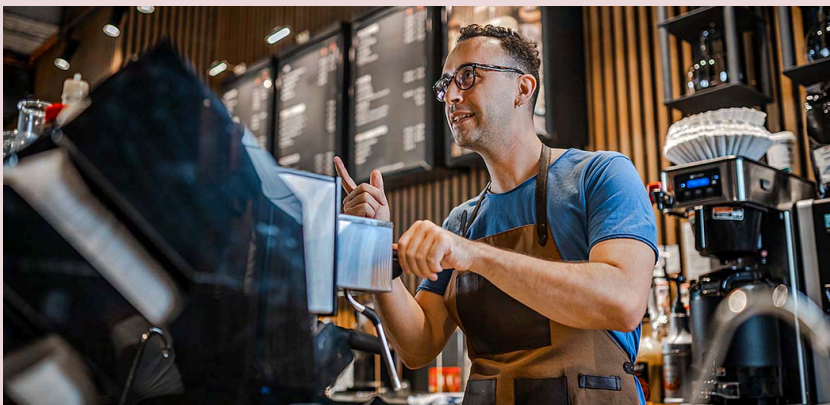
NEWS AROUND THE WORLD

ISO 16355: A New Standard for QFD

Quality Function Deployment (QFD), a strategic planning and quality management tool, has gained significant traction in recent years. Originating in Japan, QFD aims to ensure that customer needs and desires are consistently met throughout the product development process. To provide a standardized framework for QFD, the International Organization for Standardization (ISO) developed the ISO 16355

series.

The ISO 16355 series consists of nine parts, each focusing on a specific aspect of QFD: general framework, acquiring the voice of the customer, transforming the voice of the customer into design, optimization, digitalized products, commercialization, and a unified case study. These parts provide a comprehensive guide for organizations to implement QFD effectively.



Key components of QFD include the House of Quality, matrix analysis, prioritization, target values, and the relationship matrix. These tools help map customer needs to product or service characteristics and identify relationships between different elements of the design. By following the guidelines and principles outlined in ISO 16355, organizations can reap the benefits of QFD, including improved customer satisfaction, reduced development time and costs, enhanced product quality, improved communication and collaboration, and a standardized approach.

QFD can be applied to a wide range of products and services, from manufacturing to digital products. By ensuring that product or service design aligns with customer needs, QFD can help organizations stay competitive and deliver exceptional value to their customers.

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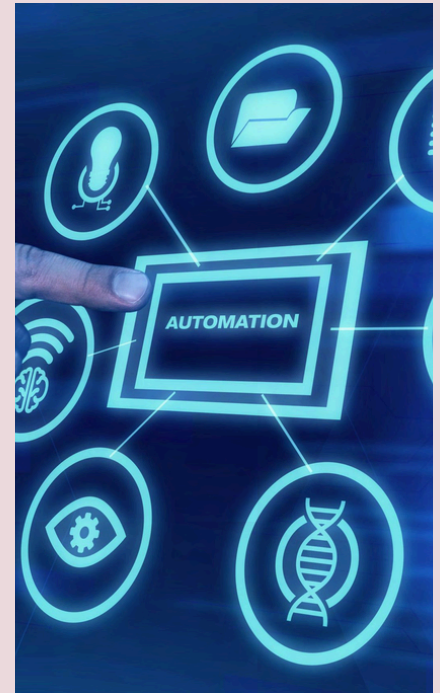
AI-Powered Workload Automation: A New Era of Efficiency and Innovation

Artificial intelligence (AI) is rapidly transforming the way businesses operate, and workload automation (WLA) is no exception. As AI continues to advance, its integration with WLA is unlocking new possibilities for efficiency, scalability, and innovation.

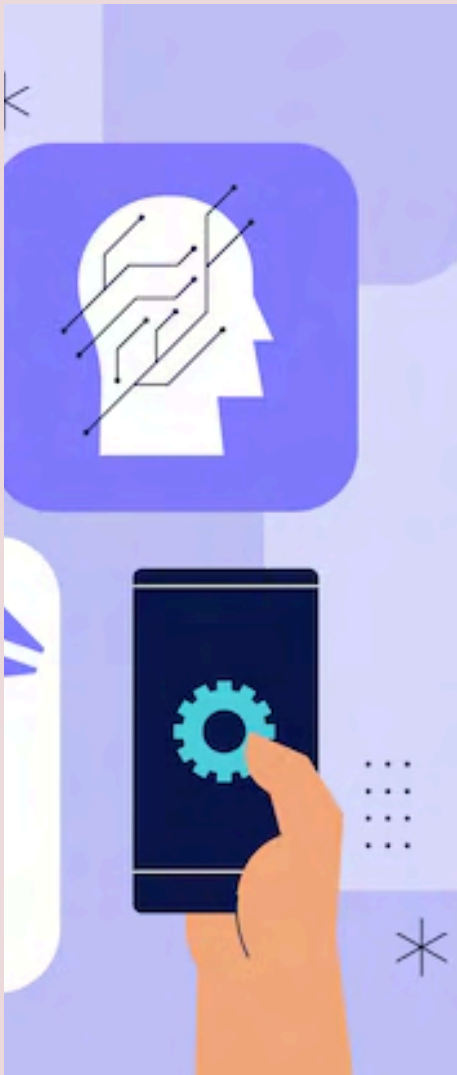
WLA has long been a cornerstone of enterprise IT environments, enabling organizations to automate complex business processes and streamline operations. However, the advent of AI has introduced a paradigm shift, empowering WLA to deliver even more significant benefits.

One of the most profound impacts of AI on WLA is its ability to enhance data management. AI-powered algorithms can efficiently extract valuable insights from vast datasets, enabling businesses to make data-driven decisions with greater confidence. Moreover, AI can help ensure data quality and integrity, which is crucial for training effective machine learning models.

Another key advantage of AI-powered WLA is its potential to automate tasks that were previously difficult or impossible to automate.



Automation with AI is efficiency redefined



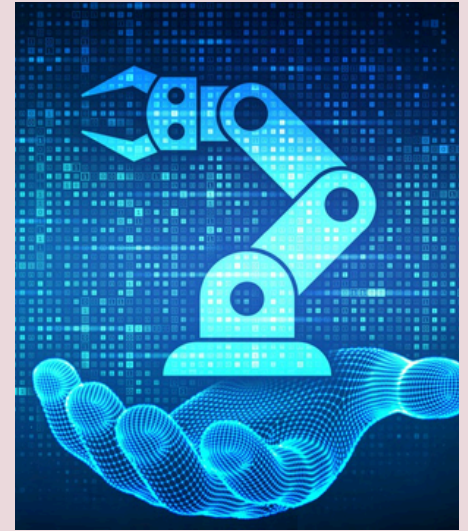
AI-driven automation can handle tasks that involve unstructured data, natural language processing, and image recognition, expanding the scope of automation within organizations.

Moreover, AI can significantly improve the user experience of WLA tools. By incorporating natural language interfaces, AI can make automation more accessible to a wider range of users, even those without extensive technical expertise. This democratization of automation can empower teams across the organization to contribute to process improvement and innovation.

However, the integration of AI into WLA also presents challenges. Ensuring data privacy and security is paramount, as AI systems often handle sensitive information. Additionally, addressing potential biases in AI algorithms is crucial to avoid discriminatory outcomes.

Despite these challenges, the potential benefits of AI-powered WLA are immense. By leveraging AI, businesses can accelerate their digital transformation, improve operational efficiency, and gain a competitive edge. As AI technology continues to evolve, we can expect to see even more innovative applications of AI-powered WLA in the years to come.

Indian Steel Sector Embraces Digital Transformation for Sustainable Growth



The Indian steel sector is poised for significant growth, driven by increased domestic consumption and government investments. To support this expansion, the industry is investing heavily in automation, digitalization, and technology integration.

A new report by FICCI-Deloitte India forecasts that investments in process and digital technologies across the steel value chain will reach US\$2.3-2.7 billion by 2030. This investment will enhance efficiency, productivity, and sustainability throughout the sector.

The Indian government's ambitious target of reaching 300 million tonnes of crude steel capacity by 2030 and 500 million tonnes by 2047 is expected to drive demand across various sectors, including construction, infrastructure, and automotive.

Digital technologies offer numerous benefits to the steel industry, including improved compliance with

environmental regulations, enhanced operational efficiency, and greater adaptability to market changes. By integrating digital tools into their processes, steel companies can unlock transformative capabilities and drive innovation. At a recent conference organized by FICCI and the Ministry of Steel, industry leaders emphasized the importance of change management in adopting digital technologies. They highlighted the need for a collaborative approach and partnerships to overcome challenges and ensure successful implementation.

The Indian steel sector is on the cusp of a transformative journey, driven by innovation and digitalization. By investing in technology and embracing change, the industry can position itself for long-term success and contribute to India's economic growth.



AI TRANSFORMS LEAN SIX SIGMA: A NEW ERA OF PROCESS IMPROVEMENT

Artificial intelligence (AI) is revolutionizing the field of process improvement, offering unprecedented opportunities to streamline operations and enhance efficiency. By automating repetitive tasks and providing valuable insights, AI is empowering organizations to achieve breakthrough results.

Lean Six Sigma, a widely used methodology for process improvement, is now being augmented by AI. Traditional Lean Six Sigma approaches rely heavily on human expertise to identify root causes, design solutions, and implement changes. However, AI can significantly accelerate these processes by analyzing vast amounts of data, identifying patterns, and suggesting optimizations.

AI can be applied to all stages of the DMAIC (Define-Measure-Analyze-Improve-Control) cycle. In the define stage, AI can help map and understand processes by analyzing digital records and extracting patterns. In the measure stage, AI can automate data collection and analysis, identifying defects and measuring performance. In the analyze stage, AI can quickly identify root causes and suggest potential solutions. In the improve stage, AI can help design and implement optimized processes. And in the control stage, AI can monitor performance and detect deviations from expected outcomes.

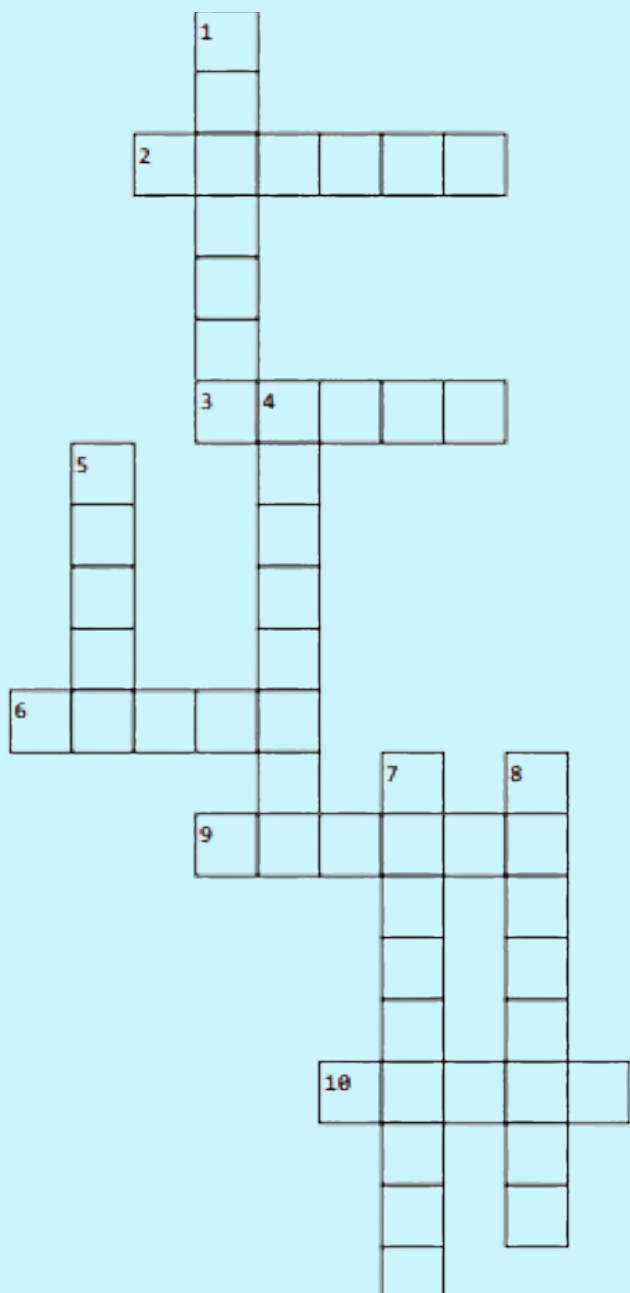


While AI offers tremendous benefits, its adoption also presents challenges. Organizations must address concerns related to data privacy, bias, and job displacement. Additionally, leaders must ensure that AI is used ethically and responsibly.

By effectively integrating AI into Lean Six Sigma, organizations can achieve significant improvements in efficiency, quality, and cost-effectiveness. AI empowers teams to make data-driven decisions, identify hidden opportunities, and drive continuous innovation. As AI technology continues to advance, its potential to transform process improvement will only grow.



Quality and Management Systems Crossword



ACROSS

1. A Japanese term for a visual signal used to control the flow of work (5 letters)
2. A systematic method for waste reduction in Lean (7 letters)
3. Management strategy that involves empowering employees to solve problems (8 letters)
4. A key metric in Six Sigma that represents the number of defects per million opportunities (4 letters)
5. A Lean principle that focuses on creating more value with less work (5 letters)
6. The act of comparing one's processes to industry best practices (10 letters)

DOWN

2. A graphical tool used in Six Sigma to prioritize problems based on frequency (8 letters)
4. A Lean tool for analyzing the root cause of a problem, often represented as a fishbone diagram (8 letters)
5. An acronym for the process of defining, measuring, analyzing, improving, and controlling (5 letters)
7. The Japanese term for "workplace" used in Lean, referring to the place where value is created (5 letters)

Want to get featured? Send in your answers at info@qgspl.com And the first 15 correct responses shall feature in the next issue

ANSWER OF THE 3rd Edition-

*SPC, SixSigma, Kanri, VSM, CRM, Kaizen, Gemba, PokaYoke, FMEA, 5Why, DMAIC, Risk.
Issue 3 mentions - Arthik Sahni, Kumar Rahul Rajkumar Varma, Sanjay Srivastav, Prasanjeet Das*

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SUSTAINABLE FASHION: A GUIDE TO ETHICAL AND ECO-FRIENDLY CHOICES

"The future of fashion is sustainable. It's about creating beautiful clothing that doesn't harm the planet or its people." - Stella McCartney



Meetu Grover
Head Ecom –
Merchandising
United Colors of Benetton
India



What Is Sustainable Fashion?

Sustainable fashion refers to efforts within the industry to reduce environmental impacts, protect workers, and uphold animal welfare. It encompasses various factors, including:

- **Reducing CO₂ Emissions:** The fashion industry aims to minimize its carbon footprint by adopting eco-friendly practices.
- **Addressing Overproduction:** Sustainable fashion encourages responsible production and consumption, moving away from fast fashion.
- **Minimizing Pollution and Waste:** Efforts focus on reducing water usage, minimizing industrial wastewater, and promoting recycling.
- **Supporting Biodiversity:** Organic materials and practices help protect soil biodiversity and pollinators.
- **Ensuring Fair Wages and Safe Conditions:** Garment workers' rights are a crucial aspect of sustainability.

Environmental Impact of Fashion:

- **Water Usage:** The industry consumes about 215 trillion Liters of water annually during production.
- **Wastewater Pollution:** Fashion industry contributes to 20% of the world's industrial wastewater pollution.
- **Carbon Emissions:** It's responsible for 8-10% of global carbon emissions.
- **Land Use and Pesticides:** Raw material farming impacts land use and biodiversity.
- **Waste:** Approximately 85% of discarded clothing ends up in landfills.

How Can the Industry Lessen Its Impact?

- **Organic Materials:** Using natural fibres like organic cotton, bamboo, hemp, wool, and linen grown without pesticides.
- **Circular Practices:** Encouraging recycling and extending the lifespan of garments.
- **Innovative Materials:** Exploring sustainable alternatives to traditional fabrics.
- **Supply Chain Transparency:** Ensuring ethical practices throughout the production process.

Examples of sustainable fashion that an individual can explore:

Wear What You Own: The easiest way to bring sustainability to your wardrobe is by wearing what you already own. Most of us only wear about 20% of our closet 80% of the time, so rediscovering your existing pieces can make a difference.

1. **Rent or Borrow Your Clothes:** Consider renting clothing for special occasions or subscribing to clothing rental services. Apps like HURR and Rotaro allow you to choose an item, wear it, and then send it back—without the hefty price tag.
2. **Second-hand & Vintage:** Embrace second-hand and vintage shopping. Buying pre-loved clothing extends their lifespan and reduces waste. Thrifting is not only sustainable but also adds unique pieces to your wardrobe.
3. **Ethical and Fair-Trade Fashion:** Brands that prioritize fair wages, safe working conditions, and transparency fall under this category. Look for certifications like Fair Trade or B Corp.
4. **Eco-Friendly and Green Fashion:** These terms refer to environmentally conscious practices, such as using organic materials, reducing water usage, and minimizing pollution.
5. **Upcycled Fashion:** Designers create new garments from discarded materials, giving them a fresh purpose.
6. **Circular Fashion:** Brands that focus on circularity—designing for longevity, reparability, and recyclability—contribute to sustainable fashion.
7. **Vegan and Cruelty-Free Fashion:** Avoiding animal products and supporting cruelty-free alternatives aligns with sustainability.

Examples of Fast Fashion Brands that are taking steps in the right direction:

1. **Zara:** Although Zara is a fast fashion giant, they have recently committed to using 100% sustainable fabrics by 2025. They are also working on reducing water usage and improving supply chain transparency.
2. **H&M:** H&M has launched its Conscious Collection, featuring more sustainable materials like organic cotton and recycled polyester. They are also investing in circular fashion initiatives and recycling programs.
3. **ASOS:** ASOS offers a "Responsible Edit" with eco-friendly options. They focus on sustainable materials, ethical production, and reducing waste.



“Integrity, transparency, and the fight against corruption have to be part of the culture. They have to be taught as fundamental values”



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