

THE EVOLUTION OF EXCELLENCE & SUSTAINABILIT

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19 November 2019



SURESH LULLA

Founder & Mentor, Qimpro Consultants, India



QUALITY is Not New

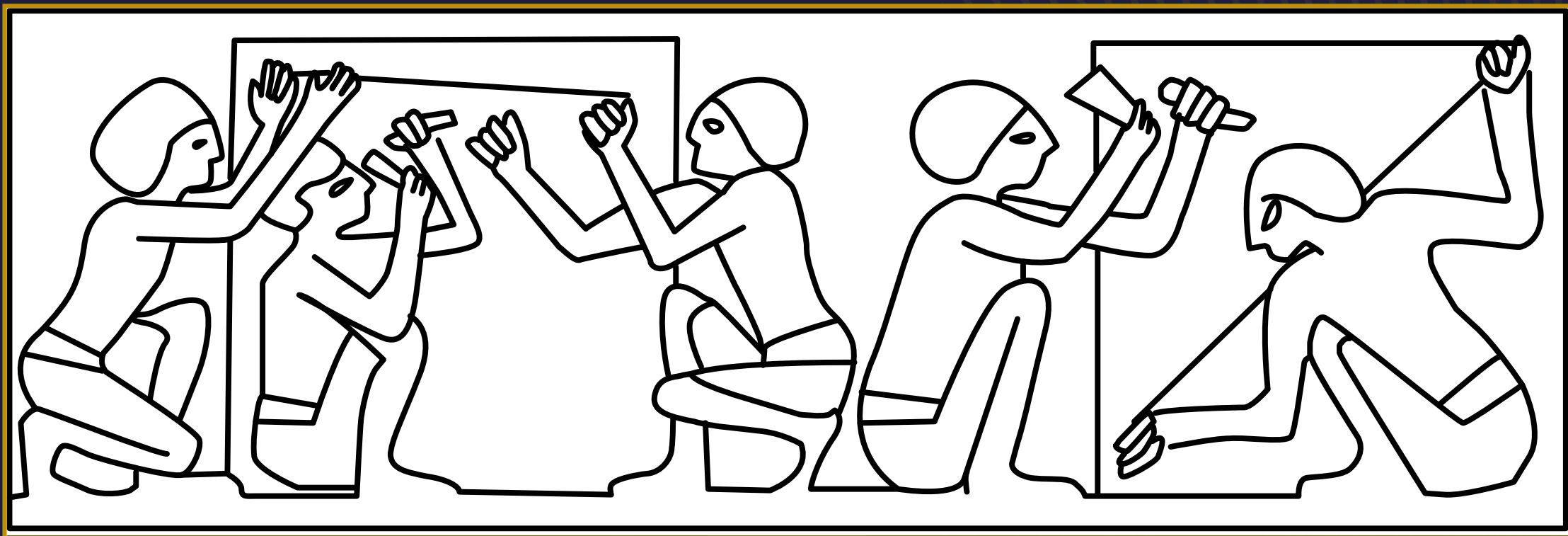
BENCHMARKING is Not New

INNOVATION is Not New

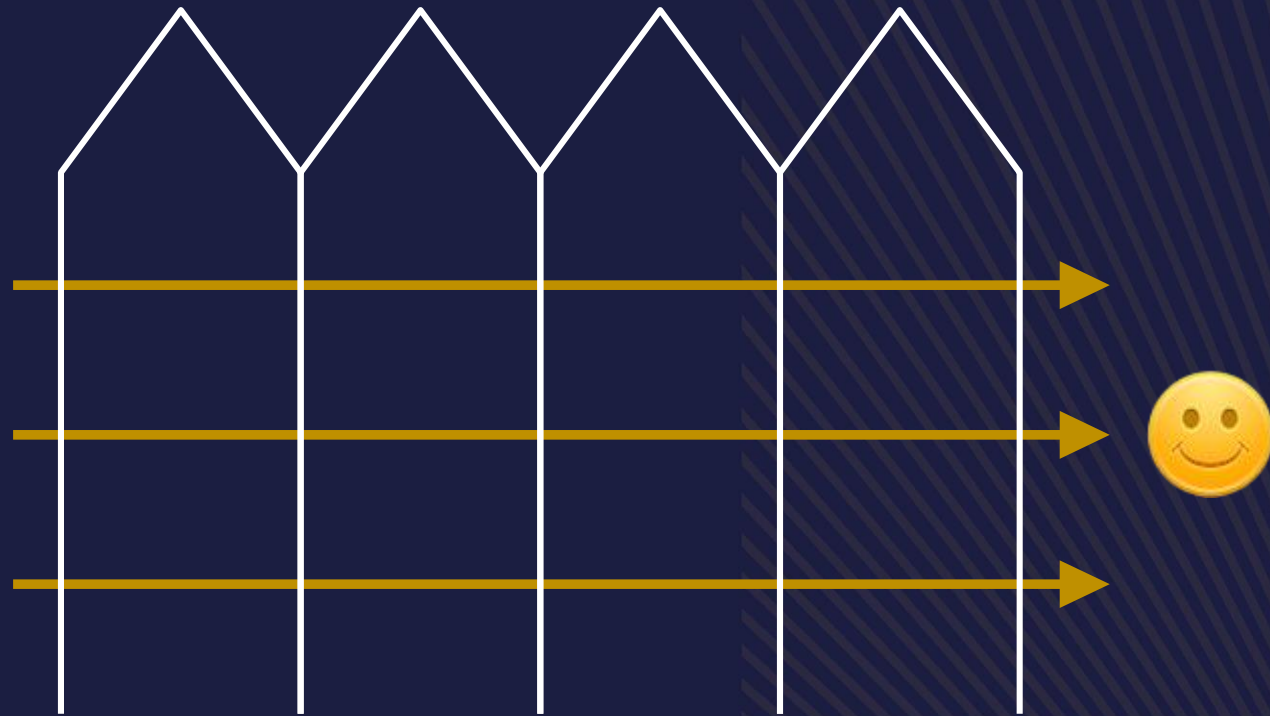
EXCELLENCE is Not New

SUSTAINABILITY is Not New

Craftsman



Industrialization



World War I

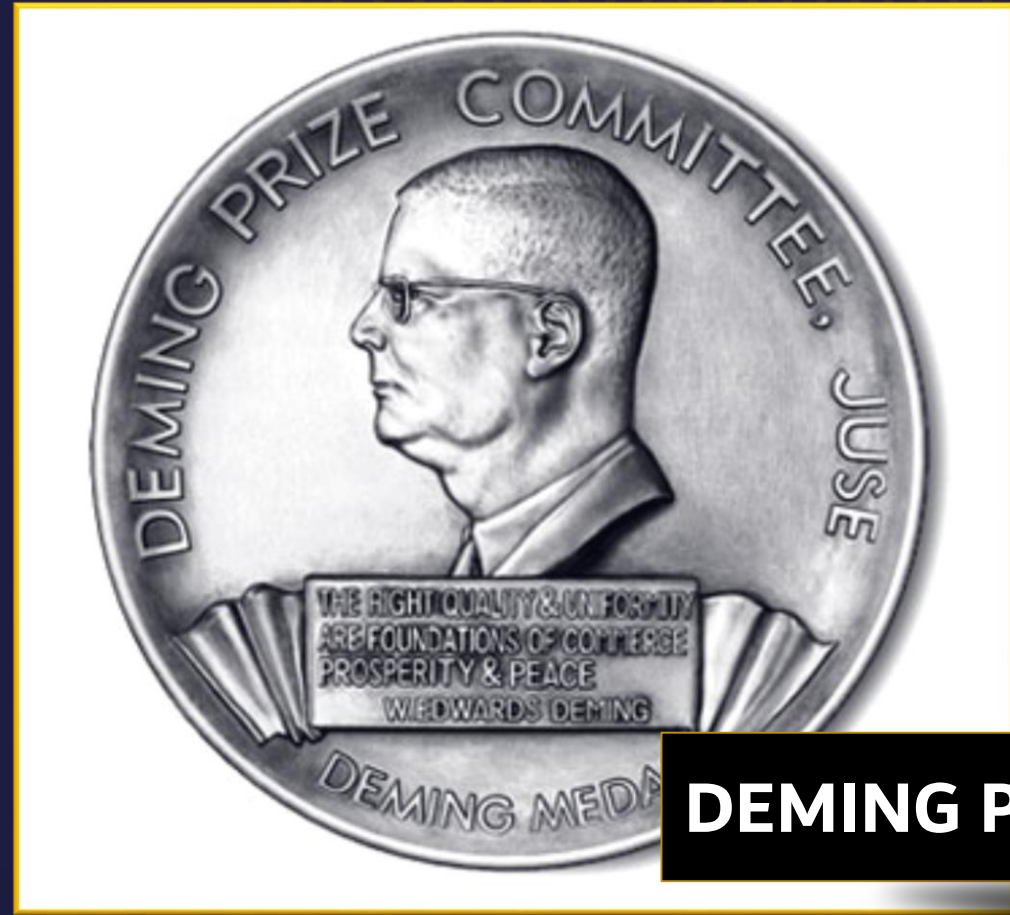


JAPAN: Post World War II



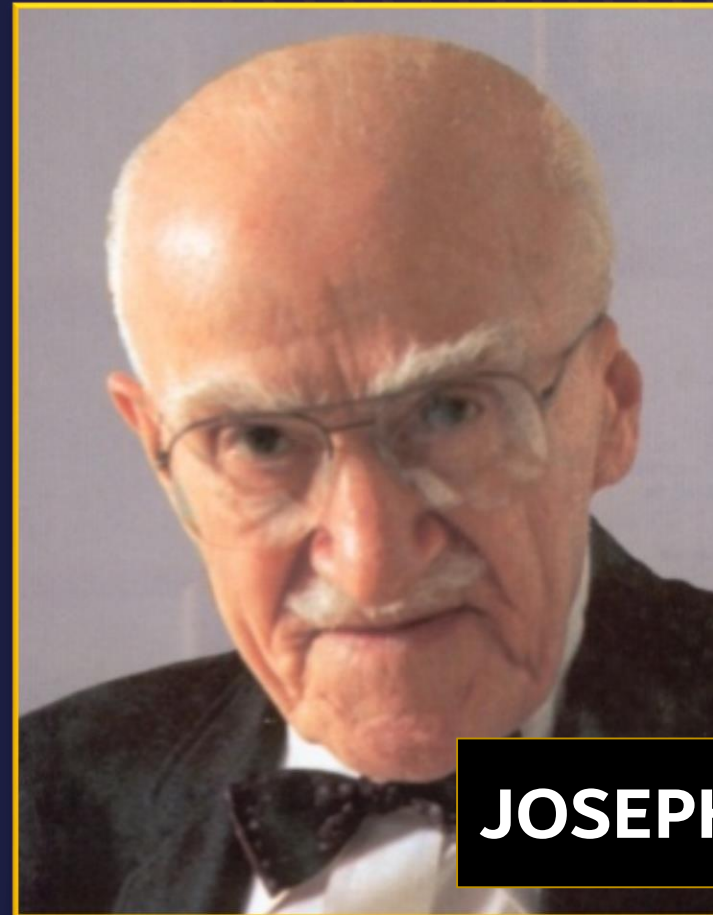
W EDWARDS DEMING

JAPAN: 1950



DEMING PRIZE

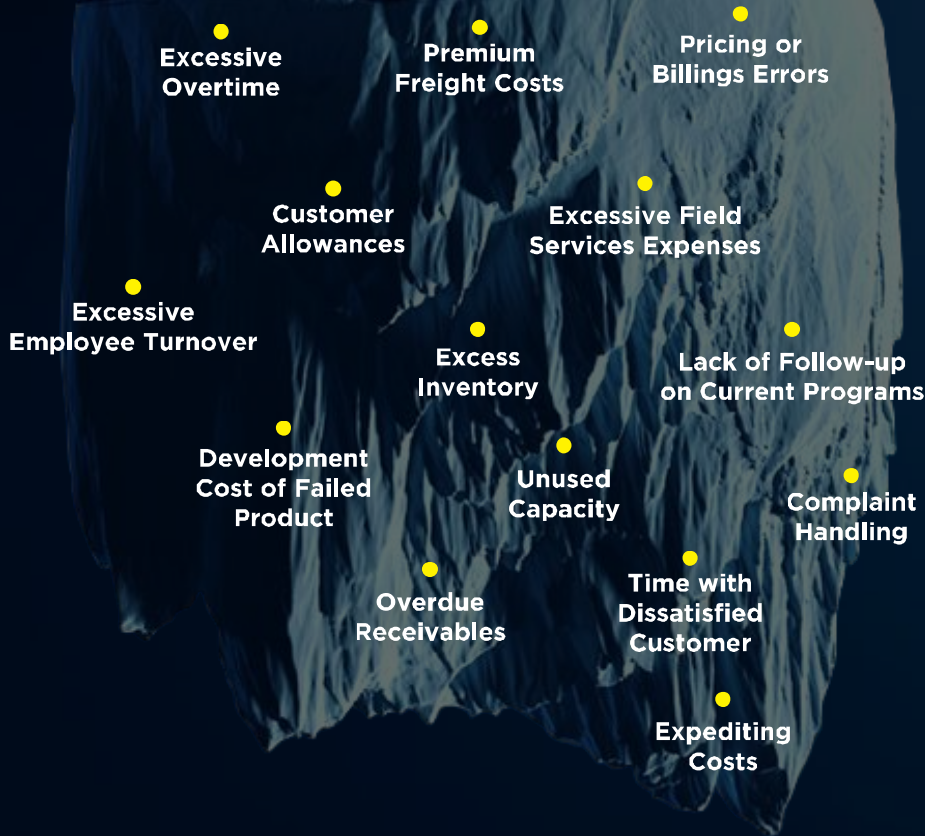
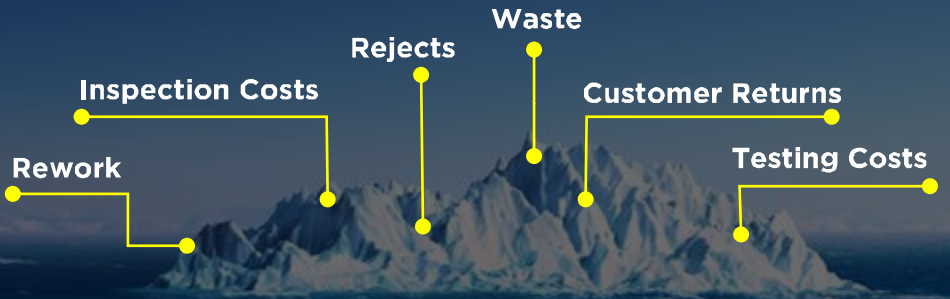
JAPAN: 1950



JOSEPH M JURAN

The Iceberg of Cost Of Poor Quality (COPQ)

Hidden
15-25%
of Total Cost



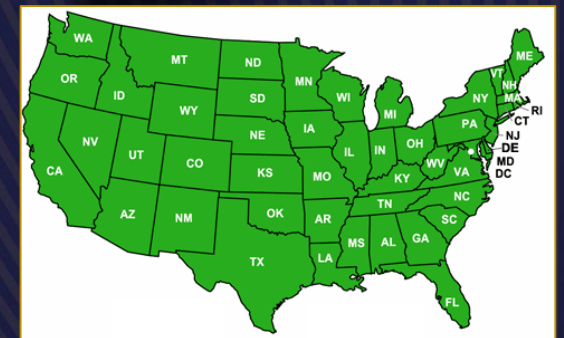
1960



JAPANESE ECONOMIC AGGRESSION

Entertainment Electronics

Quality Circles



1970

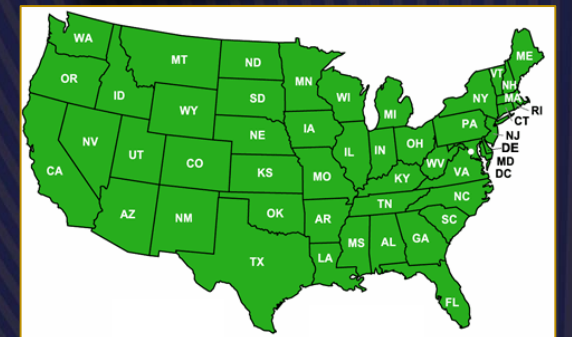


OPEC CRISIS

JIT

More Japanese Economic Aggression

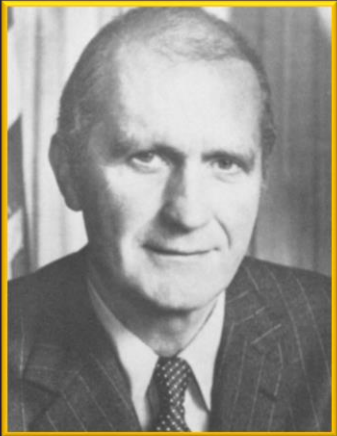
Auto Industry



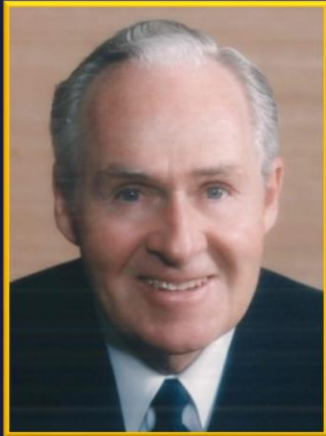
1982



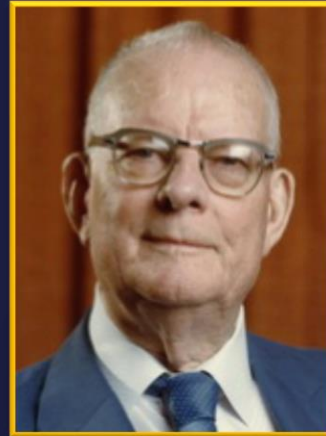
MALCOLM BALDRIGE



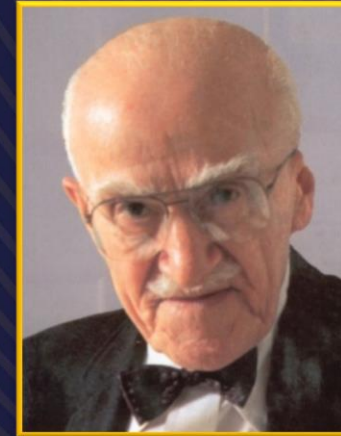
Malcolm
Baldrige



Bob
Galvin



W Edwards
Deming



Joseph M
Juran

**+3
more**

Mission: Contain Japanese Economic Aggression

1987



BALDRIGE AWARD



1987



MALCOLM BALDRIGE CRITERIA

1. Leadership

2. Strategic Planning

3. Customer Focus

4. Measurement, Analysis and Knowledge Management

5. Workforce Focus

6. Operations Focus

7. Results

1987



ALDRIGE SCORING GUIDELINES

100-200

ISO 9001

200-400

Managing for Quality

400-600

Quality of Management

600-800

Benchmarking for Best Practices

800+

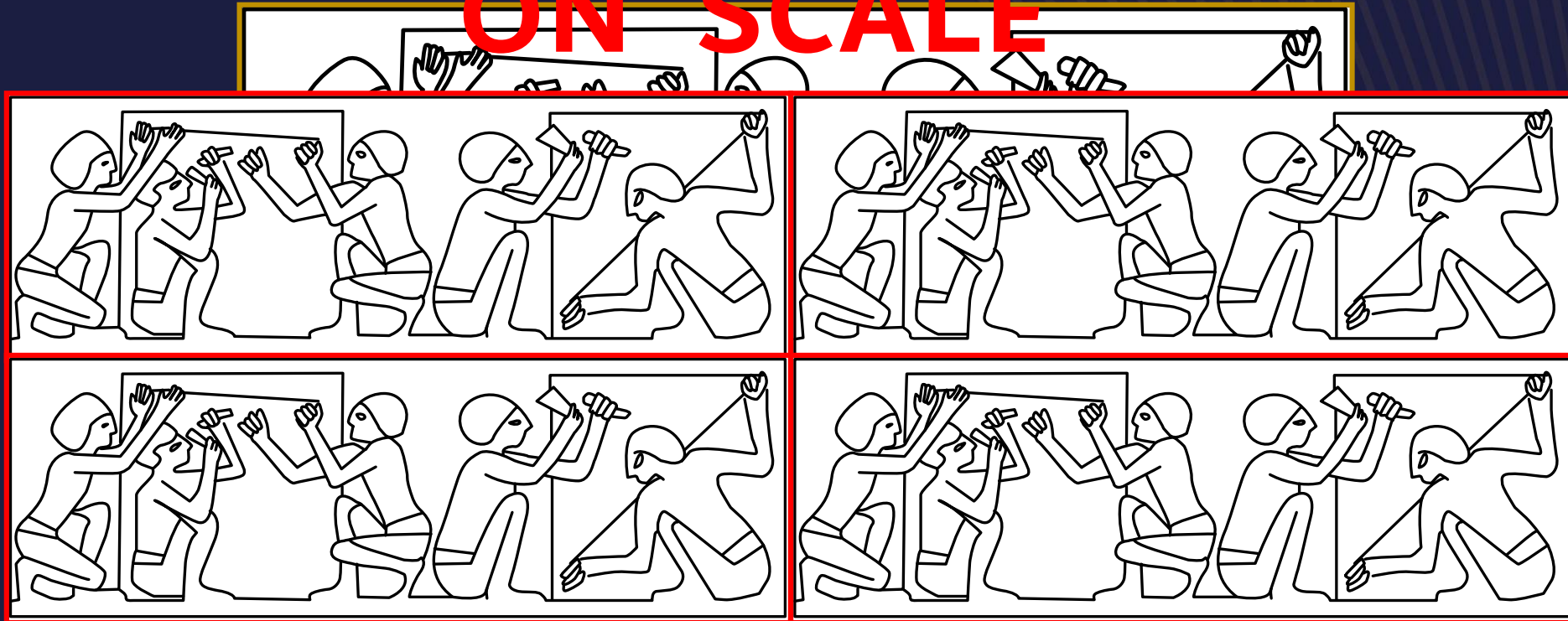
Innovation

Business Excellence



Back to craftsman like skills...

ON SCALE



2010 Climate Change



Our industrial systems are enveloped by the larger system of

NATURE

Natural resources are a gift from **MOTHER EARTH**

Natural resources are **REGENERATIVE OR NON-REGENERATIVE**

In producing goods, using goods, discarding goods we generate **WASTE**

Waste damages Mother Earth, resulting in **CLIMATE CHANGE**

Sustainability



WE NEED AN ECOLOGICAL BALANCE

THE PURSUIT OF
GLOBAL ENVIRONMENTAL SUSTAINABILITY



Qimpro[®]

Accelerating Transformation since 1987 >>>