



# ANQ Regional Conference South Asia



## 12<sup>th</sup> International Convention on Quality Improvement

## Managing Quality, Productivity & Performance

In the Current Global Recession

**On May 2 to 3, 2011**

**At Lahore**

**Address by: Janak Mehta**

**Board Director International Academy for Quality (IAQ)**

**Past Chairperson – Asian Network for Quality**

**Former President – Indian Society for Quality**





**Collaboration**  
**Cooperation**  
**Contribution**

**Common Concerns**



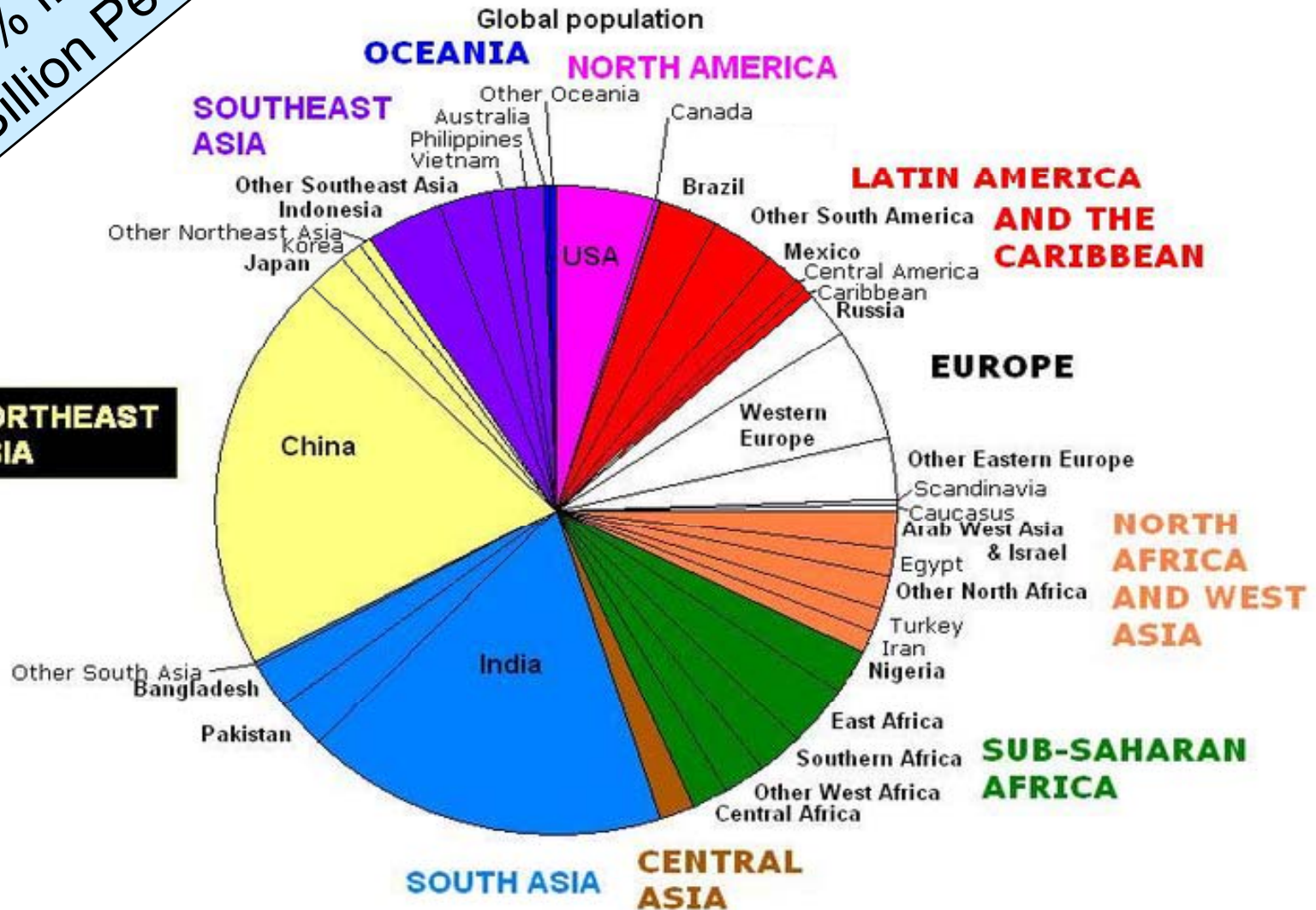


# Population - SA



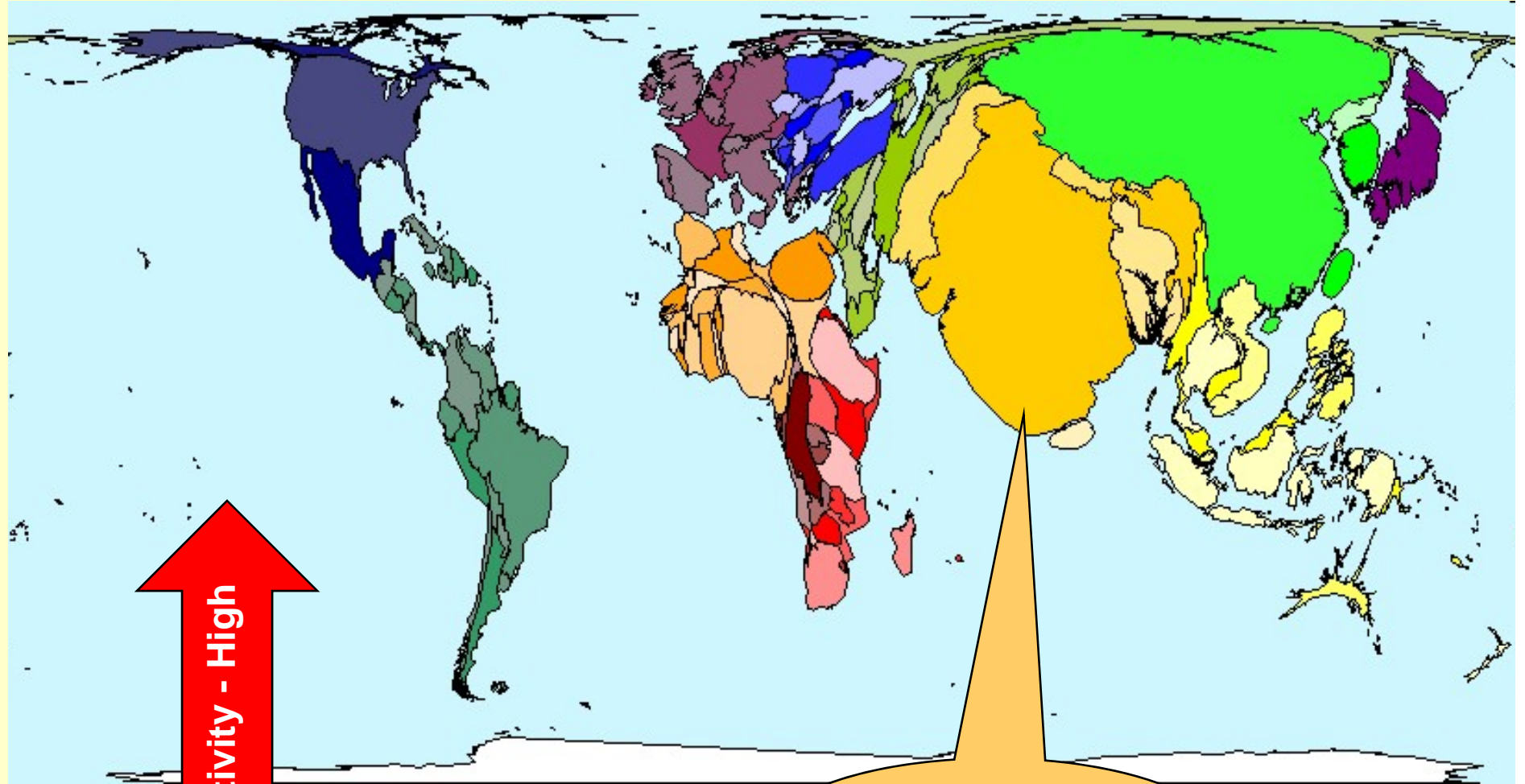
23 % i.e.  
>1.5 Billion People

**NORTHEAST ASIA**





# Population Map



**Productivity - High**

**23% of Earth's population in SA  
~1500 million**





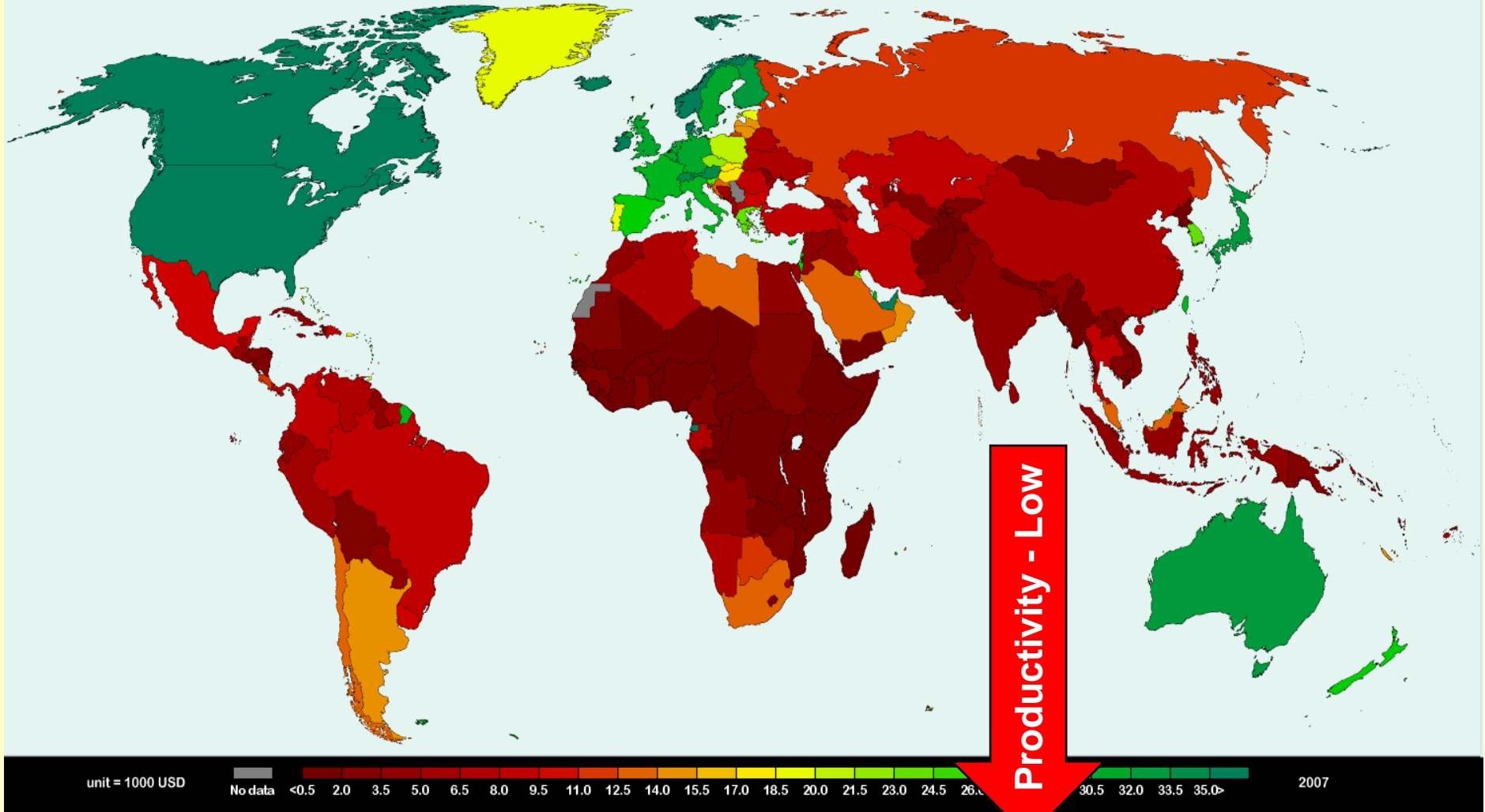
# GDP (PPP) Per Capita



Source: CIA World Factbook March 2007

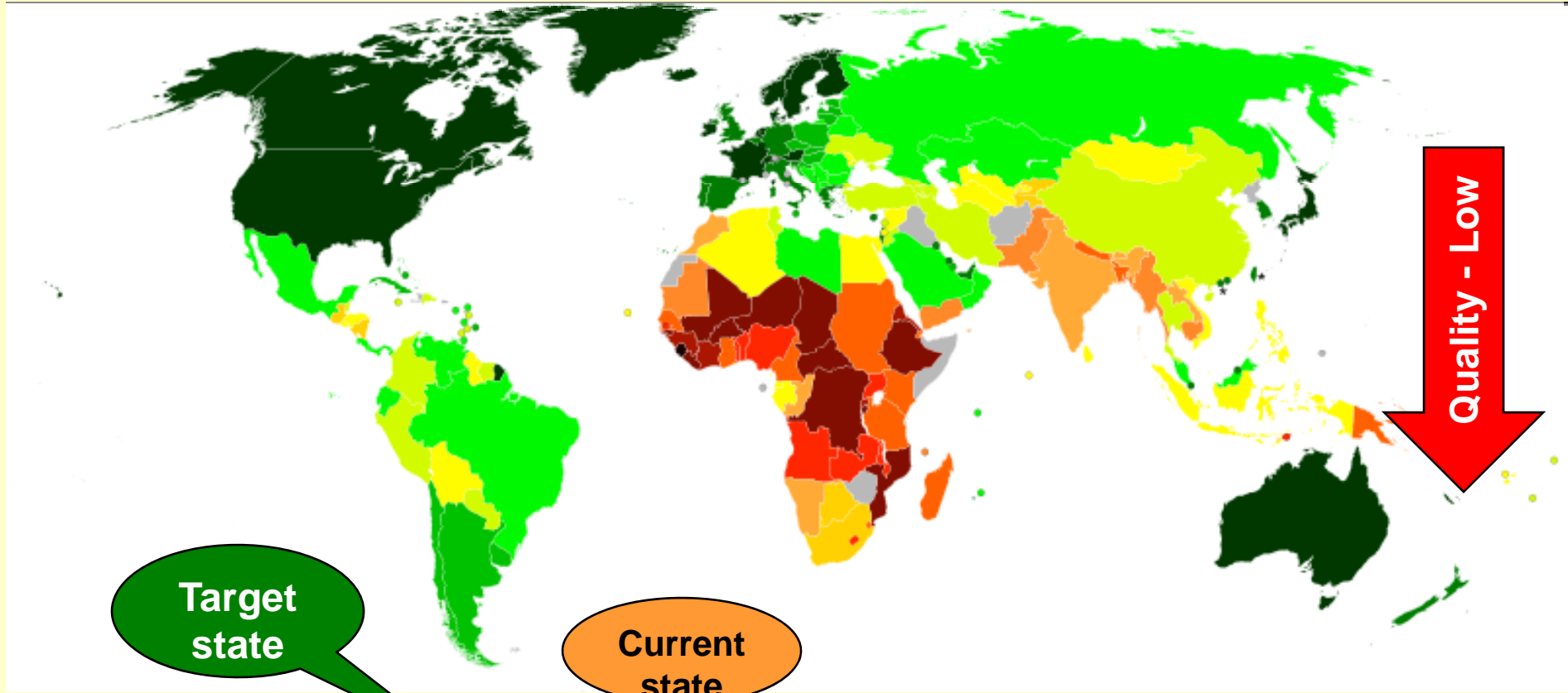
World: GDP per capita (PPP) 2007

[http://en.wikipedia.org/wiki/List\\_of\\_countries\\_by\\_value](http://en.wikipedia.org/wiki/List_of_countries_by_value)





# World map indicating Human Development Index (2008 Update)



Target state

Current state

- 0.950 and Over
- 0.800–0.849
- 0.650–0.699
- 0.500–0.549
- 0.350–0.399

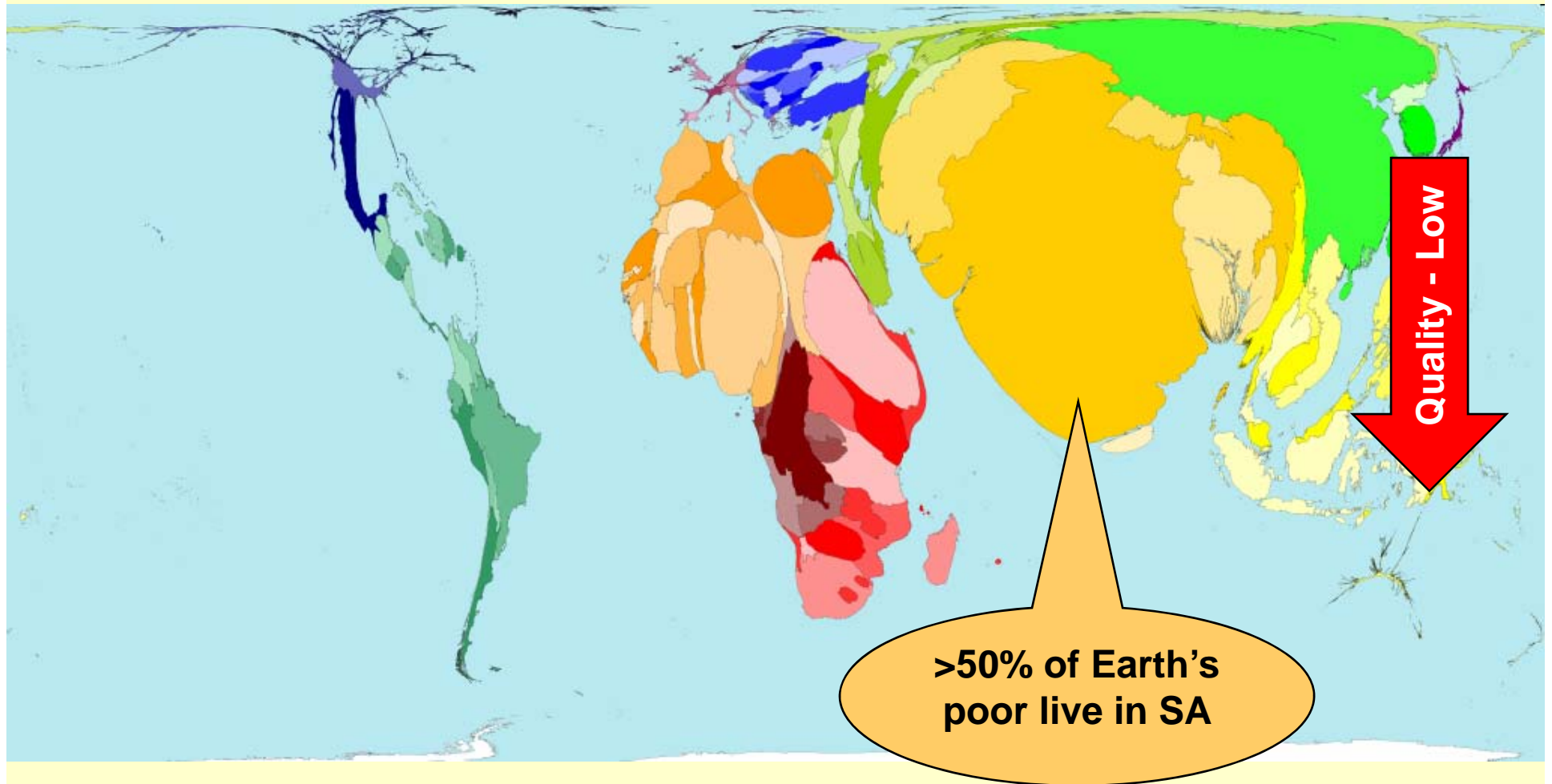
- 0.900–0.949
- 0.750–0.799
- 0.600–0.649
- 0.450–0.499
- under 0.350

- 0.850–0.899
- 0.700–0.749
- 0.550 - 0.599
- 0.400–0.449
- not available





# Human Poverty Index



Territory size shows the proportion of the world population living in poverty living there (calculated by multiplying population by one of two poverty indices).

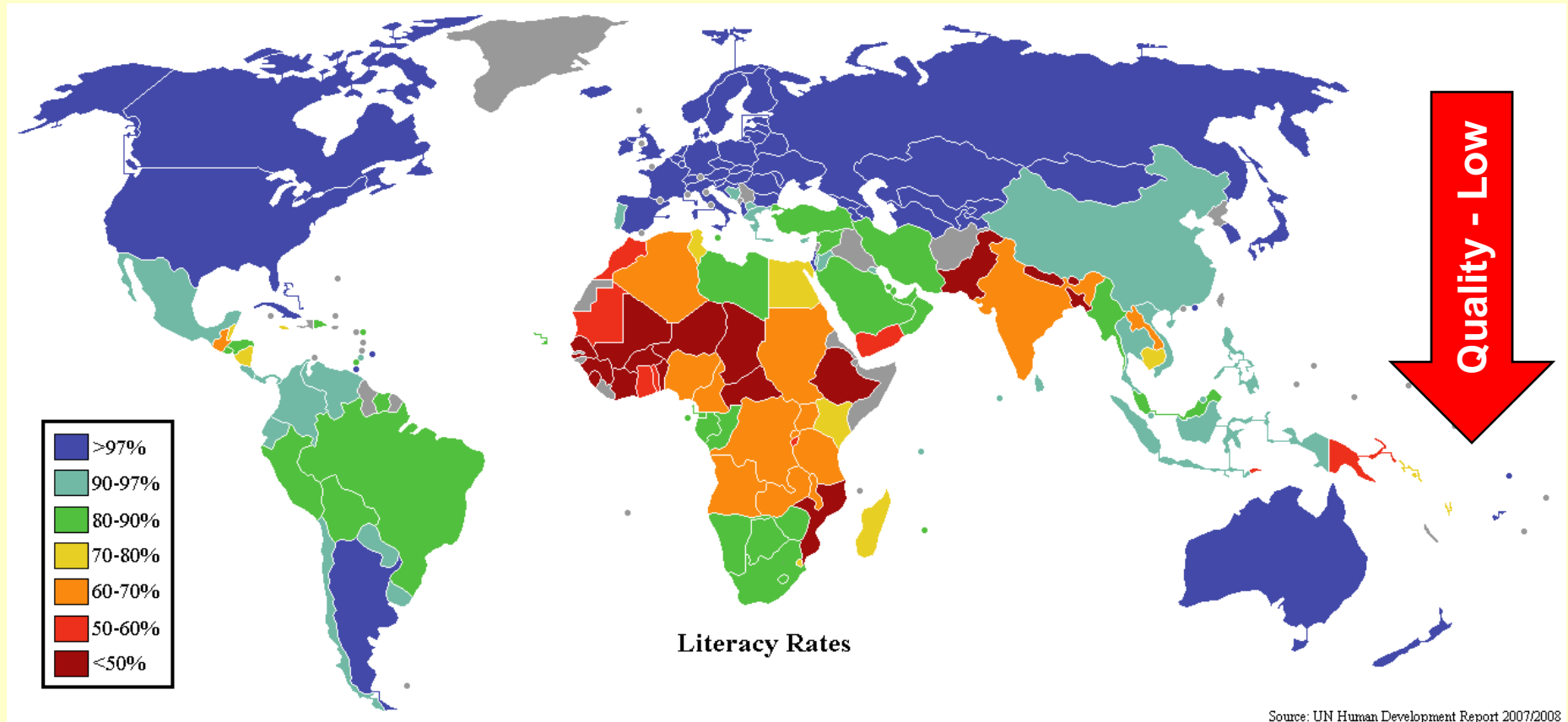


Source: UNDP Report on HDI





# Adult literacy rates



**600 Million i.e. 70% of the world's illiterate people are in SA**





**Poverty is not just a financial state. Being poor affects life in many ways. The human poverty index uses indicators that capture non-financial elements of poverty, such as:**

- **life expectancy,**
- **children that are underweight**

**Health related**

- **adult literacy**

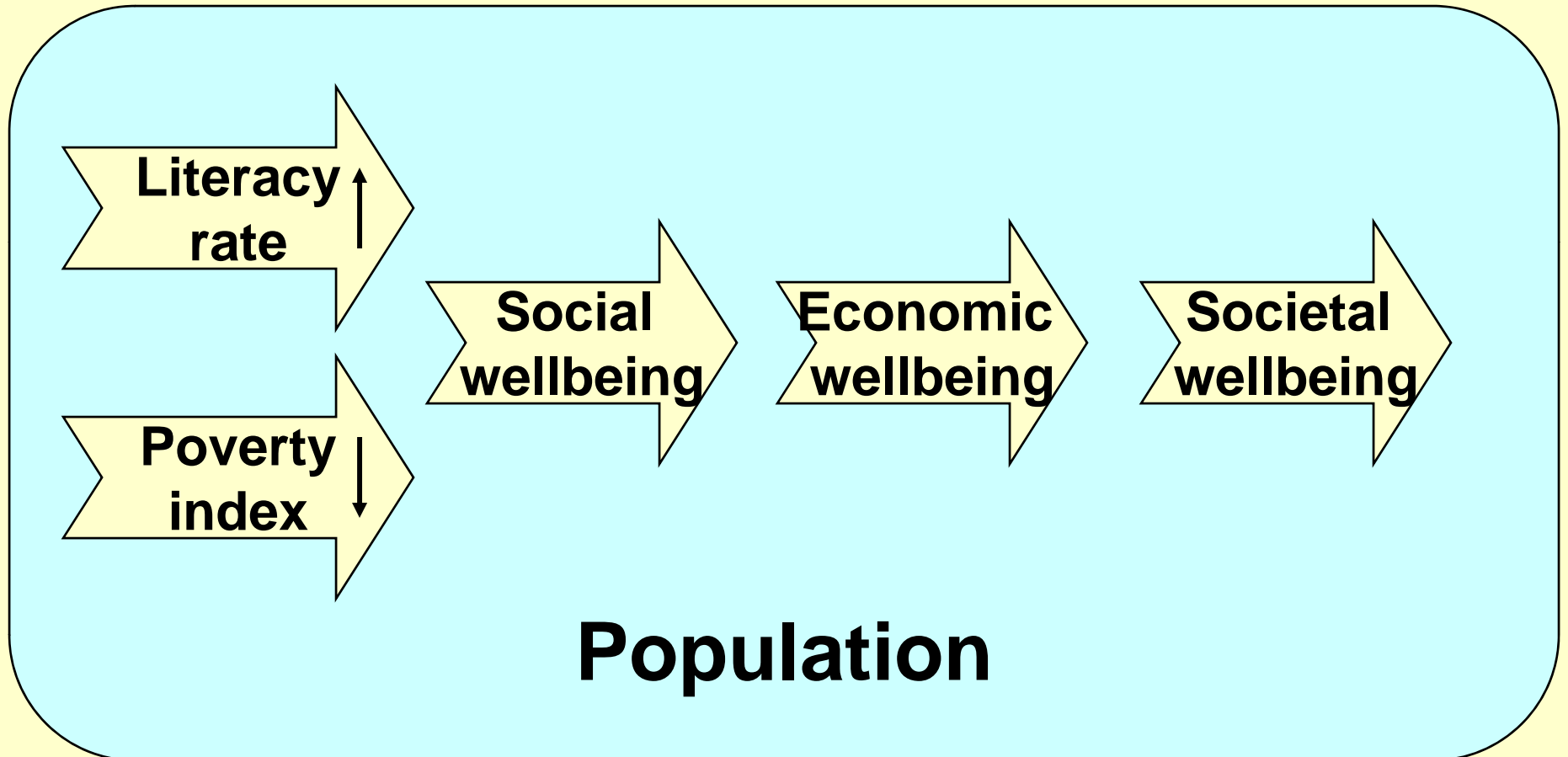
**Education related**

- **water quality**

**Material related**



# An obvious correlation

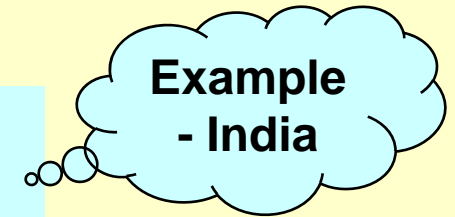




# Focus on using quality management concepts and techniques towards:



**Building people capability through affordable universal education**



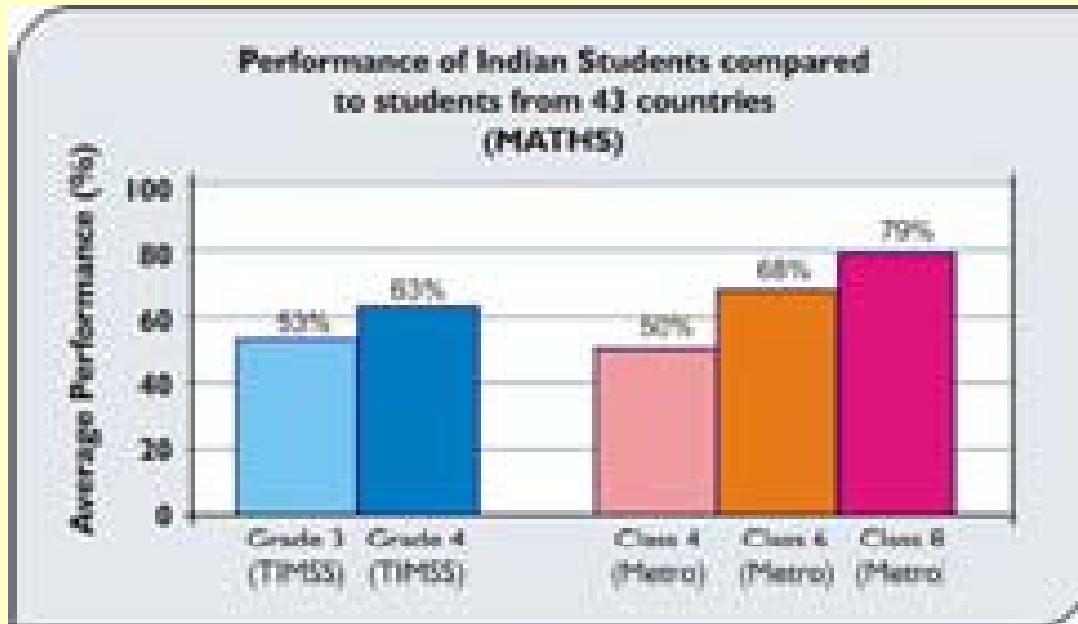
**Providing affordable healthcare to all citizens**

**Providing clean, adequate and affordable food & water**

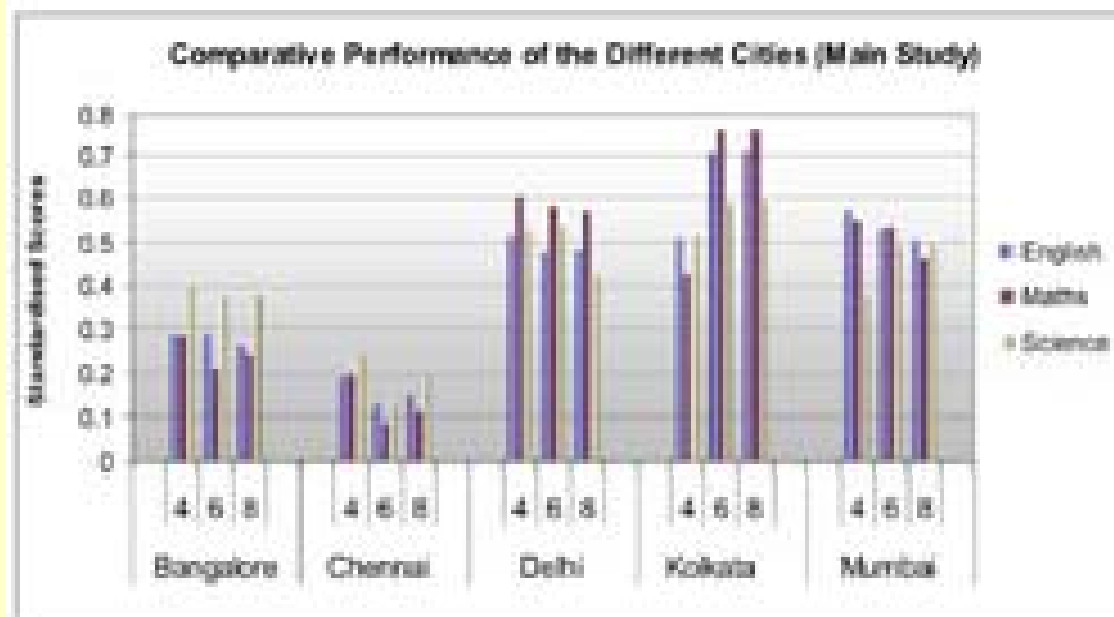
**Building and operating quality infrastructure with minimal consumption of difficult to renew resources with least harm to the eco system**



# Educational Initiatives and Wipro Quality Comparison



None of the factors like class size or school facilities seemed to be strongly and clearly correlated to the student performances in the tests.



the teaching-learning processes and the quality of leadership play an important part in determining the effectiveness of student learning.





## Systemic & Holistic model for improving literacy rate



Some of the key issues involved are:

- Changes in environment in terms of technology, sociology & ecology,
- New systems were supplanted over the traditional culture
- Even the developed societies are finding it difficult to overcome the deficiencies in the current system

Such a model needs diverse resources representing all interested parties who are capable of making breakthrough improvement by developing new scenarios

Breakthrough ideas often come from people who are on the fringes of the current system. Hence the need for involvement of systems thinkers from outside the current system



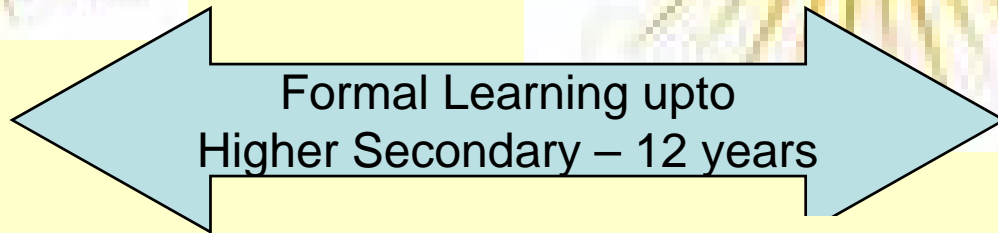
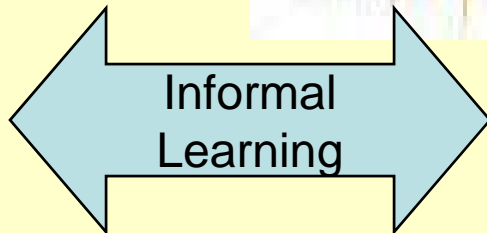
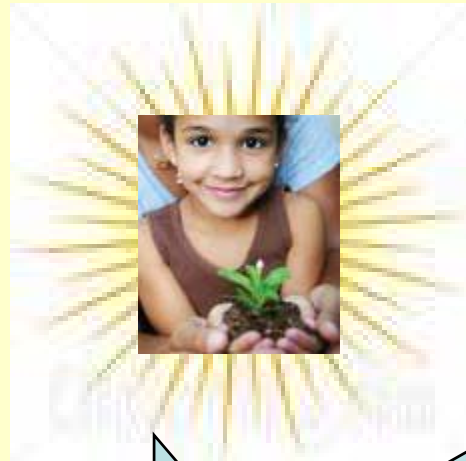
# Purpose of Education



**Absolute  
Bliss**

**Physical  
Emotional  
Intellectual  
Growth**

**Harnessing  
Total  
Human  
Energy**



**Unfold Latent Potential**

Release of energy from within is proportionate to the number of people deriving benefit from our effort





# Systemic Change



These breakthroughs do not happen by accident but are the result of coordinated effort amongst various stakeholders and through systematic approach in collaboration with those who have done similar effort over a long period of time.

**Current problems are the result of the current way of managing quality in school education**





# Recent Initiatives - India



- Quality School Governance Accreditation Standard by QCI - NABET
- 20 Schools accredited; Others working on it
- Central Government making it a requirement for registration with CBSE
- State Governments taking initiative to ensure schools registered with State Boards to comply with QSGA
- GOI tripling the investment on education
- Formation of Education Division of QCI to explore breakthrough improvement in quality of school education



**Similar initiatives have been taken for Health**





# Development of Systemic Approach



Requires:

- Exploration of new thoughts, ideas & scenarios for breakthrough improvement
- Systems thinking
- Policy deployment
- PDCA for continuous improvement
- Standardization (QSG)
- People engagement
- Use of 7 Management tools
- Use of 7 QC Tools

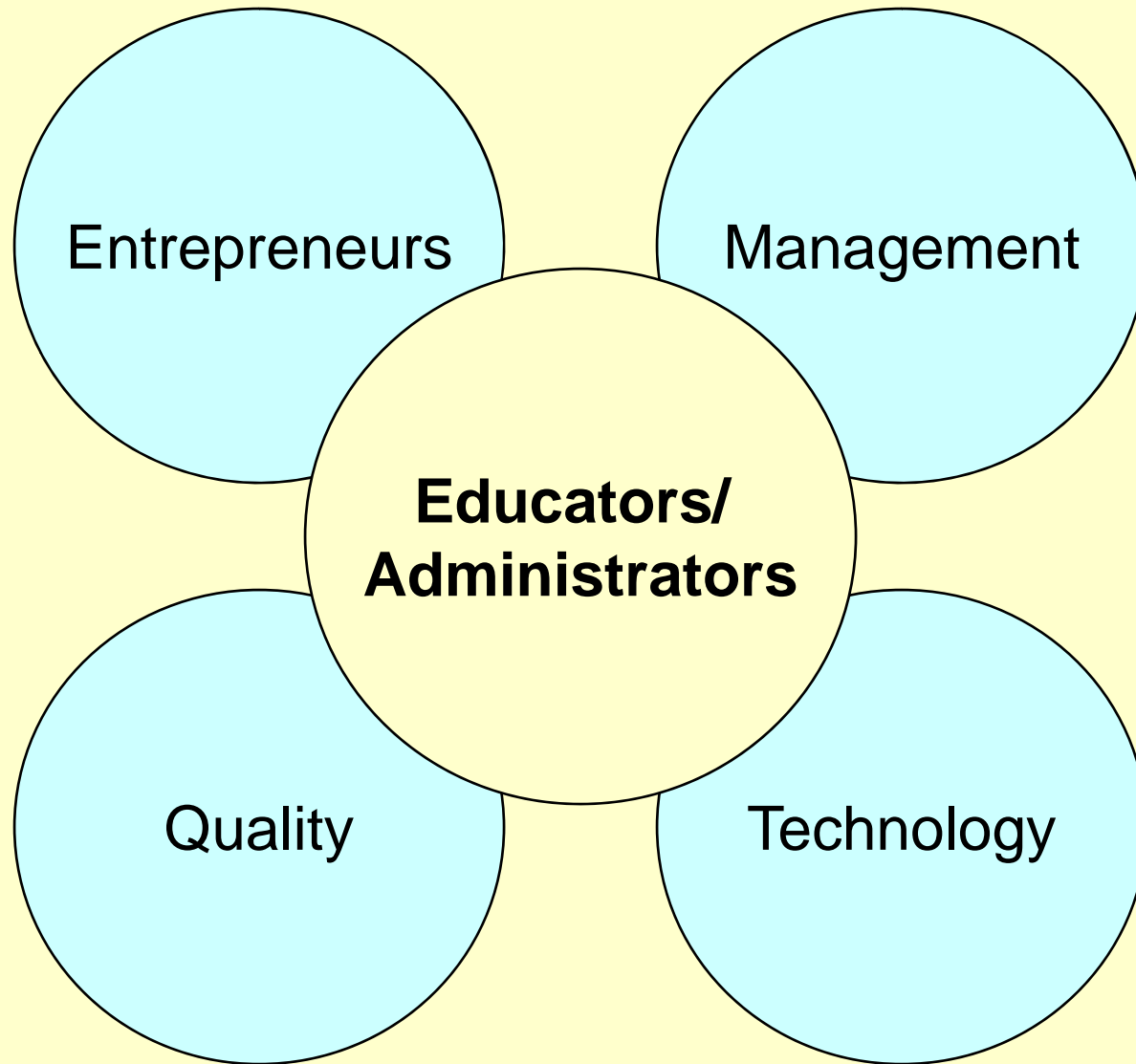


It takes years to build such competencies

- May be develop E-7 Tools for education



# Needs Collaborative Approach



Instantaneous  
translation of  
languages

Telecom

IT

Mass  
communication





Need for Change is  
Obvious



**The Climate Change  
Makes the Need Even Stronger**

Who Should Make the Effort?

Others or Us?

Collectively we could leverage  
each others knowledge and  
experience





**Are we Willing  
To take such a Challenge?  
Choice is ours!**

