



IMC RAMKRISHNA BAJAJ NATIONAL QUALITY AWARD



Performance Excellence – A Popular Move

At the Indian Merchants’ Chamber, the IMC Ramkrishna Bajaj National Quality Award (RBNQA) has rapidly become a symbol of excellence by creating the general awareness that quality is the only feature which helps beat competition. IMC RBNQA creates clear, tough universal standards for measuring quality by integrating all the quality concepts and, at the same time, emphasizing high integrity and competence. At the Chamber, we view this performance excellence initiative as a catalyst for nation building.



Bhavna Doshi
President
Indian Merchants’ Chamber

Motto of Late
Shri Ramkrishna

Feedback Report Compassed for Excellence

For the past two decades, performance excellence in various guises beginning with quality improvement has taken over the stage of Business Management. While it is not easy to be an excellent organization, it has become a necessity to be on the excellence journey. Quality Awards have become a good means of encouraging healthy competition among organizations motivating them to incorporate best practices for performance excellence and making Quality an integrated systemic part of their existence. To match the stature of international awards, the IMC Ramkrishna Bajaj National Quality Award Criteria are based on the Malcolm Baldrige Criteria of the USA and follows a similar rigorous process of training and evaluation. To maintain the standard of excellence,



Niraj Bajaj, Chairman,
IMC Ramkrishna Bajaj
National Quality Award Trust

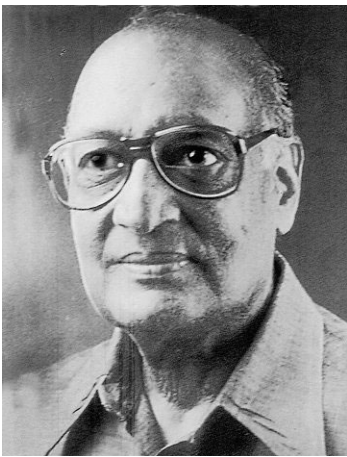
international awards, the IMC Ramkrishna Bajaj National Quality Award Criteria are based on the Malcolm Baldrige Criteria of the USA and follows a similar rigorous process of training and evaluation. To maintain the standard of excellence,

Bajaj was “Trust in Quality and Business Ethics”. During his lifetime, he not only lead the Bajaj Group to the highest pinnacles of glory and prosperity but also spearheaded the Quality Movement in the country in several ways. The IMC Ramkrishna Bajaj National Quality Award Trust was instituted with the help of the House of Bajaj in 1995 and the first Cycle of the IMC Ramkrishna Bajaj National Quality Awards began in 1997.

The Indian Merchants’ Chamber, established in 1907, is an apex chamber in the Western Region. From its varied activities to facilitate growth of its trade and industry members, IMC has adopted the Quality Movement seriously by setting up an Expert Committee on Quality Improvement & Technology since 1993. In fact, ours is the first chamber of commerce to obtain ISO 9002 and 9001:2000 certifications, thereby exemplifying the need for a structured approach to Quality Standards.

a structured feedback report is sent to all the participants which is an extremely useful compass for mapping their excellence journey. Those organizations which succeed in implementing the feedback report effectively would be the rising stars of tomorrow.

It is good to know that so many Indian organizations have taken on this journey of excellence. Till now apprx. 500 organizations have gone through the gruelling process of adopting the model in one way or the other at different levels. I am also happy to say that our strength lies in our team of examiners – who are truly ambassadors of this process. So far we have trained over 1000 examiners and this Award cycle had around 250 examiners participating.



Shri Ramkrishna Bajaj
(1923 - 1994)

IMC Ramkrishna Bajaj National Quality Award 2011

- Manufacturing : **Britannia Ind. Ltd, Bangalore, Bidadi, Delhi, Gwalior, & Khopoli**
Service : **HDFC Standard Life Insurance Co Ltd, Mumbai**
Education : **Sri Vishnu Educational Society, Hyderabad**
Health Care : **Muljibhai Patel Urological Hospital, Nadiad**

CHIEF GUEST

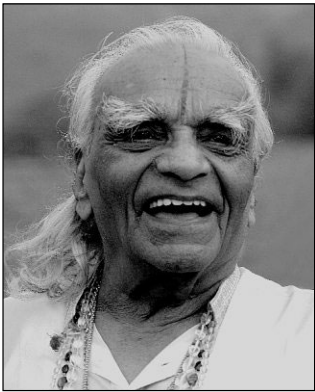
Dr.Shashi Tharoor

Member of Parliament and Former Minister
of State for External Affairs



IMC Juran Quality Medal 2011

Yogacharya Dr. B.K.S. Iyengar, Founder, Iyengar Yoga (Padmabhushan Awardee) is one of the foremost teachers of Yoga in the world and has been practicing and teaching for over sixty years. Millions of students now follow his method and there are Iyengar Yoga Centres all over the world. 93 years old Yogacharya BKS Iyengar is considered as a living legend and an international Ambassador who has been quietly spreading the essence of universal understanding, friendship and



Yogacharya
Dr. B.K.S. Iyengar
Founder, Iyengar Yoga



goodwill through the subject of yoga for nearly 70 years. The word Iyengar has become so synonymous with yoga that even the Oxford English Dictionary defines Iyengar as a form of yoga.

Dr. Iyengar has published 19 books in the English language. His “Light on Yoga” was referred to as the Bible of Yoga by the BBC. It has already been translated into 19 languages.

Iyengar Yoga is now being taught in 70 countries across all Continents. The China Post released a series of six postage stamps in his honour. Recipient of many Medals, Awards and Honours, he is an “ageless wonder”.

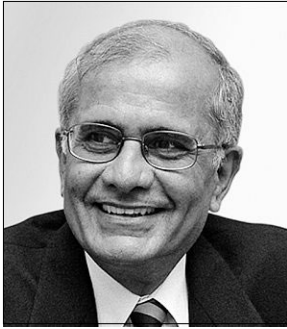
EXAMINERS - Our Differentiator

The two key outputs of the IMC RBNQA process are - feedback report for the applicants to manage transformation; and examiners who catalyze performance excellence in their respective organizations. Examiners also prepare feedback reports.

In the early years of the IMC RBNQA, our examiners originated from the vast pool of auditors trained for quality and environmental systems. Although they were trained over a five day program to ‘examine’ an application for business excellence, they continued to perform as auditors, focusing on gaps, corrective actions required, and improvement opportunities. It took more than five years to get examiners to appreciate their true role – to serve as the equivalent of a professor nurturing a student on his / her doctoral thesis!

The message sunk in around 2000, when the IMC RBNQA criteria were significantly upgraded from a ‘managing for quality’ orientation to one of ‘quality of management’. This ended up attracting professionals from a variety of backgrounds such as, general management, marketing, operations, human resource, consulting, teaching, and more. They internalized the five days training imparted to them. These new age examiners examined the submission documents of applicant organizations to primarily harvest ‘strengths’, category by (interdependent) category. They studied results and tried to trace the managerial practices that made quality happen. This was a

major paradigm shift. With that the quality of feedback reports spiraled upwards. And consequently, the quality of applications also moved upwards. To date, we have trained over 1,000 examiners. These examiners now specialize in reviewing applications in specific sectors, such as manufacturing, service, small business, healthcare, & education. At the IMC, we consider this to be our key RBNQA differentiator.



Suresh Lulla
Chairman, IMC RBNQ
Awards Committee

Thank You Panel of Judges 2011

Mr. Anand G. Mahindra
Vice-Chairman & Managing Director
Mahindra & Mahindra Ltd

Dr. Anil Khandelwal
Chairman, Center for Microfinance

Dr. Gita Piramal
Chairperson, BP Ergo Ltd

Dr. Adi E Dastur
Obstetrician And Gynaecologist

AWARDS CEREMONY 6 April 2012 Y B Chavan Auditorium Mumbai

- 6.00 pm : **National Anthem**
Welcome Remarks, Bhavna Doshi, President, IMC
- 6.05 pm : **Role of National Quality Awards**
Niraj Bajaj, Chairman, IMC RBNQ Award Trust
- 6.10 pm : **The Award Process**
Suresh Lulla, Chairman, IMC RBNQ Awards Committee
- 6.15 pm : **Presentation of IMC RBNQ Commendation Certificates**
- Bharat Aluminium Co Ltd., Korba, Chattisgarh
- Tata Johnson Controls Automotive Ltd., Pune
- Ambuja Cements Ltd.
- Hindalco Industries Ltd., Unit: Birla Copper, Dahej
- Reliance Industries Ltd., Nagothane Mfg Divn.
- Anjani Portland Cement Ltd., Hyderabad
- Mirc Electronics Ltd., Mumbai
- Brigade Group, Bangalore
- O P Jindal Modern School, Hisar
- 6.25 pm : **Presentation of IMC RBNQ Certificates of Merit**
- Gagal Cement Works, ACC Ltd., Bilaspur
- SBI Life Insurance Co Ltd., Mumbai
- Equant Technology Services India Pvt. Ltd., (OBS - India), Navi Mumbai
- Aanjaneya Lifecare Ltd., Mumbai
- Welspun Vidya Mandir, Salav
- DAV Public School, Faridabad
- Vishwakarma Institute of Technology, Pune
- St. Xavier’s College, Ahmedabad
- Bluebells School International, New Delhi

- 6.35 pm : **Presentation of IMC RBNQ Performance Excellence Trophies**
- Hindustan Zinc Ltd., Chanderiya Smelting Complex, Chittorgarh
- Reliance Industries Ltd., Allahabad Mfg Divn, Naini- Allahabad
- Aditya Birla Insulators, Rishra
- Bharat Petroleum Corporation Ltd., Mumbai Refinery, Mahul
- YES Bank Ltd.
- Larsen & Toubro Ltd., Control & Automation, Navi Mumbai
- Birla College of Arts, Science & Commerce, Kalyan
- Global Indian International School, Balestier Campus, Singapore
- DAV ACC Senior Secondary Public School, Barmana
- Aditya Birla Health Services Ltd., Pune

- 6.45 pm : Presentation of IMC Ramkrishna Bajaj National Quality Award
Reading of Citation & Response
- Britannia Ind. Ltd., Bangalore, Bidadi, Delhi, Gwalior, & Khopoli
- HDFC Standard Life Insurance Co Ltd., Mumbai
- Sri Vishnu Educational Society, Hyderabad
- Muljibhai Patel Urological Hospital, Nadiad

- 7.00 pm : **Presentation of IMC Juran Quality Medal**
Reading of Citation & Response
Yogacharya Dr. B K S Iyengar, Founder, Iyengar Yoga

- 7.15 pm : **Address by Chief Guest**
Dr. Shashi Tharoor, Member of Parliament and
Former Minister of State for External Affairs

- 7:30 pm : **Vote of Thanks**
Niranjan Hiranandani, Vice-President, IMC

Refreshments

For invitation to the IMC RBNQ Award ceremony please call +(022)- 2202-5438

