

## 22<sup>ND</sup> WORLD CONGRESS ON TOTAL QUALITY

19 – 21 January 2012, Hotel The Lalit Ashok, Bangalore, India

### PROGRAMME\*

**Theme: Total Quality – The Catalyst for Ethical Business and Sustainability**

### THURSDAY, 19<sup>TH</sup> JANUARY, 2012

**WELCOME DINNER** Hotel Royal Orchid, (Spring Hall), 1 Golf Avenue, ( Adjoining KGA Golf Course) HAL OLD Airport Road, Bangalore 1930 hrs

### FRIDAY, 20<sup>TH</sup> JANUARY, 2012

<b>Registration</b>		<b>0830 – 0930 hrs</b>
<b>Plenary Session - I</b>	<b>Opening Session</b>	<b>0930 –1100 hrs</b>
Opening Address	<b>Ashok Kapur, IAS</b> , Director General, Institute of Directors	
Welcome Address	<b>Lt Gen J S Ahluwalia</b> , PVSM ( Retd), President, Institute of Directors	
Chairman's Address	<b>Justice M N Venkatachaliah</b> , Chairman, IOD Advisory Council and former Chief Justice of India	
Presidential Address	<b>Ola Ullsten</b> , former Prime Minister of Sweden and Co-Chair, World Commission on Forests and Sustainable Development	
Inaugural Address	<b>Hon'ble R. Ashok</b> , Minister for Home and Transport, Govt. of Karnataka	
Guests of Honour	<b>The Rt. Hon'ble Baroness Sandip Verma</b> , Lords Minister for Business, Innovation & Skills (Higher Education) and Equalities & Women and the Whip for the Cabinet Office, British Government <b>S. V. Ranganath</b> , IAS, Chief Secretary, Govt of Karnataka	
<b>Special Address</b>	<b>T. V. Mohandas Pai</b> , Chairman, MUL and former Director HR and CFO, Infosys	
<b>Tea / Coffee Break</b>		<b>1100 -1130 hrs</b>
<b>Plenary Session- II</b>	<b>Keynote Session</b>	<b>1130 -1300 hrs</b>
<b>Chairman</b>	<b>K Jairaj, IAS</b> , Additional Chief Secretary, Govt of Karnataka	
<b>Keynote- I</b>	<b>CEO's Challenge: Accelerating Growth through Quality &amp; Business Ethics</b> <b>V Vaidyanathan</b> , Vice Chairman & Managing Director, Future Capital Holding	
<b>Keynote –II</b>	<b>Corporate Fraud, Investigation and Prevention – Today's Challenges</b> <b>Arpinder Singh</b> , Partner & National Director - Fraud Investigation & Dispute Services, Ernst & Young India	
<b>Keynote- III</b>	<b>Quest for Exceptional Leadership: Mirage to Reality</b> <b>Ravi Chaudhry</b> , Chairman, CeNext Consulting & Investment Pvt Ltd	
<b>Lunch Break</b>		<b>1300-1345 hrs</b>

<b>Plenary Session – III</b>	<b>Quality of Governance for Sustainability</b>	<b>1345 -1500hrs</b>
	<ul style="list-style-type: none"> <li>• Good Governance and Sustainability: Fundamentals for Improved Business Reporting</li> <li>• Business reporting through the lens of the investor</li> <li>• A global language for business reporting</li> </ul>	
<b>Chairman</b>	<b>M N Vidyashankar, IAS</b> , Principal Secretary - IT, Govt of Karnataka	
<b>Keynote Speaker</b>	<b>David L Parish</b> , Vice President – Operations, Allison Transmission Inc , USA	
<b>Speaker</b>	<b>Dr A Ravindra, IAS (retd)</b> , Chairman, Centre for Sustainable Development, Bangalore <b>Pradeep Singh Kharola, IAS</b> , Commissioner, Commercial Taxes <b>Jija Madhavan Harisingh IPS</b> , former Director General of Police, Govt of Karnataka <b>Pradeep Chaturvedi</b> , Vice President, Institute of Directors	
<b>Tea / Coffee Break</b>		<b>1500-1515hrs</b>
<b>Plenary Session – IV</b>	<b>Business Ethics : Heart &amp; Soul of Company’s culture</b>	<b>1515 –1630hrs</b>
<b>Panel Discussion</b>	<ul style="list-style-type: none"> <li>• Ethics and Integrity in Business</li> <li>• Principles and Myths of Business Ethics</li> <li>• Transformational leadership and change management</li> </ul>	
<b>Chairman</b>	<b>S.C. Khuntia, IAS</b> Principal Secy to Govt, Public Works, Ports and Inland Water Transport Department, Govt of Karnataka	
<b>Panelists</b>	<b>Prof Mouloud Madoun</b> , Visiting Professor, IIM Trichy <b>Anand Sudarshan</b> , MD & CEO, Manipal Universal Learning <b>Chander Mohan</b> , Managing Partner, Haines Centre for Strategic Mgt (USA), Dubai <b>J Sundharesan</b> , Practising Company Secretary <b>Maj Gen S. C. Jain</b> , Commander, Technical Group, EME, Indian Army	
<b>Plenary Session – V</b>	<b>Board’s role in Managing Ethical Businesses</b>	<b>1630 –1730 hrs</b>
	<ul style="list-style-type: none"> <li>• Understanding the importance of Business Ethics</li> <li>• Stakeholder Relationships, Social Responsibility and Corporate Governance</li> <li>• Institutionalization of Business Ethics</li> <li>• Implementing Business Ethics in a Global Economy</li> </ul>	
<b>Chairman</b>	<b>K Jothiramalingam</b> , IAS, Principal Secretary, Commerce , Govt. of Karnataka	
<b>Keynote Speaker</b>	<b>Deepak Lalwani</b> , OBE, Director - India, Lalcap Ltd, UK	
<b>Panelists</b>	<b>Peter L Walker</b> , Executive Chairman, PIELLE Consulting UK <b>Mirza Baig</b> , Director, Governance & Sustainable Investment, F&C Investment <b>B. K. Dhar</b> , Chief Executive Officer , Mfar Constructions Pvt Ltd <b>Harpreet A De. Singh</b> , Head of Corporate Quality, Safety & EMS, Air India <b>N R Mohanty</b> , Chairman and Managing Director, Textron India Pvt Ltd	
<b>Plenary Session - VI</b>	<b>CEO’s Panel Discussion (To be moderated and telecast by ET Now)</b>	<b>1730 –1830 hrs</b>
	<b>Realigning the Moral Compass of the Boardroom</b> <ul style="list-style-type: none"> <li>• What has gone wrong with corporate governance?</li> <li>• What is the role of an independent director?</li> <li>• What corporate governance is really about?</li> <li>• Are companies’ really encouraging diversity?</li> <li>• Board’s role in combating corporate frauds</li> </ul>	
<b>Moderator</b>	<b>ET NOW</b>	

**Panelists**  
**M. G. George Muthoot**, Chairman, Muthoot Group  
**Vinita Bali**, Managing Director & CEO, Britannia Industries Ltd  
**Arvind Jadhav, IAS**, Chairman, Karnataka Urban Infra Dev and Finance Corporation  
**Hema Ravichandar**, Independent Director of Marico & Titan Industries Ltd  
**P V Deshmukh**, Officiating Chairman, Hindustan Aeronautics Ltd

**Special Session - VII** **Golden Peacock Awards Nite** **1900–2030 hrs**

***Presentation of Golden Peacock Awards for Business Leadership, Quality and Training***

**Welcome Address** **Lt Gen J S Ahluwalia**, PVSM (retd), President, Institute of Directors, India  
**Chief Guest's Address** **Hon'ble Dr M. Veerappa Moily**, Union Minister for Corporate Affairs  
**Chairman** **Justice M N Venkatachaliah**, Chairman, IOD Advisory Council and former Chief Justice of India  
**Guests of Honour** **Ola Ullsten**, Chairman , Golden Peacock Global Awards and former Prime Minister of Sweden  
**The Rt. Hon'ble Baroness Sandip Verma**, Lords Minister for Business, Innovation & Skills and Equalities & Women and the Whip for the Cabinet Office, British Govt.

***Presentation of Golden Peacock Awards***

**Cocktails & Dinner** **2030 hrs**

**SATURDAY, 21<sup>ST</sup> JANUARY, 2012**

**Plenary Session – VIII** **Learning lessons from the BEST in CLASS- Corporate Quality** **0900 – 1100 hrs**  
*Case study presentations by the winners of Golden Peacock National Quality Award - 2011*

**Chairman** **Ashok Kapur, IAS**, Director General, Institute of Directors

**Large Enterprises**

- Tata Motors Ltd - Lucknow
- Oil and Natural Gas Corporation Ltd – Quality Assurance Dept
- Bharti Airtel Ltd
- Biocon Limited
- Barco Electronics Systems Private Limited
- Steel Authority of India Ltd - *Durgapur Steel Plant*
- Hindalco Industries Ltd - *Renusagar Power Division*
- Jubilant Life Sciences Limited
- Allison Transmission India Pvt Ltd
- HLL Lifecare Limited - *Peroorkada Factory*
- iGate Patni
- Ultratech Cement Ltd - *Aditya Cement Works*

**Small and Medium Enterprises**

- Corbus India Private Ltd
- Piramal Glass Ltd – *Jambusar*

**Tea / Coffee Break** **1100-1115 hrs**

<b>Plenary Session - IX</b>	<b>Reinventing Accountability for 21<sup>st</sup> Century and Directors' Challenges</b>	<b>1115 – 1300 hrs</b>
	<ul style="list-style-type: none"> <li>• Nature and Importance of Accountability in 21<sup>st</sup> Century</li> <li>• How Corporates are accountable to the market</li> <li>• Sensitizing boardroom obligations on Accountability</li> </ul>	
<b>Chairman</b>	<b>Lt Gen Surinder Nath</b> , PVSM,AVSM,(Retd), former Chairman , UPSC and Vice Chairman, Institute of Directors	
<b>Keynote Speaker</b>	<b>L. V. Nagarajan, IAS</b> , Principal Secretary , Dept of Finance , Govt of Karnataka	
<b>Speakers</b>	<p><b>Dr Raj Khatri, IAS</b>, Secretary, Infrastructure Development Dept, Govt of Karnataka</p> <p><b>Sanjay Anand</b>, Chairperson of SOX and GRC Institute, GRC Group, USA</p> <p><b>Prof Mahesh Chandra</b>, Associate Prof –IT &amp; QA Methods , Hofstra University ,USA</p> <p><b>Sunil Bahri</b>, CEO, Kaizensox Consulting, Dubai &amp; Vancouver and Director Finance, Dubai Quality Group, UAE</p>	
<b>Lunch Break</b>		<b>1300 - 1345 hrs</b>
<b>Plenary Session – X</b>	<b>Quality &amp; Transparency : Key to Corporate Reputation</b>	<b>1345 – 1500 hrs</b>
	<ul style="list-style-type: none"> <li>• Transparency – key to good governance and market confidence</li> <li>• Monitoring application of standards and Rules for Governance</li> <li>• Managing risk to secure and enhance corporate brand</li> </ul>	
<b>Chairman</b>	<b>Dr R K Mishra</b> , Dean & Director of Institute of Public Enterprises	
<b>Keynote Speaker</b>	<b>Vivek Aggarwal, CFE</b> , Executive Director, Ernst & Young Private Limited	
<b>Speakers</b>	<p><b>Dr Manu Kulkarni</b>, Independent Education Management Professional</p> <p><b>K R Moses</b>, Plant Head, Allison Transmission India Pvt Ltd</p> <p><b>Prashant D. Nasery</b>, Projects &amp; Quality Manager ,The Kanoo Group, Dubai, UAE</p> <p><b>Dr Rekha Jagannath</b>, ICCSR Senior Research Fellow</p> <p><b>Supratim Halder</b>, Chief Manager, Operational Excellence, Piramal Healthcare Ltd</p>	
<b>Tea / Coffee Break</b>		<b>1500 – 1515 hrs</b>
<b>Plenary Session – XI</b>	<b>Best Practices In Training, Coaching and Mentoring ----</b> <i>Case study presentations by the winners of Golden Peacock National Training Award - 2011</i>	<b>1515 – 1700 hrs</b>
<b>Chairman</b>	<b>Lt Gen N B Singh, VSM, DG EME, AHQ</b>	
	<ul style="list-style-type: none"> <li>• DELL - <i>Global CSMB Sales Training &amp; Development</i></li> <li>• IBM Global Process Services India</li> <li>• TCS BPO</li> <li>• Reliance Industries Ltd - <i>Jamnagar Manufacturing Division</i></li> <li>• Reliance Communications Ltd , <i>Network Entity &amp; Learning Centre</i></li> <li>• GAIL (India) Limited</li> <li>• Indian Oil Corporation Ltd - <i>Training &amp; Development Dept (Mktg Division)</i></li> <li>• Punjab National Bank</li> <li>• Mahindra- AFS</li> <li>• Aditya Birla Nuvo Ltd - <i>Madura Clothing</i></li> <li>• Union Bank of India Staff College</li> <li>• Military College of Electronics &amp; Mechanical Engineering</li> <li>• Engineering Staff College of India</li> </ul>	

<b>Plenary Session - XII</b>	<b>Valedictory Session.</b>	<b>1700 – 1800 hrs</b>
<b>Presentation of Summary &amp; Recommendations</b>	<b>Pradeep Chaturvedi</b> , Vice President , Institute of Directors	
<b>Valedictory Address</b>	<b>Lt Gen (Dr) V J Sundaram</b> , PVSM, AVSM, VSM (retd), Advisor (Micro & Nano System), NDRF	
<b>Chief Guest's Address</b>	<b>Hon'ble S. Suresh Kumar</b> , Minister for Law, Parliamentary Affairs & Municipality Administration, Govt of Karnataka	
<b>Chairman</b>	<b>Justice M N Venkatachaliah</b> , Chairman, IOD Advisory Council and former Chief Justice of India	
<b>Guests of Honour</b>	<b>Ola Ullsten</b> , former Prime Minister of Sweden and Co-Chair, World Commission on Forests and Sustainable Development  <b>The Rt. Hon'ble Baroness Sandip Verma</b> , Lords Minister for Business, Innovation & Skills (Higher Education) and Equalities & Women and the Whip for the Cabinet Office, British Government	
	<b>Presentation of Golden Peacock Awards for Innovative Product/Service</b>	
<b>Closing Remarks</b>	<b>Lt Gen J S Ahluwalia, PVSM (retd)</b> , President, Institute of Directors	