

# 22nd World Congress on TOTAL QUALITY

Theme: "TOTAL QUALITY - The Catalyst for Ethical Business and Sustainability"

19- 21 January 2012

Hotel THE LaLiT ASHOK , BANGALORE, INDIA

[www.iodonline.com](http://www.iodonline.com)

## Guests of Honour



**HE Shri Hans Raj Bhardwaj**  
Governor of Karnataka



**Hon. Dr. Veerappa M. Moily**  
Union Minister for Corporate  
Affairs



**Justice M.N. Venkatachaliah**  
Chairman, IOD Advisory Council  
& former Chief Justice of India



**Hon. S. Suresh Kumar**  
Minister for Law, Justice and Human  
Rights, Govt of Karnataka



**The Rt. Hon Baroness Sandip Verma**  
Lords Minister for Business, Innovation  
& Skills (Higher Education) and Equalities  
& Women and the Whip for the Cabinet  
Office, British Government



**S.V. Ranganath, IAS**  
Chief Secretary,  
Govt. of Karnataka



**Dr. Ola Ullsten**  
former Prime Minister of Sweden



**Arpinder Singh**  
Partner & National Director - Fraud  
Investigation & Dispute Services  
Ernst & Young, India



**R. Seetharaman**  
Group CEO, Doha Bank, QATAR

## Event Details:

### Thursday, 19 January 2012

Venue: Hotel The Royal Orchid  
Welcome Cocktails & Dinner

### Friday, 20 January 2012

Venue: Hotel THE LaLiT ASHOK

0930hrs : Inauguration of The Congress 2012  
1300hrs : Lunch  
1900hrs : Presentation of Golden Peacock Awards  
2100hrs : Congress Banquet

### Saturday, 21 January 2012

Venue: Hotel THE LaLiT ASHOK

0900hrs : Case study presentations by winners  
1300hrs : Lunch  
1600hrs : Valedictory Session  
Presentation of Golden Peacock Awards  
for SMEs

For complete programme please visit  
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**Justice M.N. Venkatachaliah**  
Chairman, IOD Advisory Council and  
former Chief Justice of India

### Invitation from the Chairman

Dear Friend,

We would never have imagined the world would become so uncertain, so turbulent and so volatile. The 22nd World Congress on Total Quality has a strategy to make you a winner, despite these uncertainties and the current turmoil. Indeed, you may be better able to factor in risks and uncertainty in your business, and beat the competition by leveraging these.

I have great pleasure in inviting you to the 22nd World Congress on Total Quality being held on 19-21 January 2012, in Bangalore, India.

The IOD can rightly claim credit for being the pioneer in promoting the Quality movement in India. The first-ever World Congress on Total Quality that sparked the Quality revolution was hosted by IOD in 1991. This, as a regular annual event, has acquired transformational value. The event has come to be rightly regarded as a Mecca for business leaders, CEOs, entrepreneurs, management experts, Quality consultants and change agents. It has set new standards of Quality and Excellence, and raised the bar each year.

From Quality of products and services, it has moved to Quality of directors, quality of environment, CSR, sustainable business, Corporate Governance and Boardroom performance. This Annual event provides unrivalled networking opportunities. The theme of the Bangalore Congress is "TOTAL QUALITY - The Catalyst for Ethical Business and Sustainability".

India, where diversity, and a rich historical and cultural heritage are regarded as national treasure, help reconcile differences and create a fairer climate to achieve end-goals.

The famed Golden Peacock Awards for Quality, Training & Innovative Product/ Service will also be presented during the Congress.

The reason for selection of Bangalore as the venue is the unprecedented business opportunities offered by the fast moving entrepreneurial and IT capital of India. The Congress will provide you a platform to interact with movers and shakers from overseas, and government leaders & top officials and decision makers in India's Corporate world, to seek and explore joint business collaborations.

You can benefit from the Congress in many ways as a speaker, participant, sponsor, exhibitor or partner, so that together we can ensure sustainable organisations and make this world a better place.

I hope to see you in Bangalore.

With regards

Chairman



Ravi Kant Vice Chairman, Tata Motors delivering Keynote Address at 21st World Congress on Total Quality held on 28 January 2011 at Hotel Leela, Mumbai.



Lighting of Inaugural Lamp at the 20th World Congress of IOD

## THEME

**"TOTAL QUALITY - The Catalyst for Ethical Business and Sustainability"**

## OBJECTIVES

- Boards to provide sound leadership and strategy for the success of the enterprise.
- Sustainability – an ethical imperative, based on Transparency, Engagement, Accountability and Responsibility.
- Disclosure and Transparency as prerequisites for global trust and successful team work in 21st Century.
- Corporate ethics – Realigning the moral compass of the board.
- Ethical business is the driver for Sustainability.

## CONGRESS TOPICS

- Realigning the Moral compass of the Boardroom.
- Effectiveness of Board's communication with stakeholders and board's decision making process.
- Boards role in combating corporate frauds and corruption.
- Diversity in the Boardroom to counter 'Group Think' and cosiness.
- Transparency – key to restore market confidence and faith in Corporate Governance.
- Corporate Conformance – Managing the complex issues of legal, governance and business ethics.
- The Power of environment, social and governance issues to build competitive advantage.
- Governance indicators that drive accountability and shareholder value.
- Accountability and Responsibility of Directors, in 21st Century
- Corporate strategy for Sustainability.
- Transparency and engagement – crucial for Sustainability.
- Driving Quality in Governance to foster Globally Competitive Organization.
- Quality Logistics for Management for Management Supply Chain.
- Innovation, Risk Management and Governance.
- Customer Driven Quality Processes.
- Total Quality in HR Function, based on People Capability Maturity Model (People CMM).
- Integrated Management Systems – key to Sustainability
- Risk management for Quality and Sustainability.
- Corporate Social Responsibility and Ethics.
- Human Resources for Sustainable Quality.
- From Quality Management to Confidence Management.
- Quality in a knowledge based Economy.
- From Compliance to Creativity.
- Transformational Leadership for Change Management.



A view of the audience





From (L-R): Shailesh Haribhakti; S.Z. Pasha Managing Director, B.M.T.C, M.N. Vidhyashankar, IAS Principal Secretary, Karnataka, K.R. Girish VP, Bangalore Chamber Commerce & Sameer Kakkar CFO, Comvivia, India

## GUIDELINES FOR PAPER PRESENTERS

All paper presenters are required to send their papers by e-mail to [sushil@iodonline.com](mailto:sushil@iodonline.com). A brief CV of 100 words and passport size colour photograph are also required. Speaker guidelines are available on our website [www.iodonline.com](http://www.iodonline.com)

## WHO WOULD BENEFIT

- All stakeholders interested in quality of their ethical business, sustainability, the well-being of society, making profits and improving the quality of life for their organization.
- Legislators, lawyers, jurists and all those concerned with efficient and ethical conduct of corporates and good governance.
- Policy makers, political leaders, government officials and decision makers in emerging and developed economies.
- Business - Corporates and Small & Medium Enterprises (SMEs)
- Company chairmen, directors, presidents, CEOs, CFOs, bankers, fund managers, company secretaries, NGOs, investors, brokers, chartered accountants, management analysts, management students, financial consultants, academics & students.

## MARKETING OPTIONS

### Sponsorship

The Congress offers a unique opportunity to project your organisation's commitment to Corporate Governance and Sustainability. The event will be attended by eminent corporate heads, environmentalists and opinion leaders from across the world. Here is your chance to advertise your commitment to good Corporate Governance and Corporate Sustainability for your company's brand image. The Sponsorship rates are as follows:

	Indian (in ₹)	International (in £)
Principal Sponsor	10,00,000	15,000
Platinum Sponsor	7,50,000	10,000
Gold Sponsor	5,00,000	7500
Silver Sponsor	3,00,000	5000
Associate Sponsor	2,00,000	3000

## QUALEX 2012

### Registration Fee :Rs 24,000

Qualex 2012 is a rare platform to display your quality products and services and promote your distinctiveness among the world's most discerning participants. Two day rental for a shell scheme includes a fully furnished stall (approximately 2m x 2m) with lighting, facia, two chairs and tables, and one complimentary non-residential delegate registration.

## Congress Souvenir

A Congress Souvenir will be released on the Inaugural Day of the 22nd World Congress on Total Quality. This will be distributed to all delegates, members and associates, industry leaders, concerned govt. departments, decision makers, eminent persons, NGO's, & institutions etc. worldwide.



Austrian Delegation at the World Congress



Rt. Hon Mark Hoban Financial Secretary to HM Treasury along with Rt Hon Baroness Hanham CBE Parliamentary Under Secretary of State at the Department for Communities and Local Government & Dr. Ola Ullsten former Prime Minister of Sweden presenting the Golden Peacock Award during the Global Convention in London.

The tariff for A-4 size paper colour Advertisement in the Congress Souvenir is as under:

Place	Rate Indian (₹)
Back Cover	50,000
Inside Front Cover	40,000
Inside Back Cover	35,000
Full Page Color	30,000



Golden Peacock Awards, instituted by Institute of Directors in 1992, are now regarded as a benchmark of corporate excellence worldwide. The Award has been instituted to celebrate and honour the best of best as recognition of their unique achievements to build the brand. The selection is an elaborate process by a team of professional & independent Assessors. The short listed finalist are then chosen by jury of eminent personalities headed by Justice P.N. Bhagwati, Chairman Golden Peacock Awards & former Chief Justice of India.



Hon'ble Shri P. Chidambaram, Union Home Minister, addressing the Golden Peacock Awards Nite on 24th June 2011 in New Delhi

The Golden Peacock Awards Secretariat invites applications for the following institutional awards, for the year 2011.

- Golden Peacock National Quality Award (GPNQA)
- Golden Peacock National Training Award (GPNTA)
- Golden Peacock Innovative Product / Service Award (GPIPSA)

The application forms and self-assessment criteria can be downloaded from website [www.goldenpeacockawards.com](http://www.goldenpeacockawards.com)

### LAST DATE FOR SUBMISSION : 20 December 2011

The above Awards will be presented during the above 22nd World Congress on Total Quality in Bangalore.



Golden Peacock Awards Nite

A view of the audience at the last Conference

## Registration package for 22nd World Congress - 2012

(Inclusive of tea/coffee, all refreshments, lunch and dinner Congress Proceedings & Souvenir)

### Non Residential Registration fee

	Indian (in ₹)	International (in £)
Categories	Single	Single
Corporate Delegates	12,500	160
Speakers/Paper presenters	7,500	120
Students*	5,000	100
Accompanying Spouse	3,000	38

\*For student registration, a certificate from the Head / Registrar / Director indicating studentship at the institution would be required.

Note: If sending more than one delegate, please fill in personal details separately. (This form may be photocopied/ reproduced)

#### Registration details :

- Registration fee is non-residential and non-refundable
- Changes in nominations are acceptable
- The fee in Indian rupees is applicable to Indian nationals. British Sterling Pounds to others.
- Confirmation of registration is possible only if the form is received with the fee and is subject to space availability.

Early Bird Discount      10% discount on registering before 31 December, 2011  
5% discount on registering by 07 January, 2012

## REGISTRATION FORM

To register, please complete this registration form in BLOCK LETTERS and return it to the Conference Secretariat at the address below by email/post/fax, together with payment of all fees. Registration will not be effective until the payment has been received. To register by email, please fill in Digital Registration Form and e-mail to [info@iodonline.com](mailto:info@iodonline.com). To book online, visit [www.iodonline.com](http://www.iodonline.com).

I am interested in participating in the "22nd World Congress of IOD " programme as a Delegate / Speaker / Sponsor / Partner / Advertiser

Name Dr/Mr/Ms \_\_\_\_\_ Designation \_\_\_\_\_  
Organization \_\_\_\_\_  
Address \_\_\_\_\_  
Postal Code \_\_\_\_\_ Country \_\_\_\_\_  
Telephone \_\_\_\_\_ Mobile \_\_\_\_\_ Fax \_\_\_\_\_  
E-mail \_\_\_\_\_

For overseas participants (other than UK and Europe, those who would need visa invitation letters)

Name (as mentioned in the passport) \_\_\_\_\_  
Father's/Husband's name \_\_\_\_\_  
Passport No. \_\_\_\_\_ Date and place of issue \_\_\_\_\_  
Date and place of birth \_\_\_\_\_ Valid up to \_\_\_\_\_  
Citizenship \_\_\_\_\_

Are you a member of IOD, India (Yes / No): .....

#### Payment details

The total amount for INR₹ / in \$ \_\_\_\_\_ may be paid by either of the following (please tick appropriate payment box):

(A) Cheque at Par or Demand Draft payable to a bank in New Delhi, India, payable to Institute of Directors, New Delhi

(B) Bank Transfer to Corporation Bank, M 3&4, Greater Kailash Part-II, New Delhi- 48, India, Tel No. 011- 29210667, Account Name : Institute of Directors, A/C Type: Current A/C, 9-Digit Code No of the Bank and Branch (MICR Code) : 110017005, Account Number: CA01002954, IFSC CODE: CORP0000286, PAN No. : AAABI0002J, SWIFT CODE: CORPINBB286

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Date:

(Signature)  
NAME

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