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**Building  
Tomorrow's  
Boards**

## 24<sup>th</sup> World Congress on Total Quality and Leadership &

### Presentation of Golden Peacock Awards

23 – 24 May, 2014, Hotel Taj Vivanta, Trivandrum, Kerala, India

*Theme: "Building Quality Organizations in 21<sup>st</sup> Century"*

#### PROGRAMME

### FRIDAY, 23<sup>RD</sup> MAY, 2014

#### Registration & Networking

0800 - 0845 hrs

#### Plenary Session I

#### Opening Session

0845 – 1000 hrs

#### Welcome Address

**C. M. Radhakrishnan Nair**, Chairman, IOD Kerala State Chapter and former Secretary, Govt of India & Director, CBI

#### Theme Address

**Lt Gen J S Ahluwalia**, PVSM ( Retd), President, Institute of Directors

#### Special Address

**Prof Colin Coulson-Thomas**, Professor of the Business School at University of Greenwich, UK

**P. H. Kurian**, IAS, Principal Secretary ( Industries & IT), Govt. of Kerala

#### Guest of Honour

**E K Bharat Bhushan**, IAS, Chief Secretary, Govt. of Kerala

#### Chief Guest

**Hon'ble Mr. K. M. Mani**, Minister for Finance, Govt. of Kerala

#### Plenary Session II

#### *Inaugural Session*

1015 – 1130 hrs

#### Welcome Address

**Lt Gen J S Ahluwalia**, PVSM ( Retd), President, Institute of Directors

#### Special Address

**S. Chakraborty**, Chief Executive, Innovative Financial Advisors

#### Chief Guest

**Her Excellency Mrs. Sheila Dikshit**, **Hon'ble Governor of Kerala**

#### Presentation of IOD's Distinguished Fellowship

**K. M. Chandrasekhar**, Vice Chairman, Kerala State Planning Board

**E. K. Bharat Bhushan**, IAS, Chief Secretary, Govt. of Kerala

**P. Joy Oommen** IAS, CMD, Kerala Finance Corporation

**Dr A. K. Balyan**, MD & CEO, Petronet LNG Ltd.

#### *Presentation of Golden Peacock Awards for Innovative – Product / Service Award – 2014*

#### Vote of Thanks

**Ashok Kapur**, IAS (retd), Director General, Institute of Directors, India

#### Tea & Coffee Break

1130 – 1200 hrs

**Plenary Session – III Building a Quality Paradigm for Business 1200 – 1300 hrs**

- Panel Discussion
- *Business Transformation through Quality Approaches*
  - *Organizational Design for Quality & Business Transformation*
  - *Organizational Structure and Design for Quality*
  - *Creating a culture of high performance*

**Chair & Moderator** Dr A. K. Balyan, MD & CEO, Petronet LNG Ltd.

**Panelists** **Bharat Suresh Joshi**, British Deputy High Commissioner Chennai  
**Ambarish Datta**, Managing Director & CEO, BSE Institute Ltd.  
**Pankajam Sridevi**, Managing Director, ANZ Operations & Technology Pvt. Ltd.  
**Tapan Singhel**, MD & CEO, Bajaj Allianz General Insurance Co. Ltd.

*Interaction with audience*

**Lunch Break 1300 – 1345 hrs**

**Plenary Session - IV The Role of Leadership in Driving Excellence & Sustainability 1345 – 1515 hrs**

- Panel Discussion
- *Strategy for leading growth in a multi-faceted global economy*
  - *Leadership for creating a World Class Organization*
  - *Engaging stakeholders strategically, to advance organisational objectives and sustainability*
  - *Empowering the board: leadership and social responsibility as culture*
  - *Role of Corporate Boards in Leading Quality and Sustainability*

**Chair & Moderator** S. Chakraborty, Chief Executive, Innovative Financial Advisors

**Panelists** **Manish Pant**, Managing Director, Luminous Power Technologies Pvt. Ltd.  
**Kaustubh Bodhankar**, Dy Chief Executive Officer, Global Indian International School Pte Ltd., Singapore  
**Sanat Hazra**, Director - Technical, The Times of India  
**Sandeep Mookerjee**, Director - Strategy and Business Dev, Deutsche Bank India

*Interaction with audience*

**Plenary Session – V Board's Role in Managing Quality 1515 – 1630 hrs**

- Panel Discussion
- *Transformative Leadership for Change Management and Inclusive and holistic Transformation*
  - *Quality Assurance and Role of Top Management*
  - *Total Quality – The People Issues*
  - *Enhancing Human Capital – Role of Training*

**Chair & Moderator** **Prof Colin Coulson-Thomas**, Professor of the Business School at University of Greenwich, UK

**Panelists** **C. Padmakumar**, Chairman & Managing Director, Terumo Penpol Ltd.  
**S. S. Mishra**, Chairman, Paradip Port Trust

*Interaction with audience*

**Tea & Coffee Break 1630 – 1700 hrs**

**Plenary Session - VI**      **Quality Strategies for Global Competitiveness**      **1700 – 1800 hrs**

- Panel Discussion
- *Challenges of Sustainable Excellence in the 21st Century*
  - *Moving from Total Quality to Business Excellence*
  - *Business Excellence Model*
  - *Strategy for TQM Implementation to manage risk and market volatility*
  - *Quality system harmonization and international standards*

**Chair & Moderator**      **L. Radhakrishnan IAS**, Adviser to Chief Minister, Government of Kerala

**Panelists**

**Dr. M. I. Sahadulla**, Founder Chairman & MD, KIMS Healthcare Management  
**Dinesh Deo**, CEO, BNY Mellon International Operations (India) Pvt. Ltd.  
**Shree Prakash**, Plant Head - Nagpur Plant, The Times of India  
**Shammi M Pant**, Sr. Director - Business Process Excellence & Transformation, WNS Global Services

*Interaction with audience*

**Plenary Session – VII**      **GOLDEN PEACOCK AWARDS NITE**      **1830 hrs**

**Welcome Address**      **Lt Gen J S Ahluwalia**, PVSM (retd.), President, Institute of Directors, India

**Special Address**      **S. Chakraborty**, Chief Executive, Innovative Financial Advisors

**Chief Guest Address**      **Hon'ble Mr Oommen Chandy**, Chief Minister of Kerala

**Presentation of Lifetime Achievement Award & acceptance address**      **P. N. C. Menon**, Chairman Emeritus, Sobha Developers Ltd.

***Presentation of Golden Peacock Awards for  
Quality and Training – 2014 &  
Special Commendation Certificates***

**Dinner**      **2100 hrs**

## Plenary Session – VIII

Case study presentations

## Case Studies of Corporate Quality Initiatives

0830 –1030 hrs

### Presenters

1. Mahindra & Mahindra Ltd, Automotive Sector, Nashik
2. Tech Mahindra Ltd – Business Services Group, Noida
3. ACC Ltd., Thondebhavi Cement Works
4. L & T – Sargent & Lundy Ltd, Vadodara
5. Reliance Infrastructure Ltd, Mumbai
6. Ordnance Factory Board, Jabalpur
7. ITC Infotech India Ltd
8. Indian Oil Corporation Ltd, Quality Control Dept., Mumbai
9. Steel Authority of India Ltd, Bhilai Steel Plant
10. Paradip Port Trust

## Tea & Coffee Break

1030 – 1045 hrs

## Plenary Session - IX

## Quality Conformance for Effectiveness

1045 –1200 hrs

### Panel Discussion

- *Making Quality Happen*
- *Increased accountability and responsibility of Independent Directors*
- *Creating high performance boards*
- *Roadmap for Business Excellence*
- *Balanced Scorecard for Managing key performance indicators*

### Chair & Moderator

**R. K. Dubey**, Chairman & Managing Director, Canara Bank Ltd.

### Panelists

**K. Padmakumar**, Managing Director, Malabar Cements Ltd.

**Febi Varghese**, Managing Director, Kerala State Industrial Enterprises Ltd.

**Sanjeev Garg**, Global Head – Customer Care, CVBU, Tata Motors Ltd.

## Plenary Session - X

Case study presentations

## Learning lessons from the BEST in CLASS – Training Excellence

1200 – 1400 hrs

### Presenters

1. Union Bank of India, Mumbai
2. Bank of Baroda, Mumbai
3. Infosys BPO Ltd, Bangalore
4. Gamesa Wind Turbines Pvt. Ltd, Chennai
5. Mahindra & Mahindra Financial Services Ltd, Mumbai
6. Nestle India Ltd., Gurgaon
7. GAIL (India) Ltd.
8. Army Institute of Management, Kolkata
9. Manipal Health Enterprises Pvt. Ltd.
10. SBI Life Insurance Company Ltd., Mumbai
11. Dell Inc., Global Commercial Sales Training
12. ONGC Academy, Dehradun
13. Oil India Ltd, Duliajan
14. Reliance Industries Ltd., Corporate Learning & Development
15. Tata Consultancy Services Ltd., BPS Unit, Mumbai
16. Tata Steel Ltd, Jamshedpur
17. Indus Tower Ltd., Gurgaon

## Lunch

1400 hrs