

FICCI Quality Forum

Lending a helping hand to quality seekers

FICCI Quality Forum focuses on systems, methodologies, tools and techniques to create a paradigm shift and find innovative solutions to perplexing issues facing organizations in developing countries.

If you are interested in carbon advisory services or looking for options to build a green organization, keen on quality training courses leading to certification and registration, eager to win consumer trust or interested in implementing benchmark internal management systems, FICCI Quality Forum (FQF) is where you should be heading. Whether you run a retail chain or manufacturing operations; are engaged in farming or food processing; head a government organization or handle customer service, your quest for quality solutions ends at FQF. With its motto of 'Be the Best', FQF is sure to help you become the best in whatever you do.

FQF is a specialized division of FICCI set up to sharpen the competitive edge of Indian industry through training, consultancy and research focused on enhancing the quality quotient of clients and partner organizations. At FQF we understand that Quality has always been a differentiating factor across varied domains and sectors. At the same time, we also appreciate that Quality concepts have long since moved from shop floor applications to board room decisions.

Quality is no longer only about delivering to specifications and removing defects, it is also about developing winning strategies to meet new competitive challenges and implementing best practice solutions to enhance cross-functional performance.

In a country with a population as huge as ours, it is but natural that national priorities are focused on providing adequate food and basic services to all. Whether it is food grains or education and health services, we need to first ensure that there is enough for everyone in terms of quantity. But at the same time, we cannot claim our rightful place in the global fraternity without keeping pace with qualitative improvements as well. Today we are much more



Interactive session with Rob Steele, Secretary General, International Organization for Standardization.



Release of FICCI Alliance for Consumer Care report on C2B.



Inaugural session of Sevottam Workshop.

conscious about the cost of poor quality, whether it is about food safety and health concerns, or about the air we breathe and the products we use in our daily life. At FQF we believe that quality should not be just for export, our own countrymen also must have access to quality products and services at competitive prices.

FQF is currently working with a range of government and private sector clients on various quality initiatives ranging from setting and implementing service standards to enhancing operational efficiency and delivering order of magnitude improvements in the bottom line.

The Forum has partnered with several international agencies, including Royal Norwegian Embassy, Norwegian Bank for Development, and United Nations Industrial Development Organization to develop and deliver projects in the quality domain. One of the noteworthy projects under way is about quality of horticultural produce. FQF is working with more than 3,000 farmers across the country to train and facilitate them in adopting good agriculture practices and meet global standards. Some 700 farmers have already received GLOBALGAP certifications with FQF support over the last seven years.

In the domain of environment services, FQF has been engaged in generating awareness about Clean Development Mechanism (CDM) and providing consultancy for CDM projects. It has successfully registered two bio-mass power generation projects with UNFCCC and is helping develop more projects for registration, including a foray into the gold standard, a best practice methodology and a high-quality carbon credit label.

In the business to consumer domain, FQF has collaborated with Council of Better Business Bureaus of USA (CBBB) under which participating e-commerce businesses are awarded an internationally recognized seal signifying an assurance by CBBB and FICCI that the business fulfils all conditions for enjoying the highest level of consumer trust. FQF has also partnered with the Department of Consumer Affairs, Government of India, to develop models for enhancing consumer-care

practices for domestic consumers. This initiative strengthens consumer-care management through improved handling of consumer-related issues, including prompt action for redress and preventive actions to avoid consumer dissatisfaction.

In the traditional arena of Quality Management Systems, FQF provides training and consultancy on ISO 9001, ISO 14001, ISO 22000, and HACCP standards. FQF has institutional collaboration since 1995 with Nigel Bauer & Associates (NBA), a leading quality training organization of U.K. for conducting IRCA (U.K.) certificated ISO 9000 & ISO 14000, ISO 22000 and OHSAS 18001 Lead Auditor Courses in India and abroad. In addition FQF also provides globally benchmarked Green Belt and Black Belt Six Sigma certification courses. FQF also has specialised training modules available on innovation management, organisational and business excellence frameworks and Lean Six Sigma. These modules are also tailored for self-learning through CDs.

In the governance and service delivery arena, FQF is engaged in capacity building of various central and state government ministries/ departments to implement Sevottam – a framework developed by Department of Administrative Reforms and Public Grievances, Government of India, for improvement of service delivery by government agencies. Based on this framework, a requirement standard on public service delivery (IS 15700:2005) was developed by Bureau of Indian Standards. FQF team members have been actively involved in the development of Sevottam and IS 15700. In 2010, FQF was the

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knowledge partner to Government of India for capacity building workshops targeted at senior officers of 62 central government ministries and departments for design of Sevottam compliant Citizen's Charters and Grievance Redress Mechanisms. Feedback from the workshops has been excellent and in 2011, FQF is undertaking a more advanced exercise for all 89 central ministries/ departments as well as selected state government departments.

Given the national mood against corruption and poor delivery of government services in the country, the implementation of Sevottam is a crying need of the hour. Its implementation is bound to be fraught with challenges and will require innovative solutions. FQF is committed to support all stakeholders in ensuring that Sevottam does not become another exercise on paper, but actually delivers high quality results that benefit the ultimate customer of the government – the common citizen. ☺

Inaugural session of the Project Management Conference.

