

# FICCI Quality Forum launches QUPRAC platform to enhance manufacturing competitiveness

FICCI Quality Forum (FQF) has partnered with the Planning Commission to enhance competitiveness of Indian manufacturing by improving the quality practices of organisations and institutions forming the ecosystem within which manufacturing units operate. It involves developing a process for taking the India Backbone Implementation Network (IBIN) concept further on its path from drawing board to implementation.

For the purpose, a platform has been created through the FICCI conference on Quality Practices (QUPRAC), which combines elements of a business seminar with those of a scientific symposium. The emphasis of QUPRAC is on ideas/practices that enhance collaboration and coordination amongst stakeholders, and focus on implementation in the government, infrastructure, and social sectors that in turn, enable other sectors such as manufacturing to become more competitive. Ideas and practices that have actually worked in the field have been sought out for presenting at the first edition of QUPRAC to be held on February 3-4, 2014.

*Of special interest are ideas that have already been converted into 'teachable' processes for speedy scaling up of proven practices to enhance coordination, collaboration*

FQF had launched a campaign in September 2013 to seek out ideas and practices from the field. Over 50 contributions from the government, social and infrastructure sectors have been received through the campaign. The contributions cover diverse topics ranging from trainings in soft skills and building

implementation capabilities to more strategic interventions of developing business models for inclusive growth and a career in developing collaborations across diverse stakeholders; from labour participatory practices at a construction site to liberation of manual scavengers in Badaun district of UP; from using social network analysis for family health solutions in Bihar to streamlining operational processes for time bound delivery of government services in Goa.

QUPRAC 2014 has evinced keen interest from multilaterals and the conference will lead to the creation of open source materials for scaling up replication of best practices. Best contribution awards in various categories aligned with the conference themes will be presented for outstanding contributions at QUPRAC 2014. ■

*For more information on QUPRAC 2014, please visit upcoming events section at [www.ficci.com](http://www.ficci.com) or contact FICCI Quality Forum at [ceo.fqf@ficci.com](mailto:ceo.fqf@ficci.com)*

## Goa Govt. pats FICCI Quality Forum



*Dayanand Mandrekar, Minister Art & Culture Government of Goa handing over appreciation certificate to FICCI team. Looking on behind the dais (R to L): Parimal Rai, Officiating Chief Secretary; Jaidev Sarangi, Secretary (PG); C K Maheshwari, DDGW BIS and Prasad Lolayekar, Director DAC.*

The Directorate of Art & Culture (DA&C), Government of Goa, had sought consultancy support from FICCI Quality Forum (FQF) to prepare for the IS 15700:2005 Service Quality Management Systems certification. IS 15700:2005 has been formulated by the Bureau of Indian Standards (BIS) based on Sevottam, the Service Delivery Assessment-Improvement framework for public service delivery developed by the Department of Administrative Reforms and Public Grievances, Government of India.

With consultancy support from FICCI Quality Forum, DA&C has set up a system for time-bound delivery of services provided to various groups of stakeholders, including state artists and applicants for scholarships and grants. The Bureau of Indian Standard has certified DA&C after a rigorous audit as being IS 15700 compliant. The certificate was formally handed over by C K Maheshwari, DDG-BIS to Dayanand Mandrekar, Minister for Art and Culture. In view of FQF's contribution, the minister presented a certificate of appreciation to Dr. Sanjeevan Bajaj, CEO of FICCI Quality Forum, at a function organised on December 7, 2013 in Panaji, Goa. ■