ANQ Regional Conference
South Asia

12th International Convention on Quality Improvement

Managing Quality, Productivity & Performance
In the Current Global Recession

On May 2 to 3, 2011 At Lahore

Address by: Janak Mehta
Board Director International Academy for Quality (IAQ)

Past Chairperson – Asian Network for Quality
Former President – Indian Society for Quality
Collaboration
Cooperation
Contribution

Common Concerns
23% i.e. >1.5 Billion People

Population - SA
Population Map

23% of Earth’s population in SA ~1500 million
GDP (PPP) Per Capita

Source: CIA World Factbook March 2007

World: GDP per capita (PPP) 2007

http://en.wikipedia.org/wiki/List_of_countries_by_value

Productivity - Low
World map indicating Human Development Index (2008 Update)

- 0.950 and Over
- 0.900–0.949
- 0.850–0.899
- 0.800–0.849
- 0.750–0.799
- 0.700–0.749
- 0.650–0.699
- 0.600–0.649
- 0.550–0.599
- 0.500–0.549
- 0.450–0.499
- 0.400–0.449
- 0.350–0.399
- under 0.350
- not available
Human Poverty Index

Territory size shows the proportion of the world population living in poverty living there (calculated by multiplying population by one of two poverty indices).

>50% of Earth’s poor live in SA

Source: UNDP Report on HDI
Adult literacy rates

600 Million i.e. 70% of the world’s illiterate people are in SA
Poverty is not just a financial state. Being poor affects life in many ways. The human poverty index uses indicators that capture non-financial elements of poverty, such as:

- life expectancy,
- children that are underweight
- adult literacy
- water quality

These indicators fall under different categories: Health related, Education related, and Material related.
An obvious correlation

Literacy rate \[\uparrow\]

Social wellbeing

Economic wellbeing

Societal wellbeing

Population

Poverty index \[\downarrow\]
Focus on using quality management concepts and techniques towards:

- Building people capability through affordable universal education
- Providing affordable healthcare to all citizens
- Providing clean, adequate and affordable food & water
- Building and operating quality infrastructure with minimal consumption of difficult to renew resources with least harm to the eco system

Example - India
None of the factors like class size or school facilities seemed to be strongly and clearly correlated to the student performances in the tests.

the teaching-learning processes and the quality of leadership play an important part in determining the effectiveness of student learning.
Systemic & Holistic model for improving literacy rate

Some of the key issues involved are:
• Changes in environment in terms of technology, sociology & ecology,
• New systems were supplanted over the traditional culture
• Even the developed societies are finding it difficult to overcome the deficiencies in the current system

Such a model needs diverse resources representing all interested parties who are capable of making breakthrough improvement by developing new scenarios

Breakthrough ideas often come from people who are on the fringes of the current system. Hence the need for involvement of systems thinkers from outside the current system
Purpose of Education

- Physical Growth
- Emotional Growth
- Intellectual Growth

- Absolute Bliss

Informal Learning

Formal Learning up to Higher Secondary – 12 years

Unfold Latent Potential

Harnessing Total Human Energy

Release of energy from within is proportionate to the number of people deriving benefit from our effort.
Systemic Change

These breakthroughs do not happen by accident but are the result of coordinated effort amongst various stakeholders and through systematic approach in collaboration with those who have done similar effort over a long period of time.

Current problems are the result of the current way of managing quality in school education.
Recent Initiatives - India

- Quality School Governance Accreditation Standard by QCI - NABET
  - 20 Schools accredited; Others working on it
  - Central Government making it a requirement for registration with CBSE
  - State Governments taking initiative to ensure schools registered with State Boards to comply with QSGA

- GOI tripling the investment on education

- Formation of Education Division of QCI to explore breakthrough improvement in quality of school education

Similar initiatives have been taken for Health
Development of Systemic Approach

Requires:

- Exploration of new thoughts, ideas & scenarios for breakthrough improvement
- Systems thinking
- Policy deployment
- PDCA for continuous improvement
- Standardization (QSG)
- People engagement
- Use of 7 Management tools
- Use of 7 QC Tools

It takes years to build such competencies
- May be develop E-7 Tools for education

Industry adopted such an approach since end eighties with good success rate.
Needs Collaborative Approach

Entrepreneurs

Management

Educators/Administrators

Quality

Technology

Instantaneous translation of languages
Telecom
IT
Mass communication
Need for Change is Obvious

The Climate Change Makes the Need Even Stronger

Who Should Make the Effort? Others or Us?

Collectively we could leverage each others knowledge and experience
Are we Willing
To take such a Challenge?
Choice is ours!