ASSISTING HOTELS IN THEIR PREPAREDNESS TO MITIGATE RISKS AND CONTINUE OPERATIONS SAFELY

An initiative of Ministry of Tourism in association with QCI
National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation programme for healthcare organizations. NABH has been established with the objective of enhancing health system & promoting continuous quality improvement and patient safety. The board while being supported by all stakeholders, including industry, consumers, government, has full functional autonomy in its operation.

NABH provides accreditation to hospitals in a non-discriminatory manner regardless of their ownership, size and degree of independence.

International Society for Quality in Healthcare (ISQua) has accredited NABH. The approval of ISQua authenticates that NABH standards are in consonance with the global benchmarks set by ISQua.

**Vision**
To be apex national healthcare accreditation and quality improvement body, functioning at par with global benchmarks

**Mission**
To operate accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare based upon national/ international standards, through process of self and external evaluation

**NABH Activities**
NABH offers accreditation to Hospitals, Blood Banks, Eye Care, SHCOs/ Nursing Homes, OST Centers, CHCs/PHCs, AYUSH Hospitals, Wellness Centers, Medical Imaging Services, Dental Centers, Alternative Clinics, Ethics Committees and Panchkarma Clinics

NABH Certification Programs
NABH offers certification to Medical Laboratories, Nursing Excellence, Emergency Departments, Medical Value

NABH International
NABH has started its operations overseas under NABH International (NABH I). It offers all accreditation programs as being offered in India. The program is unique as in addition to the accreditation standards it requires compliance with local regulatory requirements

Training & Education
NABH conducts Education/Interactive Workshops, Awareness Programmes and Programmes on Implementation (POI)

For further details please contact:
National Accreditation Board of Hospital and Healthcare Providers
Quality Council of India
5th Floor, ITPI Building, 4A, Ring Road, IP Estate, New Delhi-110002, India
Ph.: 011-42600600; Fax: 23323415; Email: helpdesk@nabh.co; Website: www.nabh.co

EDITOR’S NOTE

Dear All,

Rabindranath Tagore had once said, “You can’t cross the sea merely by standing and staring at the water” Staying resilient and agile in difficult situations is the only way we can respond efficaciously and adapt to changing times decisively. The COVID-19 pandemic threw our normal life out of gear, causing disruption to the economy, health and life never experienced before. In a situation like this, the opportunity to respond quickly to the myriads of challenges required unprecedented planning and execution.

The entire QCI fraternity, including its Boards and Divisions, rose to this challenge and have been steadfast in their deep commitment to all stakeholders. Our teams have worked alongside the government in the fight against the pandemic. As we move forward, we are committed to actively supporting the government in all its initiatives as well as identifying new growth areas.

In the last quarter, we have worked with different ministries to support the provision of essential services and its supply chain across the country. The Policy Unit, which came into existence in late 2018, has ramped up its functioning during COVID. The Unit quickly geared itself to augment government’s capacity in policy making especially in the areas of trade, commerce and institutional reforms. Over the last few months, the Unit has helped answer key questions concerning India’s market monitoring strategies, enhancing quality of exports, substituting imports, technical regulation response, trade policy, and competitiveness, while keeping ‘Quality as a subject of public policy’ as its core focus.

We have built a stable video-based assessment platform which will eventually become the norm in these changing times. Our assessments are now being conducted online with data security features, allowing reduction in movement of assessors in most cases. We have stepped up measures to continue responding to hospitals and laboratories across the country to fulfill their requirement of quality certification and accreditation. In alignment with Hon'ble CM’s vision for QCI, we are focused on expanding scope, impact and eventually grow as an organisation. To assist all organizations as well as the hospitality industry in their preparedness to continue operations safely and mitigate risks arising out of the COVID pandemic we started WASH and SAATHI schemes. The Ministry of Tourism partnered with the QCI to promote ‘SAATHI’ (System for Assessment, Awareness & Training for Hospitality Industry).

I wish to thank all my Boards/Divisions, our officers and employees for their continuous support in these tough times and most importantly to all those who demanded action from us and we could respond to fulfill their aspirations.

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It’s not just about Masks, Sanitizers and Safe-distancing
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A holistic approach for the Hospitality Industry to fight COVID-19

The SAATHI standard provides a tool to the hotel management to ensure that they identify risks arising out of COVID-19 and institute suitable measures to mitigate them in order to ensure continuity in operations and safeguard the health and safety of the staff and guests. Emphasis is laid on identification of relevant COVID related regulations, especially those by States/Local authorities while ensuring that a rapid response team or a senior person (in case of a small hotel) is made responsible to oversee COVID related concerns in the hotel. It also urges to ensure allocation/provision of budgetary & human resources for business continuity.

Similarly, there are nine more elements focusing not only on practices related to hygiene and safety in all hotel areas (both public as well as back-of-the-house) by identifying high-touchpoints, but also on how to communicate the same to concerned stakeholders like staff, guests, vendors/contractors etc. Training of hotel staff on the same is also aptly emphasized. The Standard also advises the hotel to ensure suitable preventive measures (before opening and during operations), manage transport related concerns (guest, staff, vendor etc.) and having a process to handle vendors/contractors etc., while receiving incoming material/supplies.

The Standard also highlights the importance of ventilation to ensure that the Hotel areas are well ventilated to maintain clean air (as advised by CPWD) & waste management related to COVID advising measures to ensure that PPE waste management in the Hotel/Unit (as advised by CPCB).

The final element, that of Control of Discriminatory practices, advises the hotel to identify discriminatory practices (related to COVID), if any, and ensure provisions to prevent them.

These 10 elements of SAATHI are intricately intertwined and work in harmony. If implemented holistically, these will assist the hotel in minimizing risks arising out of COVID-19. This initiative is in 3 phases i.e., Self-Certification which provides a detailed understanding of the Guidelines/Key-elements to be followed and demonstrate a commitment towards safe practices to minimize COVID-19 risks, Webinars wherein the Self-Certified Hotels/units attend webinars to gain a deeper insight on the implementation of SAATHI standard and clarify doubts through live interactions and the Site-assessment to help the hotels get an objective assessment of the implementation of SAATHI standard and identify gaps, if any. The Site-assessment is optional and involves assessment of on-ground implementation of the SOPs/ Guidelines and identification of gaps by a third-party leading to an assessment report with opportunities for improvement.

The SAATHI initiative was launched on September 13, 2020 and the response of the industry has been encouraging.

SAATHI STATISTICS AS ON NOVEMBER 09, 2020

SELF-CERTIFICATIONS:
- Participating States: 35
- Number of Units Self-Certified: 4685 (more than 136410 available rooms)

WEBINARS:
- Conducted: 20
- Registered Participants: 1185

Adoption of SAATHI in a hospitality unit will not only instil confidence amongst all stakeholders (including staff & Guests) but also enhance its image as a responsible Organization that has exhibited intent and commitment towards safety and hygiene of guests, staff and other stakeholders.
TCB signs MoU with IFCAI: Making the Youth of Today Industry Ready

Keeping up the journey of entering into MoUs with academic Institutions/Universities in continuation, eQuest has signed another MoU with The ICFAI University, Dehradun, with the University recognizing the former for capacity building interventions in the form of learning activities to enhance employability while using the Training and Capacity Building’s (TCB) online platform eQuest for its students.

The IFCAI, as an Institute that provides career oriented courses in the fields of Management, Commerce, Law, Science and Technology will collaborate with TCB in promoting courses of varied interests like from the domain of Quality viz. Total Quality Management (TQM), Total Productive Maintenance, from the domain of Technology i.e. Blockchain and from the domain of management i.e. Project Management amongst Students, Trainees and Partners.

This collaboration will help the students in enhancing their skill sets and be industry ready. The MoU was formally announced on the occasion of inaugural session of the research centre on “Centre for Artificial Intelligences and Machine Learning” of IFCAI University where a no. of dignitaries was present from all across India.

TCB’s Virtual Trainings and Conferences: A Discourse towards Progress in Stagnation

1. Director, TCB Cell, Mr. Alok Jain participated as one of the speakers in a conference on ‘Quality & Beyond 2020’ organized by Rajkot Management Association and American Society for Quality and shared his inferences on ‘Quality Infrastructure- Its role in responding to COVID-19 & post COVID era’

2. In this Quarter, TCB organized several virtual trainings on various international standards related to Accreditation viz. ISO/IEC 17020, ISO/IEC 17025, ISO 15189, ISO/IEC 17065, ISO/IEC 17021 and Uncertainty of Measurement. The sessions were made interactive by the use of PowerPoint presentations given by renowned faculties to discuss critical and salient features. In addition to this, TCB conducted a series of 2-week Distance Learning Program (self-study program) on ‘Practical Course and Guideline of Uncertainty of Measurement’. About a 1000+ professionals from India and Abroad (Qatar, Kingdom of Saudi Arabia, Abu Dhabi, Bhutan, Dubai etc.) coming from various backgrounds/organizations such as Inspection Bodies, Laboratories, Certification Bodies, Regulators, Government Bodies, Industry etc. have been benefitted from these courses.
3. The Ministry of Defence (MoD), bought 60 logins for the course “Process Capability Measurement” (PCM) for capacity building interventions in the form of bulk learning activities to reskill the skills of 60 officials using the Training and Capacity Building’s (TCB) online platform eQuest. The response received towards this training has been staggering.

4. In coordination with other Boards, TCB has organized a number of webinars covering a variety of topics and for a domain of stakeholders on its e-learning platform eQuest. The webinars have received overwhelming participations.

5. On 24th August 2020, TCB organized a virtual training on ‘Demand Driven MRP & Inventory Management for improving Bottom Line’ with the students of GLA University, Mathura under the MoU signed between QCI and GLA, Mathura. The response that we received has been stupendous.

Programs Developed by TCB and Boards: Steps to Ensure Efficacy through Efficiency

1. eQuest, an e-learning portal of TCB/QCI, along with ZED Division developed and designed a new program on “Workplace Assessment for Safety and Hygiene” (WASH) Standard to assist organizations (Manufacturing, Service, Trade, etc.) and individuals in learning the key elements that they are required to understand and implement at their workplace in accordance with the WASH standard to mitigate the risk of COVID-19 and ensure safe operations and workplace for safeguarding the health and safety of employees, customers and public, ensuring business continuity in operations to serve customers and protect businesses. The program is now available on eQuest platform https://equest.co.in/.

2. eQuest launched a program on ‘Hand Hygiene’. The program is a component of a course called ‘Surgical Site Infection’ designed and developed by NABH and eQuest. The primary reason behind launching this free course during the time of COVID-19 pandemic was to generate an awareness amongst the citizens of our nation on the importance of hand hygiene practices as an effective strategy in preventing health associated infections.

Fullfills the Quest for Learning

Quality Council of India has launched an e-learning certification platform in line with the Government of India’s Digital India campaign to bridge the existing skill gap. eQuest is equipped with a unique model of blended learning with courses designed and prepared by industry recognised experts.
It was in the year 1999 at a TechLearn Conference at Disney World that a man named Eliot Masie gave to the world the term “e-Learning”. It was the first time that the word had been used in a professional context, yet the practice, or its variations, had existed since the advent of the 1820s. An online Learning Management System (LMS) Blackboard from Blackboard Inc was awarded the Non-Visual Accessibility Gold Certification from the National Federation of the Blind in the United States in 2010, and while it is an applaudable contribution towards the betterment of the disabled, it is worth noting that Blackboard Inc was formed in 1997 and it was only in 2010 that they chose to make their material accessible to disabled people, after almost thirteen years of its inception. It is also quite troubling to note that as of 2015, it is the only e-Learning portal that offers such facilities.

With the advent of the 21st Century, businesses began using e-Learning to train their employees, and in the latter half of the century, the practice permeated into the world of textbooks and blackboards, offering a new way to learn. In India, with the start of the 2010s and with the Internet becoming accessible in both rural and urban spaces, there has been a digital revolution with over 300 million Internet users added to the already existing user ship of 320 million. Technavio’s market research analysts predict that the Indian online market will grow at a CAGR of about 20% by 2020 and worth 18 billion USD. KPMG reports that the education industries will witness a growth of about 6.6 times, with the number of online users enrolling in online education touching an estimate of 9.6 million users by 2021, with estimate revenue being worth 1.96 billion USD. These statistics, coupled with the advantages of e-Learning such as easy access to a plethora of varied subjects and learning material through any device at any given point of time, low cost rates, user friendly interface and the advantage of learning at one’s own time and pace proves to us that the future of e-Learning is bright. With its interactive visuals and easy to follow virtual lessons, e-Learning has garnered the appreciation of many around the world with Ginger, Green, McNeil, Phillips, Preston and Woo (2007) observing that students find that online technologies such as web-based lecture technology help them to achieve better results. So where, amidst all of these advancements, do the users lie, especially the ones differently able from the rest?

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In India, as per the 2011 Consensus, there are currently 2.68 crore people with some form of disability, and 1.4 crore people of this population have the ability to read or write to various degrees. Due to the lockdown-induced by the COVID-19 pandemic, education has had to go online, yet unfortunately, learning material is still inaccessible to the differently able. Govt initiatives like ePathshala, launched in 2015 by the Ministry of Human Resource Development, offers to host a variety of educational resources such as audio-visual lectures, periodicals and teacher training modules, yet fails to cater to the needs of the disabled. The Javed Abidi Foundation, a foundation known for pioneering a cross-country disability movement, stated through their “Nothing Without Us” campaign that E-Learning portals such as BYJUs and Unacademy, known for teaching through audio-visual resources, still fail to provide services such as subtitles and sign language captions. The ISLRTC (Indian Sign Language Research and Training Centre) provides with interpreting services for the disabled, yet these services haven’t been properly utilized when it comes to e-Learning portals.

This effectively leaves out a large section of people, which is growing rapidly due to age and environmental factors. It is also worth noting that ‘disabled’ is the only minority group that people may join over the course of their lives, and therefore, it is imperative to treat all people as temporarily able-bodied and promote the invention of an inclusive design that facilitates access for disabled people.

But such ambitions are often met with numerous hurdles. It is important to understand the nuances that accompany disability and those affected by it. Many people with disability refrain from disclosing their impediment, and students also do not request accommodation to help with the access to course material that is presented in an inaccessible format. The attitude of the instructor/faculty also influences the implementation of the practice of making virtual content accessible. Non-disabled students are viewed in the context of what they can do with technology, while their disabled counterparts are viewed in the context of what they cannot do with technology. Those who can have access to online technology then face difficulties when it comes to accessing websites and LMS, audio and video content, PowerPoint presentations and course material in inaccessible PDF formats. These portals are not designed with the idea of universal accessibility. Students who do request for accommodation with their learning material note that it required a process of design and redesign, which came with its additional costs. It would be in the best interest of the Learning portals to introduced universally acceptable designs at the outset to avoid costs caused by a need to engage in a digital retrofit. The learning and teaching material should also be made user friendly for any instructor/faculty with any form of disability.

It is imperative to ensure that the learning material provided by such portals are accessible and designed to accommodate to the differently able masses. These alterations are not very onerous to make, what with the increasing advancement that the world of Modern technology introduces. Electronic texts should be translated into Braille and audio texts should be transcribed. The timings for virtual sessions should be made flexible and not fixed, and if that isn’t feasible, the sessions should be recorded for future access. Texts that are made available in audio form should allow for alterations in the settings to suit the needs of the disabled and subtitles should be used to read the content of a video presentation when the sound isn’t appropriate.

PT Jaegar aptly notes the need for universally accessible learning material in his book Disability and the Internet (2012) when he says “For persons with disabilities, unless technological design and implementation meaningfully focus on inclusion, the Internet may become a new means of increased marginalization in society.” The quote itself poses a question that may require an answer soon: For a country that hopes to digitize each and every single sphere of our lives, does what the term ‘accessible’ mean? And when will everyone be able to enjoy the privilege that the word offers?
Agriculture is the backbone of South Asian rural economy in respect of employment and contributon to national GDP. While agriculture is the basic strength of many of the countries, its vast potential has not been fully exploited. This market potential of agriculture, both in the region and globally, can only be realized by reforming agriculture and making its produce internationally competitive in terms of quality and food safety.

With the opening up of the world market, there is a flow of trade in agricultural products in wide range of agriculture produce such as fruits and vegetables, livestock, dairy, tea and coffee etc. It is, therefore, necessary to define certain minimum standards with a well-defined certification and accreditation mechanism for the ultimate implementation of GAP to facilitate national and international trade in farm produce.

Agriculture plays a crucial role in Indian economy as over 70% of the rural households depend on agriculture and it provides employment to over 60% of the population. There are certain challenges faced by this sector, and hence, it is important to address them. Introducing Good Agricultural Practices (GAP) in India will promote sustainable agriculture and contribute to meeting national and international environment and social development objectives. It is expected to help increase compliance to national and international regulations, standards and guidelines regarding use of permitted pesticides, maximum levels of contaminants (including pesticides, veterinary drugs and mycotoxins) as well as other chemical, microbiological and physical contamination hazards.

There are certain niche crops such as large cardamom, citrus, pineapple that are unique to the region with high export potential. However, the farmers are not aware of Good Agricultural Practices that restricts their markets. It is also seen that the producers, farmers and workers in the states are not updated about the Good Agricultural Practices. IndGAP Certification Scheme was launched by the Quality Council of India with the objective of production of safe and hygiene produce in farms in India and providing Indian farmers an option to get certified to a local standard at lower cost. QCI developed Good Agricultural Practices for India as the Governments and the agro-processing industry acknowledge agriculture to be a growth driver.

IndGAP Scheme has unique feature in that it provides two options to the farmers depending upon their current practices and resources either to adopt BasicGAP or IndGAP and this provides a mechanism which gives direction to farms irrespective of size and resources to introduce quality in their production system to ensure food safety and hygiene thereby increasing acceptability of their produce by consumers and food processing industry. Therefore, IndGAP plays a crucial role in agri-business.

Overview of the Training Program on IndGAP

The Government of India has announced several reforms pertaining to agriculture and our Hon’ble Prime Minister has envisioned a “Farm in India” economy alongside a “Make in India” economy. In his Independence Day speech of 2020, he mentioned that our strength is self-reliance in agriculture but value addition is also necessary in the farm sector. To take advantage of these new developments and to provide benefit to millions of farmers, agripreneurs and farmer producer organisations’ appropriate skills are needed to perform well in a competitive world.

Many processors, exporters, retailers and food service buyers are increasingly demanding GAP certified produce. The certification enables farm produce to be internationally competitive, incorporating the concept of globally accepted GAP. It ensures safety and quality of produce in the food chain by defining measurable improvements in terms of increased productivity, quality and safety of the produce and income levels.

QCI developed the IndGAP Certification Scheme to promote good agricultural practices in India. The scheme is aligned to ISO 17065, the international standard for product/process certification, complete with certification and accreditation framework. The objective was to address the food safety needs of the domestic and the international market. The scheme greatly benefits small and marginal farmers, who can reap the benefits from group certification at competitive costs for better income.

We need to enhance regional co-operation and trade, strengthen co-ordination mechanism and encourage presence in international fora. The world is moving away from product certification to process certification and, if our farmers have to remain in business, all of them [with Government encouragement] have to keep pace with the changes happening globally, considering the fact that India herself is a global market.

Echoing the clarion call of Hon’ble PM to go ‘vocal for local’ with a global outreach and in order to develop the skills to promote these practices, the Project Analysis and Documentation Division (PAD Division) of QCI organised a training program on IndGAP on 7-8 September 2020. The two-day program, focusing on perspectives derived from the experiences of experts, saw active participation from 50+ participants who were willing to learn about good agricultural practices. Participants ranging from University Professors, Certification Bodies, Agripreneurs to organisations working at the farm level, FPO, research institutions, exporters and export promotion organisations participated in the program.

The training program aimed to:

• Disseminate objectives and background of Good Agricultural Practices
• Equip participants about the IndGAP scheme of QCI
• Unpack how to introduce IndGAP in farm and scale sustainably
• Explain components of IndGAP through technical sessions on IndGAP

The training program was inaugurated by Dr. Sridhar Dharmapuri, Senior Food Safety and Nutrition Officer, FAO Regional Office for Asia and the Pacific, Bangalore. He emphasized on the importance of Good Agricultural Practices for enhancing agri-business opportunities. He highlighted the fact that most countries are demanding GAP certified produce and, therefore, the exporting countries are implementing their national GAP programmes. He gave the example of ASEAN-GAP he added that development of the IndGAP scheme by QCI was a welcome step in the right direction. He suggested that efforts should be made to benchmark IndGAP with GLOBALGAP as much as possible in order to make Indian produce competitive in the international market and increase farmers’ income.

In his keynote address, Mr Sanjay Dave, former Adviser in FSSAI, Ministry of Health and Family Welfare, Govt. of India; and former Chairperson of Codex Alimentarius Commission, provided the broad contours of the IndGAP scheme and mentioned that it not only addresses nine out of the 17 Sustainable Development Goals of the United Nations, it also covers spires which are not covered in GLOBALGAP.

The training program was facilitated by Dr. Manish Pande, Director, PADD, QCI, and Mr Aayushi Dhawan, Junior Associate, PADD, QCI.
Training Process

The first day of the Training Program started with the Inaugural Session where the keynote and inaugural address were given by Mr. Dave and Dr. Sridhar Dhamarpi, respectively. QCI welcomed both of them, the resource persons, members from Spices Board and APEDA and all the participants. It was mentioned that our country, Farm in India, needs to strengthen the Atmanirbhar Bharat concept and that IndGAP is a strong tool to make it happen by promoting cluster development in states, pushing states to implement IndGAP in clusters and encouraging retailers to sell IndGAP certified products. The states, districts and products identified in the AEP could be taken up for IndGAP implementation even for the domestic market.

It was informed that QCI has already mapped 15 such products as per the AEP. Further, using these 15 product clusters, QCI wishes to benchmark IndGAP with GLOBALGAP, with the proposed financial assistance from APEDA and Spices Board. This will help certified produce gain better price and gain access to more markets.

The Technical Session started with Mr. Dave highlighting the details of the IndGAP scheme and related aspects to the participants following which Mr. Dave talked about the regulatory standards of food business and explained the structure of the Food Safety and Standards Act and the various requiring compliance.

Mr. Atish Kumar Sen carried the Technical Session for the rest of the day and his sessions were primarily focussed on Introduction to IndGAP Voluntary Certification Scheme; Certification Criteria of IndGAP and BasicGAP; IndGAP Standard: Requirements and Evaluation Criteria (six sessions); Certification Process: IndGAP; BasicGAP Group Certification; Workshop on checklist for Self-Assessment.

Mr. Dave presented a case study on use of GAP and traceability in horticulture crops for export of table grapes and how it benefitted the farmers and exporters.

Lastly, the rules for use of certification mark (IndGAP) and Provisional Approval Criteria / Certification Body requirements were explained to the participants.

Several facilitation techniques were used by the resource persons and it included discussion, brainstorming study, interactive chats and practical implementations of some of the topics.

The aim was to make sure that all the participants understood the concepts and to ensure that they actively participate and learn the intricacies of the scheme.

At the end of both the days, there was Q&A session.

The participants actively took part in the training on both the days. The resource persons reiterates the importance of training in the daily operations of the participants. They emphasized the role of IndGAP and how the certification results in global market acceptance, benefit-sharing, development of upfront minimum requirements for credible certification systems, and mechanisms, promotion of sustainable agriculture and agro-products. They also mentioned that such initiatives also result in improved market access opportunities and reliable quality inputs which increases farm value and increases farmers’ skills in farming operations.

Several positive feedbacks were received from the participants and they expressed their interest in the IndGAP certification and in future training program on IndGAP by QCI.

PAD Division, QCI looks forward to hosting more such online training programs on IndGAP and interested participants can e-mail at gap@qcin.org to know more about the IndGAP scheme.
Since, August’2017 when Quality Council of India (QCI) had commenced its operations, we have sailed through some major milestones in terms of third-party assessment of coal. QCI plays a vital role in grade assessment for mine grades. In addition to this, below are the updates for the second quarter of the current FY:

1. QCI have crossed the 180 MMT of coal sampling till Sep’2020
2. Extension in scope of work of linkage auction FSA for power sector which consumes more than 70% of CIL’s total production
3. In September’20, QCI signed 5 MMT in FSA linkage with Semco Energy India Limited and GMR Energy Limited which are power consumers
4. QCI has deployed nearly 170+ on-ground representatives with 25 people deployed at the central team to overlook entire operations

Currently, we are operational at 100% locations with more than 170 active coal consumers and sampling round the clock with limited resources in the market. Coal team has given utmost priority to the safety and preventive measures to be adopted in the project and a benign environment.

PLANT END PROJECTS

LANCO Anpara Power Limited - Sampling, testing and analysis of coal at thermal power plant

The process of sampling provides a transparent mechanism to analyse the quality of coal. QCI with its ability, willingness, expertise and infrastructure to undertake the job of coal quality testing is performing the sampling activity at LAPL plant since January’20. In this journey QCI has achieved several milestones such as:

1. A total volume of 28,10,000 MT of coal is sampled till date and around 225 samples have been collected since the commencement of work
2. Out of 225 samples not even a single sample is challenged for referee examination
3. QCI has deployed 5 on-ground representatives to maintain the transparency in entire operations

OCPL

Quality analysis of coal at mine end of Odisha Coal and Power Limited (OCPL)

QCI plays a huge role in coal assessment for mine grades in Odisha Coal and Power Limited. QCI is performing the sampling activity since March’20 and following are the milestones achieved while performing the same:

1. A total volume of 6,96,000 MT of coal is sampled till September’2020
2. QCI has deployed 4 on-ground representatives with 3 people deployed at the central team to overlook entire operations
3. In September’2020, OCPL has extended our scope of work in order to perform the coal sampling in their stockyard

JSW

Quality and Quantity analysis of lignite fuel at JSW Energy Barmer

JSWBL has nominated QCI for Quality and Quantity analysis of coal at their plant end for 3 years in August, 2020. During the project, QCI is responsible for Quality analysis of lignite coal i.e. collection, preparation and analysis (Proximate, GCV, Sieve and Sulphur) and Quantity verification. In addition to this, below are the latest updates of the project:

1. QCI has commenced its operations at JSW plant from 1st October 2020
2. A total volume of 7,70,000 MT of coal is sampled till date
3. Around 65 samples have been collected since the commencement of work
FOOD AND DRUG ADMINISTRATION
GOA
- Third-Party Testing of Fisheries to check the presence of Formaldehyde

QCI is checking trucks entering Goa’s state borders and in wholesale fish market. For this purpose, three teams were set up along with CIFT testing Laboratory at Goa. North Border with Maharashtra (Patradevi), Goa South Border with Karnataka (Pollem) and in Margao wholesale fish market for incoming trucks carrying fish from Maharashtra, Kerala, Tamil Nadu, Odisha, Andhra Pradesh, and Karnataka. Since the commencement of work, QCI has attained several milestones such as:

- Around 38,900 trucks have been screened from which 22,000 samples are drawn till date for testing and analysis (for the presence of formaldehyde).

To ensure transparency in the process, QCI has designed a mobile application/dashboard to capture real-time data for sample collection and testing.

Validation of Key Performance Indicators for District Hospital Ranking – NITI Aayog

The primary aim of the project was the onsite review and validation of Key Performance Indicators (KPIs) input data provided by the District Hospitals on HMIS.

The KPIs were designed by NITI Aayog for assessing performance of District Hospitals. These KPIs were based on various data items of HMIS which is an online portal where district hospitals submit data on health indicators. NITI Aayog, as mandated by the Government, has created a framework for assessing the performance of district hospitals based on 16 KPIs.

QCI-NABH was on boarded by NITI Aayog for conducting an independent onsite review and validation of data items of the KPIs which are submitted by the district hospitals on HMIS. We designed an assessment framework in consultation with NITI Aayog, MoHFW and other stakeholders to validate the KPIs through onsite assessments at 731 district hospitals of the country. This was an enormous exercise as every district across the country had to be covered for assessing the hospitals.

600+ assessors were engaged for assessments which included NABH assessors as well as medical professionals from institutes like AIIMS, Rishikesh, KGGMU Lucknow, NEGIHMS Siliguri among others. The assessors were trained in training programs conducted by QCI-NABH across 17 cities in the country.

The team worked tirelessly on multiple components of the project like training and mapping the assessors, operationalizing the assessments, conducting quality checks of the data received, report writing, presentations with the States and NITI Aayog among others. This provided valuable learning opportunity to the team where they got to understand end-to-end project implementation.

QCI positively completed the assessments in a span of 4 months. The efforts of the team were greatly commended by Mr. Alok Kumar, Advisor, Health, NITI Aayog.

The exercise undertaken by QCI was significant because this was the first time any national survey was done at the District Hospital level at such a large scale.

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA (ALIMCO)

ALIMCO is one of its kind of Government Organisations that produces 355 varied types of quality aids and appliances across its manufacturing facilities for Orthopedically, Visually, Hearing & Intellectually handicapped persons.

It is an organisation under the Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment and is determined to innovate and enhance the design or performance of their manufactured product.

ALIMCO has been registering a high production growth rate over years. Thus signifying an increase in the consumption of the products and so intended to conduct a third-party assessment of the products that have a high consumption. ALIMCO approached QCI in March 2018 to conduct periodic Third-Party Assessment at ALIMCO manufacturing facility at Kapur for a set of identified products.

The compliance was verified with respect to technical specifications as well as ALIMCO records/documentation relating to input materials, in-process checks and final quality assessment. The overall objective of the assessment was to identify the gaps for improvements in quality and functional performance of ALIMCO products based on quarterly assessment. After the gradual improvement of the product quality and procedures, QCI was again engaged for the year 2019-20 by ALIMCO for quarterly assessment wherein the number of products to be assessed increased from 13 to 16.

Over the last two years, it has been observed that ALIMCO is making step-by-step progress to improve its quality processes and implement good practices. They have adopted several suggestions of QCI such as upgradation to covered storage space to safeguard the manufactured products, ensuring their measuring instruments are calibrated from a NABL accredited labs with valid certificates and upskilling of their employees via training and required certification. It is clearly an indication of development and a welcome step in the right direction.

In continuation with the existing assessment at Kapur facility, ALIMCO extended the scope of Quality Assessment carried out by QCI for the products/aids being manufactured at its various Auxiliary Production Centres located at Jabalpur (MP), Ujjain (MP), Bengaluru (Karnataka), Bhubaneswar (Odisha) and Mohali (Punjab).

The assessment has been conducted on the similar lines that of Kapur production facility and recently we even did a reassessment at their Mohali facility and noticed that ALIMCO is getting stronger every day. They are leaving no stone unturned in order to ensure that they are serving the counymen with the best products which are "Made in India."
QCI team stationed at DARPG is currently working on streamlining the Hon’ble Prime Minister’s Public Grievance portal CPGRAMS. The exercise aims at auto forwarding of the lodged grievance to the last mile officer possible throughout the country. Team is involved in direct handholding of top 20 Ministries/Departments and has completed the exercise in 9 Ministries.

As a part of our National duty, the team also assisted DARPG with speedy redressal of COVID-19 grievances with an average disposal of 1.45 days.

1. Any citizen can lodge a grievance on CPGRAMS vis-a-vis any service not provided. QCI has been working with DARPG from the last 4 years and has assisted DARPG with major reforms exercise for top 40 Ministries.

To make CPGRAMS more user friendly and reduce transition time of a grievance, a study has been undertaken to revamp the CPGRAMS portal by providing citizens with drop downs of grievance categories and sub categories. Once filed, the grievance will directly go to the last mile officer who is responsible to resolve it, thereby skipping multiple levels of transition; however, the Ministry and concerned offices will be flagged about the grievance. This reform has already been introduced in 9 Central Ministries in a phased manner. Mapping 1.5 lakh post offices for Department of Posts and inclusion of all Missions abroad for Ministry of External Affairs have been the most notable highlights of this reform.

The team is currently working with the next set of Ministries for speeding up the CPGRAMS reforms aimed to be launched by December 2020.

2. During the lockdown, QCI team proactively extended their assistance to DARPG for the management of COVID related grievances. After the initial analysis and formulation of COVID-19 grievance Categories and Sub-Categories for the citizen, the team made more than 3000 phone calls to seek feedback from the citizens which eventually led to DARPG setting up a Call Centre to expand the monitoring of these grievances and taking real-time feedback from the citizens.

The team directly reported to the Chairman, Empowered Group 10 set up by Hon’ble Prime Minister in response to COVID-19. Following were the major tasks assigned to QCI:

- Furnishing of Data reports based on Grievance analysis of Ministries, States and Districts
- Assessing the major types of grievance issues in reference to the phases of lockdown and subsequently the Unlock period
- Ranking of districts based on grievance redressal feedback to foster competition. A report of the same was sent to PMO and published in The Economic Times
- Preparation of infographics to provide a bird’s eye view of COVID-19 grievances to Hon’ble Minister of State, PMO

QCI conducted a study on Travel and Tourism Competitiveness Index (TTCI) report of World Economic Forum (WEF) for Ministry of Tourism in the year 2017 and successfully submitted more than 200 action plans for various central ministries in order to improve India’s ranking in the index.

In extension to the above study, Ministry of Tourism has appointed QCI to set up a PMU to develop an overall framework to improve India’s ranking in TTCI and implement the same.

As per the scope of work, the PMU would perform secondary research and analysis to identify the responsible ministries and coordinate with them in order to monitor and implement the action plans developed by QCI in its study. The PMU would also actively engage with WEF for any necessary activities related to TTCI.

It will also examine and evaluate existing government schemes to check and track the progress of QCI suggested action plans which could potentially improve India’s ranking in TTCI.

The exercise undertaken by Ministry of Tourism in collaboration with QCI is significant as the interventions made would positively impact the overall tourism sector of the country and improve its ranking at the global level.
NABL has obtained ILAC MRA for Reference Material Producers (RMP) accreditation program (ISO 17034) also, in addition to existing MRA in Testing (ISO/IEC 17025), Medical (ISO 15189), Calibration (ISO/IEC 17025) laboratories and Proficiency testing providers (PTP) accreditation program (ISO/IEC 17043).

Interactions with Laboratories

Proficiency Testing Providers (PTP) interaction with NABL on 1st July 2020

Interaction was held with NABL Accredited FT Providers on 1st July 2020 through Video Conferencing.

Testing Laboratories Interaction meeting (27th July 2020)

Testing Laboratories meeting was conducted on 27th July 2020 through Video Conferencing.
Current Events

Calibration Laboratories meeting (27th July 2020)

Calibration Laboratories meeting was conducted on 27th July 2020 through Video Conferencing.

Medical Laboratories meeting (27th July 2020)

Medical Laboratories meeting was conducted on 27th July 2020 through video conferencing.

NABL Medical testing labs stakeholders meet on 29th July 2020

NABL conducted an open-forum stakeholders’ meet with Medical Testing Laboratories, assessors, consumers, association members on 29-7-2020 which garnered a huge appreciation from various stakeholders.

The objective of the meeting was to ensure good practices of using NABL accreditation

NABL, in collaboration with Healthy You Foundation, organized

A webinar on 30th July 2020

NABL Accreditation: Assuring Quality to the Customers

An Awareness program on NABL Accreditation: Assuring Quality to the consumers was conducted by NABL in collaboration with Healthy You Foundation, New Delhi on 30th July 2020.

The awareness program was conducted through an online platform and witnessed participation from more than 100 members of Healthy You Foundation and other consumer awareness organizations throughout the country ranging from doctors, public servants to consumer awareness activists.

Prof. Bejon Kumar Misra, Founder Trustee, Healthy You Foundation explained about the importance of NABL Accreditation and the usefulness of bringing about awareness of accreditation to ensure the quality to the consumer.

Mr. N Venkateswaran, CEO, NABL urged all the participants to share the awareness obtained on NABL accreditation and activities of NABL through the program, for the benefit the end consumers in different fields.

Senior officials from NABL explained the benefits of accreditation to end customers, accreditation of medical testing laboratories for testing of RT PCR RNA (COVID-19) viruses and accreditation of testing and calibration of medical equipment like ventilators. Testing of PPE, Sanitizers, Masks and Gloves.

It was elaborated on how ensuring the trust and accuracy on test results through accreditation will help the nation in the fight against COVID-19 Pandemic.

The process of accreditation and how NABL operates impartially were explained in detail and received appreciation from all participants. The participants also suggested that the awareness about NABL and accreditation should reach the rural populace.

Identification of authentic NABL test reports / certificates was explained and the problem being faced by consumers falling prey to false reports were discussed. Healthy You Foundation and the various consumer forums reiterated their support to educate the common consumer on identifying such issues and being safe.

Mr. Sanjeev Dogra, AGM/P&G, Ordnance factory shared his experience of getting NABL accreditation to his laboratory and how prompt and supportive NABL was during the COVID-19 pandemic providing multitude of benefits to laboratories.

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Various queries were addressed in respect to NABL accreditation and the participants requested for conducting such additional awareness programs to benefit the common man of the nation.
Medical laboratories accredited for testing of RT PCR RNA viruses cross the 500 mark.

**NABL 4TH PTP/RMP CONCLAVE**

The 4th Proficiency Testing Provider / Reference Material Producer (PTP / RMP) Conclave was conducted on 30th and 31st August 2020 through video conferencing mode. Around 150 participants attended the conclave including international attendees.

Mr. N Venkateswaran, CEO, NABL welcomed all the participants and explained that due to the current situation, the program was planned in virtual mode.

The program was inaugurated by Dr. D. K. Aswal, Director, NPL and Chairman, NABL. Dr. Aswal emphasized on the importance of accurate measurements and the role of Reference Material Producers (RMP) & Proficiency Testing Providers (PTP) in delivering confidence in the measurements made and traceability of measurements.

Dr. Aswal elaborated on the importance of Bharatiya Nirdeshak Dravya (BND) and the service to the nation by NABL accredited Reference Material Producers (RMP) producing them.

Dr. S P Vasireddi, Chairman, Vimala Labs Ltd. underscored the important role being played by PTPs and RMPs in accreditation of laboratories. He also discussed about the challenges being faced by laboratories and was hopeful that more number of PTPs and RMPs would be forthcoming to cater in the desired areas.

The program consisted of technical sessions and panel discussions. PTPs and RMPs were given the opportunity to showcase their programs conducted and materials produced. This provided a platform for sharing information and ideas amongst the accredited, applicant and aspirant PTPs and RMPs.

**BRIEF OF THE PRESENTATIONS MADE BY PTP AND RMP DURING THE CONCLAVE:**

**Asthagiri Herbal, Chennai**
Presented in detail the production process of Reference Material (RM) – Production of Epoxyazaldimone (EADD), clearly explained the way how they do the homogeneity and real time stability studies. Emphasis on characterization techniques used to attain the assigned values and how metrological traceability is achieved.

**Rallis India Ltd, Bharuch**
Presented the production plan for RM on Pesticides - Started the presentation with capability of Rallis and challenges faced during the implementation of ISO 17034: 2016 and journey of accreditation. Clearly explained the selection of materials, Production, Homogeneity, ANOVA, uncertainty estimation. Emphasis was given on characterization techniques used for different RM/CRM.

**Trilogy Analytical, Hyderabad**
Delivered a presentation on Challenges of Developing Mycotoxin PT, RM, CRM Material for Asian Food Matrixes. Their Presentation explained the information in relation to procurement, production, analysis and financial viability. The need for the CRM in global as well as in Asia region was explained.

**BPCl RMP, Mumbai**
Shared their experience both as PTP as well as RMP. As RMP they shared information in regard to the production plan of CRM – Lubricant and further stressed upon the importance of packaging using aluminum containers and their labelling and transportation. In case of BPCl, Proficiency testing, the presentation was on their PT Scheme in Aviation Turbine Fuel.

**SCS Enviro Services, Jaipur**
Presented their PT scheme on Manganese Ore – How the sample gets collected and further processing it as a PT item. Explanation in regard to the homogeneity study and stability study conducted and reporting of results in PT report were presented.

**Neu-QAP, Bangalore**
Shared the details of their PT scheme in Histopathology (Tissue Slides), interesting aspects in relation to packing of PT item and the functionality of their web portal for participants used in PT programs were explained, further the problems being faced and how they could be overcome were explained.

**Horizon Services, Pune**
Presented their PT scheme for Air Sampling case study - PM 10. Explained the methodology used for assigning value, homogeneity and performance evaluation of the participants in the PT program. Further, the method in which their case study is forwarded to the participants and results to be provided within specific time limit were showcased.

**Deep Metallurgical, Thane**
Demonstrated the PT scheme on Tensile Test for two different test methods. The way in which the PT Scheme was conducted was explained in detail. Emphasis was given on the information about the sample preparation; their methodology of sending 5 samples. Also, one additional sample was sent for test trial on the additional sample for one test method and another sample for the second test method. Further, explanation in regard to Homogeneity in the PT item, ANOVA techniques & Measurement Uncertainty and performance evaluation were explained.

**Green Economy, Mohali**
Presented their PT scheme in Water. Different test parameters in water for which the PT scheme is available were explained. Information on how the homogeneity of the PT item was maintained group wise. The methodology used to assign value to the PT item and performance evaluation mechanism were explained. Additional focus on the problems in transport of PT were shared.

**Fine Finish, Mumbai**
Explained their PT scheme on Paint in respect of the parameters related to trueness of Assigned value & Standard Measurement Uncertainty of assigned value. Explained how they are performing the stability and homogeneity of paint sample. The PT scheme is receiving good participation from domestic as well as international laboratories.

**ITC, Guntur**
Shared the details about their PT scheme in Spices (Chilli). Explained regarding Three Stanchions of a Successful PT Study, viz, 1. Raw material selection. 2. PT item production. 3. Result analysis in respect of the parameters related to trueness of Assigned value & Standard Measurement Uncertainty of assigned value. Explained how they are performing the stability and homogeneity of paint sample. The PT scheme is receiving good participation from domestic as well as international laboratories.

**Metal Power, Mumbai**
Shared their experience as PTP as well as RMP. As RMP their presentation was on the production plan of CRM – Pure Copper in aspects of the manufacturing and characterization techniques used to attain assigned value. As a PTP they presented on their PT Scheme – Stainless Steel. On how they are manufacturing their Stainless Steel and homogenizing them to make their PT item. Further, details on upcoming programs were elaborated.

**First Prize**
Neu-QAP (PTP), Bangaluru

**Second Prize**
Asthagiri Herbal Research Foundation (RMP), Chennai

**Third Prize**
BPCL Proficiency Testing (PTP), Mumbai

All the accredited PTPs agreed to the proposal of CEO, NABL to share the results of participating laboratories which would be used in passing on the benefits to successful PT participants in evaluating their performance in subsequent assessments. Panel discussions were held wherein points of improvement and support required for accredited PTPs and RMPs were discussed. Important points such as support in registration on GeM portal; working towards easy acceptance of Proficiency Testing Programs and Reference Materials globally, were discussed.
National Accreditation Board for Hospitals and Healthcare Providers

Board Updates
JULY TO SEPTEMBER 2020

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Program</th>
<th>Accreditation/Certification Granted</th>
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<tbody>
<tr>
<td>1.</td>
<td>Accreditation Program</td>
<td>68</td>
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<tr>
<td>2.</td>
<td>Certification Program</td>
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<td>3.</td>
<td>Empanelment Program</td>
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<td><strong>Total</strong></td>
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<td><strong>371</strong></td>
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Accreditation, Certification & Empanelment Status from July 2020 to September 2020

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<th>Accreditation Program</th>
<th>Certification Program</th>
<th>Empanelment Program</th>
<th>Total</th>
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<tbody>
<tr>
<td>68</td>
<td>273</td>
<td>30</td>
<td>371</td>
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VIRTUAL ASSESSMENT CONDUCTED

NABH team has initiated remote and hybrid assessments of HCOs using virtual platforms. To start with, virtual assessments of HCOs were conducted on pilot basis and the outcome was found to be favourable. It is expected that this will reduce the pendency in accreditation or certification cycle tremendously.

Total nos. of assessment 307 conducted for Accreditation, Certification and Empanelment during July 2020 to September 2020

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<tr>
<th>S.No.</th>
<th>Program</th>
<th>Assessment Conducted</th>
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<td>1.</td>
<td>Assessment for Accreditation Program</td>
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<tr>
<td>2.</td>
<td>Desktop Surveillance Assessments for Accreditation Programs</td>
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<tr>
<td>3.</td>
<td>Assessment for Certification Program</td>
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<td>4.</td>
<td>Assessment for Empanelment Program</td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>468</strong></td>
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QUALITY INDIA
QUALITY CONNECT - LEARNING WITH NABH

NABH announced the enriched continuation of “NABH Quality Connect-Learning with NABH” initiative under which free monthly training classes, webinars and seminars will be conducted. The training topics will cover all aspects of patient safety, including: Key Performance Indicators, Hospital Infection Control, Management of Medication, Document Control etc.

A) NABH TRAINING PROGRAMS ON IMPLEMENTATION (POI) & EDUCATIONAL WORKSHOPS ONVIRTUAL PLATFORM

Programs on implementation are conducted on NABH Accreditation Standards of Hospitals, AYUSH, Blood Bank and Nursing Excellence, Pre Entry Level Hospital & SHCO Certification Standards, Clinical Audit Workshop and Continual Quality: Tools and Techniques Workshop.

The objective of POI is to provide guidance to healthcare provider on implementation of NABH standards. These programs are instrumental in developing internal Capability within the hospitals to work towards implementation of quality and patient safety standards, achieving accreditation and maintaining the same.

During the period from July 2020 to September 2020, 21 educational workshops were conducted on virtual mode wherein more than 1000 healthcare professionals participated.

B) ASSESSOR TRAINING COURSE FOR AYUSH PROGRAM

NABH conducted Assessor Training Course for AYUSH program from 7th to 11th September 2020 on Virtual Platform

C) FREE WEBINARS

NABH Conducted free webinars on following topics and recordings of the same have been placed in Resource section on the website of NABH at the link: https://www.nabh.co/Resources.aspx


2. Documentation Requirement for Patient Safety and Quality Improvement on 26th July, 2020

3. NABH Accreditation Standards for Medical Imaging Services – 2nd Edition on 27th September, 2020

4. Free Access to NABH Accreditation & Certification Standards announced

NABH was established in year 2005 and has completed 15 years of its existence. As a mark of completion of 15 years and celebration of 74th Independence Day on 15th of August, 2020, NABH announced free access to all NABH standards, across all programs. The standards are available free of charge as downloadable documents in PDF format on the NABH website www.nabh.co. (The Printed copies of Standards and Guidebooks will continue to remain available for purchase at a nominal price).
All the NABH standards have been developed in consultation with various stakeholders in the healthcare industry and if implemented, it will help the healthcare organizations in stepwise progression to mature quality systems covering the entire spectrum of patient safety and healthcare delivery.

The NABH organization & the hospital accreditation standards are internationally recognized and benchmarked. NABH is an Institutional as well as a Board member of the International Society for Quality in Healthcare (ISQua) and Asian Society for Quality in Healthcare (ASQua) and a member of the Accreditation Council of International Society for Quality in Healthcare (ISQua).

Over the years, successive NABH standards have brought about not only paradigm shifts in the hospitals’ approach towards delivering the healthcare services to the patients but have equally sensitised the healthcare workers and patients towards their rights and responsibilities.

5. NABH Newsletter
NABH released the second newsletter NABH QUALITY CONNECT to provide comprehensive information related to NABH activities and updates about healthcare quality. NABH QUALITY CONNECT will be projected the brand name for our revamped training initiative.

6. NABH International
CEO NABH, Sr Director and Director, attended ASQua 5th Executive Board Meeting 2020 and Annual General Meeting on 23rd July, 2020.

Joint Director, NABH participated as a Speaker at ASQua Webinar on 26th August 2020 on “Covexit – Accreditation Landscape Post COVID-19”.

7. Team NABH
Board Updates

JULY TO SEPTEMBER 2020

FORMAL EDUCATION EXCELLENCE DIVISION (FEED)

FEED-NABET conducted various digital awareness workshops for administrators, schools and teachers. The workshops were designed keeping in mind the need of the school stakeholders as well as the domain of FEED. Some of the screen-shorts are given below:

Awareness about various components of accreditation standard for quality school governance by NABET

FEED-NABET conducted workshops on components of Accreditation Standard for Quality School Governance by NABET. Various accredited and non-accredited schools participated in the workshops. 6 workshops have been conducted so far.

The program was designed for: School Stakeholders

Speakers:
- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr. Sheela Ragavan

Digital workshops on Preparing Schools for Pandemic (PSP)

FEED-NABET conducted 1-day Digital awareness workshops and launched a 2-day training workshop on PSP to address reopening protocol after COVID-19 lockdown and further provide safety guidelines. 3 workshops were conducted in July and August month.

The program was designed for: School Stakeholders

Speakers:
- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr. Sheela Ragavan
- Mr. Saurabh Arora (Assistant Director)
- Ms Aqsa Zaidi (Junior Associate)
To spread awareness about the Standard, 2 workshops have been conducted till date.

Digital workshops on Enhancing Blended & Online Teaching Capability through Hands-on Training

6 workshops have been conducted till date.

The program was designed for: School Stakeholders

Speakers:
- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr. Sheela Ragavan
- Dr. Gaurang Tiwari
- Ms. Adiba Faiz

Digital workshop on Preparing School for Competency-based Education

1 workshop has been conducted till date.

The program was designed for: School Stakeholders

Speakers:
- Ms. Madhu Ahluwalia (Sr. Advisor NABET)
- Dr. Sheela Ragavan
- Dr. Gaurang Tiwari
- Ms. Adiba Faiz

ENVIRONMENT DIVISION

Introductory meeting for AC/ TC members for APA and MPPA scheme

Introductory meeting of Scheme for Accreditation of Prospection/ Exploration Agency (APA) and Mining Plan Preparing Agency (MPPA) with the nominated members of the Accreditation (AC) and Technical Committee (TC)

Date: 17th July 2020
Duration: 11:00 am - 12:00 pm
Faculty: Mr. A. K. Jha Senior, Director, NABET

Assessors Training Program and introductory meeting with the nominated members of AC/ TC Committee for Ground Water Consultant Organization Scheme

This program was designed for GW assessors, involving salient features of the GW Scheme, its assessment procedure and brief of online GW portal.

Date: 26th July 2020
Duration: 11:30 am - 04:30 pm
Faculty: Sh. K.D Choudhury, Former MECON Ltd., EIA AC Member

Launch of the Accreditation Scheme for Prospecting and Mining Plan Preparation Agencies and its Web-Portal by Mr A K Jain, IAS, Secretary, Mr V K Tiwari Addl. Secretary, Mr M Nagraju, JS and other senior officials from Ministry of Coal, Government of India

The scheme was launched on 11-Aug-2020 through video conferencing to start the accreditation of the Consultants. Through its recent notification, Ministry of Coal mandates QCI-NABET for accreditation of Prospecting and Mining Plan consultants vide notification G.S.R 331 (E) dated 29.05.2020.

The Secretary and Addl. Secretary MoC praised QCI for making this scheme and web portal in a very short period of time and emphasized that accreditation will play a vital role in bringing quality report and help improve quality.

The Secretary General, QCI, Dr. R. P. Singh, speaking on the occasion, informed that the scheme will create quality consultants in the country and the movement of quality will ensure good work done in the field with the stringent mechanism of accreditation in place.

With the introduction of commercial mining in coal sector, Government of India allows Private Sector Participation for development of explored/partially explored coal blocks through revenue sharing mechanism.

On allocation of potentially commercial (G2 & G3) coal blocks for mining there is requirement of competent Mining consultants for partially explored coal blocks.
NABET will now start accepting the application under the Accreditation Scheme from consultants on its dedicated APA/MPPA Web Portal. The accreditation Scheme has been developed by NABET with inputs from various stakeholders including experts in the field, regulatory agencies and consultants. Through this accreditation scheme NCL, NABET will create a pool of credible and capable consultant organisations in the country for the Prospecting and Mining Plan Preparation that will help in augmenting the commercial mining of the allocated coal blocks to private investors.

MSME DIVISION – LEAN VERTICAL

The program was designed for Quality managers, TQM & Supply Chain Professionals, MSME Executives, Consultants, Supervisors, Process owners, Engineering & Management Students.

Program Objective
This training program was a blend of theory and practical exercises. Post Program, delegates developed an understanding of:
- Visual Management and its applications in Business Process
- How to implement the visual management in a structured way
- How to capture the opportunity and implement the Poke-yoke
- How to take the countermeasures to Human Errors

Course Content
- What is Visual Management?
- Why is important?
- How it is related with Lean/TPM/TQM and six-sigma
- Stages in Visual Management
- How to implement Visual Management
- What is Poke-yoke
- 7.3 Stages of Poke-yoke
- Concepts in Mistake Proofing
- Mistake Proofing tools
- Mistake Proofing Matrix
- Human Error Prevention - Introduction
- HEP Principles
- Examples & Cases studies – Visual Management, Poke-yoke & Human error Prevention

The program was well appreciated nationally as well as internationally. 86 Participants registered & attended the program.

Lean Vertical organised a 1-day certificate program on “Enhancing profitability in MSMEs through Data Analytics”

The program focused on the below points:
- How Data Analytics can help MSMEs – Real Time Analytics Workflow
- How MSMEs can adopt data analytics
- Understanding business at one glance
- Inventory management
- Targeting the right customers at right time with right content
- Cross-selling products
- Sentiment analysis

Best practices for implementing and scaling Data Analytics – Five medium-to long-term strategic actions
- The value in data is its potential to generate in sights that lead to better business. Stepping back from the process steps described above, a couple of macro-level principle scan help companies turn vast amounts of data into insights-based use cases that boost performance.
- First identify business use cases you believe in and then think about the models and data you need to operationalize
- Focus and prioritize the top-3 use cases that are the easiest or fastest to implement or the ones that generate significant business impact.
- Hire a few data scientists and link them to business teams to quickly prove the concept.
- Build a central analytics unit

Focus on hiring and training talent to serve as the interface between Data Analytics and business
- Business users need to trust analytics results, and they need to be able to act on them.
- You might need to initially “bypass” corporate IT to start quickly and prove the concept early, but you will need to ultimately involve IT timely and heavily in order to scale.
- A “risk to fails small, to win big,” a test-and-learn approach, and an “experimental mindset” should be woven into the organizational fabric. Cross-functional teams are essential to keep pace with rapid test-and-learn cycles.

Best practices for implementing and scaling Data Analytics – Five guiding principles
- Acting on analytics outputs requires business to understand the implications of those outputs.
National Accreditation Board for Certification Bodies

JULY TO SEPTEMBER 2020


This confers International equivalence to NABCB accredited certification bodies for OHSMS scheme and MDQMS scheme and certificates issued by such certification bodies to industry would be recognized worldwide. The direct beneficiary of this equivalence is the Indian Industry which is exporting products to various countries globally.

World Accreditation Day Celebrations 2020

The World Accreditation Day (WAD) is celebrated on 9th June every year to highlight as well as promote the role of accreditation in trade & economy. The theme for WAD 2020 as decided by the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC) this year is "Accreditation: Improving Food Safety.”

NABCB and NABL, the two accreditation boards of the Quality Council of India (QCI), organised a Webinar to commemorate the event, in which all relevant stakeholders participated.

The Chairperson FSSAI, Ms. Rita Teaotia, was the Chief Guest and delivered the Inaugural Address in the WAD Webinar. She highlighted that “FSSAI has recognized the role of credible, competent accreditation for inputs in decision making. This is because NABCB and NABL have worked closely to support Government and Regulators to ensure that the data provided by accredited conformity assessment bodies is robust, reliable, trustworthy in decision making, compliance testing and standards setting. Accreditation also facilitates world trade and economic growth.” She also mentioned about the different areas wherein FSSAI is working closely with NABCB and NABL which is enabling FSSAI to share the regulatory burden and helping in compliance monitoring using the services of the accredited conformity assessment bodies. In her address, she highlighted many areas including the need to institutionalize the virtual assessments.

The Secretary, D/o Food & Public Distribution, Mr. Sushanshu Pandey was the Distinguished Guest of Honour in the Inaugural Session of the Webinar. He expressed that food safety is a right of all individuals of the country. He that accreditation has a very important role to play in the quality ecosystem, and urged QCI to mount a quality campaign to support it. He also highlighted the need for development of conformity assessment infrastructure and consumer empowerment in the country.

The Chairman QCI, Mr Adil Zainulbhai, in his Key Note address emphasized that accreditation is an important...
tool to help improve quality, but the ultimate goal is to improve quality of product and services in food sector as well as other areas. He also urged the need to ramp up capability and capacity to help improve quality in food services in India, and requested all conformity assessment bodies to rise up, as the country’s needs will increase in future and it is important to cater to them.

The Secretary General, QCI, Dr. R.P. Singh, speaking on the occasion highlighted the need for six-point programme for future: Scaling up conformity assessment system in different parts of country, encourage PPP model of FSSAI to work forward for “Saajha Nivesh, Saajha Vikas, Saajha Vishawas: Work in direction of Certified in India and accepted globally; Informal Market formalization. The other two points include initiating “Rashtriya Gunavatta Abhiyan” which will help in crowd sourcing to check quality issues in local market through double blinded system and to develop a robust Market Surveillance and Rapid Alert System with all Regulators on one single e-platform.

The webinar had two technical sessions, the first session focussed on Regulator’s perspective on food safety and was Chaired by Dr. D.K. Aswal, Director NPL and Chairman NABL. The second technical session, chaired by Mr. Shyam Bang, Chairman NABCB, focussed on Industry’s Perspective on food safety. Eminent speakers from Government, Regulators and Industry spoke on some of the key areas relating to food sector. Action points were deliberated to look at path forward by speakers who were experts in their respective fields and both the accreditation boards will be working forward with industry and regulators to build in the quality campaign. Around 700 participants attended the webinar live, and more than 1500 persons viewed the programme during the day.

NABCB organized a webinar on “Traditional Community Healthcare Providers: Assuring Competence through Accredited Certification” on 17th Aug 2020. Traditional Community Healthcare Providers (TCHPs), provide non-formal healthcare services based on their traditional knowledge using medicinal plants/herbs & local healthcare practices and are particularly prevalent in areas where mainstream healthcare services are not readily available or preferred. The webinar sought to provide a fresh perspective on the role of accreditation in assuring competence amongst the TCHPs in the country.

The Certification scheme for Traditional Community Healthcare Providers was established by the Project Analysis and Documentation Division (PADD) under QCI, is a voluntary third-party certification scheme which aims to provide accredited certification of TCHPs in accordance with the international standard ISO/IEC 17024 for assuring quality of competence, skill, knowledge and healthcare practices of TCHPs. NABCB is providing accreditation as per international standard benefits it can provide to the community where healthcare facilities are not readily available and shared several case studies underscoring the benefits of providing due recognition to TCHPs as legitimate Healthcare Providers.

The latter half of the webinar consisted of a panel discussion with panelists from various areas of expertise in the Traditional Healthcare field. The distinguished panel consisted of Dr. D.C. Katoch, Advisor, Department of AYUSH; Dr. T. Thiru Narayanan, an AYUSH Medicine Practitioner; Dr. Imlikumba, Medical Officer, NEF, Mr. Bejon Mishra, Founder, Consumer Online Foundation and Prof. Darlando Khathing, NECU. The panel discussion was moderated by Dr. Debjani Roy. The discussion covered a range of issues with regard to augmenting the preservation and growth of TCHPs in the Healthcare field. The last session of the panel discussion was a Q n A session with the attendees where the panelists answered the queries put forth.

The webinar came to a close with a concluding address by Dr. Aparna Dhawan, Joint Director, NABCB. Dr. Aparna highlighted the key takeaways from the webinar and provided a blueprint for the road ahead.
deliberate on specific issues and to provide information on new requirements / standards. The Conclave was attended by 48 assessors.

The first day of the Conclave was devoted to specific issues related to certification bodies. An update was provided to on various IAF/ISO/APAC documents and various changes in IAF MDs and implementation was discussed. Requirements of various schemes were discussed such as BCMS, ABMS, Halal Certification Scheme, MDQMS & ICMED Scheme requirements. A session was organized dedicated to discuss issues related to reporting writing, Issues relating to assessment of certification bodies, changes in ISO 45001:2018.

The second day of Conclave was focussed on issues related to Inspection bodies and validation and verification bodies. The IB session was focussed to discuss related Changes in ILAC P15 document, experience and challenges of remote assessment, issues related to Assessment in IB. There were meaningful deliberations on scope, competence requirements of IBs. An Update on NABCB documents in lieu of new PNGRB regulations were also provided.

The second day of Conclave also had a session on the validation and verification body programme related issues. During the sessions assessors were updated about the steps undertaken to launch and execute the programme. Assessors were explained about the requirements of ICAO-CORSIA scheme and ISO/IEC 17029 standard.
Uplifting Business Operations through Digital Transformation: Building Resilient Workplace for Future Uncertainties

July 02, 2020

About the Topic

Staggered shifts | Labour shortages | Restrictions on the number of people working together at the same time | Extra disinfection required in assembly lines.

These are just some of the ground realities of the new normal being faced by the manufacturers operating in the COVID-19 era. In times of uncertainty, being able to implement quick changes in the production, thus, is the key. COVID-19 crisis is likely to significantly accelerate the deployment of the much talked about topics such as Industry 4.0, IIoT, Cobots and other automation solutions etc. to adjust to the new operating principles.

The question raised by thinkers like Forbes is: “Given the absolute need for digital transformation at an accelerated rate, what can companies do to move now and move fast?”

This webinar had two most pertinent questions:

- How to start?
- How to implement?

Objective & Key Takeaways

How digital solutions take care of health and safety measures to be introduced by MSMEs as they restart manufacturing operations

How IoT can be used to follow social distancing and other norms given by the Government

How MSMEs can use AI and RPA to run their operations smoothly.

Know what’s the difference between Cobots and robots and their significance in the post lockdown era

Learn how Collaborative Robots provide automatic Social Distancing benefits in Manufacturing

Democratized Automation - affordable for the MSME to enable “Make Safely in India”

No. of Participants: 95

How the Risk Management and Management Systems helps organizations to manage the COVID-19 situation

Date – July 04, 2020

About the Topic

Most of the MSMEs have established and certified for a management system.

This program aimed to relook the established or proposed management system in line with the Risk Management (ISO 31000:2018) and the Management Systems’ Risk-based approach towards managing the COVID-19 situations.

Participants learned about the concepts and practices of the risk management in accordance with ISO 31000:2018

Objective & Key Takeaways

- Understand the concept of ISO 31000

Date - July 31, 2020
About the Topic
SA 8000:2014 is a measure of an organization’s state of being mindful of the emerging social concerns and priorities of internal & external stakeholders (i.e. owners, management, employees, governmental & non-governmental organizations & communities).

It is reflected in the organization’s verifiable commitment to certain factors (which may or may not be tied directly to its processes) such as:
- Willing compliance with employment, health and hygiene, safety and environmental laws
- Respect for basic civil and human rights, and
- Betterment of community and surrounding.

Objective & Key Takeaways
- Understanding the significance of Demand-Driven Material Requirement Planning (DDMRP) for effective inventory management and profitability
- Understand the importance of DDMRP in profitability
Best Practices Followed During/After EnMS Implementation at CCI-Tandur Cement Factory

Objective & Key Takeaways

- Million-dollar McKinsey approach to escalate your profits
- 3 must-know secrets to demolish speed bumps in your improvement drives
- Powerful business tools to future-proof your business against fluctuations
- Productivity hacks to synergize, elevate & maximize your business processes
- 5 highly effective methods to energize your team to lead, deploy and sustain
- Key insights to lead the business transformation of your Organization

No. of Participants: 90

Achieved Results After Implementation of ISO 50001:2018 by the end of 31st March’2020

<table>
<thead>
<tr>
<th>Name of the Company</th>
<th>Product Produced</th>
<th>Unit (MT/MU/any Other)</th>
<th>Cost Savings Per Unit</th>
<th>Annual Average Production in MT/MU</th>
<th>Annual Saving Potential to the Company in Lakhs (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cement Corporation of India Ltd, Tandur</td>
<td>Cement</td>
<td>MT</td>
<td>25.19</td>
<td>317560 MT</td>
<td>80 Lakhs</td>
</tr>
</tbody>
</table>
IMPLEMENTING ISO 50001 ENERGY MANAGEMENT SYSTEM (ENMS) AT FACT - TRACKING THE TRANSFORMATION

Globally nations, corporations and businesses are focusing in putting up a comprehensive framework of energy management measures due to the crucial need to save energy and reduce greenhouse gas emissions. The renewed policy focus and determinants to improve an enterprise’s energy performance sustainably, imposes the requirement to establish and implement standardized process-based energy management structure. The ISO 50001 Energy Management System (EnMS) standard published on 15th June 2011 is a globally accepted framework for managing energy, and creating a viable method for establishing policy, program, and a culture of energy and asset management which is accurate, repeatable, timely, and very importantly, cost effective in financial and environmental aspects.

The present pandemic also reiterates the critical need for having management strategies for enterprises to increase energy efficiency, and to plan a green deal. This tracking the transformation to ISO 50001:2018 certification by FACT is a brief on the learning’s, and asset management which is accurate, repeatable, timely, and very importantly, cost effective in financial and environmental aspects.

The journey of FACT had just began. FACT became a Kerala State Public Sector Enterprise on 15th August 1960 and on 21st November 1962, the Government of India became the major shareholder. In the momentous journey, FACT has many unique records and landmarks like being the first major Nitrogenous fertilizer unit & the first Phosphate fertilizer manufacturer in India. FACT also transformed in size and shape over the decades with the completion of the 2nd stage expansion in 1962, the 3rd stage of expansion in 1965, the 4th stage expansion in 1970, which saw the establishment of another production unit in Ambalamedu, the FACT Cochin Division. FACT also saw the setting up of FACT Engineering and Design Organisation (FEWO) and FACT Engineering Works (FEW), the Marketing division covering entire South India. Video diversification plans from the traditional field of Fertilisers and Chemicals, 50000 TPA Caprolactam Plant was commissioned at Udyogamandal in 1990. Today, FACT is a 2500 crore turnover public sector with a chequered history.

FACT always had given importance to HSE & energy management in the work ethos and corporate philosophy. This led FACT to establish the first Effluent Treatment Plant in Kerala’s industrial front in the seventies, has the oldest safety department constituted in 1948 and on the energy front, has a unique distinction of producing ammonia from solid (wood), liquid (naphtha) & gas (RLNG-Regassified Liquid Natural Gas). FACT also is the first industrial unit in Kerala to switchover to Natural gas after availability of Natural Gas in the RLNG terminal at Kochi. FACT-Udyogamandal Complex was certified already for ISO 9001:2008 & ISO 14001:2004.

In fact, the 900 TPD Ammonia Plant at Udyogamandal, commissioned in 1998 with no urea downstream plant having a good energy efficient profile also has the unique distinction of the country’s first ever online feed change over from Naphtha to RLNG on 05.10.2013.

Commencement of the ISO 50001:2018 Journey

Reducing energy and improving energy efficiency of the products was the deliverable, focused by FACT and always was a prime mover in its business concerns. Hence FACT-Udyogamandal Complex had ISO 50001 included in the draft MoU between FACT and Ministry of Fertilisers. Being an ISO 9001 and 14001 certified company, FACT headed towards achieving the next milestone of ISO 50001 for Energy Management Systems. In the meantime, Bureau of Energy Efficiency (BEE) selected FACT-Udyogamandal Complex (Designated Consumer) as one of the companies of the two firms from the fertiliser public sector, for the pilot project for the implementation of ISO 50001:2018 in India. There were total ten companies selected for the Pilot Project from different sectors. The MoU with BEE was signed on 18th February, 2019 at The India Habitat Center, New Delhi following

FACT – Pioneers in Progress

Agriculture has always been the mainstay of our country & civilization. Even though agrarian by culture, the cultivable land had been losing its fertility through long years of repeated cultivation, dawned too late and the focus on need of fertilizers were driven home by the after effects of the Second World War which severed the traditional sources of import of food grains aggravating the hunger problem of the masses. The farsighted administrators of the erstwhile Travancore State, King of Travancore, Sri Chitra Thirunal and his Diwan Dr. C.P. Ramaswamy Iyer were the visionaries who started the South India’s tryst with chemical fertilisers and food reliance with the incorporation of The Fertilisers and Chemicals Travancore Ltd. (FACT) the first large scale chemical factory for fertilisers in India on 22-09-1943, on the banks of river Periyar at Udyogamandal, Eloor.

FACT started commercial production on 26-06-1947 just before independence, with a 75 TPD Ammonia & 150 TPD Ammonium Sulphate Plant. The unique feat in the ammonia production was the world’s first wood gasification process plant for production of ammonia sourced from wood cut from forest.

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The Transformation Journey

FACT constituted the task force on 1st February 2019 with 16 members for achieving the ISO 50001 certification. MB was appointed on 1st April 2019. QCI visited FACT in March and commenced the training activities with documentation of ISO. The opening meeting and ISO 50001 awareness training by QCI was done on 28th & 29th March 2019. Energy Policy, Energy Objectives & Targets were established. Training & awareness among Energy Management Team for ISO 50001 implementation, documentation requirements, verification of determined SEU's & issues was done by QCI during the visit on 26th & 27th April 2019. Documentation review was done and inputs for improving the same was given by QCI during the visit on 16th to 18th May 2019. QCI gave Internal Auditors training to 16 members and conducted the 1st Internal Audit between 12th & 15th June 2019. The 1st MRM and the second Internal Audit was conducted between 04th July & 06th July 2019. FACT identified the Certifying Body by issuing the work order on 24.10.2019. The Stage 1 Audit was conducted on 3rd & 4th January 2020 followed by the Stage 2 Audit on 27th & 28th January 2020 culminating in the certification for ISO 50001:2018 on 30th January 2020.

Benefits, Best Practices, Energy Savings

The general benefits of ISO 50001 in FACT include the following:

- FACT developed a policy for more efficient use of energy
- Energy efficiency targets and objectives were established
- The data was used to better understand and make decisions concerning energy use and consumption
- The results of energy efficiency improvements are measurable
- Continual improvement of the energy management system is possible
- EnMS creates awareness and a commitment about energy (i.e. consumption, use, efficiency, renewable sources) within FACT.
- ISO 50001-based EnMS allows FACT to gain credible external visibility of energy saving actions there by reducing energy costs and improving contribution.
- The benefits of ISO implementation include forming methods to monitor, assess and improve energy saving potential of 0.799 MMBTU/MT Ammonia

ISO 50001:2018 also integrated in some best practices like the Suggestion scheme in which suggestions are initiated from the grass root level, the walkthrough audit conducted by various disciplines, the revision of the work orders to include the energy efficient workmanship, materials, equipment, services etc. for all works involving contract works too, revision of the purchase procedure to opt for BEE star rated equipment etc. being a few to list. With an extensive evaluation, 157 Energy uses were identified of which 34 SEUs (Significant Energy Uses) were listed. All of them were monitored against the established Baselines. Thirteen EnPIs (Energy Performance Indicators) were recognized to check for deviations from the normal. FACT selected four critical deviations comprising of the Steam flow to Process Air compressor, Refrigeration Compressor and two Cooling water pumps' Turbines. Subsequently action plan was drawn on the basis of the well-established proposed energy saving of 0.799 MMBTU / MT of Ammonia i.e. a saving of Rs. 410 / MT of Ammonia. Considering the production plan of 267600 MT of Ammonia during 2020-21 FY it is estimated to contribute Rs. 1097 Lakhs to the company.

Table: PDCA model in FACT-UC Ammonia Complex

<table>
<thead>
<tr>
<th>Plan</th>
<th>Do</th>
<th>Check</th>
<th>Act</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task force for ISO implementation was constituted in addition to the existing energy management cell</td>
<td>Awareness was given by distribution of ISO 50001:2018 study material</td>
<td>Monitoring, measurement, evaluation &amp; reports generated</td>
<td>Process &amp; audit Non – conformity</td>
</tr>
<tr>
<td>Scope was fixed as manufacture of ammonia &amp; synthesis gas</td>
<td>Posters were displayed at strategic locations</td>
<td>Legal. register was established</td>
<td>Corrective action taken For continual improvement actions taken</td>
</tr>
<tr>
<td>Boundary was fixed as ammonia complex</td>
<td>Awareness training By QCI/FACT Team</td>
<td>Evaluation of legal &amp; other requirements was done &amp; compliance register established</td>
<td>Benefits of ISO</td>
</tr>
<tr>
<td>Issues and needs &amp; expectations of interested parties was listed</td>
<td>Internal auditors training by QCI</td>
<td>Internal audit was conducted</td>
<td></td>
</tr>
<tr>
<td>Energy Policy was established</td>
<td>Suggestions scheme to receive inputs from employees on energy saving measures was implemented</td>
<td>Management review done</td>
<td></td>
</tr>
</tbody>
</table>
Achieved/Projected Results After Implementation of ISO 50001:2018

<table>
<thead>
<tr>
<th>Name of the Company</th>
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<th>Unit (MT/MU/ any Other)</th>
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<th>Annual Saving Potential to the Company in Lakhs (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>THE FERTILISERS AND CHEMICALS TRAVANCORE LIMITED</td>
<td>AMMONIA</td>
<td>MT</td>
<td>Rs. 410</td>
<td>267600 MT</td>
<td>1097</td>
</tr>
</tbody>
</table>

ISO 50001:2018 in FACT- A Journey, not a Destination

Any journey has many important memoirs and it would be not fair enough to highlight the association FACT had with Quality Council of India QCI/ NBQP representatives were the guides, mentors, friends who travelled with the team in the journey to certification, clarifying doubts and guiding us in the journey showing us new perspectives. FACT is honoured to associate with QCI & BEE in the pursuit to improve energy management system. ISO 50001:2018 is in itself a journey to benchmark high energy performance achievements by systematic planning, checking and acting on reducing the deviance. The first step of the ISO 50001:2018 certification has been covered and never-ending journey in pursuit of energy management and improvement has begun.
THE BEACON OF SUSTAINABILITY IN HOSPITALITY – THE ASHOK, NEW DELHI

Vijay Dutt, General Manager – The Ashok, New Delhi

Sustainability has evolved from being a mere buzzword to being one of most indispensable aspects, a clarion call in the world that we live in. Businesses and society have understood the criticality of adopting sustainable approaches to operations and have been consistently putting in efforts to actualize the same. Likewise, through many decades, hoteliers and the hospitality industry also, have realized the business criticality of sustainability as it co-relates to hotel development and operations.

The hospitality industry has historically been blamed for manifesting adverse environmental impact. Be it through humongous energy and water consumption, use of non-perishable items and mammoth solid and hazardous waste creation. Hotels guzzle down tons of energy for their HVAC operations, lighting, fuel, and other power needs.

The Recent advancements in technology, widespread use of renewable sources of energy (solar, geothermal, wind, water etc.) have improved the economics by leveraging these kinds of alternative methods. On the social front, there has been a remarkable shift in the recent times, as demonstrated by Corporate Social Responsibility (CSR) programs, and a move towards green buildings for new development projects.

The Cost Factor

The cost factor always takes the priority seat and the reduction of operating costs acts as a compelling business incentive for hoteliers. Various cost reduction and efficiency management strategies can be achieved if hoteliers apply sustainable operating procedures and implement emerging environment-friendly technologies. Today, hotels are actively adopting the three Rs, i.e. – reduce consumption, reuse items, and recycle waste. As businesses and industries around the world have severely been impacted by the COVID 19 pandemic, the need for sustainable solutions has attained prime importance.

Governing affairs

Current environmental regulations targeted toward the hotel sector are largely focused on facility operations such as water management, hazardous materials handling, and environmental health and safety. However, a wide range of present and future legislative activities are centered on sustainable hotel design, construction methods, and operational approaches.

The Brand Equity

Most major hotel brands have incorporated some level of sustainability platform into their brand definition. Several brands have been repositioned to cater to a younger generation of more environmentally and socially active customers.

How the novel Coronavirus has impacted the Industry had made us all release that there is significant work that needs to be done to make the hospitality industry an economically sustainable sector and insulate it from any other such major crisis. It can prove to be daunting, to say the least. But the truth remains that no matter what, every measure, every step taken to reduce carbon footprint at every level of the Industry, counts and is in fact very crucial.

We, at The Ashok, New Delhi, have always viewed sustainability as a topmost priority. We recently received an ISO 50001:2018 Energy Management System (EnMS) certification for managing our hotel’s energy requirement efficiently.

The roots of the hotel dates back to almost 6 decades. It was only this land on which the hotel was built under the able mentorship of Hon’ble first Prime Minister of India, Shri. Jawaharlal Nehru. The Ashok was designed by architect E.B. Docto. The architectural style is an Indo-Modernist hallmark and the work was completed in 1956. Since then, the Ashok has been hosting world leaders and distinguished dignitaries from around the world. The hotel derives its name from The Great emperor Ashok and is ITDC’s flagship property.

The Ashok has 350 guest rooms and is also the home to the largest pillar-less convention hall nestled in the heart of New Delhi. The Ashok, New Delhi has envisaged all the modern-day amenities which a 5-star deluxe property should have.

By design, the hotel’s landscape significantly reduces heat impact and offers a cooler microclimate. On-site sewage management and reuse of treated wastewater for cooling towers and landscaping have enabled the hotel to achieve a zero-discharge status. Rainwater is recharged back into the ground with the help of recharge pits. Waste management and treatment are also in place, and all the kitchen waste is treated through on-site composting. Chiller and lighting upgrades have been carried out, and controls have been installed in guest rooms to bring down annual energy costs. Further, retrofits and solar PV systems have been installed for overall energy savings.

As per the directions by Quality Council of India (QCI), The Ashok, New Delhi had adopted the following practices to boost sustainability in its property:

• Training and development sessions by QCI & BEE to the management & staff, creating awareness about the certifications and its meanings.
• The Formation of the EnMS team and the nomination of MR (Management Representative) for making roadmap to achieve the target of ISO 50001:2018 certification to the Hotel.
• Pre- and post-implementation energy data comparison & identification and finalization of energy planning, energy review, baseline, energy performance indicators, energy objectives, energy targets and energy management action plans etc.
• Identification of OCPs and implementing them, conducting Survey for different activities and carrying out the Gap Analysis.
• The Identification and finalization of energy planning and various other energy indicators.
• Performing review of the performance and measurement and preparation of energy management system objective and its target and directions given to the employees for routine tracking, control and monitoring the same.
• The hotel also has put in place various energy tracking software for continuous monitoring.
• The hotel also conducts regular internal audits to ensure smooth working.
• Conduct of internal auditor training and assist internal auditor in conducting internal audits, Management review and taking corrective actions for non-conformities.

The certification received is the ISO 50001:2018. It is an international energy management and efficiency improvement standard awarded to organizations who ensure that energy spending is actively managed, emissions
are reduced and there is an awareness about the importance of sustainable energy management among the employees.

The Ashok Hotel epitomizes heritage and grandeur, with sustainability embedded at its very core. The hotel was built in an era when sustainability was an inherent construction practice, and the hotel continues to live by it, even today. The application of the best practices to stay true to all of the principles of environmental protection and also spreading the message that efficient energy management is the only way to make sure that your business stays sustainable in the long run.

In 2017, The Ashok Hotel, New Delhi became the first government-owned existing commercial building in India to be LEED Gold certified under the LEED rating system, and also the oldest hotel property in Asia to earn any level of LEED certification.

‘Sustainable hospitality should not translate into ‘one company putting its best foot forward given the current market scenario. It rather means an entire Industry that comes together stands together to face environmental & societal challenges by exploring ideas, solutions, and strategies on how to develop future hotels and how to manage operations sustainably.’

Potential savings achieved / to be achieved by the unit through identification & monitoring of SEUs under EnMS by end of Mar 31, 2020/Dec 31, 2020.

Air India Ltd. is the national airline of India with 127 aircraft. Air India Ltd. is a public sector company formed after the merger of erstwhile Air India and erstwhile Indian Airlines. It has a fleet of varied type of aircraft consisting of the latest state of the art Boeing 787 Dreamliner, Boeing 777, and Boeing 747 aircraft for international operations and Airbus A319, A320, A320-neo and A321 aircraft for domestic operations.

Air India has well defined core values such as caring for passengers, integrity with intellectual honesty, openness, fairness & trust and commitment to excellence in safety and environmental sustainability. Air India is focused on the environmental policy of its operations thus, it is beneficial both economically and environmentally. Air India has been a pioneer on climate and environmental protection issues and is a role model for the Indian aviation industry.

Air India is the first airline in India to establish an Environment Management System (EMS). The EMS is responsible for maintaining data and information pertaining to fuel consumption, carbon emissions, energy demand, etc. and developing future action plans to reduce the carbon footprint of the airline and identify and comply with legal and other regulatory obligations. The EMS permits Air India to determine the significance of its environmental aspects and set objectives and targets. It also provides a framework for monitoring requirements, internal assessments and management review.

In July 2015, Air India successfully completed Stage I assessment of the IATA Environment Assessment Program (IEnvA). The IEnvA program uses environmental standards and recommended practices developed specifically for the aviation sector by a joint team of environmental experts from within and outside the industry. These environmental standards are based on recognized environmental management system principles, such as ISO 14001. Assessments are conducted by accredited independent organizations with competencies in aviation and environmental auditing.

Air India also focuses on aspect of environmental sustainability which helps it reduce the fuel consumption.
The fuel efficiency and Greenhouse gas reductions have been contributed by the following measures:

- Additional attention to planning
- High accuracy of the flight planning system and in the execution of the flights
- Increased situational awareness
- Crew discipline to follow the flight plan
- Availability of appropriate analytical tools and statistics
- Adequate training to pilots and other operational personnel
- A feedback mechanism to inform employees as airline policy

Setting efficiency targets and measurement of performance data within specified timelines

In addition to same, Air India has also introduced new aircrafts with technology to save fuel.

Air India introduced the “Boeing 787 Dreamliner” into its fleet and has 27 Boeing 787 aircrafts. The 787 family provides airline an unmatched fuel efficiency, resulting in exceptional environmental performance. The revolutionary design of these aircrafts made up of composite materials make up 50% of the primary structure. Its wings, tail, nose and flight deck windows have all been engineered for the maximum aerodynamic efficiency, reducing fuel burn. Advances in engine technology is the biggest contributor to overall fuel efficiency improvements on the Dreamliner. The 787 features new engines from General Electric that provide airline an unmatched fuel efficiency.

CORSIA

The Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) was adopted at the 39th session of the ICAO Assembly in 2016. The ICAO Council approved this adoption of a global market-based measure scheme to address CO2 emissions from international aviation on 27th June 2018. The aim is to address any annual increase in total CO2 emissions from international civil aviation above 2020 levels and contribute to the industry’s commitment to carbon neutral growth from 2020. This market-based measure was adopted based on ICAO’s aspirational goal of Carbon Neutral Growth beyond 2020 levels.

The scheme, which aims to cap net emissions from 2020, starts with a pilot phase in 2021 but Air India and its subsidiary Air India Express with annual CO2 emissions above 10,000 tonnes will have to measure and report their emissions during 2019 and 2020 so as to establish a baseline.

CORSIA scheme has mainly two design elements, viz., Monitoring, Reporting & Verification (MRV) and Offsetting. MRV is a system to capture fuel consumptions from international operations and to calculate the carbon emissions thereon for reporting to DGCA, India annually. Whereas, in offsetting it is required to offset carbon emissions from its international operations which is due to increase in emissions levels compared to the baseline emissions. The CORSIA verification pertaining to international flights of Air India and its subsidiary Air India Express covering the period 1st January 2019 to 31st December 2019 was conducted in the month of February - March 2020 by NABCB accredited verification body M/s TUV India Pvt. Ltd a DGCA accredited verifier with oversight by DGCA. The assessment was observed by officials from DGCA and NABCB, QCI.

Air India has also taken environmental measures which include:

- Ban on Single use Plastics in all Air India Flights
- Tree Plantation Programs
- Environment Awareness Campaigns
- Green Productivity Week
- No Car Day
- No Plastic Bags Day

Launch of 50 kwp grid type solar power plant at Engineering Complex, Delhi Airport.

Besides this Air India Quality Management System (QMS) ensures continued suitability, adequacy and effectiveness of the entire organisation. It ensures continual quality and safety improvements in all areas of operation including the Safety Management System for all AOCs, SBUs and Subsidiaries. Air India Corporate QMS Department is certified with prestigious internationally recognized ISO 9001 Quality Management Systems Certification since the year 2014 through M/s Bureau of Indian Standards (BIS).

In addition to above Air India has been accoladed with awards and have taken other multiple activities in area of Sustainable environment and Quality.
BLENDED AND ONLINE LEARNING- FUTURE OF EDUCATION:
INSIGHTS ON SCHOOL & HOUSEHOLD SURVEY ON EDUCATION IN TIMES OF COVID-19

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In the wake of COVID-19, the schools have been shut by state and Central government as a measure to contain the spread of the disease, impacting more than 26 crore children in India. The sudden lockdown due to pandemic has thrust schools and teachers of both public and private institutions into remote teaching mode. At this juncture, therefore, it is essential to review some of the recent experiences and derive some useful lessons.

A comprehensive school survey to understand the adaptability, effectiveness of online education and interventions being implemented in the wake of COVID-19 induced situations was conducted by National Accreditation Board for Education and Training (NABET), a constituent board of Quality Council of India (QCI) – an autonomous and national accreditation body under DPIIT, Ministry of Commerce and Industry, Govt. The survey was conducted with the objective to get insights on effectiveness of online education and to understand the issues being faced by the stakeholders (Principals, Teachers, Parents and Students). Primary Sampling Units (PSUs) were schools and principals, teachers, students and parents associated with these PSUs constituted Secondary Sampling Units (SSUs).

5000+ stakeholders participated in telephonic and web survey from PAN India. Experts from Indian Statistical Institute, Kolkata gave their inputs on the data collected in terms of sample selection. The suggestions were:

• Since the data collected had majority of the responses from Delhi-NCR, it was advised to consider Delhi-NCR region only

• The number of Aided schools in comparison to government and private schools were less, these can be merged with government schools.

Telephone and web survey of 785 students, 458 teachers, 351 parents and 312 principals conducted in Delhi-NCR. Cumulative & disaggregated analysis of opinion of different stakeholders related to key issues have been performed only on the responses from Delhi-NCR (1906 responses).

CRUCIAL FINDINGS OF THE SURVEY WITH RESPECT TO THE PEDAGOGICAL CHALLENGES ARISING OUT OF COVID-19 INDUCED SITUATIONS ARE:

Technical difficulties with online teaching tools-Teacher Training:

Dichotomous division of Government & Private schools in relation to status of trained staff for online education

For the first time ever, schools in India have moved to online education to mitigate the effect of pandemic on education. It’s a struggle for schools, teachers and students. Due to digital divide, the worst affected were government and private schools. With 84% of teachers in private schools being trained on necessary skills to conduct online education as compared to only 13% of their government counterparts making it is easier for them to build and deliver effective lessons through synchronous or asynchronous modes.

Hence, affecting millions of students studying in government & low budget private schools.

Attendance

Low and irregular attendance: Attendance management is one of the key challenges.

Government school teachers are grappling with multipronged challenges, one of them is monitoring of attendance with only 46% of them able to do so. However, as a result of lack of training and awareness about different platforms 49% of them reported that the online

<table>
<thead>
<tr>
<th>Type of Survey</th>
<th>No. of Principals</th>
<th>No. of Teachers</th>
<th>No. of Parents</th>
<th>No. of Students</th>
<th>Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephonic</td>
<td>265</td>
<td>280</td>
<td>215</td>
<td>707</td>
<td>1467</td>
</tr>
<tr>
<td>Web</td>
<td>47</td>
<td>178</td>
<td>136</td>
<td>78</td>
<td>439</td>
</tr>
</tbody>
</table>
medium they are using does not allow monitoring of attendance. Conversely, 88% private school teachers are monitoring attendance of students during online classes with ease and they are using platforms that allows them to monitor attendance.

Effectiveness of Online teaching

Clarity of Concepts: Modalities for resolving queries & doubts of students

Online education is posing challenges before government schools to leverage techniques for real-time interaction with students. 81% government school teachers are using platforms like WhatsApp and emails to interact with students. However, 45% private school teachers are able to interact with students on real-time basis during online classes with dedicated online doubt clearing sessions, etc.

Managing online classes

Conversely, 58% of private school teachers are able to manage online classes with ease.

However, 42% private school teachers are grappling with managing online classes. This indicates that managing online classes require different set of customized social skills as online classroom management is a delicate balance. When teaching online, teachers need to make the transition to student ownership much more quickly.

Apart from the five major findings, the survey also gives insights about impact of COVID-19 on all stakeholders of School Education System, Effectiveness of the steps taken to mitigate the effect of COVID-19 and Strategies to enhance school education system post COVID-19 based on learning.

The COVID-19 lockdown affected 26 crores of the school-going population of India. Students have been either grasping with hours of online learning or trying to make sense of the gap in their learning experience. Parents have found themselves fulfilling responsibilities of childcare and education at home. As our country proceeds to phase out from the lockdown, the return to schools can be considered as a welcome albeit a daunting step. To support the process, the Formal Education Excellence Division (FEED) at the National Accreditation Board for Education and Training (NABET) has launched a set of online workshops to provide one-stop guidance for creating reopening plans. The workshops titled ‘Preparing Schools for Pandemic (PSP)’ aim to equip participants with the knowledge of reopening protocol post COVID-19 lockdown and providing safety guidelines to respond to, mitigate and recover from a possible pandemic or epidemic outbreak.

HOW TO MAKE SCHOOLS SAFE FOR REOPENING?

FEED at NABET is supporting school management to create reopening protocol post COVID-19 lockdown and providing safety guidelines to respond to, mitigate and recover from a possible pandemic or epidemic outbreak. Every school is perplexed over how to maintain safety and simultaneously ensure uninterrupted learning post lockdown. While leading organisations have recommended actions on what to do, NABET Preparing Schools for Pandemic Workshops inform participants what to do as well as how to do it.

Taking note of recommended frameworks by WHO, UNICEF and World Bank, as well as reopening plans from a host of countries like Denmark, England, United States, Taiwan, United Kingdom, Hong Kong and Thailand, NABET has contextualised international best-practices to the Indian scenario to create the workshop module and learning material for school management. The workshops provide insight into reopening planning on four key parameters:

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Assistant Director, NABET
In May 2020, NABET released a set of guiding directives which provided an overview of the measures for safe school reopening. These guiding directives were circulated to State Education Departments and individual private schools. The Preparing Schools for Pandemic Workshop is modelled on these guidelines. The PSP Workshop is modelled in two stages: 1) One-Day Awareness Workshop that provide a brief overview of the safety practices and provides guiding directives to schools, and 2) Two-Day Training Workshops that offer deep insights into safety procedures and teaching & learning practices and provides relevant checklists and templates to schools.

A series of five online 1-day Awareness Workshops have been conducted for schools. The Awareness Workshops saw participation from 231 participants across 20 states of India and abroad, being attended by all kinds of school types across Tier 1 and Tier 2 cities and a host of school stakeholders. “It was thoughtfully prepared and presented. A lot of foresight had been used and all possible situations had been visualised and dealt with. It left zero doubt in the minds of attendees,” reported one of the participants post the workshop. “It emphasized the role of school leadership for re-opening schools post lockdown, and further stressed on precautions, preparedness and mitigation for school re-opening. Through images, videos and PPT workshop showed a comparative study on re-opening of schools in different countries.”

Ahead of the stipulated 21 September 2020 date set for reopening of schools by a number of state governments, NABET has also launched a series of 2-day online workshops covering in detail the guidelines for preparing schools for operating under the pandemic. The first workshop was launched on 28th and 29th August 2020 and saw participation of 60 participants from 17 states of India and abroad. The workshop was found helpful to the participants with many appreciating its comprehensiveness and practicality. “This workshop has catered to many practical issues in these uncertain situations when we are grappling with authentic and executable information. Looking forward to guidance even beyond this session in future once SOP from Ministry of Education is out. Thanks a lot for addressing our concerns or apprehensions,” wrote one of the participants post the workshop.

Seeing widespread lockdowns bringing a complete halt to all activities except for a few facilities like healthcare and its ancillaries. The focus grown on expanding health infrastructure, capacity building, equipment, service providers, healthcare workers aiming at a high standard of quality care. Many guidelines and SOPs were issued and updated to match the changing scenario. Thus, health system faced a challenge to cope up demands at optimum price with a promise of high standard healthcare to all. The public and private sector committed equally in this endeavor as expected by public and governing bodies as two important stakeholders.

In a period, shorter than imagined, the systems have adapted and evolved very strategic methodology to continue working and achieve new heights through new technology and methodology. There has been a tremendous load on policy makers, programme designers, and organizational heads to fight at a war footing to strike a balance between increased demands and existing facilities. The jobs and tasks in pipeline had to be redesigned - may it be a medical teaching, examinations, new recruitments, affiliations, accreditations and certifications by virtual assessments.

**New Normal Model**

The quality care is a right of all. This has been achieved by exemplary work of the specialized team as a great vision on “planning and execution” principle. This was necessitated to keep up the continued professionalism in job but with different vision through virtual assessment and periodic evaluation. The base model remained the same with the parameters of evaluation unchanged. A few additions had to be done under COVID guidelines.

**Model design had following aims under considerations:**

1. To identify need-based model to update and accredit and certify a facility for its size and capacity.
2. To ensure availability of essential basic and emergency facilities.
3. To upgrade or continue the existing or additional specialty in house.
4. To make it more patient /staff friendly.
5. To make it COVID compatible.

A new model has been conceptualized in tough COVID times proving an age-old saying that innovations and inventions are a gift of necessity.
6. To maintain contact with facilities for data analysis if required.
7. To continue the process of certification and accreditations in continuity as ongoing process.
8. To generate funds for survival of the institutions and system.

How We Evolved
We all evolved over the last six months and gave new dimensions to our thought process but based on some logical thinking. For Virtual onsite assessments we worked on the model of 3 Ms:

Methodology, Manpower and Machine

Methodology
We thought how we could do the Virtual onsite assessment, the idea evolved that it has to be in the same way as we do the in-person Onsite assessment. Starting from the main entrance of the hospital and all through in side hospital building, interacting on the way with the staff and inspecting through each corner of the hospital-Virtual Hospital Tour.

Manpower
Based on the methodology we needed manpower as a second step to conduct the Virtual assessment, so an NABH Moderator was introduced who is a pivot of the assessment and will coordinate between hospital and the assessors. The NABH moderator will also be instrumental in conducting the Live session of the Virtual onsite assessment. On the similar grounds the hospital also had to provide a representative for conducting the Virtual assessment. The information and the technology team of the NABH was also involved for smoothly running the Virtual assessment. The pool of assessors was sorted and requisite consents taken. So, this completed the Virtual assessment team of NABH Moderator, Hospital representative, Assessor and the IT person.

Machine
In this context the machine is the replica of the Tools required to get the Virtual assessment process done. An online platform was sorted, the online Link Laptop/Desktop with Wifi/LAN cable and camera, also with two mobile phones with good internet connectivity and camera. The assessors were also asked to study the documents in the portal before the assessment and understand any Non-compliances raised earlier and still Open at the Desktop Assessment stage.

The Pilot Project
A pilot project was designed to conduct in 2 centers for its suitability, validity and practicality in COVID times. The stakeholders on both ends were prepared and trained for this experiment. The requirements, methodology, prerequisites were all explained. A team on ground was identified and the responsibilities marked. An assessor was chosen and the process to start with, the specified data/tools were collected beforehand so that verification could be done on day of inspection. The previous guidelines were followed in true letter and spirit. The team in NABH secretariat was designated particular tasks and information. A virtual tour was planned from entrance to exit.

The data so obtained was compiled and utilized to form a report and presented to the competent authority for new learnings for evolving the process.

The Outcome of Four Months (May 2020-Aug 2020)

- The Internet connectivity has to be very good, which is not possible in many remote/rural areas
- Third party employees or outsourced coordinators hired by the hospital to conduct the assessment from their sides
- Still a challenge to conduct assessment in more than 500 bedded hospital

Limitations of the Virtual Mode of Assessment
There has been a continuous learning during this journey and few limitations have also come at the forefront.

- The hospitals try to hide the Gaps and mislead the Assessment team.

A Way Forward
An NABH secretariat team is constantly working to overcome the challenges faced and trying to evolve the model of Virtual assessments on daily basis. The aim of the model is to be highly efficient without any loopholes. Also, time and cost effective for all the stake holders involved.

The basic parameters of essential quality healthcare as applicable to patient care. Seemingly are fulfilled in near totality being effective, efficacious, efficient, accessible, affordable, appropriate with changing scenario with COVID for each one with equality, confidentiality at all times whenever needed ensuring an optimum care with no added additional complications with acceptable norms of Hospital /customer satisfaction.

The virtual assessment aspires to fulfill all benchmarks of quality care which can be improved upon on feedback, experience understanding the limitations of virtual as compared to physical and the positive achievements without compromise.

As we grow with our experience we are committed to be fair and genuine to both stakeholders - providers and consumers in good spirit and let this institution and system win the crisis.

Moving ahead with times is going to be with hurdles but surely, we will cross them over smoothly with Quality unbiased.
EDUCATION 4.0: A BRIEF REVIEW

According to Swami Vivekananda, “Education builds character; strengthens the mind, expands the intellect, and can get someone to stand on one’s feet.” The modern era is surrounded by technologies that get better and better every day. Consequently, the modes of education are also changing, and today the world is looking for Education 4.0.

Education 4.0 (E4.0) originates from Industry Revolution 4.0 (IR4.0), in which industries attempt to be fully computerized using advanced technologies such as Artificial Intelligence (AI) and the Internet of Things (IoT) to minimize human interference, big data, cloud computing, robotics, smart sensors, etc. The E4.0 is based on these technologies, with which learners can learn anything from anywhere, anytime and in any case. It allows them to learn at their own pace and prepares them for industry by bridging the gap between the needs of industry and education. The aim of E4.0 is to impart theoretical knowledge beyond a classroom setting while transmitting practical/experimental knowledge face to face. The E4.0 aims to make education a real-time experience that enables a learner to have analytical, problem-solving, and unconventional thinking skills to explore new opportunities around them. Education 4.0 can also be explained as an education based on the 5 Is i.e. Imbibing, Iterating, Interpreting, Interest, and Innovation, as depicted in Figure 1.

The evolution of education started as E1.0 with classroom teaching and is now looking for E4.0 with learning everywhere. Although most educational institutions still focus on E1.0 and claim to be E3.0 based learning which is not fully implemented at all. Table 1 is a summary comparison of E1.0, E2.0, E3.0, and Education 4.0:

Table 1: Comparison between Education 1.0, Education 2.0, Education 3.0, and Education 4.0

<table>
<thead>
<tr>
<th>Features/Characteristics</th>
<th>Education 1.0</th>
<th>Education 2.0</th>
<th>Education 3.0</th>
<th>Education 4.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge</td>
<td>Dictated</td>
<td>Socially Constructed</td>
<td>Contentfully reinvented</td>
<td>Rigorously Innovations</td>
</tr>
<tr>
<td>Technology</td>
<td>Seized to the classroom Digital Refugees</td>
<td>Choically Adopted (Digital Immigrants)</td>
<td>Everywhere (Digital World)</td>
<td>Everywhere to everyone (Digital Universe)</td>
</tr>
<tr>
<td>Content Arrangements</td>
<td>Traditional copy-right printed material</td>
<td>Copyright and free/open educational resources within the discipline</td>
<td>Free/Open educational resources reusable in multiple disciplines</td>
<td>Free/Open educational resources reusable in multiple disciplines</td>
</tr>
<tr>
<td>Pedagogy</td>
<td>Authoritative (Teacher to the student)</td>
<td>Communicative &amp; Collaborative (Teacher to students to students)</td>
<td>Co-Constructive (Teacher to students to the teacher)</td>
<td>Co-Creative &amp; Innovative (Technology-driven in different ways by different people)</td>
</tr>
<tr>
<td>Learning Environment</td>
<td>School building</td>
<td>School building or online</td>
<td>Everywhere</td>
<td>Everywhere</td>
</tr>
<tr>
<td>Teachers</td>
<td>Trained Professionals</td>
<td>Trained Professionals</td>
<td>Everyone</td>
<td>Everyone</td>
</tr>
<tr>
<td>Learning Experience</td>
<td>Classroom-based</td>
<td>Peer-based</td>
<td>Self-learning</td>
<td>Self-paced learning</td>
</tr>
<tr>
<td>Learning Activities</td>
<td>Traditional pen-copy based</td>
<td>Traditional pen-copy based with little use of technology</td>
<td>Open, flexible learning activities with more use of technology</td>
<td>Open, project-based learning with extensive use of technology</td>
</tr>
<tr>
<td>Hardware and Software</td>
<td>Expensive and ignored mostly</td>
<td>Open source at a lower cost with some usage</td>
<td>Open source at low cost with purposely used</td>
<td>Open source at low cost with purposely used</td>
</tr>
<tr>
<td>Industry View</td>
<td>Assembly line workers</td>
<td>As ill-prepared assembly line workers</td>
<td>Co-workers and entrepreneurs</td>
<td>Collaborators, entrepreneurs</td>
</tr>
</tbody>
</table>

The evolution of education started as E1.0 with classroom teaching and is now looking for E4.0 with learning everywhere. Although most educational institutions still focus on E1.0 and claim to be E3.0 based learning which is not fully implemented at all.
Due to the COVID-19 pandemic, most schools are teaching using online curricula, teaching methods, and learning delivery at a similar pace. They are not trained to use these resources properly, especially in rural and remote areas. From a future point of view, E&O is the need of the hour for the world. Government officials need to understand that the industry is becoming automated, seeking skills such as problem solving, digital skills, creative thinking, and teamwork, and evolving rapidly with technology. Therefore, the education system must also be improved to meet their needs. The learning experiences in E&O will be different and unique and will address the topic of sustainable employment. The role of the teacher would be more of a facilitator and catalyst of the personalization of growth that requires transformation, including key areas such as student learning experience, employability, excellent research, social impact, etc. in their methodology, to focus more on results-oriented teaching to maintain traditional methods. Cutting-edge technologies like AI, IoT, Big Data, etc. will be the real pioneers who will help develop the skills of industry-based learners. Figure 2 shows the different aspects of E&O.

If you are confused, let me assure you, you are not the only one. We are asked this question so many times that we thought we would put this piece together.

Let us start from the beginning. As per Wikipedia Food defense is the protection of food products from intentional contamination or adulteration by biological, chemical, physical, or radiological agents introduced for the purpose of causing harm. It addresses additional concerns including physical, personnel and operational security.

Food safety, on the other hand, gets compromised due to ignorance, mistakes or simply because of not following the processes. It is unintentional outcome. This can be depicted in using the adjoining risk matrix. In addition to the food safety and food defense, there is also Food Fraud, which is based on intentional deception for economic gain; and Food Quality, which may also be affected by profit-driven behavior but without intention to cause harm.

Food protection is the umbrella term encompassing both food defense and food safety. These six terms are often conflated. Along with protecting the food system, food defense also deals with prevention, protection, mitigation, response and recovery from intentional acts of adulteration.

The purpose of a food defense program is to protect foods from intentional adulteration and to reduce impact of an attack on the food system. The hazards that needs to be addressed for both food safety as well as food defense are same. (Biological, Chemical (including Allergen), Physical and Radiological).

Hazards in food can come from raw material, packaging material, equipment, personnel and environment which can be reduced to an acceptable level during the processing and handling to ensure consumers get safe food. These hazards are identified using HACCP where 12 points are capable of handling these hazards.

1. Establish a Food Defense team
2. Conduct Threat Assessment to identify and evaluate potential threats and vulnerabilities
3. Identify and select proportionate mitigation measures
4. Document the threat assessment, mitigation measures, verification and incident management procedures in a Food Defense Plan supported by the Food Safety Management System
5. Develop an effective training and communication strategy and implement the Food Defense Plan
The threats thus identified may be graded using the following parameters:

- **Criticality**: measure of public health and economic impacts of an attack
- **Accessibility**: ability to physically access and egress from target
- **Recuperability**: ability of system to recover from an attack
- **Vulnerability**: ease of accomplishing attack
- **Effect**: amount of direct loss from an attack as measured by loss in production
- **Recognizability**: ease of identifying target
- **Shock**: the combined health, economic, and psychological impacts of an attack

If the threat becomes a significant risk, a mitigation strategy must be identified which could be at any point in the supply chain. Good supply chain management coupled with regular audits and quality assurance analysis can help safeguard companies from threats originating outside the facility.

While strategies to mitigate the threats may be specific to each organization and how it handles its material through the supply chain, there are a few generic ones that apply to most organizations.

**Management Measures**

This helps contain the issue if the threats were to materialize

- Maintain records to allow easy trace-back and trace-forward of materials and products
- Implement an inventory control system
- In a nutshell managing both food safety and food defense needs planning. Food Safety Plan prevents a system failure whereas Food Defense plan prevents a system attack. Both need to be handled to ensure food moving out of your premises is safe for consumption as per its intended use.
- The hazards that need to be managed are similar but the intentions are different. Food safety hazards are anticipated and handled whereas food defense threats are not.

**Physical Measures**

These help secure the product by controlling the physical access to the facility/product

- Secure the facility perimeter and perform periodic checks
- Use controlled-access procedures for people or vehicles entering the plant or parking area
- Install an alarm system, cameras and sufficient lighting
- Designate restricted areas for authorized employees, restrict non-employees to non-production areas
- Limit access to control systems
- Use tamper-evident or tamper-resistant packaging
- Maintain key and lock control processes for all entry and exit points

**Policy Measures**

This helps reduce the threats through people

- Use a system to identify personnel by their specific functions
- Conduct background checks on all employees and contractors who will be working in sensitive operations
- Train employees on food defense and security awareness, including recognition of suspicious behavior or individuals

The first step to Excellence in Manufacturing is the “Quality.” The ultimate goal of any business is to make profit. Growth of any company depends on its profitability. Profitability comes from customer’s satisfaction. Customer satisfaction is directly related to the product’s “Quality” and “Performance” supported by service. ISO definition of Quality is “a degree which is a set of inherent characteristics of fulfils of requirement."

Quality is remembered long after the cost is forgotten.

Above are old and all known sentences, nothing new, but still we need to think and do a lot for Excellence in Manufacturing and ZED production in our industry. In a Manufacturing Unit daily routine of production activity is, like a child goes to school everyday morning and child’s mother reminds the child everyday about Dos and Don’ts in school. Similarly, all the standards – Quality control tools -Training etc are necessary as sincere and regular practice.

To achieve excellency in manufacturing there is no space for any complacency- negligence or deviation of any standards or activities. This remains the key reason why quality must be an integral part of manufacturing.

Presently, when COVID-19 has broken the ribs of many manufacturing units, sustainability and rolling of economy are now two major challenges to run and float in a race of cutthroat competitiveness; financial strength of many companies are in bad shape, gasping for oxygen to survive and to bounce back to the market to regain the market share with financial strength for smooth business operation. The managers in manufacturing units are thinking many out of the box ideas to find a way to get out from this present crisis. Studying new ideas for new products by minimizing cost and zero waste plans.

Conformity of Standards is a major challenge in manufacturing today. There is a requirement of many technical regulations and standards and legal compliances, issued by the Govt for product characteristics – production process and production methods as mandatory compliance along with safety measures supported by environment friendly work culture.

For Indian exporters, the above requirements become bigger challenges when complying the regulation and standards required by the foreign country which are different and more stringent than Indian regulation and standards.

In peace time, Army prepare themselves to fight the biggest challenge in manufacturing when we will soon start manufacturing again with full strength. It is important for a manufacturing unit to identify the potential improvement opportunities and areas in the production flow and in process. If the root cause of Quality issue & wastage is identified, maximum problems are solved immediately. In present situation, when America-Europe and Japan are studying feasibility for new manufacturing facility in a new country, India can play as a global game changer. The ZED model manufacturing, Zero Effect Zero Defect is the key point to play as a game changer. For any Industry to achieve ZED category product, regular worker training process - skill and competency mapping- implementation of standards is needed, before putting the trained workforce on production line as we cannot accept repeat mistakes, otherwise it will be a short-lived program or short-lived desire & dream.

For implementation of ZED production, the first key requirement is awareness drive and training from manager to supervisor level and finally to worker level.

For achieving Excellence in Manufacturing, another key point is in many ways to face big challenges if needed to go for a real war. COVID-19 has given us the opportunity to prepare ourselves to fight the biggest challenge in manufacturing when we will soon start manufacturing again with full strength.
delivery commitment to customer; it must be the same as that in Japan- South Korea - Europe and America, where delivery commitments are mostly honoured because the delivery schedule announced by the company after thorough study and calculation of many important and essential aspects in a manufacturing unit. Sometime, the customers become unhappy in beginning, knowing the longer delivery schedule; the same customer becomes happy and satisfied at the end, when the company honours the delivery schedule as per their commitment.

Whereas in India we generally experience failure of delivery commitment in various manufacturing sectors, because Indian manufacturers make customer happy and satisfied in the beginning. At the time of securing orders, they commit highly optimistic delivery schedule by accepting customer’s all the demands, without backward calculation of man power- supply, chain management -parts availability – machinery and equipment - finance planning - training -competency level of workforce - and Quality control.

A failed delivery commitment makes the customer unhappy and unsatisfied, develops negative thoughts about the supplier. If unfortunately, the product performance fails during initial stage after supply, the customer becomes upset and sometime aggressive to supplier. Such incidents shake customer’s faith about the product and company and also reduces the opportunity of repeat orders. The customer, whom the supplier made happy in the beginning, becomes very unhappy when things mentioned above happen with him.

In many manufacturing sectors, the missing areas are – various training for different level and accountability, result oriented training of managers- supervisors and workers. Very few employees are found with seriousness to learn and deliver performance, many employees opt training merely for a certificate which may help them to secure next job with higher salary slab. In general, a minor breakdown he will seldom ask for any result or output from employees after a specific and expensive training course on company cost.

Japanese and European companies operating in India send their key managers - supervisors to Japan or Europe for crash course for extensive production training of a specific subject and to learn the company’s work culture - system & work environment. For a first-time visitor to Japan and Europe, employee’s focus is divided in two parts – One part on training in company, second part is tourism in that foreign country. After his return from abroad , the employee shares with their colleagues more stories about sightseeing of Europe or Japan than his learning of technical - engineering – work system – work process -Quality control - supply chain - inventory management - or Delivery On TIME.

In a 24 x 7 manufacturing unit, it has been observed that periodical machine maintenance is not given much importance or priority in many companies. We are still in CAPA (Corrective Action and Preventive Action) which is now an old concept; it is time for predictive maintenance plan, which will predict an expected failure of a running mechanical or PLC board. For predictive maintenance, the first thing is - basic maintenance training of operator about a high precision PLC controlled automatic machine which he is operating.

Presently, complete training of operator or supervisor about basic maintenance of a high precision machine is not sufficient, which may affect in two ways:
One, if the operator is not trained with basic maintenance knowledge , he or she may cause breakdown of the machine ; second is - if trained with complete basic knowledge ,the operator may switch over to the unit of competing company. This situation can be managed with training to a team as backup support so that production never suffers if one trained operator suddenly leaves. The manufacturing must not depend on a Man, but it depends on a company’s strong system.

If the operator is not trained with basic maintenance knowledge, even for a small and minor breakdown he will seldom ask for any result or output from employees to rectify the fault, to restart the production; after the end of the day, we would calculate the production loss for down time of the machine. An example is given below how quality is affected when the operator has no knowledge about minor abnormal behaviour of a high precision sophisticated machine, it becomes a more serious problem when the machine is old and has lived its life.

When the operator is unable to notice or recognize the minor abnormal behaviour of the machine, and the machine is producing defective products with quality problem, if the operator ignores the minor problem of the machine, but focussed on his production target, the operator will stop, only when the machine will stop. During this process, the machine and operator have already produced number of defective products, which may be detected at final quality Inspection stage. It may be returned back for re-work if delivery schedule allows time; if the delivery schedule is very urgent, not allowing time for re-work, the minor defect in product will be ignored and the product may be sent to the market, sometime may be without notice of company management. If the product is a domestic consumable items, and the end user comments about quality , it causes a bad name to the brand. If it is not a domestic consumable item, and for commercial use , the market feedback reports may be the same negative from the customers. Considering the above example, today’s trend has already started in factories to minimize the maintenance team members and develop a skilled operator who will run the machine for production as well as repair the machine when needed.

For achieving excellency in manufacturing, in coming days, skill development and knowledge transfer to the machine operator will be the key area to be developed in all manufacturing sectors, a trained machine operator with basic operational and technical knowledge will automatically prevent major breakdown of the machine saving production loss – time and money.

Loyalty to company by the workforce is always a question mark in mind of many Industries’ managers, sometimes they are not in favour of training -investment on workers, particularly in companies, sometimes managers are right sometimes not. Study reveals that Japanese workers or supervisor-managers working in Japan, most of them, for 25-30 years is common. Japanese generally do not think about change of company, the reason being the strong relationship and bonding between Employer and Employee.

To develop strong relationship and healthy work environment in Indian manufacturing sectors between Employers and Employees, a big improvement is the need of the hour by our HR department in manufacturing sectors.

If India wants to produce ZED category products and achieve excellency in Manufacturing, HR department has a very vital role to play as a game changer in the company to make this dream come true. We need to build and work as a bridge between company and workforce so that whenever a worker is in need of any help and support, he can smoothly cross the bridge and can share his problem the HR department.

The HR department should not be like a barred fencing. This gap between company Management and workforce is the weakest point for any Manufacturing sector that dreams for excellency in Manufacturing and ZED category products. The more this point is ignored the more the gap becomes wider.

When we target for Excellency in Manufacturing - Quality – ZED - ISO Standards – ON TIME delivery, we forget that the workers who work with their hands have the major role to achieve company’s dreams. The Excellence in Manufacturing faces a Dinosaur like challenge when the workforce is being exploited and ignored by the company. When a worker always has job insecurity and uncertain future by the company. When a worker always think of changing the job, he will be always watchful and always be ready to leave the job. We are still in CAPA (Corrective Action and Preventive Action) which is now an old concept; it is time for predictive maintenance plan, which will predict an expected failure of a running mechanical or PLC board. For predictive maintenance, the first thing is - basic maintenance training of operator about a high precision PLC controlled automatic machine which he is operating.

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MSME MANUFACTURING EFFICIENCY MODEL

MSME manufacturing efficiency model for competitiveness with low cost production planning Internal strategy guidelines for improving quality and productivity through best use of techniques for enhancing the efficiency with systemization & sustainability

Purpose of The Model

The purpose of this model is to provide a technical support for Indian SMEs that are searching for the improvement techniques and methods for their plants & small manufacturing set ups. To support the MSME manufacturing sectors on the Process design and organization efficiency improvement as per global competitiveness, this structure of the model is developed on envisaging very low cost and less handholding with minimum support from experts. SMEs could use this model for self-learning for implementation, sustainable growth and improvement.

Our country is manufacturing through approximately 300 SME clusters in various states with various techniques, processes, technologies, human skills, input materials, various seasons in organized & unorganized shop floors, lack of skills & techniques and with lack of professionalism & entrepreneurship.

A structured is required on which entrepreneurs could focus for efficient shop-floor and better customer access. This developed Model is the result of encouragement from Prime Minister’s campaign on Made in India for developing India as an International Manufacturing-Hub. It is possible with Techniques, Planning, Entrepreneurship and Competitiveness with Price, Quality, Delivery and Services. This Model has some unique features that it has developed as per working experiences in National and international SMEs like Taiwan, Japan and Singapore etc.

The Basic Features

Knowledge and Learning on Organization Excellence and Customer Access. It consists of Knowledge gap in the shop floor of the SMEs, is Customer demand oriented and driven, enables the SMEs to be vendor of multinational brands, as per the implementation in Indian condition.

Productivity

Review and revise the systems & processes with reengineering approach as per the client’s requirement, balancing the low and high level of technical interventions, encourage both team and individual excellencies.

Sustainability

Develop the shop floor / Plant with SoP, Formats & data for productivity & quality, check points etc. for CQM. It is a forward-looking model with continuous improvement healing process.

Control and Monitoring

Suggests to develop the formats and mix as per requirement and overall plant management and organization / plant scorecard-based monitoring.

Lean Six-Sigma

Implement as per the balancing of lean improvement, six sigma measurement techniques and cost saving techniques on material, process time, energy, inventory, rework etc.

MIS, Data, Recording, Cost and Analysis

To develop the required formats, data as per requirement and statistical analysis process for better controlling the plant.

Techniques as Smart Factory, Efficiency and Competitiveness

It also suggests the SMEs to include the competitiveness in the national and international market, smart factory-on the preparedness of smart manufacturing (I 4.0), blend with international techniques with Indian approach and covers as per the vendors’ required level of interventions.

Customer-Driven Business Planning

This includes: collect customers’ feedback and define, understand and analyse customers’ feedback & implement with PDCA cycle, plan & drive for new business opportunities in domestic and international market, develop cluster base of geographical based products/ services identity for small industries and planning for how to reach to your customers.

Progress Towards Smart Factory to Smart Manufacturing as per Industry 4.0

Organization should develop internal expertise on smart factory by using SF (Smart Factory) techniques, adopt smart manufacturing as market & customers demand and implement IoT and additive manufacturing as per manufacturing scale and quantity.

Coverage and Specialty

This model is a guideline on how to plan, implement, practice and improve your manufacturing system as competitive and smart to clasps and attract the international customers. Indian SMEs could develop entrepreneurship on various techniques & technologies of manufacturing for process with this promotional model.

This model also follows the techniques of Zero Defects and Theories of Edward Deming, Scott Sink, Masaki Ma, Ishikawa and Business Excellence of Malcolm Baldridge with the Techniques Lean-Six Sigma, TQM & TPM etc. It also caters to the Smart Business Process, Smart Technology and Techniques with Smart Solutions in Problems & Working in the SMEs. This is a first improvement model, developed focusing on Indian industries’ efficiency and competitiveness.

Small Businesses in India could follow the Initial Productivity and Quality techniques for improvement and then follow other techniques for traditional state-of-the-art manufacturing system.

Based on Productivity and Quality Research, this model is a contribution to our country’s Manufacturing System. It will help shop floors and will be available to the SMEs for their use & benefit without any consultancy fees for their self-improvement.

DILIP KUMAR GAYEN
(Industry and Management Expert)
Head Technical & Projects, EAST WEST INFOSOLUTIONS

JULY - SEPTEMBER 2020
Model for Cost Saving, Best Techniques, Wastage Reduction and Smart Manufacturing Process with System and Sustenance
To become a world manufacturing hub and more competitive than China, India has to adopt an efficient manufacturing Technique. It is not difficult, rather a disciplined method to intervene the above-mentioned techniques with the culture of continuous improvement through human intelligence, process reengineering, customer focus, entrepreneurship acumen, smart shop floor, Workmen, Karigars, Operators, Supervisors, Plant Heads and Owners have to be trained and specialised in their respective professions. The target should be to access the market & value creation for customers with innovation and techniques. This model is an overall guideline on which areas an organization should plan for improvement in Efficiency, Quality, Cost and Delivery.

**Dichotomy**

The terms related to “Management” are authentically defined “ISO 9000:2015, Quality management systems – Fundamentals and vocabulary”. Other terms used in this document are briefly defined below:

**Approach**

To come near, a proposition, a way of dealing with something, the act of approaching, a path, method, programme, strategy, reaching, act of drawing near, etc.

**Approachable**

Accessible, easy to talk with, sociability and congeniality

**Approachability**

An attribute of being easy to meet or deal with

**Signs of Good Approachability**

- Visible empowerment of the workers
- Cordiality within the organization
- Team members do not complain; they give honest feedback and constructive suggestions, with commitment
- The top management adopts an “open door” policy towards the team members and share vision with them

**Elements Which Augments Approachability**

Advertisement in media makes approachability much easier, such as:

- In production organizations, documented information on the product such as specification of the product, details of parts, assembly, installation, commissioning, maintenance norms, disposal at end of life, emergency response and complaint lodging, through “user/owner manuals”, engineering drawings, etc.

**Conclusion**

To become a world manufacturing hub and more competitive than China, India has to adopt an efficient manufacturing Technique. It is not difficult, rather a disciplined method to intervene the above-mentioned techniques with the culture of continuous improvement through human intelligence, process reengineering, customer focus, entrepreneurship acumen, smart shop floor, Workmen, Karigars, Operators, Supervisors, Plant Heads and Owners have to be trained and specialised in their respective professions. The target should be to access the market & value creation for customers with innovation and techniques. This model is an overall guideline on which areas an organization should plan for improvement in Efficiency, Quality, Cost and Delivery.
• In service industries the documented information on availability, scale, tariff and location of services is made available to the customers.

Good Effects of Approachability
• Approachability breeds leaders at all rungs of hierarchical ladder in new initiatives with minimal formal authority, generating enthusiasm and commitment.
• Approachability strengthens inter-personal relations, fellow-feelings, mutual cooperation and respect and balanced results in SWOT (Strengths, Weaknesses, Opportunity and Threats) analysis. Thus, a better planning is generated.
• Approachability develops and improves operational skills through effective trainings.
• Approachability reinforces self assurances/confidence in dealing with conflicting situations in carrying out challenging assignments.
• Approachability eases decision making processes by:
  • Systematic collection of information/data through formal and informal meetings and walk-a-talk.
  • Prioritizing through cost-benefit analysis, estimation of return on investments and formulation of standard operating practices.
  • Use of innovative talents in the workforce, harnessing their depth and diameter of knowledge and experience.
  • Pre-empting the short, medium and long-term implications of policies in decision making.
• Approachability results in improvements and innovation through:
  • Effective conceptual thinking,
  • Clarity, accuracy and quality of work, consistent and innovative management,
  • Better time, space and fund management,
  • Effective internal and external customer service,
  • Improved and broadened networking
  • Effective meeting of organizational commitments to customers, social needs and compliance of legal requirements.

Impediments to Good Approachability
They are mainly the situational difference in status in sets of people, such as:
• employer and employee in an organization,
• hierarchical levels within the employees,
• teacher and taught in an educational institution,
• teacher and management in an educational institution,
• the clergyman and the devotee at a religious place,
• health care provider and the patient in a health care organization,
• leader and citizen in society/politics,
• parents and children in a family,
• male and female in a family/society,
• racial differences in society,
• age differences in society,
• the haves and the have-not’s in society,
• weak and the strong in a society,
• service departments in Government and the general public, and so on.
When such differentials are:
• marginal, the approachability is of a higher order.
• substantial, the approachability is of a low order but amenable for improvements and
• insurmountable, approachability is conspicuous by its absence.
• In the ‘employer and employee’ situation, good approachability is seen when the employer understands the needs and expectations of the employees and is active to meet those. Cordiality prevails through the sunshine and dark days in such organization. Both sides will be losers on account of fear or distrust, resulting chaos, intrigues, backbiting, bullying, threatening, sabotaging and loss of resources and reputation of the organization. Tolerance, benevolence, righteousness, meticulous adherence to norms (without fear and favour) and a spiritual outlook can effectively reduce fear and distrust.

Tools for Augmenting Approachability
• Adherence to the principles of quality management system (Para 1.1 of ISO 9001:2015, Quality management systems – Requirements), which creates a fertile land for sowing the seed of approachability.
• Adaptation of six sigma, lean manufacturing, 5S, Kaizen, tool box talks, sharing the hopes and aspirations of the team members as also their fears and hopes, etc, on a foundation of reason instead of prejudices or paradigm.
• Adaptation of psychometrics, a technique in psychology, in which psychological parameters of workers are measured through theories and methods developed over years. It encompasses assessment of knowledge, ability to utilize knowledge and skill, attitude, academic attainments and personality traits of workers. Normally the workers are submissive to their superiors. They lose spirit due to directive and suppressive attitude of supervisors and become shy to express their observations on work, work techniques, work ambiance and available tools and tackles.

Visibility of Good Approachability
• Consistency and constancy of purpose maintained.
• New industrial techniques in production and service delivery adopted.
• Not orienting the business only on profit margin; instead using proactive methods in production, service delivery and customer satisfaction.
• Culture of learning through self education and self improvement, broadening knowledge horizon, encouraging everybody to document their professional experiences, etc, established.
• Culture of cordiality to drive out fear and jealousy established and unnecessary competitions avoided.
• Qualitative parameters and not the quantitative figures of performance established.
• Culture of encouragement, rewards and awards established.
• Multilingual culture, especially in international interactions as in airlines and international banking, thus shrinking physical and emotional distances at interfaces established.
• Eye contact, attentive listening, body language devoid of agitated gestures encouraged.
• Open questions during interactions, inspections and audits.
• Established culture of dissemination and adaptation of realistic and factual information and not to tall claims and unfounded conjectures.
• Sincere activities in fulfilling promises.
• Restating, reflecting and summarizing adopted during discussions.
• Encouraging and validating and avoiding being judgemental.
• Promoting automation.
• Promoting stage wise monitoring of work process and work progress, for quick correction and corrective actions.

Methods in Approachability
For establishing good approachability, one needs to be a bit spiritually inclined. This is like developing an attitude of transparency. In approachability, frankness is needed in discussions and in conduct of FMEA (Failure, Mode & Effect Analysis) and SWOT analysis (Strengths, Weaknesses, Opportunities and Threats).
In approachability, empathy is needed with a tinge of sympathy and not the other way round; because empathy is an ability to understand and share the feelings of another person, while sympathy is a feeling of pity and sorrow for someone else’s misfortune. Self-respecting people will not like sympathy while they may willingly accept empathy. Empathy is powerful but it is hard to get right; needs caution and realistic assumptions, if made any. Empathy needs to be crafted carefully, with appropriate words, body language and intonation, so as not to remotely injure the feelings of the person; otherwise the purpose of approachability will be eroded.
Since approachability is essentially based on communication, it will be worthwhile to review the cardinal steps in communication, which are as follows:

Step No Step Element By Explanation
1 Ideation Sender To crystallize thought as to what to communicate.
2 Codification Sender To put thought into a code (language, sign or gesture) which the receiver will be able to comprehend.
3 Transmission Sender To use appropriate means or tools to transmit thoughts to the intended receiver.
4 Reception Receiver To receive the matter, using compatible gadgets.
5 De-codification Receiver To comprehend the intent and content of message received.
6 Response or Reaction Receiver To formulate his response or reaction.

Note: Any aberration in any of the above six step elements will abort the communication.

Conclusion
Approachability is a slow but sure way to effective communications. A group needs mainly two things to be cohesive in a team namely (i) a shared interest and (ii) a commonly accepted way to communicate.

QUALITY INDIA

JULY - SEPTEMBER 2020

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QUALITY INDIA

JULY - SEPTEMBER 2020

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Dear Quality Aspirants / Professionals,

Warm greetings!

NBQP is one of the five constituent Boards of QCI. The “Professional Membership Scheme” is one of the initiatives which is being operated by the NBQP in order to make “Nationwide Quality Movement” a reality, as well as integrate the organizations, institutions and individuals working in the field of quality.

This ‘scheme’ is open for all as per their eligibility and it would give you an edge over the other Professionals/ Corporates as QCI has earned the reputation of being a very credible, successful and highly sought after accreditation/ registration institution. Besides getting the membership certificate, a copy of quarterly “Quality India” magazine and an opportunity for placing articles/ads in it, discounted registration for the Awareness/Training programs & events such as Conferences, Seminars/Workshops, access to the upcoming Knowledge Repository etc. will be provided.

If you have the passion to become a part of this movement for quality promotion, stay abreast with the latest on the quality front, connect with other professionals, advance your knowledge and career, or grow your reputation as a thought leader, this membership would put you on the right track.

Best Regards,
CEO-NBQP (QCI)

For any membership related queries, you may connect:
Mr. Kushal Kanwar

Work: +91-11-23321274 / 23323415 | Ext: 307 / 302
Mob.: 09634170686 / 09717062729

Any Accreditation with QCI (NABL, NABH, NABET, NABCB and ZED rated MSME) can avail 10% discount on membership fee

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