



5<sup>th</sup> - 6<sup>th</sup> July, 2018 | Taj Lands End, Mumbai



# SUSTAINING A CULTURE OF QUALITY EXCELLENCE

# ROLE PLAYERS 2018



UAE

## MERVAT MANSOUR

Director Quality and Patient Safety  
*Al Zahra Pvt. Hospital Dubai*



UK

## ENNA E. JIMENEZ

Vice President, Quality  
Engineering Director, *Eastern Bank*  
President, Association of Latino  
Professionals for America,  
*ALPFA, Boston Chapter*



SOUTH  
KOREA

## DR. WAN-SEON SHIN

President  
*Korean Society for Quality  
Management (KSQM)*



INDIA

## DEVENDER MALHOTRA

Chief Quality Officer  
*Wipro Ltd.*



INDIA

## SASWATI MITTRA

Vice President Quality  
*Intelenet Global Services Pvt. Ltd.*



UAE

## KEZIA DA ROCHA

Director of Marketing &  
Quality Assurance  
*Holiday Inn Dubai - Al Barsha*



SAUDI  
ARABIA

## DR. ZUBER M. SHAIKH PhD (TQM), FISQua (Ireland)

Director of Corporate Quality  
Improvement  
*Dr. Sulaiman Al Habib Medical  
Group Holding Company*



KENYA

## WILLIAM NDETI

Chief Executive Officer  
*Headstream Construction Co. Ltd.*



INDIA

## RADHA RAO

National Head - Quality Management  
(Centre of Excellence - Head QMS)  
*Reliance JioInfocomm Ltd.*



INDIA

## RAKHEE SENGUPTA

Head Quality  
*ICICI Bank Ltd.*

... and many more





# GLOBAL AWARDS

## for Excellence in QUALITY MANAGEMENT & LEADERSHIP



### ORGANIZATIONAL CATEGORIES:

- Quality Excellence award for Best Operational Process
- Best Innovative & Environment Management Practices
- Quality Excellence award for Safety & Environmental Sustainability
- Quality Excellence award for Best Cement Company
- Quality Excellence award for Best In class Manufacturing - sector Wise
- Quality Excellence award for Best CSR Practice
- Best Quality excellence in Engineering solutions (SME)
- Quality Excellence Award in Product Development
- Quality Excellence award for Teaching & Learning Practices
- Quality Excellence award for safety & Environmental Sustainability
- Quality Excellence award for Planning, Processes and systems
- Quality Excellence award for Most Innovative Company
- Quality Excellence award for Fastest Growing company
- Quality excellence in Best Application/software
- Quality Product of the Year
- Quality Excellence award for Best Chemical Company of the Year
- Quality Excellence award for Best Organic Company
- Quality Excellence award for Best EHS Practices

### HEALTHCARE CATEGORIES:

- Best Healthcare Service Provider
- Best Patient Care & Service Hospital
- Best Multi-Speciality Hospital
- Best Homeopathy clinic
- Quality Excellence award for Consumer Protection (Patient Safety) In Healthcare sector

### BPO (OUTBOUND / INBOUND / TELECOM) CATEGORIES:

- Best Voice Process / Voice Quality
- Best Telecom service Provider
- Best Business Process Team
- Best BPO company of the year

### PROGRAMME AWARD:

- Best Business Process Excellence Program

### CUSTOMER SERVICE & LOYALTY CATEGORIES - SECTOR WISE:

- Best End-to-End Customer service / solution
- Quality Excellence award for Best customer Service
- Supply chain customer service award
- Excellence Award for Best Retail Company
- Customer Loyalty Program
- Loyalty Team of the Year
- Best Customer centric company of the year
- Quality Excellence Awards For Best In Print
- Best Customer Service Delivery by a Mall
- Best Customer Loyalty Program
- Best customer Experience - Sector
  - Bank
  - Retail Company
  - Airport
  - I.T./Technology Company
  - Hotel Industry
  - Café Restaurant

### PROJECT AWARD CATEGORIES:

- Best Project contributing to Organizational Value, Sustainability & Innovation
- Best BPM Project
- Best exploration project
- Best Process Improvement Project

### SIX SIGMA CATEGORIES:

- Lean Six Sigma
- Best Use of Six sigma - Sector Wise
- Best Six Sigma Project - Sector
- Best Innovative Six Sigma Project

### SUPPLY CHAIN & LOGISTIC CATEGORIES:

- Emerging Warehousing Company of the year
- Supply chain Innovation Award
- Supply chain sustainability award
- Best Logistics Services
- 3PL Transportation Company of the year
- Excellence in Quality in Transportation
- Best 3PL Company of the Year
- Best Express Cargo Service Provider of the Year
- Excellence in Manufacturing Supply Chain
- Supply Chain Packaging Company of the Year
- Supply Chain Solution Provider of the Year

### INDIVIDUAL CATEGORIES:

- CEO of the Year
- CIO of the Year
- Women Leadership Award
- Innovative Leadership Award - Multiply segments
- Service Delivery Leadership Award
- Visionary Leadership Award
- Customer Experience Officer of the year
- Six Sigma Professional of the Year
- Innovative Leader - Six Sigma
- Exemplary Leader of the Year
- Hall of Fame
- Quality Champion of the Year

## GLIMPSES OF WORLD QUALITY CONGRESS 2017



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**THOUGHT LEADERS**

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