



**WORLD
QUALITY
CONGRESS
& AWARDS**

4th - 5th July, 2019 | Taj Lands End, Mumbai



**QUALITY MANAGEMENT
IN
THE EMERGING WORLD
OF DISRUPTION**



ROLE PLAYERS 2019

CHAIRMAN



GAURAV MALHOTRA
Managing Director
Medicover



HUSSAIN AFEEF
Regional Director of Training, Development
and Quality Assurance
LUX* Resorts and Hotels



EUGENIE ADDISON
Founder and CEO
PAQ enterprise



DR. XIANG
Chief Executive Officer
Solid (Beijing) Technology Co., Ltd.



DR. ZUBER MUJEEB SHAIKH, PHD, FISQUA
Director, Corporate Quality Improvement
Dr. Sulaiman Al Habib Medical Group Holding
Company Riyadh, Kingdom of Saudi Arabia



ASSOC. PROF. DR. KADAR MARIKAR
Chief Executive Officer
Malaysian Society for Quality in Health



HADAF AZZEQ
Managing Director & Branding Consultant
Aimstyle Graphics



JACQUI STEWART
Chief Executive Officer
The Council for Health Service Accreditation
of Southern Africa NPC



SUBBA RAO BHAIRAVABHATLA
Director Transformation Quality
WNS Global Services



R. WILFRED RAJU
Managing Director
Raj InfotechBiz Solutions Pvt. Ltd.



AMBRISH DHARMADHIKARI
Head- Medical Services (Psychiatrist),
Mpower - The Foundation



SUNITA KISHNANI
Vice President -Digital Marketing & Products
MedikaBazaar



DIVYA TUTEJA
Director - Quality Management
Dunnhumby Limited



DR. PAWAN KUMAR GUPTA
Chief Quality Officer
Thumbay Group, Ajman, UAE.



ASHISH SAXENA
Director- Global Operations
Agilent Technologies



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

▪ **PROGRAMME AWARD:**

- Best Business Process Excellence Program

▪ **SIX SIGMA CATEGORIES:**

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

▪ **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

▪ **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

▪ **PROJECT AWARD CATEGORIES:**

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

▪ **BPO (OUTBOUND / INBOUND / TELECOM) CATEGORIES:**

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



INTERNATIONAL AWARDS



ASIA'S QUALITY EXCELLENCE AWARDS

16th AUGUST, 2019 | PAN PACIFIC, SINGAPORE



10th OCTOBER, 2019 | THE ADDRESS DUBAI MALL, DUBAI



4th DECEMBER 2019 | LE, MERIDIEN, MAURITIUS



Certified

BEST CLASS IN PRACTICES

HEALTH & WELLNESS	MANUFACTURING
EDUCATION & TEACHING	LOGISTICS & SUPPLY CHAIN
HUMAN RESOURCES	IT & ITES
FOOD INDUSTRY	SOLAR INDUSTRY

GLIMPSES OF WORLD QUALITY CONGRESS 2018



Supported by



Official Logistic Partner



Endorsed by



CO-ORDINATION OFFICE: 401- 403, Prime Plaza Building, S. V. Road, Above TBZ Jewellers, Near Asha Parekh Hospital, Santacruz (W), Mumbai - 54.

Mobile: +91-7045924216

E-mail: secretariat@worldqualitycongress.org / rford@worldqualitycongress.org

Tel: 022 - 68277711

Website: www.worldqualitycongress.org

The Entry Fee is Non - Refundable. Entries once sent cannot be withdrawn under any circumstances. The organisers reserve a right to alter or change the program or its content and title without assigning any reason whatsoever. The payment of entry fee is towards the cost of the event. The money is utilized towards Jury meet expense, trophy, citation and food cost. Without the entry fee, the organization reserves the right to reject any entry.

