

# Education Excellence: Use Technology and Skilling for Nation Building

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<http://asq.org.in/leadership-excellence-series/>



**ASQ<sup>®</sup>**  
**India**

The Global Voice of Quality™



# Project Vision and Mission

- **Vision:** To provide **gift of knowledge transfer globally leveraging technology.**
- **Mission:** To educate students/ professionals in **life-long transferrable knowledge of soft skills** and **quality management principles/ practices (Systems Focus)** for Nation Building using Google Hangout On Air or Webinar platforms **(MOOCs for Soft Skills and Quality Management).**



*“Education is a progressive discovery of our own ignorance.”* – Will Durant

# Why This Project ?

- Generally, engineering students/ graduates/ professionals are **fairly proficient in technical knowledge**.
- However, they generally focus only on technical aspects and **overlook soft skills**, which are very crucial for their and organization's success.
- In global economy, **professionals need to be proficient in quality management principles/ practices to understand systems thinking to create sustainable organizations.**



**"An Open Letter to India's Graduating Classes."** , New York Times, May 23, 2012  
<http://india.blogs.nytimes.com/2012/05/23/an-open-letter-to-indias-graduating-classes/>

**"State of Higher Ed in India: Time to Act is Now."** , Manu Vora LinkedIn Post, June 12, 2014  
<https://www.linkedin.com/today/post/article/20140612211610-1800896-state-of-higher-ed-in-india-time-to-act-is-now?trk=mp-reader-card>

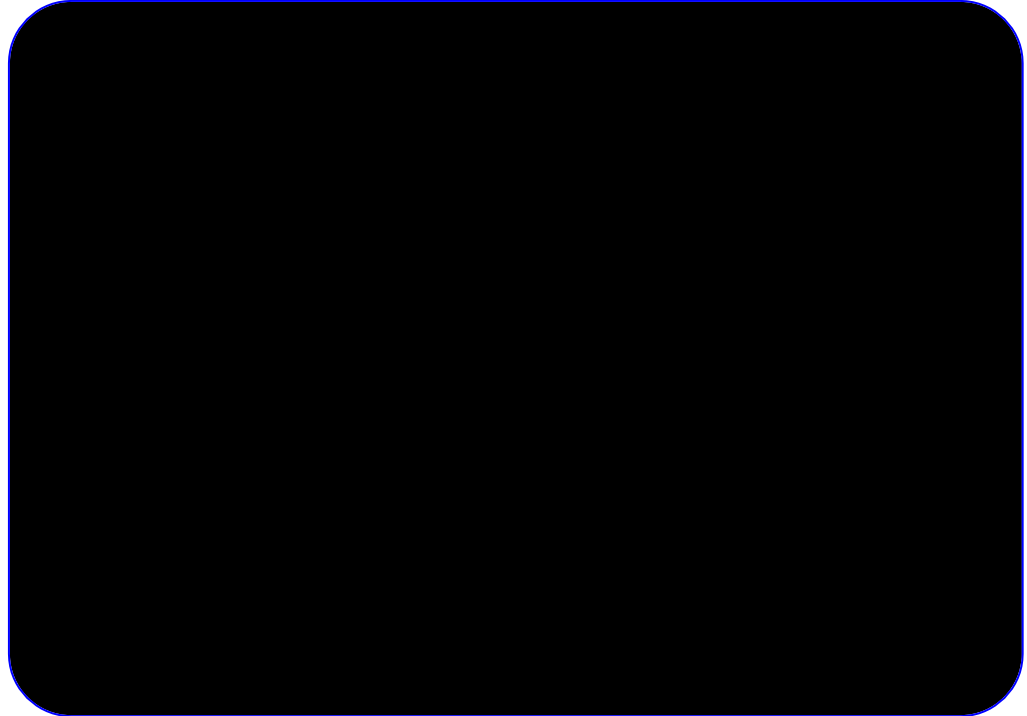
# How This Project Started?

## “Gift of Knowledge Transfer Leveraging Technology”

(ASQ Quality for Life Video):

### Technology Requirements

- **Stable Internet connection**
- Laptop with Webcam
- LCD projector
- Screen
- Microphone for Q&A
- Conference room
- **Gmail account for originator and recipients of Google Hangout**
- **Maximum 10 ports can join Google Hangout – No limit per port**



On Air



ASQ  
India

# The Project Approach

A **12 topic** Leadership Excellence Series (**LES**) Topics:

1. *Leadership excellence*
2. *Effective teamwork*
3. *Effective time management*
4. *Effective meeting management*
5. *Effective decision making*
6. *Effective project management*
7. *Effective risk management*
8. *Effective talent management*
9. *Voice of the customer management*
10. *Operational excellence*
11. *Effective supply chain management*
12. *Sustainable change management*



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*Soft Skills; Quality Management Knowledge*



# The Project Team



Ciby James (Co-Leader)



Dr. Manu Vora (Co-Leader)



Dr. Suresh Gettala



Singanallur Viswanathan



Dr. Awadh Dubey



Dr. Alok Jain



Prof. Anil Kumar Agrawal



Prof. Ashim K. Mukherjee



Dr. Navin Singh Rajput



Rutuja Chhajed



Aditya Veer Jain



Nikhil Jain



Bharat Kashyap



Vishal Khandelwal



Utkarsh Sharma



Abhimanyu Sori



Sweta Suman



Venkatavaradan  
Sunderarajan

# LES Project Benefits

## ❖ Students:

- Use soft skills for immediate application during student years and in **placement search**.
- By upgrading skills, address **Unemployment & Underemployment** issues to improve quality of life.

## ❖ Faculty:

- Upgrade their soft skills to be effective in their **teaching/ research**.

## ❖ Staff:

- Be effective in their **staff roles** and improve quality of their life.

## ❖ Administrators:

- Upgrade their skills to be effective in their **administrative work**.

## ❖ Professionals:

- By upgrading their skills address the **Unemployment & Underemployment** to improve quality of life of all citizens.



# Project Impact – 14 States, Outreach 675,000

#	Entity	Date	Sessions	Mode	Coverage
1	ASQ India LMC Leaders	12/2013 – 06/2015	12	WebEx	250
2	Vinmar Chemicals. Mumbai, India	01/2014 – Present	11	Live Google Hangout	300
3	IIT (BHU), Varanasi, India	08/2014 – Present	9	Google Hangout	300/6,500
4	ASQ Ahmedabad LMC	11/2014 11/2015	2	WebEx Google Hangout	300 200
5	Tata Network Forum, TQMS, Pune, India	01/2015 – 07/2015	6	WebEx	5,000
6	ASQ India Consortium 0	06/2015 – Present	12	Google Hangout	5,500/18,500
7	ASQ India Consortium 1	07/2015 – Present	9	Google Hangout	2,700/22,100
8	IIT Chicago, USA	08/2015 – Present	2	Live	180/7,900 8



# Project Impact – 14 States, Outreach 675,000

#	Entity	Date	Sessions	Mode	Coverage
9	Ministry of Rural Development	08/2015 – Present	6	Google Hangout	240
10	ASQ Consortium 2	09/2015 - Present	7	Google Hangout	1,200/39,400
11	ASQ Consortium 3	10/2015 – Present	6	Google Hangout	3,000/30,000
12	FORE School of Management, Delhi	11/2015	1	Google Hangout	75
13	ASQ India Consortium 4	01/2016 – Present	4	Google Hangout	400/3,000
14	ASQ India Consortium 5	02/2016 – Present	3	Google Hangout	5,000/20,000
15	Commissionerate of HE, Government of Gujrat	03/2016	1	Live	500,000

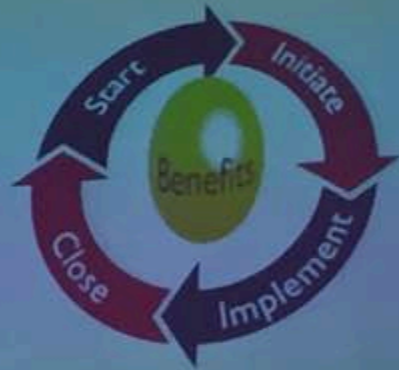
# 11<sup>th</sup> National Quality Conclave, QCI, New Delhi, India (08-19-16)



## The Project Approach

Leadership Excellence Series (LES) Topics:

- Leadership excellence
- Teamwork
- Time management
- Meeting management
- Decision making
- Project management
- Risk management
- Talent management
- Customer management
- Operational excellence
- Supply chain management
- Change management

Quality Management Knowledge



  
  
**11<sup>th</sup> NATIONAL  
QUALITY CONCLAVE**  
19<sup>th</sup> - 20<sup>th</sup> August 2016 Le Meridien, New Delhi



# Commissionerate of Higher Education, Government of Gujarat (03-18-16)

([https://www.youtube.com/watch?v=z\\_fvgG8uwus](https://www.youtube.com/watch?v=z_fvgG8uwus))

## Satellite connection with 450 Colleges and 500,000 students benefited

Effective Management

# "EFFECTIVE TIME MANAGEMENT"

Commissionerate of Higher Education Gandhinagar



Date : 18.03.2016 Starts Shortly.....

0:01 / 49:41



Effective Management



**Dr. Manu K. Vora**

Chairman & President, Business Excellence Inc., U.S.A.

6:12 / 49:41

Effective Management

## Telecast On



**V**ideo **A**udio **N**etwork for **D**evelopment and **E**ducation  
Government of Gujarat  
Through



Department of Science and Technology,  
Government of Gujarat

11

49:38 / 49:41



# 10<sup>th</sup> National Quality Conclave, QCI, New Delhi, India (08-07-15)

(<https://www.youtube.com/watch?v=Keq4M5lViLo>)



Dr. S K Salve

Dr. S K Salve

JoAnn Sterneke

Pramath Raj Sinha



SVBIT, Gandhinagar, Gujarat (7-15-15)



15 07 2015



# SIESASCS, Sion (West), Mumbai (6-25-15)





# ASQ India – Chandigarh University, Mohali, PB (2-08-16)





# Solution Verification through LES Testimonials

**“Dr. Vora is extremely passionate about his work, has a vast repertoire of knowledge and is ever so generous in sharing it. The humility with which he shares his wisdom is remarkable.”**, Vinod G. Kumar, Senior Consultant, Tata Quality Management Services, Pune, MH

**“Excellent presentation highlighting key concepts, best practices, and practical tools to enhance leadership.”**, Dr. R. C. Prasad, Professor, Mechanical Engineering, Pillai Institute of Information Technology, New Panvel, Mumbai, MH

**“The session was Par Excellence.”**, Dr. Parul Agarwal, Dean, School of Management and Director, FMS School of Management, Jaipur Engineering College and Research Centre, Jaipur, RJ

**“This is the best talk on leadership skills I have ever attended in my life.”**, Prof. S. K. Bhatnagar, Faculty of Engineering & Technology, Manav Rachna International University, Faridabad, HR

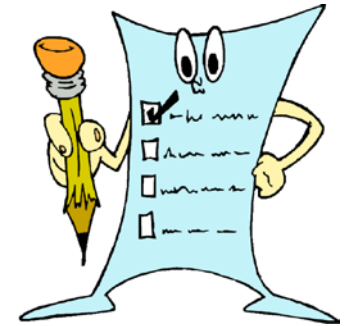
**“We are very much thankful to you for such a invaluable leadership talk. The session was Excellent, Inspiring, and Informative.”**, Dr. Nimit Shah, Head, Trn. & Placement Office, C. U. Shah University, Surendranagar, GJ



# LES Program Evaluation Results - 183 Responses

## Two Top Box Results (Strongly Agree + Agree)

1. LES was **Important to Organization** – **98.9%**
2. LES **Content was Effective** – **98.9%**
3. LES **Delivery was Effective** – **97.2 %**
4. LES had **Positive Impact** on Organization – **97.2%**
5. LES **Useful for Improving Employability** – **93.3%**
6. LES Program Comments:
  - **183** Survey Responses
  - **93** Comments (**90 Positive, 3 Negative**)



# Ingenuity and Innovation

- This project focuses on **Youth Empowerment** with right skills set to **address the issue of Unemployment and Underemployment in India.**
- Free Transfer of Knowledge by a NRI in soft skills and quality management principles/practices.
- ***This Free GIAN Daan improves quality of life and helps in Nation Building.***
- Use of **Free Google Video calling feature** for LES Sessions.
- Use of **Free Recording of LES Sessions on YouTube** for wider sharing.



**INGENUITY**







# Future Direction - Skilling Model



1). Path-breaking Portfolio Approach by **integrating seven areas into the curriculum.**

2). Students in all disciplines undergo both **theoretical and applied training** that **enhances their social and entrepreneurial talents** in addition to fostering their technical skills.

3). In India, the AICTE should adopt **this concept (Skills, Scale & Speed).**

# LES Sustainability Objectives

- **Innovative application** of **social technologies** for wider reach
- **Networking** of institutions to **create knowledge ecosystems**
- Involvement of **ASQ member community of volunteers for pedagogy**
- Content of **global best practices** from ASQ
- Bring subject matter experts (**SMEs**) from **industry and engage International stalwarts**



# LES Sustainability Plans



- Wider sharing of LES Project at **QCI's NQC – 2015, 2016**
- Engage **AICTE** to include ***Soft Skills in Higher Education Curricula***
- Extend ***LES to 10 to 12 Standards*** – Test pilot at SAI International School, Bhubaneswar, Odisha (October 2016 onward)
- Extend ***LES to ASQ South Asia Region*** (*Bangladesh, Indonesia, Malaysia, Philippines, Russia, Singapore, Sri Lanka, Thailand, and Vietnam*)
- Shared LES Project at ***Center for Innovations in Public Systems (CIPS)***, Hyderabad, TG – Education best practice listed on CIPS website
- **LES Next Six Topics:** *Effective Problem Solving, Benchmarking, Hoshin Planning, Diversity Management, Social Responsibility, and TQM in the 21<sup>st</sup> Century*

# Project PR/Recognition

- ASQ View from the Q Guest Blog – The Gift of Knowledge Transfer through Technology (07-2015):  
<http://asq.org/blog/2015/07/the-gift-of-knowledge-transfer-through-technolog>
- WBEZ 91.5 Chicago Public Media Worldview Program, Global Activism Interview k Jerome McDonnell, 11-12-2015:  
<https://soundcloud.com/wbez-worldview/global-activism-delivering-technology>
- Gift of Knowledge Transfer Leveraging Technology - Education Best Practice, Center for Innovations in Public Systems, (CIPS) 12-15-2015:  
<https://www.youtube.com/watch?v=OSqsfQSp3c>
- CIPS Database of Innovative Practices - Gift of Knowledge Transfer Leveraging Technology (Free Gian Daan) 2013-Present (Education, Practice):  
<http://www.cips.org.in/database-of-innovative-practices?category=Education&state=All&submit=Submit>
- **Leadership Excellence Series, ASQ India website (5-31-2016):**  
<http://asq.org.in/leadership-excellence-series/>
- ASQ India “Leadership Excellence Series” Press Release to Indian Media (6-27-2016):  
<..\!0012 ASQ India\!0016 ASQ India LES PR\ASQ India Leadership Excellence Series PR 27 June 2016.pdf>





# LES Project – 2016 QCI - D. L. Shah Silver Quality Award



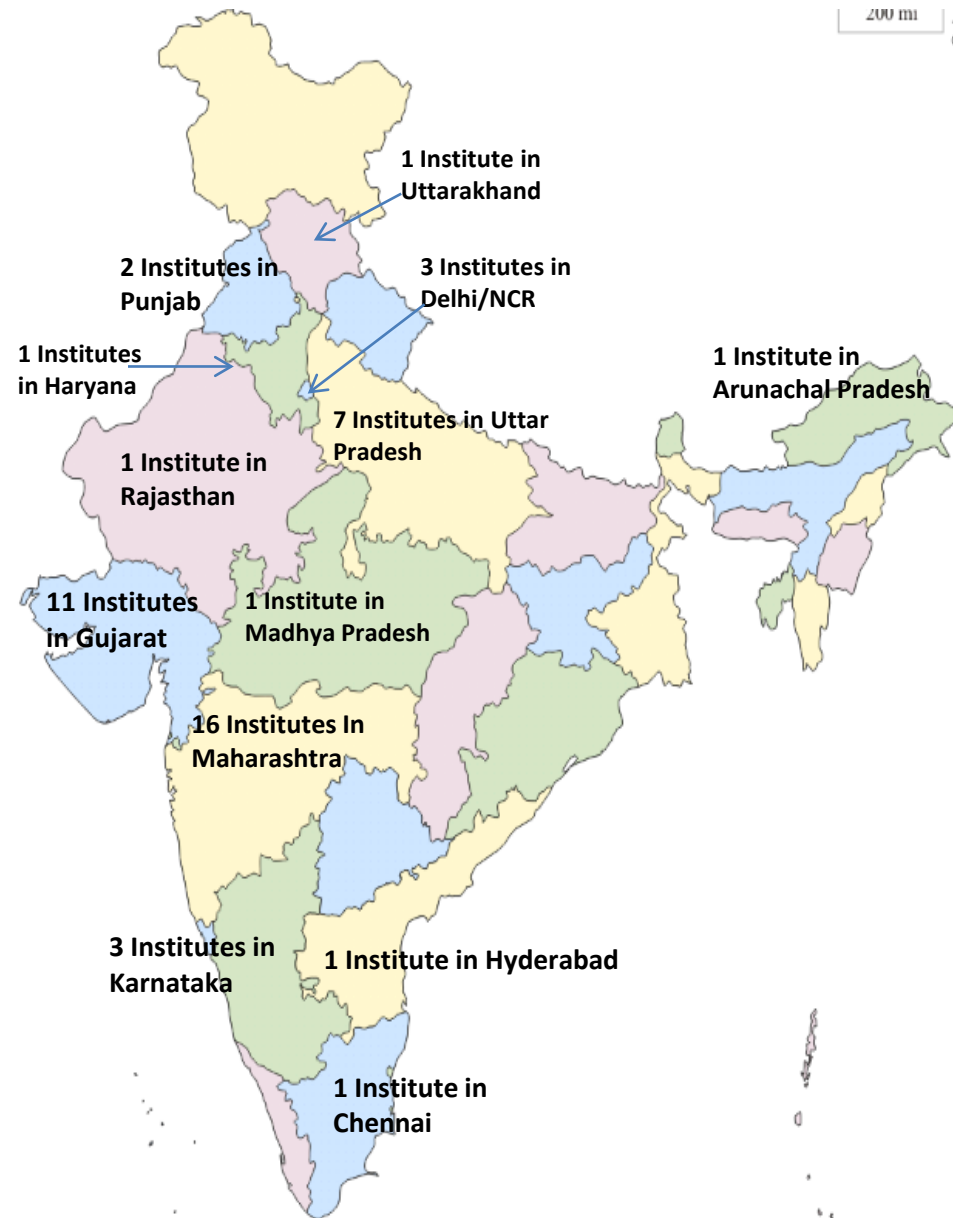


# Summary

- In the 21st Century, knowledge can be transferred globally leveraging technology.
- Google Hangouts and other technology platforms provide great benefits to manage scarce budget resources for learning, training, and development.
- Action Item: Engage global alumni from IITs, NITs, IIMs, AIIMs to give back their talent and time using technology for the Nation Building.
- With this initiative we have reached over 675,000 students/ faculty/ professionals in over 50 Institutes in 14 States including NCR by 5-2016.

*Education is the Most Powerful Weapon which you can use to Change the World."*

- Nelson Mandela





*“Let Us Light a Lamp of Knowledge  
to Eliminate Darkness of Ignorance.”*

**Thanks**  
**Any Questions?**