

# **Quality, Innovation & Collaboration**

## **SME Perspective**



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# Profile

- PhD in Innovation Strategies adopted by SMEs of Rajkot from Narsee Monjee, Mumbai
- Post Doctoral in Innovation Strategies of adopted by SMEs of Bologna, Italy
- 'A' Grade Lean Manufacturing Consultant by Government of India
- Approved QMS and Lean Consultant by Quality Council of India (QCI).  
2005 to 2010
- Certified BPO Quality Analyst by NASSCOM and QAI.
- Certified Six Sigma Green Belt.
- Certified TS 16949 Internal Auditor by IATF.
- Former member of the Board of Examiners for Ramkrishna Bajaj National Quality Award
- Implemented Quality Management System in more than 100 small and medium enterprises from 40 different industries including automobile, machine tools, forging, casting, medical devices, education, services, healthcare in India, Middle East and Africa.
- Worked as a process improvement consultant for Department of Customs and Central Excise, Government of India and Bank of India.

# SME Challenges

- High cost of credit
- Procurement of raw materials at a competitive cost
- Problems of storage, designing, packaging and product display
- Lack of access to global markets
- Low technology levels and lack of access to modern technology
- Lack of skilled manpower for manufacturing, services, marketing, etc.
- Branding and Marketing  
and more...

# Quality

- Quality is not just ISO Certificate
- Implement standards (not only) in letter and (but also in) spirit
- Quality is not a project, it's a constant journey into everything we do
- Strong focus on
  - process improvement,
  - waste reduction and
  - sustainability

# Innovation

- How can we innovate? We are too small, we don't have laboratory!
  - Focus on customer centered technology rather than market centered technology
  - Ability to capture, process and implement the Voice of Stakeholders (VoS)
  - Strong empowerment
  - Co-creation
  - Involve yourself, don't just delegate

- Focus on incremental innovation
- Capture knowledge (keep notes, documents)
- Soulful process implementation
- Maintain transparency in actions
- Right balance between outsourcing and in-house activities

# Collaboration

- Collaboration is short cut to attaining competitiveness
- Europe (especially Italy, Spain and France) are in severe recession. Their usual market North Africa is also in trouble. They will be willing to collaborate. (different models of collaboration)
- Automobile, auto parts, food processing, packaging, machine tools, ceramic, earth moving etc.



- Collaborate (to compete)
- Ability to form your own cluster
- Role of Association, case study of COFIMP
- Establish association to association network, source funding
- Joint family hall V/s community hall



..Thank You..

Questions?

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