

# A6 IAQ Panel

## SUSTAINABILITY AND QUALITY

**Chair of the Panel: Janak Mehta,**  
Chairman of TQM International Pvt. Ltd., India

When quality management burst into the scene around the Second World War, it addressed a vital need of the world – improving the quality of products and services and changing management’s approach to it. It has produced dramatic results over the seven decades following the War and has evolved into a profound field of knowledge.



A question has arisen, nevertheless, whether quality management is addressing the crying problems of the world today. The answer has to be in the negative, however reluctantly. The crisis of the world today is about the future of planet earth itself. What is the future for the generations to follow us?

Yet, the immense body of wisdom gathered by quality management has much to offer to help mitigate the environmental crisis. What is more it has enough vitality to evolve further to cope with more and more complex problems.

This session is a humble attempt to touch on this subject. There may be much more to follow in the coming years.

**The short bibliographies of the Chair and Lecturers you can find in alphabetic order:**

<http://eoq.hu/iaq/biography.pdf>

**Following the lectures, the Panel will discuss issues like:**

1. How can you apply quality management principles and techniques to the problems of sustainability of planet earth?
2. What is your advice to business organizations to pursue sustainability objectives? How will you apply quality management to this domain?
3. As a global set of countermeasures may be difficult to get consensus on, can local initiatives make a significant contribution? What approach would you suggest?
4. What are the specific areas where QM can be used – for example, water use, or electricity generation or use? What demonstration project would you suggest?
5. More broadly, what can IAQ do to join efforts with UN and other organizations to intensify global efforts on sustainability?
6. What can an individual quality professional do in this context to save the planet from water crises?
7. Quality took roots when there was a felt need for survival by individual organization. How can sustainability that is dependent on so many external factors create motivation for top management?