



Business Excellence, Inc.

16 November, 2015

Hon. Shri Pranab Mukherjee
President, Republic of India
Rashtrapati Bhavan
New Delhi - 110 004 India

Dear Hon. President:

Greetings from Chicago, USA from a NRI settled for over 47 years in USA. I am an IIT (BHU), Varanasi 1968 graduate in chemical engineering. Professionally, I manage a global quality management consulting firm for over 15 years and also serve as an Adjunct Faculty at various business schools globally for over 22 years.

Recently you organized a workshop on 4 - 6 November, 2015 at the Rashtrapati Bhavan contemplating Indian Educational Institutions' position in Global Rankings. I fully concur with the two key issues identified at the workshop of "**Teaching - Research Synergy**" and "**Education - Industry Interactions**".

Allow me to share my humble opinions about how to achieve a place for an Indian Institute in top 100 Global Ranking:

1. For all the institutions of national importance **Focus on Excellence and not Mere Compliance**. India can adopt a proven best practice of **system-wide excellence** through **US Baldrige Performance Excellence Criteria in Education**. In US since 2001, there are 10 educational institutes that have benefitted immensely.
2. Focus on fundamentally **revamping entire educational system in India** to address the following issues:
 - a. Introduce **inquiry-based learning** instead of rote (memorization) learning.
 - b. Include **best-in-class practices** instead of dry theories in the **curriculum**.
 - c. Incorporate **quality management knowledge** in the **curriculum** and emphasize importance of **system-wide excellence**.
 - d. **Align curriculum with industry and societal needs for relevance**.
 - e. Create **Advisory Board** at Department, College, and University levels for all higher educational institutes with experts from industry, academia, and government sectors as appropriate.
 - f. Integrate **life-long transferrable soft skills** including Teamwork (Interpersonal skills), Problem Solving, and Project Management principles in the curriculum.
 - g. Require **mandatory Social Service** as graduation requirements (engage the youth in Nation Building).
 - h. Require **few years of practical experience from new faculty recruits**.
 - i. Make **knowledge upgrade** as a **key requirement for continued employment as a faculty**.
 - j. Make mandatory requirement of **active and vibrant student chapters of professional societies**.
 - k. Set up **Alumni Associations** to engage alumni to give back to their respective alma mater.
 - l. **Require Internships after each year of study** (minimum two months of internship per year)
 - m. Equip students with **professional knowledge and self-confidence** to enter the workforce to serve in **Industry, Academic, Entrepreneurship, Government, and Research sectors**.
3. The "**Digital India**" initiative can engage the talent of alumni of IITs, NITs, IIMs, and AIIMSs settled globally using Google Hangouts to **freely contribute their time and expertise** to support their alma mater.
<https://soundcloud.com/wbez-worldview/global-activism-delivering-technology>.
4. The "**Make in India**" initiative will get a major boost when we adopt the Baldrige Performance Excellence Criteria for Business/Non-Profits by employing our youth who are capable and ready to contribute fully.



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At the American Society for Quality (ASQ) India office, we have **over 1,400 talented members** settled throughout India who would be glad to **contribute their time and talent to serve the nation**.

It is my honor and privilege to serve the motherland India, where I have spent my first 22 years to get the best education and values from the Mahamana Pandit Madan Mohan Malaviya Ji's Temple of Learning (BHU, now IIT (BHU)).

If you have any questions, kindly contact me or Mr. Amit Chatterjee, MD, ASQ India, New Delhi (AChatterjee@asq.org, Mobile: +098 1006 4745).

Thank you for your kind consideration. I look forward to your acknowledgement of my letter.

I have included my short biographical sketch for your perusal on Page 3.

Manu K. Vora

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CC: Hon. Shri Narendra Modi (Prime Minister)
Hon. Smt. Smriti Irani (Union Minister, Ministry of Human Resource Development)
Hon. Smt. Sushma Swaraj (Union Minister, Ministry of Overseas Indian Affairs)
Hon. Shri Rajnath Singh (Union Minister, Ministry of Home Affairs)
Hon. Dr. Harsh Vardhan (Union Minister, Ministry of Science & Technology)
Hon. Shri Rajiv Pratap Rudy (Minister of State, Ministry of Skill Development and Entrepreneurship)
Hon. Shri Manoj Sinha (Minister of State, Ministry of Railways, IIT (BHU) Alumnus)
Hon. Dr. Ausaf Sayeed (Consul General of India, Chicago, USA)
Hon. Shri. Girdhar Malaviya (Former Justice, Allahabad High Court)
Hon. Dr. Karan Singh (Member of Parliament (Rajya Sabha), Chancellor, BHU)
Prof. Girish Chandra Tripathi (Vice-Chancellor, BHU)
Prof. Rajeev Sangal (Director, IIT (BHU), Varanasi)
Mr. Amit Chatterjee (Managing Director, ASQ India)

References:

1). ASQ TV - Manu Vora discusses Government Quality in India (2014):

<https://www.youtube.com/watch?v=YnII-BSt45Y&feature=youtu.be>

2). "State of Higher Ed in India: Time to Act is Now" (2014):

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3). "Education and Quality: Foundation for Sustainable Development & Growth" (2014):

<https://www.linkedin.com/pulse/article/20140528165420-1800896-education-and-quality-foundation-for-sustainable-development-growth?trk=mp-reader-card>

4). "Letter to Hon. Smriti Irani on GIAN Project" (16 February, 2015):

http://www.itbhuglobal.org/chronicle/archives/2015/03/letter_sent_by.php



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Biographical Sketch



Contributor to Global Management Thinking

Dr. Manu Vora is Chairman and President of Business Excellence, Inc., a global quality management consulting service firm. He has **over 40 years** of leadership experience and has guided Fortune 500 companies with Baldrige Performance Excellence assessment in the areas of leadership excellence, customer satisfaction, employee engagement, and process improvement. He is a Past Vice President from the American Society for Quality (ASQ) National Board of Directors. He also served as a Chairperson for ASQ Chicago Section. He is an ASQ Fellow and Certified Quality Engineer (CQE). Manu served as a Chief Judge at the Illinois Team Excellence Award Program from 1993-1999. He is a Senior Member of Board of Examiners of the Asia Pacific Global Performance Excellence Award Program since 2004. In 1968, he received a **J. N. Tata Scholarship** to pursue his graduate studies in the USA.

Dr. Vora holds MBA with Marketing Management from the Keller Graduate School of Management in Chicago, M.S. & Ph.D. in Chemical Engineering from Illinois Institute of Technology (IIT) in Chicago, and B.S. in Chemical Engineering from the **Indian Institute of Technology (BHU), Varanasi** in India. He is a sought after speaker on **business excellence and quality management topics** for local, regional, national, and international audiences. He has over **510 presentations** around the world. He has published over **55 articles** in professional journals and conference proceedings. In 2005, he authored "**Managing Human Capital**" chapter in the **Six Sigma for Transactions and Service** book published by McGraw-Hill. He has been bestowed with **Five Medals from ASQ**. Dr. Vora was invited to be an ASQ Influential Voice and he has published **46 blog posts** (<http://voraonquality.blogspot.com>).

Contributor to Social Responsibility and Community Service

For **over 22 years**, as an Adjunct Professor, Dr. Vora has taught Operations Management, Quality Management, Supply Chain Management, Project Management, Human Resource Management, Sustainable Change Management, and Risk Management courses at various business schools in the USA and India. He is affiliated with **over 67** educational institutions around the globe. He has taught well **over 10,000 people** globally through academic teaching and executive training. On April 7, 2013, Dr. Vora gave a TEDx Talk - "**Leveraging Social Responsibility to Unite the World**" at **TEDxIITBHU, Varanasi, India campus via a Video Presentation** (<https://www.youtube.com/watch?v=94kXi9WTI04>). He has delivered a "Leadership Excellence Series" using Google Hangouts and shared recorded YouTubes with **over 130,00 people globally** since December 2013.

For **over 45 years** Dr Vora has dedicated his entire life to community service. In 1989, he established the **Blind Foundation for India (BFI)** to serve over 15 million visually impaired people in India which accounts for one third of the world's blind population. BFI team has raised **over \$4 million** to support **150,000 free Cataract operations**, distributed **over 10,000 Braille Kits** to blind children for their education, donated **115 mobile vans** for transporting eye doctors and patients, and examined **over 750,000 school-going children** for their eye sight and provided necessary interventions. So far, **over one million people** in India have their eye sight checked through the BFI. On April 13, 2013, he gave a TEDx Talk - "**Exponential Power of the Gift of Giving**" at **TEDxIIT Chicago, USA** (<http://www.youtube.com/watch?v=Z-fmkivYcVg&feature=share>). Since 1970, Dr. Vora has **raised over \$9 million** for a variety of charitable and professional causes. For his lifetime of community service, he has received "**2011 Ellis Island Medal of Honor**", "**2010 US President's Volunteer Service Award**", and "**2015 & 2000 Rotary International Paul Harris Fellow Medal**".