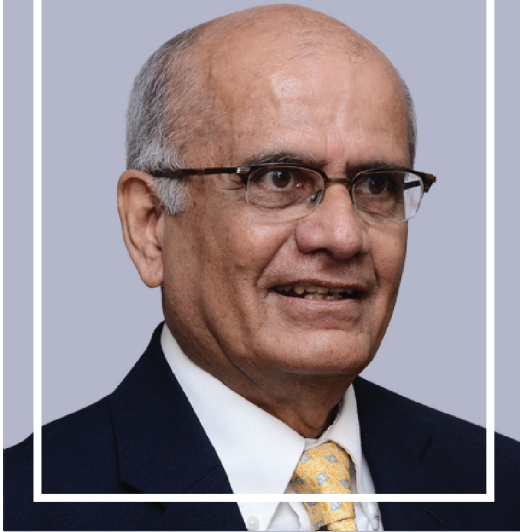


SURESH LULLA



PROFILE

A distinguished alumnus of IIT Bombay, Suresh Lulla has made a mark through his work in the field of Quality. He is a veteran professional with over 50 years of experience as a management consultant, speaker, trainer, author, and storyteller.

Mr Lulla was mentored by Dr J M Juran, 'the father of Quality', who, along with Mahatma Gandhi and Shri Ramkrishna Bajaj form the trinity of his role models—He jokes that one thing he has in common with them is a bald head.

In 1987, he founded Qimpro Consultants Pvt. Ltd. as a focused quality management consultancy based on The Juran Trilogy: quality planning, quality control, and quality improvement. Since inception, Qimpro has saved Indian corporates over Rs 20,000 crores in terms of cost of poor quality, using the Juran methodologies.

In 1989, Mr Lulla established Qimpro Convention to recognize Team Excellence through QualTech® Prize—an established Process Improvement and Process Innovation platform for middle managers across industry.

In 2000, Mr Lulla founded Qimpro Foundation to recognize Statesmen (Qimpro Platinum Standard) and Leaders (Qimpro Gold Standard) for individual excellence in business, education, and healthcare. And effective 2018, for environment. The other objectives of Qimpro Foundation are to improve the quality of education and healthcare in India, through formal and non-formal training; and to rate & recognize organizations for their Planet Protection efforts.

In 2007, Mr Lulla founded BestPrax Club Pvt. Ltd. as the exclusive Indian member of the Global Benchmarking Network, established by Dr Robert Camp.

In 2016, he pioneered storytelling for the practice of Quality/Excellence/Benchmarking by launching the Quality Fables Competition.

AREAS OF SPECIALIZATION

- » Problem Solving
- » Process Excellence
- » Performance Excellence
- » Benchmarking for Best Practices

AUTHOR

- » Mr Lulla was invited as Consultant for the third anniversary issue of Business Today, January 1995, dedicated to 'The Quality Revolution'.
- » He was on the Board of Editors for the book, 'A History of Managing for Quality', J M Juran, Editor-in-Chief, ASQC Quality Press (1995).
- » Mr Lulla has authored 'World-Class Quality: An Executive Handbook' published by Tata McGraw-Hill (2003).
- » In 2011, Mr Lulla contributed a chapter on 'Measuring Trust and Sustainability' in Teaching Ethics published by Centre for Business and Public Sector Ethics, Cambridge.
- » Mr Lulla has authored 75 Quality Fables™ – short narratives with crisp business lessons – based on his experiences with clients since 1972. Three volumes of 25 Quality Fables each are available through Qimpro Bookstore. He is in the process of writing the final 25 fables.
- » He has a dedicated column in Business India. He also writes for Indian Management and Smart Manager.

DIGITAL TOOLS

- » In 2011, Mr Lulla developed and launched a digital tool, BestPrax Barometer, for Harvesting Best Practices in an organization. The feedback report highlights the Best Practices and the Weak Practices. This serves to grow Best Practices to innovative Next Practices through Creativity Labs; and to migrate Weak Practices to Best Practices through Cross-industry Benchmarking.
- » In 2015, Mr Lulla developed a digital course, Problem Solving Pro. The USP of this course is a case study – The Case of the Late Patient – that runs across the sessions. It is in a 'comic' format.

RECOGNITION

- » In 2004, Mr Lulla was awarded the IMC Juran Centennial Medal for his pioneering contribution to quality practices in India.
- » In 2005, Mr Lulla was awarded the Distinguished Alumnus Award by the Indian Institute of Technology, Bombay in recognition of his outstanding achievements in Quality Management Consultancy.
- » In 2006, the Institute of Management Consultants of India conferred on Mr Lulla the award of Fellow Member.
- » In 2016, Mr Lulla was felicitated with a Special Award on Teachers' Day from Higher Education Forum for his contribution to education through Quality Initiatives.

PROFESSIONAL BACKGROUND


- » Mr Lulla holds a B Tech in Mechanical Engineering from the Indian Institute of Technology, Bombay and an MS in Industrial Engineering from Wayne State University, Detroit.
- » He is a Senior Member of the American Society for Quality and a Certified Management Consultant from the Institute of Management Consultants of India.

PROFESSIONAL RESPONSIBILITY

- » Chairman, IMC Quality Awards Committee - IMC Ramkrishna Bajaj National Quality Award; IMC Juran Medal
- » Executive Mentor, Emerging Quality Leaders Program, American Society for Quality
- » Director - Membership Retention and Engagement, Global Benchmarking Network

BOARD MEMBERSHIP

- » Founder & Mentor, Qimpro Consultants Pvt. Ltd.
- » Founder & Managing Trustee, Qimpro Foundation
- » Founder & Director, BestPrax Club Pvt. Ltd.
- » Trustee, Quantum Trustee Company Pvt. Ltd.

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 Suresh.Lulla