

## **Synopsis:**

The IFQM symposium spotlighted India's ambitious journey toward becoming a global leader in quality, innovation, and competitiveness. With its GDP reaching \$3.94 trillion in 2024, India is poised to emerge as the world's third-largest economy, aiming to transform into a hub of excellence through a strategic focus on quality, innovation, and leadership.

Central to this vision is cultivating a culture of innovation and quality through the "Big Q" approach, moving beyond quick fixes (jugaad) to embrace systematic and sustainable practices. Industry players are adopting transformative methods like Kaizen, Lean, AI, and Industry 4.0 to ensure global competitiveness across sectors. The symposium highlighted sectoral advancements: manufacturing as a driver of jobs and growth, electronics as a leader in quality-driven production, pharma transitioning to innovation-led practices, and IT leveraging AI to maintain global relevance.

Collaboration emerged as a vital theme, with cross-industry partnerships and leadership accountability seen as catalysts for the quality movement. Partnerships with organizations like JUSE underscored the value of shared learning and mutual trust. The role of education and skilling was also emphasized, with calls for revamped curriculums, vocational training, and leveraging India's "phygital" infrastructure for holistic development.

Sustainability and digitalization are pivotal for India's surge ahead. India's diverse landscape is an ideal testing ground for sustainable, globally scalable solutions. AI and digital tools were acknowledged as transformative forces, reshaping industries and enhancing quality standards. The symposium concluded with a powerful call to action: embedding quality and customer satisfaction as core organizational goals, sharing best practices, and fostering innovation through quality clusters and technology.

Acknowledging Japan's mentorship, the event celebrated collaboration and urged relentless efforts toward excellence. This movement, grounded in innovation and sustainability, envisions India as a global powerhouse in manufacturing, technology, and services, paving the way for national progress and global impact.

The subsequent pages provide the session-by-session summaries and key takeaways.