



Business Excellence, Inc.

16 February, 2015

Hon. Smt. Smriti Irani
Union Minister, Human Resource Development
Shastri Bhawan, C-Wing, Dr. Rajendra Prasad Road
New Delhi 110001, India

Dear Hon. Smt. Smriti Irani Ji:

The purpose of this letter is to share a best practice of "**Free Knowledge Transfer Using Technology - IIT (BHU) Alumni MOOCs**". Graduates of engineering colleges in India are technically brilliant, however, they **lack necessary soft skills** as highlighted by the corporate world. To remedy this issue, in August 2014, a **Leadership Excellence Series (LES)** was initiated at **IIT (BHU), Varanasi** in collaboration with IIT BHU Global Alumni Association (IBGAA), American Society for Quality (ASQ) India, and Business Excellence, Inc. (BEI), USA. **This series will help students to improve their employability and allow them to excel in their professional careers. Eventually, such initiatives of using a reservoir of untapped potential of global alumni may help India to be counted in top 200 Universities in the world.**

Under LES, 12 topics are shared by IIT (BHU) global alumni with students and faculty at the IIT (BHU) campus. Topics include *leadership, teamwork, time management, meeting management, decision making, project management, risk management, quality management, voice of the customer management, process management, change management, and supply chain management*. This series uses **Google Hangouts On Air (Free video call)** to connect with students at the campus hostels and at the conclusion of the call an **YouTube recording** is available for wider sharing (**6,500 students and faculty**) at the campus. Please refer to Pages 2 and 3 for details about this initiative.

The IIT (BHU) alumni request your help to kindly **share this best practice initiative among all IITs, NITs, IIMs, and AIIMS throughout India** to engage highly accomplished global alumni to give back to India to **build Skills, develop Scale, and achieve Speed**. This will be a **free Global Initiative of Alumni Networks-2 (GIAN-2)**. This initiative will enhance competency of Indian youth to achieve the Mission of "**Make In India**" and "**Zero Defects, Zero Effects**" in **Nation Building**. We at **IIT (BHU), IBGAA, and ASQ India** stand ready to facilitate this innovative practice among higher educational institutions for Engineering, Management, and Medicine. **This initiative is in resonance with Mahamana Pandit Madan Mohan Malaviya's Temple of Learning (BHU) vision of graduating students with technological expertise and passion to serve the Society for nation building.** I have included my short biographical sketch for your perusal on Page 4.

Thank you for your consideration.

Manu K. Vora

Manu K. Vora, Ph.D., MBA, ASQ Fellow and CQE
IIT (BHU), Varanasi, Chemical Engineering 1968
Advisor of Eminence, Business Excellence, ASQ India
Chairman and President, Business Excellence, Inc., USA
Telephone: +1-630-548-5531; Email: manuvora@b-einc.com

CC: Hon. Shri Pranab Mukherjee (President)
Hon. Shri Narendra Modi (Prime Minister)
Hon. Smt. Sushma Swaraj (Union Minister, Ministry of Overseas Indian Affairs)
Hon. Shri Jagat Prakash Nadda (Union Minister, Ministry of Health and Family Welfare)
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. Smt. Anandiben Patel (Chief Minister, State of Gujarat)
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. Adil Zainulbhai (Chairman, Quality Council of India)
Mr. Amit Chatterjee (Managing Director, ASQ India)
Mr. Vish Narayanan (President, IIT BHU Global Alumni Association - IBGAA)



Business Excellence, Inc.



Free Knowledge Transfer Using Technology - IIT (BHU) Alumni MOOCs* (* MOOCs - Massive Open Online Courses)

Issues/Opportunities - Soft Skills and Quality Management Discipline in Higher Education:

- Graduates of engineering colleges in India are technically brilliant, however, they lack soft skills as evidenced by call for action from corporate world as shown in the few links below.
- "Tech Students Need to Work on Communication, Soft Skills: Tata Consultancy Services" at: <http://timesofindia.indiatimes.com/tech/jobs/Tech-students-need-to-work-on-communication-soft-skills-TCS/articleshow/44876411.cms>
- "An Open Letter to India's Graduating Classes" at: <http://india.blogs.nytimes.com/2012/05/23/an-open-letter-to-indias-graduating-classes/>
- "State of Higher Ed in India: Time to Act is Now" at: <https://www.linkedin.com/today/post/article/20140612211610-1800896-state-of-higher-ed-in-india-time-to-act-is-now?trk=mp-reader-card>
- "Current Scenario of Engineering in India" at: <http://jobsiit.com/blog/2014/05/current-scenario/>

A Solution:

- In August 2014, a Leadership Excellence Series (LES) was initiated at IIT (BHU), Varanasi to enhance soft skills and introduce quality management principles for better employability of graduates in India.
- The LES is a collaborative effort of IIT (BHU), IIT BHU Global Alumni Association (IBGAA), American Society for Quality (ASQ) India, and Business Excellence, Inc. (BEI), USA. So far, the following four Hangouts have been organized including recording on YouTube:
 - "Leadership Excellence" (29 August, 2014) <https://www.youtube.com/watch?v=pTNpSYtYVjQ>
 - "Effective Teamwork" (19 September, 2014) <https://www.youtube.com/watch?v=G0vwuq7ZwUU>
 - "Effective Time Management" (5 November, 2014) <https://www.youtube.com/watch?v=RjxGTllj-xw>
 - "Effective Meeting Management" (5 January, 2015) <https://www.youtube.com/watch?v=sFsNVnd1vxA>
- The step-by-step procedure for Google Hangouts On Air is shown on Page 3.

Actions Needed:

- Google Hangouts On Air should be used for **leveraging Free Expertise** from **global alumni** of various IITs, IIMs, and AIIMS with students, faculty, and administration at campuses in India.
- We need to deploy these best practices to **build Skills, develop Scale, and achieve Speed**. This will accelerate "Make In India" and "Zero Defects, Zero Effects" Mission of Nation Building.



Business Excellence, Inc.

Step-by-Step Procedure for Google Hangouts On Air:

Here are the steps to conduct Google Hangouts On Air, in an Academic Institution.

Prerequisites at each participant nodes:

1. Laptop/ Desktop/ Tablet
2. HD/ good quality Camera (in-built or external)
3. Public Addressing System (Amplifier + Microphone + Speakers)
4. Internet Connection (2 Mbps) running as Direct Internet Connection (i.e. as "No Proxy" or as "Transparent Proxy")
5. Large size LED/LCD Monitor (40 inches or more)
6. Stereo Audio Cable (for connecting Laptop/ Desktop/ Tablet to the Amplifier)
7. HDMI/ VGA Cable (for connecting Laptop/ Desktop/ Tablet to the LED/LCD Screen)

Prerequisites on the cloud:

1. E-mail account on Gmail (i.e. xxxx@gmail.com)
2. Registration on YouTube
3. Installation of Google Hang-out on each Laptop/ Desktop/ Tablet
4. Enable "Hangout On Air" feature (for recording the session, automatically on YouTube)

Process:

1. The Coordinator Node announces a Hangout Call and send invitation (well before time) to the e-mail of each participating node
2. All the nodes accept the invitation and click on the link, as provided
3. Each node keeps its Microphone "Muted" until that node intends to speak (for sake of clearer, humming-free audio)
4. Hangout is free up to 10 participating nodes
5. Recording of the session is readily available on YouTube for wider sharing with the campus community.

Our Offer:

We at IIT (BHU), IBGAA, and ASQ India stand ready to **facilitate this innovative practice among higher educational institutions for Engineering, Management, and Medicine.**

Acknowledgment:

- **LES Faculty - Dr. Manu K. Vora**, IIT (BHU) Chemical Engineering, 1968 (Alumnus), USA
- **IIT (BHU) Faculty - Prof. Ashim Kumar Mukherjee**, Dean, Student Affairs, and **Prof. Navin Singh Rajput**, Principal Investigator, Networked Communication & Computation (NCC) Laboratory
- **National Knowledge Network (NKN) - Apurva Saxena**, Associate Network Manager, NKN
- **IIT (BHU) Student Leaders - Nikhil Jain, Diksha Kaushik, Vishal Khandelwal, Venkatavaradan Sunderarajan, Sainyam Kapoor, Pranshu Aditya, Vishal Agrawal, Amit Gupta, Anshika Jhamb, Ankita Kalra, Nishi Katiyar, Dushyant Kumar, Rohit Kumar, Jeet Parekh, Shubham Pophare, Akanksha Sahu, Shubham Verma, Apratim Yadav, and Nisha Yadav**



Business Excellence, Inc.

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 Award 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 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 an 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 **400 presentations** around the world. He has published over **50 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 **38 blog posts** (<http://voraonquality.blogspot.com>).

Contributor to Social Responsibility and Community Service

For **over 21 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 business schools in the USA and India. He is affiliated with **over 33** educational institutions around the globe. He has taught well **over 7,500 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>).

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 **120,000 free Cataract operations**, distributed **over 10,000 Braille Kits** to blind children for their education, donated **111 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**" and "**2010 US President's Volunteer Service Award**".