

QUALITIMES

A QUALITY THAT DOES NOT CHANGE WITH TIMES

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Editor's Choice... **Education Vs Learning**

Editorial Panel

- Geeta S
- Jyoti R
- Sunmeet S
- Venu M

(Want to be a part of the panel. Forward your interest to:
qualitimes@qualitreeinc.com)

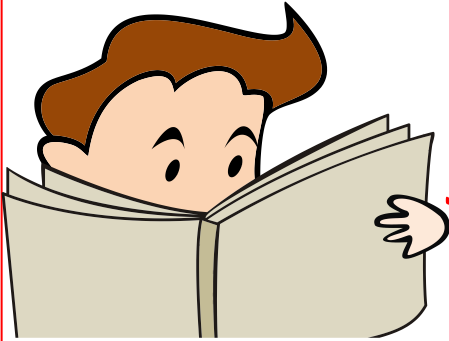
Geeta S.

"My daughter scored 20 out of 20, how much did your daughter score?" beamed the excited mother of my daughter's classmate. I cringed a little before timidly replying with a "17" & then went on to give all kind of defenses on her "below par" performance. From her lack of focus, to her distracting friends & TV, to her low-energy levels after a long, tiring day at school & so on.. Now, whatever happened to the promises I had made to myself when she was born, of being a nurturing & liberal parent, protecting my child from the harsh, un-necessarily competitive world, letting her blossom into a thinking individual rather than someone who'd mugged up books & still knew nothing? "17 is good but not good enough to secure her admission into a good college later", warned my ever-planning-for-a-future husband. Something was going terribly wrong with my plans for my children. My ideas of giving them an environment conducive to learning without putting any pressure to perform seem to be backfiring as their report cards clearly suggest. In my quest to create the ideal world for my children, I seem to have wandered too far away from the real world. But then, what's the point having a Ph.D degree under your belt when ALL you care for is your next pay-check? To me, education is sacred. It's the ticket to an honest, equal, non-judgmental & tolerant world. If I, with my limited level of education, can get myself to rid of my prejudices, a person with higher level of education can certainly achieve much more not just in terms of money but in terms of thinking. That, was what my expectation from the education system was! Education, to make a difference; Education, for change. Sadly that is not the case. Most of us "educated" class only cares about buying bigger houses, bigger cars, foreign vacations. No-one cares for change. And that's where I, the parent, come in. Now here I am, trying to make my children learn beyond the textbooks for, I believe that if you are seeking wisdom, look to books but if you are seeking knowledge, look around. That's how I've learnt & I am pretty confident, I've learnt well. We all are busy churning out the next top doctor, engineer or lawyer but do we really care about producing the future citizen or future leaders? The most difficult part of my job as a mother is not just to teach my children to "learn" but to also make sure that they don't "unlearn" the good things when faced with adversity. Right now they seem confused as everything I teach them, seems to be exactly opposite of how the world functions but my biggest hope is that one day they'll understand all that am trying to impart. Right now, they are questioning each bit of my "ways" but thankfully, questioning is also part of my scheme of things for, unless you question, you cannot understand & till you understand, you cannot lead, you simply follow & till you follow, you cannot change. Every change that has happened in the society, has begun with questioning. Be it the caste system, be it equality of genders, be it gaining our Independence & so on. Things changed for the better because someone got up & questioned. Today, if I can lay claim to some bit of "knowledge" its because I actively sought it, through my surroundings, through people, through travel but not much through "Education" which is imparted in schools. Its very disappointing as a citizen for me to see a child scoring A plus in school but throwing trash out of the bus or car window. He might become a great doctor tomorrow but if he is still throwing trash on the roads & it'll be very tough for me to respect him. He might be a great doctor but he'll be a bad citizen. Similarly, I have many well-qualified people around me who criticize other religions. What's the point of those fancy degrees if you can't even get yourself to tolerate, accept & respect other person's beliefs? To me, you have remained as narrow-minded even after all the "education" as you were before it. That's where my dilemma is setting in. Should I let them become a part of the rat-race because they, after all, HAVE to sustain themselves in life. Or should I continue on my course & just focus on making independent thinkers & good citizens out of them? Is a middle-path possible? Should I care for the school's report-card right now or wait for the life's report card to know how they fare? In any case, the test is mine! :-D

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Has anything to share - We are all ears!!! Please send in your articles to: qualitimes@qualitreeinc.com

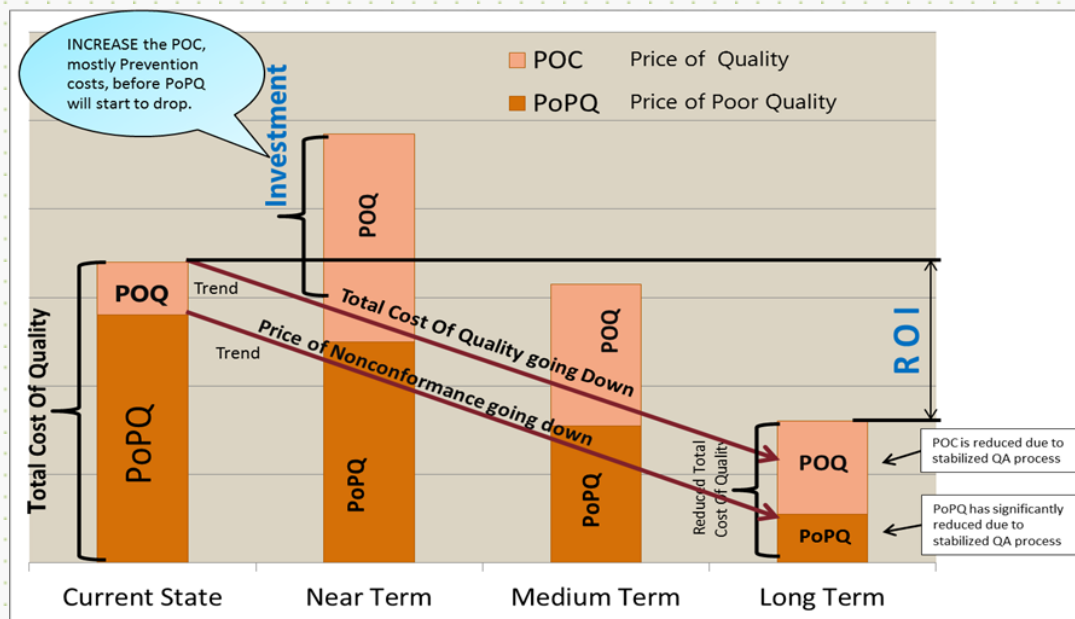


Defect Management-An Interesting Journey



Rajnish M.

Investment in Quality is so logical thing to do. In order to bring the price of poor quality down, Investment in Quality is needed. It is proven throughout the industry that price of nonconformance goes down as we start investing in Quality.



Return of investment become visible in 4 – 7 months of effort depending upon the size of organization. Procedural steps are needed when organization is looking to invest in quality.

This article elaborates on how the defect management process is integrated with continuous improvement and it is only tool to measure the performance of all quality initiatives that were taken to improve the quality.

Continuous improvement is laid out on the basis of organization quality goal. It is like reverse engineering where we need to know “what we want” and lay out the steps to get there. Once the Goal is known, we need to know what all metrics needs to be generated in order to measure the key performance indicators of all quality processes.

There are a large number of possible metrics to choose from, so it is important to select those that provide the greatest visibility into product quality, process compliance and health, and desired results. It is preferable to start with a few key metrics rather than to attempt to count and trend all of the quantitative measures that can be captured throughout the SDLC. A goal-driven approach is recommended to identify a set of measures that are aligned with organization’s strategic goals and tailored to the specific informational needs of various audiences.

Determine the data sources, requirements and system specifications for data collection, storage, analysis and reporting of metrics. Based on this information, evaluate and select between alternate technology solutions and implement a viable solution. A relatively simple, interim solution may need to be implemented while the long term solution is being developed and deployed for early realization and earn management confidence.

To be continued...

Punches, pulls and bumps!!

Dec 1- Jaspreet S.

Dec 6- Vinod V.

Dec 8- Gursimran S.

Dec 9 - Ritu G.

Dec10 - Sunil G.

Dec 10 - Gurmeet S.

Dec 12 - Romita R.

Dec 15- Upendar R.

Dec 15- Nitesh K.

Dec 30- Suneel K.

CONGRATULATIONS!!!



Qualitimes Wishes You two a wonderful beginning and very happy married life!!!

RIDDLE

One word answer:

- (1)How do you make the number one disappear?
- (2)What has hands but can not clap?
- (3)What starts with the letter "t", is filled with "t" and ends in "t"?
- (4)If a blue house is made out of blue bricks, a yellow house is made out of yellow bricks and a pink house is made out of pink bricks, what is a green house made of?
- (5)Mr. Blue lives in the blue house, Mr. Pink lives in the pink house, and Mr. Brown lives in

Participate and win; the first correct entry wins a gift of \$10.00*.

Send in your completed entries to:
jumble_qualitimes@qualitreeinc.com
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**Creative and Glittering Diwali Night
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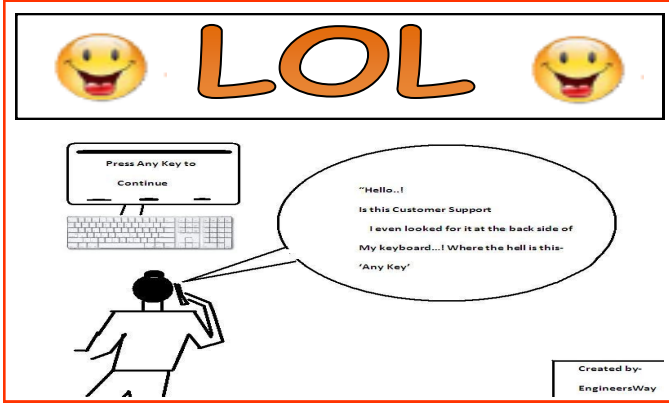
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Answers to last month's Riddle:

- FIRE
- STAMP
- BREATH
- KANGAROO
- CLOUD

Last Month's Winner:
Shameem S.

Other correct entries:
Ritu G., Sarabjit K. And Sachin K.

Answers to last month's Word Puzzle:

- ABULIA
- COPACETIC
- ENERVATE
- NOCTURN
- SAGACIOUS

Last month's winner:
Shameem S.

Other correct entries:
Ritu G., Sarabjit K. and Nitesh K.

Personality Traits

January: Ambitious and serious, Highly attentive, smart and stubborn.

February: Abstract thoughts, too sensitive, sharp, ambitious and aggressive.

March: Attractive personality, secretive, trustworthy, generous and musically talented.

April: Active and dynamic, attractive, good memory and aggressive.

May: Sharp thoughts, understanding, restless, hard-working and easily angered.

June: Polite, Friendly, humorous and easily hurt.

July: Honest, Caring and loving, Fun to be with, forgiving but never forgets and quiet.

August: Attractive, brave, jealous and observant

September: Careful, understanding, good memory & systematic.

October: Emotional, Soft-spoken, Decisive and attractive.

November: unique and brilliant, secretive, stubborn and sharp-minded.

December: Loyal and generous, short tempered, good sense of humour and ambitious.

Word Puzzle

In the following word puzzles, a word starts and ends with the same letter. Figure out the words and win*

1	_ABORE_	
2	_IE_	
3	_YRAN_	
4	_MNESI_	
5	_ON_	

* Send in your entries to "qualitimes@qualitreeinc.com" with the subject "Word Puzzle"
The first correct entry wins a gift of \$10.00