

Ion Exchange Services Ltd conferred with IMC RBNQ Award



Ion Exchange Services Ltd. (IESL) of the Ion Exchange Group was awarded a Commendation Certificate under the Indian Merchant Chambers – Ramakrishna Bajaj National Quality Awards (IMC-RBNQA) for 2007, in the Service Category.

Mr. Montek Singh Ahluwalia, Deputy Chairman, Planning Commission, Government of India presented the award to Mr. Dinesh Sadasivan, Executive Director & CEO, IESL at the award function in Mumbai. Congratulating the companies who qualified for the awards, Mr. Ahluwalia said it is indeed an achievement to pass through the exhaustive award criteria covering all aspects of business.

IESL provides a complete spectrum of

After Sales Services & Products including Operation & Maintenance and Build-Own-Operate/Transfer Contracts to users of Water & Waste Water Treatment Equipment across diverse industries & institutions. Headquartered at Bangalore, the ISO 9001:2000 company with a NABL Certified Laboratory has the largest Service Network in the Indian Water Treatment Industry with 25 Branches, 75 Territories & 1000 Service Personnel spread across India covering over 12000 customers. IESL has also extended its operations to neighboring countries like Nepal & Bangladesh and is poised to enter other Asian countries.

The IMC-RBNQA committee identified the following as benchmark practices of IESL:

- Total Water & Waste Water Management Solutions business approach to optimise use and recycle of water
- Multilevel Customer Feedback & Satisfaction Monitoring Reports
- Knowledge Management Systems & Training Initiatives by Top Management
- Employee Welfare & Recognition methods – Achievers Club
- Corporate Social Responsibility – Supporting under-privileged children of

convicts for education & drinking water. Modelled on the Malcom Baldrige National Quality Award (USA), the IMC-RBNQA is one of India's most prestigious quality and business excellence awards since 1996. Applicants are judged by a panel of specially trained experts, on the critical framework of Leadership, Strategic Planning, Customer and Market Focus, Measurement – Analysis and Knowledge Management, Human Resources a Focus, Process Management and Business Results.

Acknowledging this recognition, Mr. Dinesh Sadasivan said "The RBNQA application & site visit of the examiners covered every aspect of our Service Business. The need to integrate corporate goals to the key deliverables of each and every employee, benchmarking best practices in Service Operations, and capturing the voice of all stakeholders helped tremendously in more closely aligning the organisation towards Business excellence. We shall remain committed to provide prompt, cost effective and value added quality services through continual improvement, customer orientation and employee involvement."

RINL Signs MOU with Ministry of Steel



Rashtriya Ispat Nigam Limited (RINL) and Ministry of Steel (MOS) have entered into a Memorandum of Understanding (MOU) for the year 2008-09. The MOU contains five parts i.e. Vision, Mission, and Objectives of RINL, exercise of enhanced autonomy and delegation of financial powers, performance evaluation

parameters and targets, commitments/assistance from the Government and action plan for implementation and monitoring of the MOU.

As per the MOU, RINL commits to produce 3.95 million tons (mt) of hot metal, 3.45 of liquid steel and 3.08 mt of saleable steel in 2008-09. Project milestones in respect of expansion of the plant capacity, coke oven battery-4, pulverized coal injection and air separation plant, involving an expenditure of Rs.2580 cr. during 2008-09 have been included in the MOU. Parameters like marketing distribution network, customer satisfaction index and expenditure on

corporate social responsibility have also been incorporated. Techno-economic parameters like specific energy consumption, specific water consumption, BF productivity, LD converter productivity, labour productivity, etc., which indicate the efficiency of operations, have been included as specific parameters in the performance evaluation criteria of MOU.

Sri. Raghav Sharan Pandey, IAS, Secretary to the Government of India (GOI), Ministry of Steel (MOS)/GOI and Sri. PK Bishnoi, Chairman-cum Managing Director of RINL, signed the MoU.