

# Maruti-Suzuki and the Quality Way

Quality is defined by the customer. It happens when we are willing to listen to each other, enrich our experiences, and optimize our opportunities to improve. Quality comes when we have a mindset for honesty, integrity, resistance to compromise, and ethical behavior. What we want is for quality to be an automatic response to everyday encounters. When this mindset becomes part of the organization's DNA – its very essence – then we can say that Quality is everyone's business.

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## Center for Bangladesh Studies at UC Berkeley

The Subir & Malini Chowdhury Center for Bangladesh Studies at the University of California, Berkeley has an ambitious mission ahead. At the top of their list are innovative projects that aim to improve garment-industry safety, apps to solve social problems, and gathering data on antibiotic-resistant bacteria found on fruits and vegetables. And that's only a month after it opened on March 30.

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# **Subir Chowdhury Fellowship on Quality and Economics at Harvard University**

Expanding the outreach of Subir Chowdhury's global call for quality throughout society – at all levels – a Fellowship on Quality and Economics has been established at Harvard University Graduate School of Arts and Sciences. The goal: to explore the impact of quality and economics in the United States.

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## **Frances Hesselbein Medal for Excellence in Leadership and Service**

Is it culture, the weather, geography? Perhaps ignorance of what the right policies are? Simply, no. None of these factors is either definitive or destiny. Otherwise, how to explain why Botswana has become one of the fastest growing countries in the world, while other African nations, such as Zimbabwe, the Congo, and Sierra Leone, are mired in poverty and violence?

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# **The Subir Chowdhury Society of Automotive Engineers (SAE) Student Quality Competition**

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## **Global Quality Awareness (GQA) Initiative**

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