

Flawed corporate governance norms worry quality gurus

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INDIAN QUALITY gurus are worried about the lowering of standards of corporate governance in the country.

The reaction follows from a recent spate of economic offences that have tainted the country's corporate image and is expected to have an adverse fall out on industrial development as a whole.

Talking to *The Economic Times*, Dr Madhav Mehra, chairman-elect World Quality Council, an international body to promote total quality management the world over, pointed out that the apex quality body is deeply concerned at the lowering of standards of quality. It will soon introduce a post-graduate diploma in quality management which will be of paramount importance to those who practice quality in India.

Dr Mehra said that current exposure of corporate corruption is unfor-

tunately an indication of what some Indian white-collared executives practice. "We feel that development of quality in the Indian corporate sector has been impaired by the proliferation of so-called quality consultants who in most cases do not have the basic experience to function as competent consultants."

He pointed out that "just by attending a few quality orientation programmes or tutorials a large number of professionals consider themselves good enough to start a consultancy for companies which in many cases are unknown to them".

According to a survey conducted by the Institute of Directors (IOD) there are as many as 1200 "quality consultants" in the country of which only a few have the requisite qualifications and experience to carry out the job with competence.

"The claim of others rest simply on having attended a few orientation programmes," said Dr Mehra.