

## 2010 QuEST Forum Executive Board

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### Director

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Available

**Arun Malik**  
*Head, Business Excellence*  
*Bharti Airtel, Ltd.*  
[www.bharti.com](http://www.bharti.com)

I am Electronics graduate with PG Diploma in Business Management. I have total experience of 35 years and have been working in the telecom industry for the last 9 years. I have handled business excellence function for two telecom companies in the last 9 years. My key responsibilities include defining and implementing processes for telecom services (both voice and data) to customers. The other activity includes external certifications, audits, continuous improvement of each function in the company. I have been working as a Management Representative and led to TL 9000, ISO 27001, ISO 9000 certification of Enterprise, Voice and Data services provided by the company. I have been awarded by the President of India for exemplary contribution made towards continuous improvement in Airtel in 2007. I am certified ISO 9000 auditor and lead assessor, certified Black Belt from Motorola University and MBB from Airtel. I am a member of CII Six Sigma Committee, presented papers in various quality conventions at Tokyo, Singapore, Hong Kong, Taipei and India.

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