



Arun Malik – Executive Director - India Region

Arun is an Electronics graduate with a PG Diploma in Business Management and 37 years of experience with the last 11 years being in the telecom industry. Arun has handled the business excellence function for two telecom companies in the last 9 years with his key responsibilities being defining and implementing processes for telecom services (both voice and data) to customers. His other responsibilities included external certifications, audits and the continuous improvement of each function in the company. Arun also worked as a Management Representative and led the company to TL 9000, ISO 27001, ISO 20000, and ISO 9000 certification of their Enterprise, Voice and Data services.

In 2007, the President of India recognized Arun for his exemplary contribution made towards continuous improvement in Airtel. Arun is a certified ISO 9000 auditor and lead assessor, certified Black Belt from Motorola University and MBB from Airtel, as well as a member of the CII Six Sigma Committee. He has also presented papers at various quality conventions in Tokyo, Singapore, Hong Kong, Taipei and India. Arun's memberships and professional activities include:

- Member, Quality Management Sectional Committee (MSD2) which was set up by Bureau of Indian Standards, Government of India
 - Member, NABET Accreditation Committee for Skills & Training, a committee formed by the Quality Council of India, an autonomous body by the President of India
 - Member, 5S committee formed by BIS to develop 5S standard
 - Board Member, QuEST Forum, Dallas, TX, USA, an international body facilitating deployment of quality and related fields like ISO 9000 in the global telecom industry
 - Joint Secretary, American Society of Engineers of India Origin - India Chapter
 - Member NIQR, Delhi
 - Member, AOTS Alumni - Delhi Chapter
 - Executive Committee Member, Federation of AOTS bodies of India
 - Member & Ex Director, Institute of Quality & Reliability - Calcutta
 - Executive Committee Member, NCQM, Delhi Centre
 - Member & Ex-Director, Quality Circle Forum of India
 - Committee Member, QuEST Forum, India
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