



AUTHOR, SPEAKER, KAIZEN INSTITUTE CERTIFIED MASTER TRAINER

Sumitha P N Kannan

MSc Strategic Quality Management, IPMA (UK), ASQ CMQ/OE,
ASQ CQA
(DSD NCS-TTT: 503191, TTT cert no: TTT/3856, HRDC ID: 19658)



'Passionate about guiding
businesses in cultivating a
culture of quality to enhance
profitability and gain
competitive edge'

Ms. Sumitha P N Kannan is Certified Master Trainer by Kaizen Institute of Switzerland, an *International Certified Professional Trainer* (IPMA, UK) and Quality Auditor who specializes in *Strategic Quality Management* and *Quality 4.0*. She is a Senior Member of the **American Society for Quality (ASQ)** and a member of the **International Professional Managers Association (IPMA), UK**. She is also a **Malaysian HR Ministry's Department of Skills Development (NCS-004:2017)** and **HRDC**-accredited trainer.

She has over 30 years of experience in various Japanese and US-based MNCs, as well as Electronic Manufacturing Service (EMS) Providers with 20 years in Quality Management. Her forte has been *Change Management and Quality Culture*, e.g. spearheading a subject matter expert (SME) program to create a pool of experts, initiating the inaugural World Quality Month celebrations, leading the ESD S2020 and ISO13485 implementations and certifications, and independently managing product transfers to the supplier site.

She is a *Master of Science Graduate in Strategic Quality Management* from the **University of Portsmouth, UK**. Her dissertation paper was published in the **International Journal of Quality and Reliability Management** in 2020, Titled '*Competencies of Quality Professionals in the Era of industry 4.0: A Case Study of electronics Manufacturers from Malaysia*' and it has been *cited over 125 times*.

Ms. Sumitha's Professional Qualifications include:

- **ASQ Certified Manager of Quality/Organizational Excellence** (Certification no.14225)
- **ASQ Certified Quality Auditor** (Certification no. 39995)
- **Certified Kaizen Institute of Switzerland Master Trainer** (Certificate id: KIMY2025001)

Other publications from her include:

- Article in **ASQ Quality Progress Magazine** titled: *Living in a Material world* - March 2023.
- Book Publication on **Amazon**: *Children's Quality Tools Trilogy: PDCA* –February 2024.
- Self-published business book titled: *Business Profitability Triangle* - July 2024.
Business Profitability Triangle provides a framework/model for Organizations planning to make changes to ride global challenges including technology changes and ESG challenges, to continue sustainable growth and be profitable.

She is keen to support Organizations towards achieving excellence by assisting in the development of a skilled, quality focused, team-spirited workforce, with a process approach to problem solving; and removing silo mentalities that hinder progress in Organizations. She is also keen to create awareness in Organizational Leaders on how a Quality focused Organization can gain competitive advantage, achieve improved Customer satisfaction & loyalty, as well as increased revenues. Therefore, she is able to arrange customized training to support specific Organizational needs. More info about Sumitha here: <https://www.linkedin.com/in/sumitha-k-60917831/>.

International and Local Speaker



ASQ Human Development & Leadership Division, The Global Voice of Quality™

UPCOMING WEBINAR
APRIL 30TH, 2025
11:00-NOON EDT

"Getting Higher Management Buy-in for Quality Initiatives: Correlating Quality to Profitability"

Sumitha Kannan, Author, Speaker, International Certified Professional Trainer & Consultant

PROFITABILITY ANALYTICS CENTER OF EXCELLENCE
WWW.PROFITABILITY-ANALYTICS.ORG



HOW TO ACHIEVE BUSINESS PROFITABILITY AND CUSTOMER SATISFACTION VIA THE BPT MODEL?

5 Dec 2024 2:00pm - 2:30pm

Ms. Sumitha P N Kannan, ALTHOR, INTERNATIONAL CERTIFIED PROFESSIONAL TRAINER & CONSULTANT

PROFITABILITY ANALYTICS CENTER OF EXCELLENCE
WWW.PROFITABILITY-ANALYTICS.ORG



Club Weekly Meeting
Rotary Club of Johor Bahru

Date : 19th Nov 2024
Time : 16:00 PM
Venue : Iman Room, Level 6
Amar Hotel
Johor Bahru

Guest Speaker: Sumitha P N Kannan, ALTHOR, Quality Management, ARQ CMQ202, ARQ2024

THE MAGIC OF ROTARY



Webinar



BPT* Framework to Achieve Business Profitability and Customer Satisfaction

*Business Profitability Triangle

March 6, 2025 10:00AM ET
REGISTER FREE TODAY

Sumitha P N Kannan | Author & Trainer



Business Profitability via The BPT Model

Developing a culture for enhancing profit

3 OCT 2024 (Thu) 8.30pm - 10.30pm via ZOOM

Sumitha P N Kannan, ALTHOR, Quality Management, ARQ CMQ202, ARQ2024



Event ended

BPT Framework to Achieve Business Profitability and Customer Satisfaction

Event by Profitability Analytics Center of Excellence

Mar 6, 2025, 11:00 PM - Mar 7, 2025, 12:00 AM (your local time)

Online

Training and Workshops

Some of the Training topics conducted in the past year:

1. Quality Culture for Profitability in SMEs.
2. Business Acumen, Customer Centric Leadership, Influencing & Negotiation Skills (3-day program)
3. Bosch 14Q Principles
4. Problem-Solving Methodology



FACULTY OF MANAGEMENT INDUSTRY SUMMIT (FMIS)

EMPOWERING TOMORROW'S INNOVATORS: STRENGTHENING ACADEMIA-INDUSTRY BONDS

DATE: 05 JULY 2024
VENUE: Ibis Style Johor, Park Iskandar Puteri

TIME: 9.30 am - 12.30 pm
WORKSHOP 1: 9.30 am - 12.30 pm
WORKSHOP 2: 2.00 pm - 5.00 pm
Can choose one lunch OR one session OR both

JOIN FMIS 2024 & IGNITE COLLABORATION!

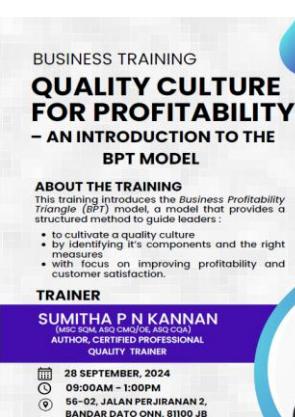
Workshop 1: "Green Horizons: Strategic ESG Implementation for Future-Ready Businesses" by TS. DR. NAZRY YAHYA

Workshop 2: "Quality Culture for Profitability in SMEs" by MS. SUMITHA KANNAN

Fees: WORKSHOP 1: RM 150, WORKSHOP 2: RM 150, EXHIBITION: RM 150, 1 WORKSHOP + EXHIBITION: RM 250, Exhibition Only: TEN (10) booths are available

For any inquiries, contact Dr. Logalis (012-7748000) or visit www.management.utm.edu.my

UTM Faculty of Management



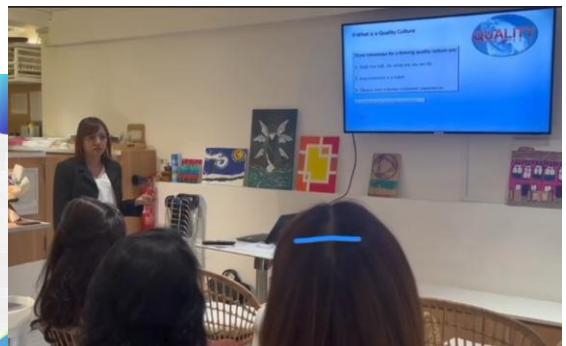
BUSINESS TRAINING
QUALITY CULTURE FOR PROFITABILITY – AN INTRODUCTION TO THE BPT MODEL

ABOUT THE TRAINING
This training introduces the Business Profitability Triangle (BPT) model, a model that provides a structured method to guide leaders:

- to cultivate a quality culture
- by identifying its components and the right measures
- with focus on improving profitability and customer satisfaction.

TRAINER
SUMITHA P N KANNAN
(ALTHOR, CMQ202, ARQ2024)
AUTHOR, CERTIFIED PROFESSIONAL QUALITY TRAINER

29 SEPTEMBER, 2024
09:00AM - 10:00PM
56-02, JALAN PERJANJIAN 2,
BANDAR DATO ONN, 81000 JB
<https://www.primeweb.com/Event/ARQ2024>





Sumitha's Publications

ResearchGate Home Questions Jobs Search for research, journals, people, etc.

Article Full-text available

Competencies of quality professionals in the era of industry 4.0: a case study of electronics manufacturer from Malaysia

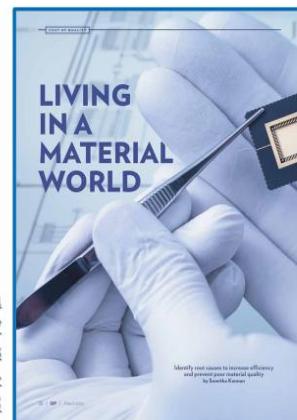
September 2020 · International Journal of Quality & Reliability Management · Ahead of Print(6)

DOI: 10.1108/IJQRM-04-2019-0124

Research Interest Score 69.6
Citations 101
Recommendations 10
Reads 2,154

[Learn about stats on ResearchGate](#)

[Paper published in International Journal of Quality and Reliability Management - Sept 2020](#)



[Article in ASQ Quality Progress Magazine - March 2023](#)

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Patrick Picklebottom and the Penny Book ★★★★★ 1

Books > Education & Teaching > Schools & Teaching

Children's Quality Tools Trilogy: PDCA (Children's Plan-Do-Check-Act (PDCA) Book Series) Paperback – February 24, 2024

by Allthingsquality Shop (Author, Editor), Chatgpt AI (Author), Canva AI (Editor), & 1 more

Collects books from: Children's Plan-Do-Check-Act (PDCA) Book Series

See all formats and editions

Welcome to the exciting world of learning through adventure with our PDCA Book Series! Join our young protagonists on thrilling journeys as they embark on quests, solve challenges, and achieve success through the PDCA cycle—Plan, Do, Check, Act. Each book in this series introduces young readers to problem-solving, critical thinking, and continuous improvement in fun, relatable tales. These stories inspire children to embrace curiosity, perseverance, and the joy of constant growth. Get ready to explore, learn, and thrive with our PDCA Book Series—an engaging collection where every page is an adventure in learning.

[Book Publication on Amazon: Children's Quality Tools Trilogy – February 2024](#)

BUSINESS PROFITABILITY TRIANGLE

Connecting the Dots: Quality Culture to Financial Triumph

BUSINESS PROFITABILITY TRIANGLE

SUMITHA P. N. KANNAN