



**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



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

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

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

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



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

**5 Dec 2024**  
2:00pm - 2:20pm

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



**Business Profitability via BPT Model**

**Sumitha P N Kannan**  
Author, Speaker, International Certified Professional Trainer & Consultant

**Rotary Club of Johor Bahru**  
Date : 19<sup>th</sup> Nov 2024  
Time : 6:00 PM  
Venue : Ideas Room, Level 6, Amari Hotel, Johor Bahru



**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

**1 OCT 2024 (Thu)**  
8:30pm - 10:30pm  
LIVE ONLINE VIA ZOOM

**Sumitha P N Kannan**  
AUTHOR, INTERNATIONAL CERTIFIED PROFESSIONAL TRAINER & CONSULTANT



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  
Wednesday

**VENUE**  
Ibis Style Johor, Park Iskandar Puteri

**TIME**  
Workshop 1: 9:30 am - 12:30 pm  
Workshop 2: 2:00 pm - 5:00 pm  
Can choose one session OR attend session OR both

**MEET OUR SPEAKERS**

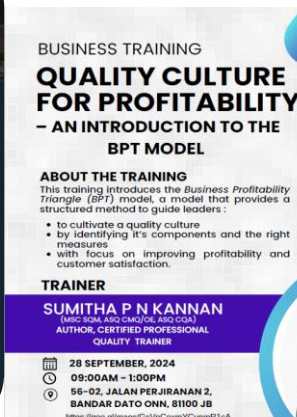
**WORKSHOP 1:**  
**TS. DR. NAZRY YAHYA**  
"Green Horizons: Strategic ESG Implementation for Future-Ready Businesses"

**WORKSHOP 2:**  
**MS. SUMITHA KANNAN**  
"Quality Culture for Profitability in SMEs"

**FEES**  
WORKSHOP 1 : RM 150  
WORKSHOP 2 : RM 150  
EXHIBITION : RM 150  
WORKSHOP + EXHIBITION : RM 250  
Registration fee includes lunch and exhibition access. Exhibition Only TEN (10) booths are available.

**REGISTER NOW**  
fmis-summit@utm.my

**UTM**  
For any inquiries, contact Dr. Logals (012-774800)  
www.management.utm.my



**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**  
(MBC 50M, ASQ CMQ/OE, ASQ CQA)  
AUTHOR, CERTIFIED PROFESSIONAL QUALITY TRAINER

**28 SEPTEMBER, 2024**  
09:00AM - 1:00PM  
56-02, JALAN PERJIRANAN 2,  
BANDAR DATO ONN, 81000 JB  
https://sumitrapn.com/Community/CLC







## 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 & Re... Ahead of Print(6)

DOI: 10.1108/IJQRM-04-2019-0124

Research Interest Score 69.6

Citations 101

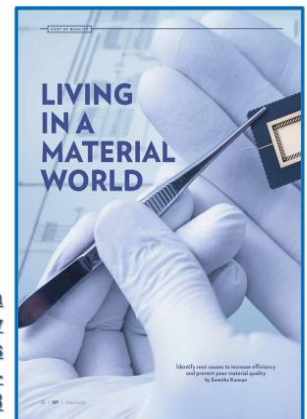
Recommendations 10

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

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

Self Publication Book: Business Profitability Triangle - July 2024

