

Biographical Note



A. Raj



Dr. A. Raj

Has been employed with the Quality Council of India (QCI) since 2015 and is currently posted as a Senior Director.

Raj has had an enthusiastic and high-achieving professional career of over twenty-seven years, based on a Ph.D in Tourism and Master's Degree & Graduate Diploma in Hospitality. He is also a Commerce Graduate and an International Hospitality Educator (CHE). Currently, Raj, as the Senior Director with Quality Council of India, is heading the Zero Defect Zero Effect (ZED) Division of QCI and is responsible for the implementation of the ZED Certification Scheme of the Government of India. He is also developing the ZED Maturity Assessment Model for the Hospitality Sector which is expected to be rolled out soon. Raj is also a voracious trainer and has been intensely involved in training and development activities of QCI. To augment this, he has represented QCI at several international platforms & forums and has presented papers at ASQ (Texas, USA), ARSO (South Africa, Ethiopia, Kenya, Burkina Faso), EoQ (Slovenia), ICQEM (Spain) and CSQ (Toronto) amongst others. At the national level Raj has presented ZED at multiple forums including conclaves, investment summits, industry events of various State Governments, Capacity Building of Bankers of India under the Reserve Bank of India initiative, reputed National Industry Chambers like CII, FICCI etc, as well as at Supply Chain meetings of large Enterprises and OEMs. He has been instrumental in institutionalizing various benefits for ZED rated industry units through sustainable engagement of State Governments, RBI & Financial Institutions, Government e-Marketplace etc. Raj has been on the judges' panel of various reward schemes to evaluate projects, including ASQ South Asia Team Excellence Awards. Formerly, Dr. Raj has been the Regional Head of a leading technical University and also the Managing Director of an entrepreneurial educational foundation. Dr. Raj has also worked in managerial capacities with International Hotel chains like The Oberoi Grand (Kolkata), Hyatt Regency (New Delhi), the ITC Maurya Sheraton, New Delhi.

An avid traveller, Raj loves experiencing various cultures and traditions and is fond of learning new languages.