

MANGALURU INTERNATIONAL AIRPORT

Press Release 29-23_24/October 2023

09-10-2023

MIA bags prestigious Quality Management, Finance Transformation awards

Mangaluru: Mangaluru International Airport covered itself with individual and collective glory by adding two prestigious awards to its kitty over the weekend. While the airport collectively bagged a gold award at the national level in Total Quality Management (TQM) summit, individually an airport employee received the highest award at the Future of Finance Summit and Awards 2023, Both these events were held in Bengaluru on October 6 and 7 respectively.

The airport received the gold award at the national level at the TQM summit organised by the Quality Circle Forum of India (QCFI) for the Kaizen - Box in Box concept in Bengaluru on October 7. In all, 103 teams from all over India and across states and various QCFI chapters vied for top honors at this national event. The gold award at TQM India Summit has earned the airport a ticket to participate in the international level TQM contest, which will be held in 2024.

The box-in-box concept evolved by Team Prime Kaizen comprising employees from the commercial and quality department of the airport focused on enhancing passenger satisfaction with increased amenities, while not losing sight of revenue generation. The commercial development layout was visualized and executed in a manner that saw passengers get the best of amenities, while also giving them a niche retail and food and beverage experience at the same time.

Individually, Mr Sachin Kumar Gupta, site finance controller of the airport added to the airport's quest for professional excellence by being adjudged winner in the 'Finance Transformations Leader" of the year category at the 10th edition of Future of Finance Future Summit and Awards 2023 October 6. CFOs, COOs from leading businesses were the featured speakers at the event, which saw awards given in five categories including Finance Transformation Leader of the Year.

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