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FRANKFURT 2012



Serina Chia Fui Fung, Managing Director of the Yamagata Group from Singapore, receiving the International Quality Summit Award in New York.



Otto Zwanzigleitner, CEO of Eybl International AG from Austria. received the International Century Quality ERA Award in Geneva.



Lianhong Huo, President of China Pacific Insurance (Group) Co., Ltd., from China, receiving the International Star Award



Alwyn Smit, Manager of Metallurgy of Driefontein Consolidated of the Goldfields Group, from South Africa

The Authors of the QC100 Total Quality Management Model



Engineers Antonino Martinez and Enrique Llorente, and Physicist-Mathematician Alfonso Casal, along with the President of Business Initiative Directions, Jose E. Prieto, direct B.I.D.'s permanent council in charge of continuous improvement of the QC100 model, in collaboration with a highly qualified team of engineers whose experience allow constant update of the TQM. This highly refined tool for management of communication models among clients, suppliers and employees, aids general managers of companies awarded by B.I.D. to manage the areas of Customer Satisfaction and Human Resources. It also facilitates improvement of company systems and processes and helps focus on the most profitable areas of business activity.

Corporate Image Improvement

For those companies that have already been certified with the ISO 9000, winning the B.I.D. International Quality Award means expanding strategies for quality management by receiving the QC100, the B.I.D. Total Quality Management model, created as an innovative tool for Directors of Quality.

The B.I.D. Business Awards are a tool for global communication helping to spread the latest technologies related to quality culture and endorsement. In this way, the B.I.D. Award symbol endorses the corporate image of winning companies through marketing, advertisement, press and television as well as for trade fairs, point of sale, office space, and buildings and vehicles.





The OC100 Model Outlines the Voting Criteria for B.I.D. Awards

B.I.D. carries out continuous polls among companies who vote for the best companies. The International Business Initiative Directions awards are presented on the basis of meeting the criteria of the OC100 TOM (Total Ouality Management,) the contents of which serve as guidelines to business leaders to improve processes and systems. Basic steps to successfully implement the TQM program in companies are:

- A quality-driven organization
- A customer-minded approach
- Job satisfaction
- Technological renewal
- System efficiency
- Leadership in society
- Concentration on the most profitable areas of business

The B.I.D. QC100 Model of TQM allows company managers to consolidate and strengthen their position in the market.



ston Tan, President of Eden on the Park, from Australia, receiving the lity Summit Award in New York







B.I.D. International Quality Convention - Frankfurt 2012 Presentation of Awards to companies from 48 countries around the world for achievements in Quality and Excellence.

Bioamic Synopsis

The IAE International Arch of Europe Award acknowledges the strong commitment to quality and excellence. Mr. Yuvaraj BADGUJAR, CEO, received the International Arch of Europe Award in the received the IAE in the InterContinental Convention Hall of Frankfurt, Gold Category from the President of B.I.D., Jose E. Prieto. Bioamic Synopsis is made up of a team oriented towards the continuous improvement Recognized for Commitment to Quality, Leadership, Technology and Innovation, of processes, striving for an important role in the leadership of the Bioamic Synopsis represents success for India in the business world. business world

B.I.D., Frankfurt

The Business Initiative Directions (B.I.D.) International Arch of Europe IAE Convention and presentation of the 2012 International Quality Awards took place on April 30th in the Frankfurt InterContinental Convention Hall. The event was presided over by Jose E. Prieto, President and CEO of B.I.D., along with outstanding personalities from the business world and diplomatic corps.

The main sponsor of the International Arch of Europe IAE Convention was ImarPress media group which covered the Awards in Frankfurt. Its more than 26 publications in English, French, Spanish, Russian and Portuguese feature successful companies and organizations awarded. In this way, the B.I.D. quality symbol is present in 178 countries around the world, creating a firm ground for the implementation of integral quality processes through the technology and procedures of the QC100 model of Total Quality Management. According to Jose E. Prieto, President and CEO of B.I.D.,

"The awarded companies are symbols of commitment to leadership, technology and innovation, making them models for others in their sectors." The companies from Europe, America, Africa, Asia, Oceania and the Middle East received the B.I.D. International Quality Award in recognition of their achievements in spreading Quality Culture.

For their commitment to quality, those awarded join the historic group of prestigious B.I.D. Quality Award Winners. Among these outstanding companies are: Ansaldo Energia, Italy; RAO - Unified Energy Systems

of Russia; Turner Construction International LLC of the U.S.; KEPCO, South Korea; and CH2M HILL, USA, all featured in articles. As well the following B.I.D. Award recipents:

NTPC Ltd. - India

The Centre for Power Efficiency & Environmental Protection, belonging to NTPC, India's largest power company, expected to be a 75,000 MW company by 2017 and ranked 341 in the 2010 "Forbes Global 2000 '

Iranian Offshore Engineering & Construction Co. (IOEC) Owning over \$600 million USD in assets, its contracts exceed \$5.5 billion USD in projects.

Saudi Iron & Steel Company (Hadeed) - Saudi Arabia The main producer of steel, belonging to SABIC, a corporation with \$6.8 billion

USD in annual sales. **Zepter International**

A multi-sector company with profits of \$2 billion USD. Zepter is present in over 40 countries. It has factories in Switzerland, Germany, Italy and Bosnia and Herzegovina.

Grant Thornton Russian Appraisal - Russia

For more than 15 successful years, high quality appraisal and consulting services to clients around the world under the supervision of new professional regulations and standards.

King Fahd Industrial Port in Jubail - Saudi Arabia Ninety-five percent of the country's imports and commercial operations pass through this port.



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Building better business reputation worldwide

Downer EDI Works -New Zealand

It is renowned for engineering and infrastructure management services. With over 21,000 employees across Australia, New Zealand, the Asia Pacific region and the United Kingdom.

The purpose of the **2012** International Arch of Europe IAE Award in Frankfurt is to recognize the commitment to quality of awarded companies among the top areas of business, industrial production and services:

KPJ Ampang Puteri Specialist Hospital (KPJ APSH) - Malavsia

The leading healthcare provider in Malaysia, it belongs to Johor Corporation, one of Malaysia's largest corporate organizations. KPJ gathers more than 30 years of experience with a staff of over 8,000 healthcare professionals in 22 hospitals. In 2010 the group had a pre-tax profit of over \$54 million USD.

Franklin Electric - Mexico With its headquarters based in the U.S., Franklin Electric operates on a global scale with facilities in Europe, Eastern Europe, Africa, North and South America, and Asia. It is one of the most important providers of complete water and fueling systems in the world, and the largest manufacturer of submersible electric motors.

Draggin' Jeans Pty Ltd -Australia

Draggin' Jeans Pty Ltd is Australia's premier manufacturer of high quality motorcycle clothing and the only casual motorcycle brand in the world to have ever passed

the CE Tests for Abrasion, Burst and Tear resistance. The CE logo is a universally recognised symbol of product quality and durability.

Grupo Creluz - Brazil

Grupo Creluz, a power distribution cooperative, operates in 36 municipalities in the North Region of Brazil and provides energy and comfort to more than 20,000 households, benefiting an excess of 80,000 people.

Aktif Yatirim Bank -Turkev

Aktif Yatirim Bank's total assets increased by 149% to \$956.92 million USD with profit growth surging 277% by the end of 2010. Quality and speed of service, and customer satisfaction are priorities.

S.N.T.G.N. Transgaz S.A. -Romania

Operator of the Romanian National Gas Transmission System, it held the most successful IPO ever on the Bucharest Stock Exchange with the highest value of shares offered for sale and the greatest share demand in the history of Romania, raising a total of \$2.52 billion USD.

Kampuchea Tela Limited -Cambodia

One of the major petroleum companies in Cambodia and among the country's big five oil and gas distributors, it has 38 gas service centers, representing and estimated 30% of the market share. Through a joint venture with Sokimex, Cambodia's leading conglomerate, Tela controls 80% of the country's domestic oil and gas distribution.

Other previous B.I.D. winners include leaders in mining, engineering, oil & gas, finance, banking, retail and consultancy.

Société des Mines de Morila S.A. – Mali

This 7.5 million-ounce deposit in southern Mali began as a joint venture among Anglogold Ashanti, Randgold Resources and the State of Mali, Africa's third-largest gold producing country. Morila Gold Mine has produced more than 5.5 million ounces of gold and distributed more than \$1.5 billion USD to stakeholders.

Vietnam Oil and Gas Group (Petrovietnam) - Vietnam

This strong economic corporation from Vietnam is the leading petroleum group in the region with massive hydrocarbon exports and high-priced contracts for gas and petroleum exploration, production and refining.

Grupo Financiero Interacciones -Mexico

A financial holding company that owns various subsidiaries including a multiple banking institution and a brokerage house. The leading investment bank is listed on the Mexican Stock Market and in a decade its capital gain amounts to 730%.

NCR Corporation India Private Limited – India

Technology company specialized in kiosk products and IT services. It belongs to NCR U.S., which was ranked 451 on the 2010 Fortune 500. Listed on the NYSE, this company has 21,500 employees and in 2009, revenues of over \$4.61 billion USD.

CBA Kereskedelmi KFT -Hungary

This food retail chain has 3,357 stores in Hungary, 3,895 stores abroad, and associations with food traders in 7 European countries, 35,000 employees and 1,500 franchise partners.

QMS

International PLC - UK This international private organization performs ISO assessment and certification, having issued more than 17,000 Certificates in over 60 countries, cutting out the expensive management and unnecessary paperwork.

Indian Oil Corporation, at the Forefront of the Oil Sector

Leading multiple projects and creating alliances to boost its market position



IOC Chairman R S Butola

Indian Oil Corporation (IOC), the country's largest oil refiner and India's largest company by sales, with a turnover of \$ 72,125 million, announced plans are underway with BP for shared technology to build a plant in Gujarat for synthesis gas. Indian Oil Corporation, winner of the B.I.D. International Star for Quality Award and largest public-sector company of India, ranks 98 on the Fortune Global 500 List in 2011. Indian Oil Corporation operates a network of 10,899 km long crude oil, petroleum product and gas pipelines. Its quality services and commitment to excellence and innovation have turned it into a leader in its sector and country. This is why president of

B.I.D., Jose E. Prieto, presented IOC with the ISAQ Award, which represents business success worldwide.

Reliance Infrastructure Ltd., Indian Giant, Winner of the Century Quality Era Award



Reliance Infrastructure, the largest private sector power utility company in India, of the Reliance Group (264 on the Fortune Global 500) has a market capitalization of \$81 billion USD. Its owners, the Ambani's, became the richest family in the world in 2007, surpassing American billionaire Bill Gates and Mexican Carlos Slim Helu.

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Korea Electric Power Corporation (KEPCO)

World-class electric power company ranked 271th in the Fortune Global 500, with 20,898 employees, and listing \$24.8 billion USD in annual revenues. Headquartered in Seoul, the company's assets amount to \$73.9 billion USD. Dong-Jun Kim, GM & CEO of its New York office, received the International Quality Summit Award from B.I.D.'s President, Jose E. Prieto, at the Quality Convention in New York

Khrunichev State Research and Production Center, a Leading Player for Russia in Space

Over 20,000 people in Russia and other countries are employed by Khrunichev Enterprises, B.I.D. International Arch of Europe for Quality recipient. Khrunichev Enterprises are the main suppliers and component



manufacturers to the avionic and space industries for both Russian and International Space programs. The Khrunichev State Research and Production Center was awarded by Business Initiative Directions President, Jose E. Prieto, for its commitment to quality in the production

Along with its role as an essential supplier to the medical, consumer-goods and other industries, the Companies of the Khrunichev Group produce a wide range of engineering appliances.

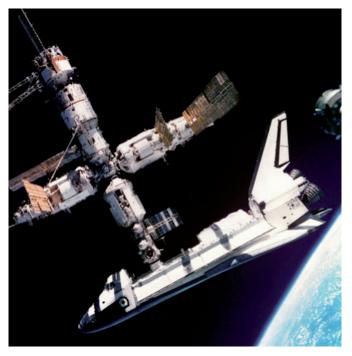
The B.I.D. Quality Award for Tata



The B.I.D. World Quality Commitment Award was presented to India's Tata Elxsi in Paris. General Manager of the Automotive Division, Ramanathan Natarajan, represented Tata Elxsi and received the B.I.D. International Quality Award in the Palais des Congrès in Paris from the President of B.I.D., Jose E. Prieto.

Tata Elxsi belongs to Tata Group, one of India's largest and oldest conglomerates, with 98 companies and 289,500 employees in six continents. In terms of annual revenues, the group takes in a yearly \$28.8 billion USD, and its market capitalization amounts to \$66.26 billion USD.

The Tata Group, a multinational conglomerate based in Mumbai, has interests in steel, automobiles, information technology, communication, power, tea and hotels. With operations in more than 85 countries, its companies export of space-launch systems. It was recognized with this trophy which symbolizes success and business achievements in the fields of quality and excellence.



products and services throughout the world. The Tata Group comprises nearly 100 companies in seven business sectors, 27 of which are publicly listed. Charitable trusts hold 65.8% of the ownership of the Tata Group. Companies forming a major part of the group include Tata Steel, Corus Steel, Tata Motors, Tata Consultancy Services, Tata Technologies, Tata Tea, Titan Industries, Tata Power, Tata Communications, Tata Teleservices, Tata AutoComp Systems Limited and the Taj Hotels.



Alcoa, leading the high-tech industry

Alcoa Howmet Gennevilliers, belonging to Alcoa Corporation operates 27 manufacturing facilities in 5 different cities with a \$5.2 billion USD turnover

Alcoa Howmet has been providing sophisticated coating services to the aerospace and power generation industries since 1963.

Ranked 461 in the Fortune Global 500, Alcoa is the world's third largest producer of aluminum, with a \$5.2 billion USD turnover.

The world's leading producer and manager of primary aluminum, fabricated aluminum and alumina facilities, it is active in all major aspects of the industry. It is a very important supplier of superalloy metals, titanium ingots,

ceramic products and advanced tooling. Alcoa Howmet conducts extensive research to aid development of its material, product, and process technologies and is the top manufacturer of components for the jet aircraft, gas turbine and other advancedtechnology industries. Its reliable, quality products range from investment casting raw materials and equipment to finished castings. From its operational headquarters in Pittsburgh, Penn., Alcoa operates in over 40 countries throughout the world.



CH2M HILL, Global services for Project Management

Named one of the "World's Most Ethical Companies" for the third year in a row



Frank Birnmeyer, European HSEQ Director & Country Manager Germany of CH2M HILL with the B.I.D. Internation: Quality Award

With more than 24,000 employees, located in 200 offices in 116 countries worldwide, this global firm, based in the USA, provides safe and costeffective project solutions and management. Works in the fields of water, transportation, environment. energy and power, facilities and infrastructure. With ethics at the forefront. this company, ranked 422nd on the Fortune 500, boasts clients in the private and public sectors, such as Procter & Gamble, Chevron Chemical Company, the U.S. Navy and United Airlines.

Luxury and prestige have a name: Viking Line

Viking Line, a shipping company based in Finland with a cutting edge fleet and more than forty years of experience, is one of the most prestigious companies in the Baltic Sea working in this sector. The President of Business Initiative Directions, Jose E. Prieto, awarded the **BID** Quality Award to Viking Line for the company's implementation of technology and high quality standards. Since its beginnings over 50 years ago, the Viking Line company has

million passengers, while creating an efficient system for trade and transport. As a leader in its country and sector this huge company was awarded by BID in the fields of Quality, Excellence, Leadership, Innovation, and Technology.

transported more than 169



The Tallest Building in the World

The impressive Burj Khalifa Tower was built under the management of B.I.D. Century International Quality ERA Winner, Turner Construction

The Burj Dubai tower, (also known as the Burj Khalifa) was completed in 2009 and officially opened on January 4, 2010. It stands 818 meters tall - just 5 meters shy of half a mile. That's nearly 300 meters taller than approximately \$4.1 billion USD. Turner Construction, which managed construction of the tower, works with around 1,600 projects per year through 20 countries



the previously tallest floored building in the world, the Taipei Tower in Taiwan. Outside, the 'Dubai Fountain', designed by WET Design is illuminated by 6,600 lights and 50 colored projectors, setting a record of its own through its jetstream shooting water 150 meters into the air. The tallest man-made structure, the Burj Dubai's budget was

and its 46 offices in the U.S. With a construction volume of \$9.6 billion USD, it specializes in construction management, consulting, contracting, and insurance and risk management. This American

company has led the construction of many famous buildings, such as the United Nations Secretariat in New York, the United Airlines Terminal 1, the Madison Square Garden, the American Stock Exchange and the Rose Garden Arena.

the Rose Garden Arena It is not surprising that Turner has been granted prestigious



awards and trophies for its many achievements worldwide. The company received the B.I.D. Award for Quality thanks to its general success worldwide and its commitment to quality services and excellence.

Ansaldo Energía and Hong Yuen, Internationally Renowned Leaders

Both companies play fundamental roles in their sectors while developing their communities and business areas through work in guality, excellence, and innovation

Ansaldo Energia, BID International Quality Award recipient, is proud to have signed a 100 million eurocontract with Power Machines, the main producer of electric generation systems in Russia. This agreement reinforces the Italian company's leading role in the Russian market where Ansaldo has been granted five contracts worth over 300 million euros to supply 14 gas turbines.

Ansaldo Energia is an Italian power company headquartered in Genoa,



and a subsidiary of Finmeccanica, an Italian conglomerate and the second largest industrial group and the largest of the high-tech industrial groups based in Italy. Although Ansaldo started in 1853, it was taken over by Finmeccanica in 1993. Ansaldo Energia works in the power generation sector through services such as plant engineering and manufacturing.

Ansaldo Energia, indisputably the leader in its country and sector, received the International BID Award for Ouality from the President of Business Initiative Directions, Jose E. Prieto, in recognition of its leadership and business achievements worldwide.

Hong Yuen Electronics, Ltd.

Since 1997, Hong Yuen Electronics has worked towards one main objective:

"To be a world-renowned PCB manufacturer with first class performance in the areas of technology, plant facilities, human resources, product developments, and management."

Its installed capacity exceeds 166,000 MW in over 90 countries for thermal electric and hydroelectric plants.

Belonging to China Aerospace International Holding Limited (CASIL), Hong Yuen received the B.I.D. Quality Summit Award in New York. Thanks to the company's rigid enforcement of the Total Quality Management Model (TOM). Hong Yuen Electronics Ltd., a public listed company in Hong Kong, has become a leader

in China with a factory surface of 250,000 square feet and 1,000 employees. Extending its trade market to China, the U.S., Europe, Hong Kong, and Asia Pacific, it has specializes in rigid PCB, rigid flex PCB, flexible PCB, and SMT assembly. Today Hong Yuen focuses on research and new production methods to satisfy the international market's changing demands.

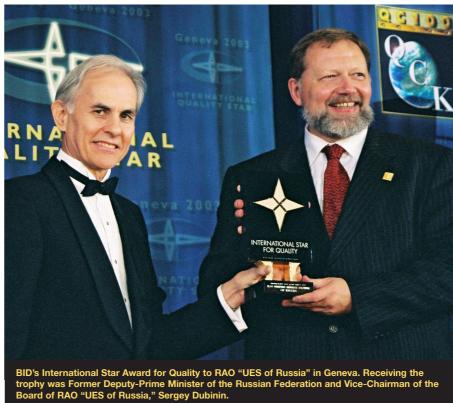


n Mr. Jose E. Prieto, President and CEO of B.I.D.



Hong Yuen Electronics Ltd. received the B.I.D. Quality Summit Award at the Convention

held in New York from the President of B.I.D., Jose E. Prieto, for its leadership and innovative methods.



RAO UES received the International Star Award for Quality and the World Quality Commitment Award at the International Convention organized by B.I.D.

B.I.D. logo, emblem of JSC Polet Airlines

Polet Air Company, winner of the B.I.D. International Quality Crown Award, is a prestigious airline based in Voronezh, Russia, operating cargo and domestic passenger services worldwide. Polet's owner and General

Director, Anatoly S. Karpov, received the B.I.D. Quality Award from Business Initiative Directions. Polet owns eight AN-124-100 aircraft. The technical characteristics of the fleet are cutting-edge, as the Polet AN-124-



RAO, Russia's **Electricity Giant**

RAO UES of Russia received the International Star Award for Quality through former Minister of Finance of Russia. Sergey Dubinin

Sergey Dubinin, Deputy Chairman of RAO Unified Energy System of Russia – former Minister of Finance in Russia during Yeltsin's Presidency and Chairman of the Central State Bank of Russia, received the Award from President of Business Initiative Directions, Jose E. Prieto. The Unified Energy System is a Russian electrical company historically providing 70 percent of the country's electricity generation, as well as exporting to Scandinavian countries and the Commonwealth of Independent States.

100 meet the current environmental and safety requirements with flying colors. Company representatives are proud to state that they go above and beyond the requisites listed by the International Aviation Authorities.