



Quality Herald

The voice of excellence

THE FUTURE OF WORK

& WORKFORCE TRANSFORMATION

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COLLABORATE.
TRANSFORM.
TOGETHER.


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ELEVATING POTENTIAL.
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 **HYBRID & FLEXIBLE WORKPLACES**
Balancing technology and human connection.

 **LEADERSHIP TRANSFORMATION**
Inspiring people in a changing world.

ABOUT THE JOURNAL

The June 2026 edition of *Quality Herald*, themed “The Future of Work & Workforce Transformation,” explores how organizations across industries are adapting to a rapidly evolving workplace shaped by technology, artificial intelligence, automation, and changing workforce expectations.

As businesses navigate digital transformation and global competition, the nature of work is being fundamentally redefined. From AI-assisted decision-making and hybrid work environments to skill development and workforce agility, organizations are rethinking how people, processes, and technology come together to drive innovation and sustainable growth.

This edition highlights how emerging technologies, data-driven systems, and human-centric leadership are reshaping modern workplaces. It also examines the growing importance of continuous learning, adaptability, collaboration, and future-ready skill development in building resilient organizations and empowering the workforce of tomorrow.

Additionally, the issue emphasizes the balance between technological advancement and human potential, encouraging organizations to create inclusive, flexible, and innovation-driven work cultures that enhance productivity, employee well-being, and long-term business success.

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Aims	The magazine intends to be leading platform for sharing practical insights, innovative ideas and thought leadership in the field of Quality, Sustainability, Operations and Business Excellence. It seeks to inspire professionals, academicians and organisations to adopt and implement the quality driven approaches that lead continuous improvement and societal value.
Scope	<p>A. Management System</p> <p>B. Sustainability and ESG practices</p> <p>C. Operational and Business Excellence</p> <p>D. Women empowerment</p> <p>E. Youth, Education and Future of Quality Leadership</p> <p>F. Industry 4.0 and Artificial Intelligence</p>
Submission Email	info@qgspl.com
Review Policy	<p>All articles will be reviewed for relevance, clarity, and adherence to guidelines.</p> <p>The editorial board may conduct a light review or seek peer feedback where required.</p> <p>Feedback and decision (acceptance, revision, or rejection) will be communicated within 1–2 weeks.</p>
Plagiarism Policy	Strictly zero-tolerance. All submissions must be original and appropriately cited.
Availability	Available online on the publisher's website.
Author Guidelines	<p>Submission Format</p> <ul style="list-style-type: none"> • Title of the Article • Full Name(s) of Author(s) • Affiliation(s) and Designation(s) • Contact Email(s) • Author Bio (50–100 words) • Declaration of Originality • Main Content (with headings/subheadings) • Conclusion / Key Insights • References • Tables/Figures (if applicable – clearly labeled) <p>Word Count Guidelines</p> <ol style="list-style-type: none"> 1. Feature Articles / Case Studies: 1500–3000 words 2. Opinion / Technical Notes: 800–1500 words 3. Book Reviews / Interviews / Brief Insights: 500–1000 words 4. Longer manuscripts may be considered based on editorial merit. <p>Formatting Instructions</p> <ol style="list-style-type: none"> 1. Font: Calibri or Times New Roman, Size 11 or 12 2. Line spacing: 1.15 3. Use clear sub-headings and bullet points 4. All visuals must be referenced in-text 5. No plagiarism and provide appropriate citations

Quality Herald – The Voice of Excellence
Vol-3, Issue-6 | June 2026

Dear Readers,

Welcome to Issue 6, Volume 3 of Quality Herald – The Voice of Excellence.

As we move deeper into an era shaped by artificial intelligence, automation, sustainability, digital ecosystems, and evolving business models, one question continues to dominate boardrooms, classrooms, and shop floors alike:

What will the future of work look like, and how must our workforce transform to thrive within it?

This month's theme, "Future of Work & Workforce Transformation," explores one of the most significant shifts of our time. Across industries, organizations are reimagining roles, redefining skills, and redesigning workplaces. While technology continues to reshape how work is performed, the true differentiator remains people. The organizations that succeed will not merely adopt new technologies but will cultivate adaptable, resilient, and continuously learning workforces capable of navigating constant change.

The future workplace will demand more than technical competence. It will require critical thinking, problem-solving, collaboration, emotional intelligence, digital fluency, and a commitment to lifelong learning. Leaders will need to create environments where innovation and human potential can coexist with automation and intelligent systems.

In this issue, we bring together diverse perspectives from industry practitioners, academic experts, researchers, and thought leaders who share their insights on workforce evolution, leadership challenges, emerging skills, technological disruption, and organizational readiness. As always, this edition also features noteworthy global developments, excellence initiatives, quality-related updates, and articles that bridge theory with practical application.

At Quality Herald, we strongly believe that meaningful conversations are built through collective participation. We therefore encourage our readers, professionals, researchers, academicians, students, and industry leaders to contribute articles, case studies, opinions, expert bites, and experiences for upcoming editions. Your knowledge, insights, and perspectives enrich our community and help foster a culture of learning and excellence.

As we enter the peak summer season across many parts of the world, I would also like to share a simple yet important reminder. The scorching heat serves as a reminder that while we focus on productivity and performance, we must never overlook the well-being of our people. Please take care of yourselves, your families, colleagues, and employees. Stay hydrated, encourage adequate rest, and ensure safe working conditions, particularly for those who spend long hours outdoors or in demanding environments. Sustainable performance begins with healthy and cared-for individuals.

On behalf of the editorial team, thank you for your continued support, readership, and contributions. We hope this issue inspires meaningful reflection on the future of work and encourages all of us to prepare not only for the jobs of tomorrow but also for the leadership and human values that will define them.

Wishing you a productive, healthy, and enriching month ahead.



Chief Editor

Quality Herald – The Voice of Excellence

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Table of Contents

<i>Content</i>	<i>Page no.</i>
<i>Retail Reimagined: Where Sustainability Meets the Shopping Cart</i>	07
<i>Reimagining Talent: Learning as the Runway for the Future of Work</i>	10
<i>Knowledge in Motion: Shaping the Future Workforce Through Intelligent Collaboration</i>	14
<i>Where Technology Meets Human Potential</i>	17
<i>The Future of Retail Work: Empowering People Through Sports, Innovation, and Experience</i>	20
NEWS	24
GLIMPSES	28

How ISO 14001:2026 is Redefining Environmental Accountability



Article from AVP- Business Excellence Desk - Sachin grover

The era of passive environmental compliance is over. The release of the ISO 14001:2026 standard represents a watershed moment in the evolution of environmental management. Certification is no longer a symbolic badge or a statement of good intent—it is a rigorous demand for measurable results, transparent accountability, and the seamless integration of sustainability into the very core of business strategy.

In The Green Blueprint: Mastering ISO 14001:2026 Implementation & Auditing, we explore how this pivotal shift forces organizations to rethink their operations from the ground up. Here is a look at how the new standard is changing the landscape of corporate environmental responsibility.

Moving Beyond Compliance - Gone are the days of merely acknowledging environmental challenges. The 2026 revision shifts the focus toward decisive, quantifiable climate action. Organizations are now required to embed robust adaptation strategies directly into their management frameworks, providing concrete evidence of how they are mitigating and addressing climate-related risks. The new standard trades empty promises for hard proof.



Embedding the Circular Economy - Industries can no longer rely on the outdated "take-make-dispose" linear model. By enforcing life cycle thinking, ISO 14001:2026 expects companies to drastically reduce raw material intake, optimize the recovery of waste streams, and actively pursue "Zero Waste to Landfill." This systemic shift does not just manage waste; it transforms waste streams into drivers of continuous value creation.

Traceability as a Single Source of Truth- Traceability has evolved from a supporting administrative detail to an uncompromising mandate. A modern Environmental Management System (EMS) must act as the definitive source of truth, rigorously tracking material flows and ensuring absolute integrity across the entire value chain. Whether managing critical minerals or complex chemical inputs, organizations are now tasked with proving their environmental responsibility at every single node of their operation.



Elevating Stakeholder Expectations - The new framework upgrades stakeholder interaction from mere consultation to a strict organizational obligation. Investors, regulatory bodies, and local communities now demand empirical data on carbon footprints, resource utilization, and air quality impacts. Meeting these elevated expectations is no longer optional—it is the bedrock for building market trust and ensuring long-term operational resilience.

Unlocking Profitability Through Sustainability - Perhaps the most compelling aspect of the 2026 standard is how it inextricably links environmental performance to the bottom line. By pinpointing "value leaks"—whether in energy intensity, hydraulic loads, or mass balance inefficiencies—organizations can aggressively cut costs while bolstering their sustainability profile. Environmental stewardship has officially transitioned from a corporate cost centre to a potent profit driver



Building Unified, Risk-Based Systems - Operating in silos is a relic of the past. The standard actively champions integration with frameworks like ISO 9001, ISO 45001, and ISO 50001, facilitating a unified management system that sharpens executive decision-making and eliminates bureaucratic duplication. At its core is risk-based thinking, requiring leadership to proactively anticipate and mitigate operational, legal, and climate-centric disruptions before they strike.

The Path Forward Implementing ISO 14001:2026 is a journey of operational transformation. It requires a fundamental shift in how we view the relationship between industry, the environment, and continuous improvement. The Green Blueprint serves as a navigational guide through this complex but rewarding transition, ensuring that your organization does not just adapt to the new standard, but thrives because of it.



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Compliance



Innovation



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- ✓ ISO 50001 (Energy Management)
- ✓ ESG & BRSR Compliance
- ✓ Carbon Footprint & Sustainability Reporting



Reimagining Talent: Learning as the Runway for the Future of Work



Rishika Jolly - Senior Executive - Learning & Development

The future of work is no longer a distant concept—it is unfolding around us every day. Rapid technological advancements, digital transformation, artificial intelligence, automation, and evolving workforce expectations are reshaping industries at an unprecedented pace. Organizations across the globe are redefining how people work, collaborate, learn, and contribute to long-term business success. In this era of constant change, workforce transformation has become not just a strategic initiative, but a business necessity.

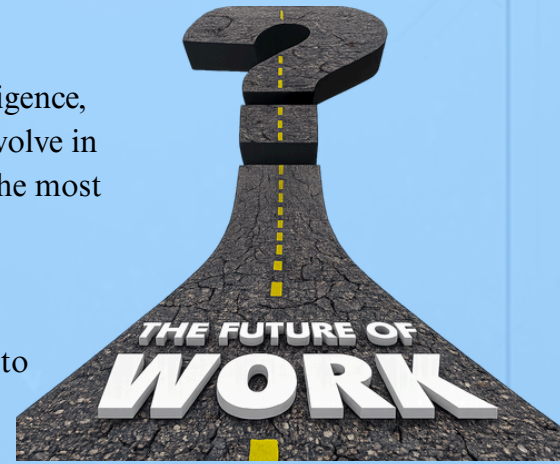
At the center of this transformation lies one critical factor: learning.

Today, organizations are beginning to understand that sustainable growth is not driven solely by technology, but by people who are prepared to adapt alongside it.

The modern workforce requires far more than technical expertise.

Employees must possess adaptability, critical thinking, emotional intelligence, communication skills, digital fluency, and the ability to continuously evolve in dynamic environments. In many ways, the ability to learn has become the most valuable skill of the future workforce.

Learning and Development (L&D) is therefore no longer limited to conducting training sessions or onboarding programs. It has evolved into a strategic function that directly influences organizational resilience, employee engagement, and future readiness. L&D teams today are responsible for identifying future skill requirements, enabling continuous development, and building cultures where learning becomes an everyday practice rather than an occasional activity.



One of the most significant shifts in workforce transformation is the integration of digital learning ecosystems. The rise of e-learning platforms, virtual classrooms, AI-powered learning tools, mobile learning applications, and simulation-based training has revolutionized the way organizations develop talent. These technologies provide employees with flexible, personalized, and accessible learning experiences that align with fast-paced business environments.

Modern learners seek convenience, relevance, and engagement. As a result, organizations are increasingly adopting microlearning formats, bite-sized modules, gamified learning experiences, and self-paced development journeys to improve learning effectiveness and retention. Digital learning has made it possible for employees to access knowledge anytime and anywhere, enabling continuous development without disrupting operational responsibilities.

However, while technology has transformed the delivery of learning, the human aspect of workforce development remains equally important. Automation may optimize processes, but qualities such as creativity, empathy, leadership, collaboration, and innovation remain uniquely human strengths. Organizations of the future must therefore strike a balance between digital advancement and human connection.

The workplace of tomorrow will demand professionals who are not only technologically capable but also emotionally intelligent and adaptable. As teams become increasingly diverse, interconnected, and collaborative, communication and interpersonal skills will become even more essential. Employees must be equipped to navigate uncertainty, work across functions, and embrace change with confidence.

Another defining aspect of the future workforce is the shift in employee expectations. Today's professionals are looking beyond traditional measures of success. They seek meaningful work, growth opportunities, flexibility, recognition, and continuous learning. Organizations that prioritize employee development and invest in career progression are more likely to build motivated, engaged, and future-ready teams.



Leadership development has also emerged as a critical pillar of workforce transformation. The leaders of tomorrow will need to navigate complexity, inspire innovation, and lead with empathy in rapidly changing environments. Traditional hierarchical leadership models are gradually giving way to more collaborative, inclusive, and people-centric approaches.

Future leaders must possess not only strategic thinking and business acumen but also emotional intelligence, resilience, adaptability, and the ability to empower diverse teams. Leadership development programs therefore need to focus on building human-centered leadership capabilities that foster trust, innovation, and organizational agility.

The rise of hybrid and flexible work cultures has further accelerated the transformation of workplace dynamics. Organizations are rethinking how teams collaborate, communicate, and maintain productivity in digitally connected environments. This evolution has significantly impacted Learning and Development strategies as well.

Training programs today must be designed for digital-first workplaces where employees can learn remotely while staying connected to organizational culture and business goals. Virtual learning communities, collaborative learning platforms, and self-driven development pathways are becoming essential components of modern workforce strategies.

In addition, diversity, equity, and inclusion continue to play a crucial role in shaping the future of work. Organizations that embrace diverse perspectives and inclusive cultures are better positioned to innovate, adapt, and grow. Learning initiatives can serve as powerful tools to create awareness, encourage belonging, reduce unconscious bias, and build more inclusive workplaces.

Ultimately, workforce transformation is not simply about preparing employees for current roles—it is about equipping them for future possibilities. Organizations that foster a culture of continuous learning, adaptability, and innovation will be better prepared to navigate disruption and drive long-term success.

The future belongs to organizations that invest in human potential and create environments where employees are encouraged to grow, experiment, and lead with confidence. Learning is no longer just a support function; it is the runway that enables talent to take flight in the future of work.



WORLD ENVIRONMENT DAY



5TH JUNE 2026

OUR PLANET. OUR RESPONSIBILITY. OUR FUTURE.

Let's protect the environment today for a **cleaner, greener** and **sustainable** tomorrow.



**SAVE NATURE
SAVE LIFE**



**REDUCE
REUSE
RECYCLE**



**ACT TODAY FOR A
BETTER TOMORROW**



**TOGETHER FOR A
SUSTAINABLE WORLD**

**THINK GREEN. ACT GREEN. LIVE GREEN.
TOGETHER, WE CAN BUILD A BETTER PLANET.**



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What We Offer



Knowledge in Motion: Shaping the Future Workforce Through Intelligent Collaboration



Saransh Gaur - Knowledge Management Associate, Protiviti

The future of work is no longer a distant prediction—it is a reality unfolding every day across industries and organizations worldwide. Technological disruption, digital transformation, artificial intelligence, hybrid work environments, and evolving employee expectations are redefining how businesses operate and how employees contribute to organizational success. In this rapidly changing environment, one factor has emerged as a critical driver of workforce transformation: knowledge.



Organizations today are generating and consuming information at an unprecedented scale. The ability to capture, organize, share, and utilize knowledge effectively has become essential for business continuity, innovation, and competitive advantage. As companies adapt to the future of work, Knowledge Management (KM) is evolving from a support function into a strategic business capability. At Protiviti Capability Center, where collaboration, problem-solving, and innovation form the foundation of consulting excellence, the role of knowledge management is especially significant.

In a consulting-driven environment, knowledge is not just information—it is expertise, experience, insight, and intellectual capital that empower teams to deliver impactful solutions to clients.

The workforce of the future will not be defined solely by technical skills or academic qualifications. Instead, organizations will increasingly value employees who can learn continuously, adapt quickly, collaborate effectively, and apply knowledge strategically in dynamic business situations. In this context, knowledge management becomes a bridge connecting people, processes, and technology.

One of the most transformative shifts in the future workplace is the integration of digital technologies into everyday business operations. Artificial intelligence, automation, cloud computing, data analytics, and digital collaboration platforms are changing the way employees work and interact. While these technologies improve efficiency and accessibility, they also create a growing need for structured knowledge-sharing systems.

Employees today often work across locations, time zones, and departments. Hybrid and remote work models have reduced the limitations of geography but have also introduced new challenges in communication, collaboration, and information accessibility. Knowledge management systems help organizations maintain continuity by ensuring that valuable information remains accessible, organized, and easy to retrieve regardless of where employees are located.

The future workforce will depend heavily on collaborative intelligence. No single individual can possess all the knowledge required to solve increasingly complex business challenges. Therefore, organizations must foster cultures where employees actively share ideas, experiences, lessons learned, and best practices. A strong knowledge-sharing culture not only improves productivity but also accelerates innovation and decision-making.

Another important aspect of workforce transformation is continuous learning. The rapid pace of technological advancement means that skills can quickly become outdated. Employees must therefore engage in ongoing learning to remain relevant and competitive. Knowledge management plays a key role in supporting this process by creating centralized repositories of learning materials, project insights, case studies, research, and training resources. Modern organizations are increasingly recognizing that knowledge is one of their most valuable assets.



However, unmanaged knowledge can easily become fragmented or lost, especially when employees transition between roles or leave organizations. Effective knowledge management ensures that institutional knowledge is retained and transferred efficiently, reducing dependency on individuals and strengthening organizational resilience.

Artificial intelligence is also reshaping the future of knowledge management. AI-powered systems can now organize large volumes of information, recommend relevant content, automate repetitive tasks, and provide intelligent search capabilities. These technologies improve accessibility and enable employees to focus more on strategic thinking and problem-solving rather than manual information retrieval.

Despite the rise of automation and AI, human expertise remains irreplaceable. Technology can support knowledge processes, but creativity, critical thinking, emotional intelligence, and judgment continue to rely on human capability. The future workplace will therefore require organizations to balance technological innovation with human collaboration and expertise.



Leadership will also play a critical role in workforce transformation. Leaders of the future must create environments that encourage learning, curiosity, and open communication. Employees are more likely to contribute knowledge and collaborate effectively when organizations foster trust, inclusivity, and shared purpose.

In consulting organizations especially, agility and adaptability are essential. Clients today expect faster solutions, innovative

strategies, and data-driven insights. This can only be achieved when teams have access to the right knowledge at the right time. Knowledge management enables organizations to leverage collective expertise efficiently, improving both client outcomes and organizational performance.

The future workforce will not merely work with information—it will thrive because of how effectively knowledge is shared, applied, and evolved. Organizations that invest in collaborative learning, digital intelligence, and knowledge-driven cultures today are building resilient and future-ready workforces for tomorrow.

Ultimately, the future of work is not only about technology or automation. It is about empowering people with the right knowledge, tools, and opportunities to innovate, adapt, and lead change confidently in an increasingly interconnected world.



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Responsible Business



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Stronger Together

14 JUNE 2026

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Give Blood, Give Hope:
Together We Save Lives.



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FEELS GOOD

A simple act that brings immense satisfaction.



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Blood donation is safe, quick and a noble act.

ONE DONATION.
COUNTLESS LIVES.



Be a hero.
Donate blood.
Be the reason someone lives.



DONATE TODAY



SAVE LIVES



SHARE COMPASSION



BUILD A BETTER WORLD

Where Technology Meets Human Potential

Abhishek Bhasin - Head of Marketing, Narwal India



The future of work is not only transforming workplaces and industries—it is fundamentally reshaping the relationship between brands and consumers. As organizations embrace digital transformation, artificial intelligence, automation, and evolving workforce models, marketing itself is undergoing a significant evolution. Today, marketing is no longer limited to promoting products or services; it has become a strategic force that drives customer experience, innovation, brand trust, and business growth.

In the modern business landscape, technology and human behavior are changing faster than ever before. Consumers today are more informed, digitally connected, and experience-driven. They expect brands to deliver convenience, personalization, transparency, and meaningful engagement at every touchpoint. At the same time, organizations are adapting to hybrid work cultures, digital ecosystems, and data-driven decision-making processes. This intersection of technology, people, and innovation defines the future of work and workforce transformation.

At Narwal India, operating in the rapidly evolving smart home and technology sector highlights the importance of staying agile in a competitive market. The future workforce must be capable of understanding not only products and technology but also shifting consumer expectations and market dynamics. Marketing teams today are required to combine creativity with analytics, innovation with strategy, and digital intelligence with emotional understanding.



One of the most significant drivers of workforce transformation is digitalization. Artificial intelligence, automation, big data, and machine learning are changing the way businesses understand and interact with customers. Marketing teams now have access to real-time consumer insights, predictive analytics, and automated engagement tools that enable highly personalized customer experiences.

However, while technology has enhanced efficiency, the human aspect of marketing remains irreplaceable. Consumers connect with authenticity, storytelling, trust, and emotional relevance. Therefore, the future marketer must possess both technological fluency and strong interpersonal understanding. The ability to build emotional connections while leveraging digital tools will become one of the most valuable skills in the future workplace.

The transformation of the workforce has also reshaped the skills required in marketing roles. Traditional marketing approaches are being replaced by digital-first strategies that involve social media management, content creation, performance analytics, influencer collaboration, customer journey mapping, and AI-powered campaigns. Employees must continuously learn and adapt to emerging platforms, technologies, and consumer trends.

Continuous learning is therefore becoming a critical component of workforce transformation. Skills that are relevant today may become outdated within a few years. Organizations that encourage learning, experimentation, and innovation create more agile and future-ready teams. Employees must embrace a growth mindset and remain open to acquiring new capabilities throughout their careers.

Another defining characteristic of the future of work is collaboration. Modern marketing campaigns involve coordination across multiple functions such as sales, technology, operations, design, customer support, and data analytics. As organizations become more interconnected, collaboration and cross-functional communication become essential for business success.

The rise of hybrid and remote work models has further transformed workplace culture. Teams today collaborate virtually across cities, countries, and time zones using digital communication platforms and cloud-based technologies. This flexibility has improved accessibility and productivity but has also increased the importance of effective communication, trust, and employee engagement. In the future workplace, organizations will increasingly focus on employee experience alongside customer experience.



Employees who feel empowered, valued, and connected are more likely to contribute creatively and perform effectively. Workforce transformation is therefore not only about technology adoption but also about building inclusive and people-centric work environments.

Leadership styles are also evolving rapidly. Future leaders must inspire innovation, encourage adaptability, and support employee well-being while navigating constant market changes. In marketing specifically, leaders must balance data-driven decision-making with creativity and strategic thinking. They must be capable of responding quickly to consumer behavior shifts while maintaining brand authenticity and organizational values.

For marketing professionals, the future presents both challenges and opportunities. The pace of transformation may be rapid, but it also creates exciting possibilities for innovation, creativity, and meaningful consumer engagement. Success in the future workplace will depend on the ability to adapt continuously, embrace technology intelligently, and maintain a deep understanding of human behavior.

As industries continue to evolve, workforce transformation will remain central to organizational success. The brands that lead tomorrow will not simply be those with the most advanced technology, but those that empower their people, foster innovation, and create authentic connections with consumers.

The future of work is already here. It is dynamic, digital, collaborative, and purpose-driven. Organizations that embrace this transformation with agility and vision will shape the next era of business and redefine what meaningful work truly looks like.



INTERNATIONAL

DAY OF

YOGA



21ST JUNE 2026

YOGA FOR HARMONY, HEALTH & HUMANITY

On this International Day of Yoga, let's embrace the power of yoga to nurture our **body, mind, and soul**. A step towards **wellness** today, a healthier and happier tomorrow!



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Through Yoga



“ Yoga is the journey of the self, through the self, to the self. ”

– The Bhagavad Gita



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STAY BALANCED.
STAY INSPIRED.**

Happy International Day of Yoga!



SAVE NATURE
SAVE LIFE



REDUCE
REUSE
RECYCLE



ACT TODAY FOR A
BETTER TOMORROW



TOGETHER FOR A
SUSTAINABLE WORLD

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The Future of Retail Work: Empowering People Through Sports, Innovation, and Experience

Kashika Atrish- Omni Sports Advisor, Decathlon Sports



The future of work is evolving rapidly across every industry, and the retail sector is no exception. Technological advancements, changing customer expectations, digital transformation, and evolving workplace cultures are redefining the way organizations operate and engage with people. In this changing environment, workforce transformation is becoming essential for organizations that aim to remain innovative, customer-focused, and future-ready.

Retail today is no longer limited to transactions and product sales. Modern retail is built around customer experience, personalized engagement, digital convenience, and meaningful human interaction. As an Omni Sports Advisor at Decathlon, the transformation of work can be seen clearly through the changing relationship between technology, sports enthusiasm, and customer connection.



At Decathlon, sports are not just products—they represent passion, lifestyle, health, and community. The role of an Omni Sports Advisor goes beyond assisting customers in purchasing equipment. It involves understanding customer needs, sharing sports knowledge, building trust, and creating experiences that inspire people to stay active and connected with sports. This people-centric approach reflects how the future of work is becoming increasingly focused on experience and value creation. One of the most significant changes shaping workforce transformation is digitalization.

Technology is transforming retail operations through e-commerce platforms, digital payments, inventory management systems, customer analytics, AI-driven recommendations, and omnichannel shopping experiences. Customers today expect seamless experiences whether they shop online, through mobile applications, or inside physical stores.

This shift has created a new generation of retail professionals who must combine customer service skills with digital adaptability. Employees are now expected to understand technology, manage online and offline interactions, and respond quickly to evolving customer expectations. As a result, continuous learning and skill development have become essential components of the modern workplace.

The future workforce will not be defined solely by technical expertise but also by adaptability and emotional intelligence. In customer-facing industries such as retail, human interaction remains irreplaceable. Technology may improve efficiency, but genuine conversations, empathy, product knowledge, and personalized guidance continue to shape memorable customer experiences.

At Decathlon, teamwork and collaboration are central to daily operations. Workforce transformation is not only about adopting advanced technologies but also about building stronger teams capable of working together effectively in fast-paced environments. Modern organizations require employees who can collaborate across functions, adapt to challenges, and contribute positively to organizational culture.

Another major transformation in the future of work is the increasing focus on employee empowerment. Organizations today understand that motivated employees create better customer experiences and stronger business outcomes. Employees are no longer viewed simply as workers performing tasks; they are contributors, innovators, and brand ambassadors who influence organizational success.

Another major transformation in the future of work is the increasing focus on employee empowerment. Organizations today understand that motivated employees create better customer experiences and stronger business outcomes. Employees are no longer viewed simply as workers performing tasks; they are contributors, innovators, and brand ambassadors who influence organizational success. The future workplace will therefore prioritize employee growth, learning opportunities, flexibility, and well-being. Companies that invest in employee development create more engaged, confident, and productive teams.



Continuous learning is becoming one of the most important aspects of workforce transformation. With technology and customer expectations constantly evolving, employees must regularly upgrade their skills and knowledge. Learning today is no longer limited to formal training sessions; it happens through real-time experiences, digital platforms, teamwork, and practical exposure.

Leadership is also changing significantly in the modern workplace. Future leaders must be adaptable, collaborative, and people-oriented. Instead of traditional top-down management approaches, organizations are moving toward leadership styles based on trust, mentorship, inclusivity, and empowerment.

In retail organizations like Decathlon, leaders play a key role in building positive workplace cultures where employees feel motivated to contribute ideas, solve problems, and improve customer experiences. Leadership in the future of work is less about authority and more about enabling people to perform at their best.

Another important trend shaping workforce transformation is sustainability and purpose-driven business practices. Customers today are increasingly conscious of environmental responsibility, ethical sourcing, and sustainable consumption. Employees also prefer working with organizations that align with meaningful values and social impact.

Decathlon's focus on promoting sports accessibility, active lifestyles, and responsible business practices reflects the growing importance of purpose in modern workplaces. The future workforce seeks not only professional success but also meaningful contribution and social impact.

As the world continues to evolve, organizations like Decathlon demonstrate that the future of work is not only about technology or automation—it is about people, passion, and purpose. By combining innovation with human connection, businesses can build future-ready workplaces that inspire employees and customers alike.

The future of work belongs to organizations that empower their people, encourage continuous learning, and create experiences that go beyond transactions. In the evolving world of retail and sports, success will belong to those who can adapt, innovate, and continue putting people at the center of every experience.



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Announcing the **UPDATION** of **ISO 19011:2026** FROM THE 2018 VERSION



NEW PUBLICATION

ISO 19011:2026 HAS BEEN PUBLISHED

The new version of ISO 19011:2026 — Guidelines for Auditing Management Systems — has now been **officially published.**

- Better auditing practices
- Risk-based approach
- Applicable to all management systems
- Continual improvement



Soon, our content and training programs will be updated according to the new ISO 19011:2026 and will be available **on our platform.**



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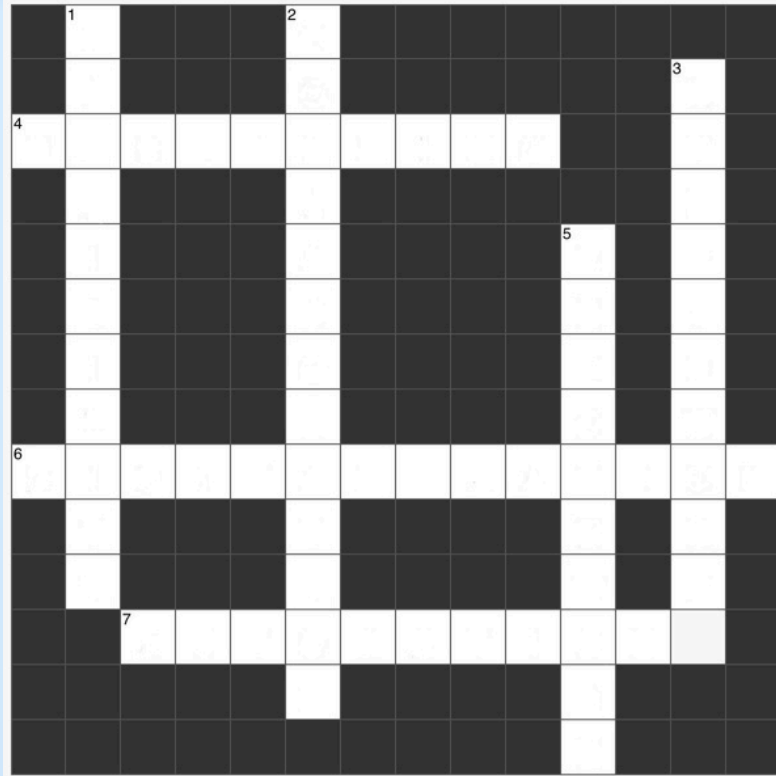
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INTELLIGENT ECONOMY: POWERING THE FUTURE



ACROSS

4. Learning new skills for changing job demands
6. Adopting digital technologies in workplaces
7. Use of technology to perform tasks with minimal human effort

DOWN

1. Freedom to choose when and where to work
2. Employees working together through online platforms
3. Work model combining office and remote working
5. Working from locations outside a traditional office



Answers of the Previous edition

ACROSS: 3. Minimalism 5. Sustainable 6. Sustainability 7. Ecofriendly

DOWN: 1. Ethical Sourcing 2. Circular Economy 4. Recycling



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NEWS

India's AI ambitions hinge on workforce re-skilling

India's growing focus on Artificial Intelligence is driving a major transformation in workforce development across industries. According to a recent Reuters report, experts believe the success of India's AI ambitions will depend largely on how quickly organizations can re-skill employees for future digital roles.

IBM India highlighted that while businesses are rapidly adopting automation, machine learning, cloud computing, and AI-powered systems, a large section of the workforce still lacks advanced digital capabilities. Companies are now prioritizing AI training, cybersecurity education, and technology-focused learning initiatives to prepare employees for changing workplace requirements.

The report also noted that industries are gradually shifting from traditional hiring methods toward skill-based workforce models. Organizations are investing in internal training platforms, digital certifications, and continuous learning programs to ensure employees remain adaptable in an increasingly technology-driven environment.

Another major trend highlighted in the report is the expansion of opportunities beyond metropolitan cities. Businesses are increasingly exploring talent from tier-2 and tier-3 cities, creating broader employment opportunities and encouraging digital inclusion across India's workforce ecosystem.



THE ECONOMIC TIMES

Experts believe adaptability, continuous learning, and technological fluency will become essential qualities in the future workforce as AI continues reshaping industries, job roles, and business operations globally. The transformation reflects a larger shift toward future-ready workplaces built around innovation and digital capabilities.

QUALITY CONTROL (LED) HUMOR

When Work Gets Too Serious

1. TECHNOLOGY AS A PARTNER



Employee: "This AI tool summarizes hours of research in seconds!"
AI: "I handle the data, you bring the ideas."
Together: "Better insights, faster impact!"



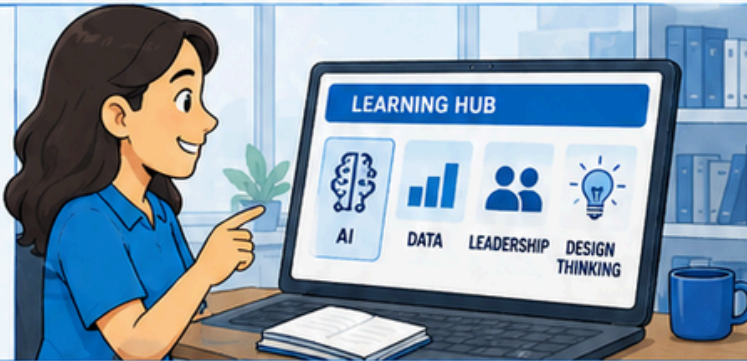
AUGMENTING HUMAN POTENTIAL



2. SKILLS FOR TOMORROW



Employee: "Learning never stops!"
Team Lead: "New skills, new opportunities."
Together: "Adapt, upskill, and stay future-ready!"



INVEST IN SKILLS
INVEST IN PEOPLE



3. FLEXIBILITY IS THE NEW NORMAL



Employee: "Office, home or anywhere—I choose what works best."
Manager: "Results matter, not where you are."
Together: "Flexible today, focused always!"

WORK FROM HOME



WORK FROM ANYWHERE



FLEXIBLE WORK
HAPPIER PEOPLE
STRONGER RESULTS



4. DIVERSITY DRIVES INNOVATION



Employee 1: "Different perspectives spark better ideas."
Employee 2: "We learn from each other every day."
Together: "Inclusive teams, innovative outcomes!"



DIVERSE MINDS
ONE PURPOSE



5. PURPOSE, WELL-BEING & IMPACT



Employee: "My work has meaning."
Manager: "Your well-being fuels our success."
Together: "Purpose-driven today, positive impact tomorrow!"



MEANINGFUL WORK
BETTER WORLD



NEWS

GOVERNMENT PLANS AI CURRICULUM OVERHAUL IN INDIA

India is preparing for major reforms in higher education to build a future-ready workforce aligned with rapidly evolving industry and technology trends. According to a recent report by The Times of India, the Government plans to introduce Artificial Intelligence-focused learning and industry-linked practical education into professional courses from the early stages of study.

The proposed initiative aims to reduce the gap between academic education and real-world business requirements. Under the new framework, students may receive hands-on exposure to AI tools, automation technologies, coding applications, data analytics, and digital problem-solving projects from the first semester itself.

The report also highlighted plans to strengthen India's AI infrastructure and research ecosystem through advanced computing systems, GPU-enabled facilities, and digital innovation initiatives. These developments are expected to support technology-driven learning, research, and future workforce preparedness.



THE ECONOMIC TIMES

Education experts believe that traditional theoretical learning methods are no longer sufficient for modern careers. Institutions are increasingly being encouraged to redesign their curriculum around practical skills, innovation, creativity, and industry-relevant experiences that match emerging employment trends.

Industry leaders believe these reforms can help create a globally competitive workforce equipped with the technical, analytical, and adaptive skills required in workplaces increasingly influenced by Artificial Intelligence, automation, and digital transformation technologies.



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-  Risk-based thinking and opportunity identification
-  Practical case studies and exercises
-  Internationally recognized certification



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-  Certificate on successful completion
-  Career growth & global recognition



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Enhancing Automotive Quality Standards Through IATF 16949 Awareness Training

Conducted the IATF 16949:2016 Awareness Training Program in collaboration with a leading Japanese automotive organization, focused on strengthening quality management systems and operational excellence. The session highlighted process-oriented approaches, risk-based thinking, and continual improvement practices to enhance efficiency and quality performance across operations.

Advancing Manufacturing Excellence Through CQI-23 Workshop

Conducted a comprehensive workshop on CQI-23: Molding System Assessment at a leading compressor technology organization, focused on strengthening process control and system assessment practices. The session highlighted risk identification, molding operation best practices, and continual improvement approaches to enhance manufacturing quality and operational excellence.



Promoting Workplace Safety Through EHS Awareness Training

Conducted an EHS Awareness Session for a leading industrial electrical applications organization, focused on strengthening workplace safety and employee awareness. The session covered key aspects such as hazard identification, risk assessment, emergency preparedness, and safety compliance to promote a safer and more responsible work environment.



Strengthening Audit Excellence Through IATF & EHS Internal Auditor Training


Conducted the IATF & EHS Internal Auditor Training Session for an automotive organization, focused on enhancing internal auditing competence and EHS compliance awareness. The session highlighted process-based auditing techniques, continual improvement practices, and quality management approaches aligned with IATF requirements.



Important Dates in May 2026



World Environment Day

 5th June 2026

A global platform for raising awareness and taking action to protect our environment and promote a sustainable future.



World Oceans Day

 8th June 2026

Promotes awareness about the importance of oceans and encourages efforts to protect marine ecosystems.




World Blood Donor Day

 14th June 2026

Honors voluntary blood donors and raises awareness about the need for safe blood and its life-saving impact.




International Yoga Day

 21st June 2026

Celebrates the power of yoga to promote physical, mental and spiritual well-being for a healthier world.



World Refugee Day

 20th June 2026

Raises awareness about the challenges faced by refugees and promotes inclusion, empathy and support for their rights and dignity.



The DPDP Act, 2023 is Here. Is Your Business **Ready?**

Avoid penalties up to ₹250 Crores.

Turn Compliance into a **Competitive Advantage** with **QGS**.

Data Privacy is no longer optional—it's the law.

The Digital Personal Data Protection (DPDP) Act, 2023 dramatically shifts how Indian organizations must handle personal data. From 'Consent Managers' to 'Data Principal Rights,' the compliance landscape has changed.



Are you prepared to answer:

- Do you have verifiable consent for all legacy data?
- Is your Data Protection Board reporting mechanism ready?
- Have you identified if you are a **Significant Data Fiduciary (SDF)**?

Your DPDP Implementation Partner

At QGS, we don't just offer advice; we **Implement the framework**. We bridge the gap between Legal Requirements, IT Security, and Process Management.

4-Step DPDP Implementation Roadmap:

1. Data Discovery & Gap Assessment

- Data inventory & data flow mapping.
- Current maturity assessment vs DPDP 2023 requirements.
- Have you identified if you are a **Significant Data Fiduciary (SDF)**?

2. Framework Design & Documentation

- Drafting Privacy Notices (available in 22 languages).
- Vendor/Processor contract upgrades.

3. Operational Implementation

- Setting up the Consent Management Manager (CMM).
- Establishing the Grievance Redressal Mechanism.

4. Training & Sustainment

- ✓ **Role-based privacy training** for employees.
- ✓ **Mock Data Breach drills.**
- ✓ **Internal Privacy Audits.**

Why Choose QGS?

- ✓ **Holistic Approach:** We combine Legal interpretation with IT implementation.
- ✓ **Customized Solutions:** Tailored for MSMEs and Large Enterprises.
- ✓ **Proven Methodology:** Based on global best practices (GDPR/ISO 27701) adapted for India.



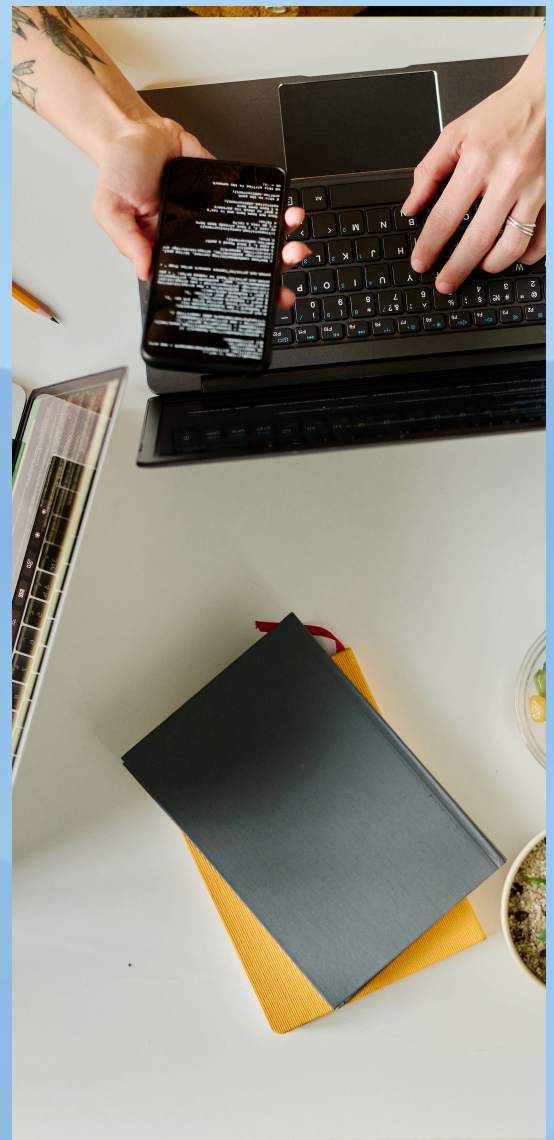
Upcoming Training Programmes



ISO 45001:2018
LATC from June 16-20,
2026


Six Sigma Green Belt
June 23-27, 2026

ISO 14001:2026
LATC from July 07-11,
2026



Contact to Register or Inquire

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