

# Katzscan Newsletter

Supply Chain Operations & Technologies ~ Vendor Compliance  
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More on my Mumbai, India trip.....

One of the very first questions people ask me about traveling to India is how long the airline flight(s) were. I traveled from Miami to Mumbai connecting through Heathrow. The flights from both Miami to London and London to Mumbai were essentially nine hours each. Going over I had a 4.5 hour layover at Heathrow, and returning the layover was about 2.5 hours. The next question I'm asked is what the time differences were: London is 5 hours ahead of Miami, and Mumbai is 4.5 hours ahead of London.



The conference was attended by over 50 delegates from public companies, private corporations, and various government agencies. Typical titles included Manager, Director, Chief Security Officer, Chief Vigilance Officer, and Vice President. Some of the additional presenters represented the Mumbai offices of Kroll, Deloitte, and KPMG, and others were local experts in network security, integration software, and warehouse design and operations.

From what I was told the role of Chief Vigilance Officer (CVO) is a relatively newly created position as mandated by recent laws in India to reduce fraudulent behavior in the public sector. Acting somewhat as hybrid mix of an internal audit and an internal affairs department, the CVO's office provides an outlet for reporting suspected illicit activities perpetrated by employees and suppliers of the agency, and performs due diligence to ensure the agency's operations conform to what those of us in the United States would generally consider to be good governance practices.

I provided some opening comments and the keynote address, *Detecting & Reducing Supply Chain Fraud*, plus two other presentations: *Good Governance For Supply Chain Operations* and *Creating & Communicating Effective Vendor Compliance Guidelines*. The points made by the other speakers during their presentations only served to emphasize key aspects of the information I imparted. Not only were the attendees interested in what I had to say but the other speakers were very up-front about their interest in my supply chain fraud business model. I enjoyed sharing insights and exchanging information and ideas with the attendees and other speakers.

English was the language used by all speakers and attendees though I confess some of the accents were a little difficult to cut through at times. Fortunately I watch a lot of BBC America and have enjoyed active involvement over the past six years in the British-American Chamber of Commerce here in Fort Lauderdale, Florida area so I was able to navigate even the heavier accents without much trouble as I already had some good practice at it.

The two questions nearly everyone I met in Mumbai asked me was whether this was my first trip to India ("yes") and if I liked Indian food ("yes" again). I've even found recently an unusual craving for curry now and again. ☺

Takeaways from this experience are that the fight against fraud is truly global and that we can all learn from each other in shoring up our defenses and creating better mousetraps to catch an ever-evolving breed of elusive mice. The attendees of this

conference are proof that India -- as an emerging economy -- knows it cannot succeed in being a truly global player unless a firm stance is taken to root out fraud starting at the local level first. The fact that there are significant construction projects all over Mumbai is a tell-tale sign that just in this city alone heavy investments are being made in infrastructure to support the coming economic growth. The people I met are on the front lines and, from what I heard, are already making impressive headway in the fight against fraud.

If you know of an organization -- including your own -- that is suffering from behavior which is contradictory to its well-being, the time to act is sooner rather than later. In tough economic times organizations who succumb to the ill-effects of fraud are less likely to survive.

Next month I'll tell of my "cultural connection" moment at the conference. Until then enjoy a little photo album I put together at:

[http://www.supplychainfraud.com/scf\\_mumbai\\_2010\\_album.pdf](http://www.supplychainfraud.com/scf_mumbai_2010_album.pdf)

Thanks.

*Norman*

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