

MASTER CLASS DAIRY 360°: WORKSHOP FOR HoReCa SECTOR

The Indian Dairy Association (West Zone) successfully organized its flagship master class, Dairy 360°: Quality, Adulteration & Commercial Insights, on Saturday, 18th April 2026 at the IDA (WZ) Mumbai office, Dynasty Business Park, Andheri. The workshop was designed to provide HORECA professionals with a holistic understanding of dairy products, combining technical expertise with commercial insights.

The workshop was inaugurated by IDA (WZ) Chairman Dr. J. B. Prajapati, who set the tone for the event by emphasizing the importance of quality and authenticity in dairy procurement and how HoReCa sector is important in taking care of health of our consumers using genuine dairy products in their



recipes. He was warmly welcomed by Secretary Shri Madhav Patgaonkar, whose efforts in organizing the session were acknowledged by all present. The inauguration was further graced by the presence of Vice Chairman Dr. J. V. Parekh, Vice Chairman Shri K. Shyju, and Treasurer Shri Anil Hatekar, reflecting the strong leadership and collective commitment of the association.



The session opened with Prof. Dr. R. D. Kokane, a distinguished consultant who has worked with numerous dairy brands to establish production units. Drawing on his vast experience, Dr. Kokane explained the fundamentals of milk quality

and the importance of purchase standards and product standardization. He emphasized how these parameters directly influence the commercial success of dairy products, offering practical guidance for procurement professionals in the hospitality and catering sectors.



The second speaker, Mr. Rajan Malik, an entrepreneur credited with introducing paneer to the B2B market, shared his journey of supplying paneer to leading chains such as McDonald's and Domino's. His talk focused on the

paneer varieties available in the market and the critical factors a purchase head should consider when selecting them. He also highlighted the growing issue of analogue or fake paneer, elaborating on methods to identify adulterated products and stressing the importance of authenticity in procurement.

The workshop attracted an impressive audience, including representatives from Taj Group of Hotels, JW Marriott, Copper Chimney, Prashant Corner, Tarachand Bhagat Chand, Mohanlal Mithaiwala, Westin, FW Chefs, and other leading hospitality and food service establishments. Their participation underscored the relevance of the session and ensured that the insights shared by the speakers reached decision-makers directly responsible for procurement and quality assurance.

The highlight of the workshop was the session by Mr. Nilabja Dey, a seasoned professional with a distinguished career in the HoReCa industry. Formerly Purchase Head at Sodexo followed by leadership roles in dairy companies as Sales Head. With his vast experience in



sourcing dairy products and in selling reputed dairy brands to the HORECA sector, he brought unmatched authority to the discussion. Mr. Dey delivered a comprehensive presentation on ghee, one of the most premium and

vulnerable to adulteration dairy products. He explained traditional and modern methods of ghee-making, their impact on quality, and the commercial implications. He compared varieties and price ranges available in the market, guiding participants on what to prioritize during purchase. Importantly, he stressed the need for Gas Chromatography (GC) certification as a scientific measure to authenticate purity.



By covering milk, paneer, and ghee comprehensively, the workshop provided participants with a 360-degree perspective on dairy products. It bridged the gap between scientific expertise and commercial procurement practices, empowering HoReCa professionals to make informed decisions that balance quality, authenticity, and profitability. There was an intense and enriching discussion followed by presentation. Many of the concepts and concerns of the participants were addressed by the experts and IDA leadership.

The key take aways from the workshop are;

1. Beyond Pricing – Focus on Authenticity Policy leaders in the HoReCa sector must look beyond price tags. A vendor offering material below production cost raises red flags—authenticity and sustainability of supply should be the priority.
2. Quality Standards & Certification Purchase decisions hinge on quality requirements and certification. There is a pressing need for third-party authentication to ensure certifications are genuine and trustworthy.
3. Bridging Knowledge Gaps with Training Purchase heads require formal training to align their beliefs with actual science, technology, and practical applications. This will help them make informed, evidence-based procurement choices.
4. Chef-Centric Understanding of Dairy Products Chefs need clarity on how genuine dairy products differ from analogues, and how their functionality can be adapted to meet culinary requirements. This empowers chefs to innovate while maintaining authenticity.

The event reaffirmed IDA (West Zone)’s commitment to advancing knowledge and fostering collaboration within the dairy industry, positioning the association as a hub for professional development and industry leadership.