



Programme on **Achieving Operational Excellence**

Wednesday, November 15, 2017 - 9.30 a.m. to 5.00 p.m.

Venue : Torrent -AMA Management Centre, Core-AMA Management House
Dr. Vikram Sarabhai Marg, AMA Complex, ATIRA Campus, Ahmedabad 380 015

“We would like to be the Beethoven and Picasso of Electronics.”
- Akio Morita (Founder Chairman - Sony Corporation)

PREAMBLE : In the context of globally competitive environment, achieving operational excellence is critical for maintaining leadership position in any industry. It is a philosophy of the workplace, where problem-solving, teamwork and leadership, results in the continuous improvement in an organization. The process involves focusing on the customers’ needs and interests, keeping the employees positive and empowered, and delivering the best of services or products at all times.

Every manager must have the proactive capability to overcome hurdles, communicate effectively, motivate their staff, delegate work, resolve conflict and produce excellent results. It is essential to inspire performance excellence from team members and help bring out their strongest talents. This will ensure smooth functioning of the organization, leading to better quality of products and services, resulting in higher profits and progress for the company.

CONTENTS : The program will cover the following areas:
• Elements of Excellence
• Leadership & Delegation
• Effective Communication
• Values and work culture
• Togetherness for Success

METHODOLOGY: The workshop will be interactive and participatory and consists of training games, group activities & discussions.

‘We are what we repeatedly do. Excellence, therefore, is not an act, but a habit’ - Aristotle

FACULTY : Prof.Thomas Oommen, Life skills Coach & Corporate Trainer

FEE : Rs.1600/- per participant inclusive of GST. Concession for Member 10%, Patron Member 20%. Fee includes course fee, cost of reading material, lunch & refreshments. The cheque may please be drawn in the name of ‘Ahmedabad Management Association.’ **If you wish to avail GST Credit, please provide your GST Number. Tax Invoice will be issued on receipt of your GSTN.**

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Registration Form : Please fill-in and return this form along with participation fee to:
Ahmedabad Management Association
AMA Complex, Dr. Vikram Sarabhai Marg, Ahmedabad 380 015
Phone: 079-26308602-5 • Mobile: 9537407187, 7069940917 • E-mail: ama@amaindia.org
Website: www.amaindia.org • Android Mobile App: AMA-Ahmedabad amaIndia.org

Name(s)	Designation
1.	
2.	
Organization:	
GST No.:	AMA GST No.: 24AAATA 5881D1Z0
Address:	
	Pin Code:
Phone:	Mobile
E-mail:	<input type="text"/>