



HALF DAY TRAINING PROGRAMMES

Prog. 1 : **FRONT OFFICE AND COUNTER STAFF**
(In Hotels, Hospitals, Service Stations, Show
Rooms, Sales Counters, Cash Counters,
Booking Windows)
Friday, August 10, 2018 - 9.30 a.m. to 1.00 p.m.

Prog. 2 : **SCIENTIFIC MANPOWER ESTIMATION**
Saturday, Aug. 11, 2018 - 9.30 a.m. to 1.00 p.m.

Prog. 3 : **WAR ON WASTE**
Friday, Sept. 14, 2018 - 9.30 a.m. to 1.00 p.m.

Prog. 4 : **CUSTOMER SATISFACTION SURVEY**
Saturday, Sept. 15, 2018 - 9.30 am to 1.00 pm

Torrent-AMA Management Centre, Core-AMA Management House,
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Some food for thought

- Are you aware of the volume of additional business and profits you can make if your front office and counter staff created a positive impression on the existing and potential customers due to their customer friendly behavior?
- Your staff is sincere and well intentioned. But, are they aware of the exact behavioral components that
 - Makes people comfortable and welcome
 - Impresses others and results in higher business
 - Creates unnecessary doubts about the competence of the staff and company
 - Creates unnecessary doubts about the honesty, integrity and values of the organization?
- Our typical behavior in public, (for that matter, even in private) being what it is, in India, does your staff get an opportunity to experience, learn, experiment with and practice world-class behavior?

This program is designed to address the above issues and enable your staff to give their best to the organization and the world.

Content:

- **Caring for Self:** Personal Health and Hygiene HQ; Emotional control EQ; Systematic and Creative thinking IQ; Unity and Harmony SQ
- **Caring for Colleagues:** Cooperation; Coordination; Collaboration; Co-Creation - Teamwork
- **Caring for the Organization:** Knowing and utilizing Operational Network; Knowing, achieving and surpassing performance standards; Knowing and fully adopting organizational values and principals
- **Caring for the Customer:** Creating positive impression; Assessment of needs; Helping customer make up his/her mind; Meeting and surpassing the expectations of the customer
- **Caring for All:** Good Housekeeping Practices; Handling difficult Situations; Taking Care of Cash,

Materials, Information and Property; Continuous Improvement; Self Reliance; Self Management; Time Management

02

SCIENTIFIC MANPOWER ESTIMATION

Saturday, August 11, 2018 - 9.30 a.m. to 1.00 p.m.

As company ages, number of employees increase without check or hindrance and employee costs grow faster than the turnover. In spite of additional manpower provided employees feel overloaded with work.

Imbalance in workload also develops. The growth is affected by shortage of critical skills.

Taking simple steps of estimation of needed man-hours and planning for redeployment, development or acquisition can avoid this situation.

New companies can avoid the mistakes made by the older companies by having lean practices from the start.

Coverage:

- Work count, estimation of workload and man-minutes of work-count
- Value Adding Work, Non Value Adding Work & Wastage of Man-hours
- Unlearning the Old Principles of Organization
- Estimation of non-managerial manpower
- Estimation of Managerial Manpower
- Lean practices
- Queuing theory and its effect.
- Multi Skilling / Multi Tasking Single Window

03

WAR ON WASTE

Friday, September 14, 2018 - 9.30 a.m. to 1.00 p.m.

No other nation on earth can beat us in our habit of wasting! It is rightly said, that, India is a very rich nation populated by very poor people. We see everywhere idle people, idle machines, idle vehicles, idle material, idle land and idle equipment. Can we change this picture and bring in well deserved prosperity for all?

Nature has been very kind to us by providing us with every useful resource - free of cost and in abundance. We have huge deposits of iron ore, coal, copper, aluminum, and thorium. We have vast fertile land and weather conditions, in which we can grow any crop

and any type of trees. We have a long coast line and year round access to sea and its abundant riches. Our life span has doubled since independence, and we have more usable time on our hand. We have machines and gadgets which can do difficult, heavy, intricate, voluminous work for us. They can multiply our powers too. We can beat the world and be number one, if only we can overcome our habit of wasting resources. This program is designed to inspire leaders in identification and elimination of waste.

Content

- What is waste? Visible, less visible and invisible.
- Mapping of waste and its estimation. Material waste, Energy waste, Time wastage, Wastage of Talent, Potential and Opportunities.
- Other names of waste – Idleness, Parking, Waiting, Unnecessary Checking, Unnecessary Movement, Overproduction, Delays, Accidents, Forgetting, Defects, Rework, Returns, Rejection, Rigidity and Searching.
- Waste of Manpower – Illusions that cause waste – Reality that leads to prosperity.
- Basic work content, Work content added due to ineffective management, Losses caused by ineffective supervision, Waste added by uncaring workmen.
- Root cause of waste in the organization – Outdated strategy, structure, systems, styles, staffing and skills – Absence of super-ordinate goals, values and vision.
- Road map for reformation – Declaration of war on waste, All hands on deck, Clarity in thinking, Consensus on strategy and plans, Unwavering fight.
- Real life Success Stories of ‘ War on Waste’

04

CUSTOMER SATISFACTION SURVEY

Saturday, September 15, 2018 - 9.30 am to 1.00 pm

Business starts with Customer Satisfaction and ends with Customer Dissatisfaction! Engrossed, as we are, in day to day affairs of the business we tend to take the customer for granted. Little time spent interacting with customers can give us useful insights and lead to multiplication of our business volume and profits.

Every employee is engaged to serve customers – internal and external. Their service quality will improve continuously, if they keep getting customer feedback. Each business process is meant to meet some customer need. However the way they function they

may cause annoyance, embarrassment, loss, avoidable waiting, extra effort, discomfort and other unintended result. Regular customer feedback can alert us in time.

Customer feedback and follow-up action, can also lead to new products, new services, price rationalization, reduction in cost and more compliments.

Contents

- Customer Satisfaction Matrix – Satisfiers, Unnecessary cost areas, Complaint areas and Delight areas
- Standards of Excellence
- Survey methods with examples
- Follow-up Activities: TQM, Kaizen, Value Engineering,

Program Facilitator: Mr. Suresh Pandit a practicing management consultant, trainer and coach for more than 40 years, has helped, hundreds of organizations in different sectors of economy, by improving their business results through major improvements in production processes.

Fee: Rs.700/- per person per programme. (Towards programme fee, course material, lunch and refreshment). The cheque may please be drawn in the name of 'Ahmedabad Management Association.'

Registration: Please send your registration along with participation fee to: **Ahmedabad Management Association**
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