

## Summary of HOD series

Mr. Shriram Jahagirdar, PMFPPL, conducted a session on Customer Support & Satisfaction, in which he focused on points such as what is a customer? who are our Internal & External Customer, services to a customer, importance of satisfaction for a customer, it's a bonding relationship, different expectations required by customer, Approach & Attitude three types 1) Turn Around Time (TAT) 2) Zero Response Time (ZRT) 3) Turn Response Time (TRT). What is dissatisfaction, who does it arise and how to solve it. Extra Mile for good customer support & satisfaction i.e. 1) Listen Carefully 2) Analyze and act professionally 3) Be confident 4) Take prompt action 5) Never lie and give false promise, commitment only those things which can give.

Mr. Yadunath Paratakar, Dept. Processing (Vegetables), presented on Motivation topic for YLP members, he defined what is motivation, six types of motivation, Six "C" of Motivation i.e. 1) Choices 2) Collaboration 3) Constructing Meaning 4) Consequences 5) Control 6) Challenges, basic model of motivation, Communication and their Twelve vital skill area. Three A of Excellence; Attitude, Aggressiveness, Appearance.

Mr. Ram Jangeed, Dept. Marketing, shared his views on Team Building, what is team & how to build the relationship between the team building, working benefits towards the growth of the organisation, how to develop good quality, pleasant relationship to run the team and he conducted exercises on team building.

- Sunil Gadekar, YLP Co-Ordinator

## PROCESS TO INSTITUTIONALIZE KAIZEN SYSTEM IN AN ORGANIZATION

We have already started Kaizen initiatives on a large scale at the Head Office. This is a detailed write up to understand how the process can be sustained in any organization.

If Quality is the most essential need for survival, achieving that is possible only with the involvement of everyone in the organization, particularly grass root level employees.

We believe effective 5S implementation is the fundamental and gateway for the quality journey.

Even though it is a simple concept it calls for mandatory involvement from all employees in the organisation. It needs to be practised by everyone from top to bottom.

Like any other concept, for 5S to get institutionalized and established active involvement of top management is crucial.

Following action plan can be thought of for this:

1. Awareness Program for all HOD's including MD. If the initiative has come from anyone among them this will not be a difficult job. A visit to all departments actively involved in implementing 5S will make them believe in its benefits. This may look like a single step, but it is the most tough step in all organizations. For whatever reasons, many executives don't attend the program, Which affects the progress subsequently. Organisational discipline should also be inculcated so that all show interest and attend programmes.
2. After the program, MD should discuss with key people and decide action plan. A core committee is to be formed with a coordinator who will be responsible for its implementation.



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3. A plan of action will be developed with the help of the core committee and will be discussed with all department heads to find their views. Once it is finalised all of them should  
Commit themselves to ensure that it is carried out as per decision. Periodic reviews are necessary for reviewing progress and take necessary action.
4. Awareness program for middle management. This level is the most important one, as it is responsible for getting things done. They have to be given proper training with exercises, to ensure  
they help their subordinates and keep their areas neat and clean.
5. Video/ still photography of all the areas. The purpose is not to make fun of them or punish them. Such quality activities over a period makes one to start expecting too much.  
So photographs and video taken not only help us to understand the magnitude of the work taken up but also the progress.
6. Training for accountable people in each area who are committed and capable to implement 5S and also help in assessing as well as in training periodically.
7. Training for zone/ sub zone leaders. Depending on the area, there will be additions and alterations in the input. For example, where highly inflammable materials are kept the training  
will call for type of precautions they should have.
8. Exposure program for all employees and 5S promotional activities among them. The photographic activities itself would have created an interest and inquisitiveness in the mind of all employees.  
The exposure program should be done in a way that it helps to remove the mindset as well as any antagonism they may have.
9. Step by step implementation of 5S in all sections identified as zones and sub zones. 5S is not a one-time activity and it cannot be achieved over night. Even though 1S, 2S and 3S are interconnected we should concentrate on one S at a time.
10. Self assessment audit by a core committee. We can also aim for third party audit by certifying agency once a certain maturity level is reached.
11. Final audit and certification gives recognition for whatever done and also paves way for continuous improvement.
12. Improvement is a never ending process, so organizations which have reached to a new higher level should not rest on laurels but proceed further. So, periodical review and surveillance audit are for helping one in this quest for never ending progress.
13. Refresher training programme. This is for updating our knowledge on progress and how this can be used to improve our performance further.



“Pleasure  
in the job  
puts  
perfection  
in the work..”

-Aristotle

- Soniya Kagliwal, YLP Chief