



**Institute of Rural Management Anand**

# **Enhancing Personal and Organizational Effectiveness through Management of Processes**

**August 26-27, 2021**

**Programme Co-ordinator: Prof. Hitesh Bhatt**

## **About the Programme**

Too many people accept scrap, rework, delays, and missed deadlines as normal. This attitude can be changed, if managers are motivated to pay more attention to the systems and processes, for which they are responsible. A process essentially transforms inputs into outputs, some of which are desirable and some not. In order to ensure that we have more desired outputs and fewer rejects and products requiring re-work, we will have to shift the Introduction the end product to managing the processes that deliver a product.

The process management approach appreciates variations in people (person to person and within person from time to time), variations in bought-out and in-process materials, variations in machinery and equipment, variations in methods, variations in environment - both physical and psychological - and variations in measurement systems. The goal of process management is to break down an organization's activities into processes and monitor them in order to align them with its strategic goal of remaining competitive. Understanding the concepts of quality management can possibly help a person lead a better life as one can undergo a paradigm shift (personal transformation) while looking at everything around one's self.

## **Objectives**

This training programme is aimed at sensitizing managers working in an organization with the fact that 'variation' is inevitable. They will appreciate that inspection of final product does not lead to higher profits but process inspection leads to better products and services sustainably. They will appreciate the total cost (to an organization) of maintaining certain level of quality. They will learn tools and techniques to continuously reduce variation in their processes.

## **Benefits of the Programme**

After returning back, the participants will be able to see their operations under a different lens. They will be able to observe the variation taking place and initiate steps to reduce the same. This will, in turn, reduce the cost of internal failure, cost of external failure

and cost of avoidable inspection. They will be able to improve their operations continuously and this will enhance co-operation and collaboration amongst various departments.

### **Contents**

- ◆ What is a Process
- ◆ Difference between Product Quality and Process Quality
- ◆ How to attain and retain the same
- ◆ How does an organization adopt quality principles, achieve product/service qualities, retain it, and improve upon it
- ◆ How to develop the mindset for process quality
- ◆ What is Process Quality Management
- ◆ What are various quality principles, quality paradigms, and quality movements
- ◆ What kind of tools, skills, and expertise are required to be developed and or acquired to continuously improve in whatever one is doing

### **Pedagogy**

Interactive classroom lectures, sharing of experiences and discussions in the class, case studies, and simulation game will be used.

### **Who Should Attend**

Middle and senior level officers from manufacturing and service organizations, public sector undertakings, government organizations, NGOs involved with adding value in the entire value chain.

### **Programme Fee**

This is a 2-day online programme and the programme fee is INR 11,328/- (inclusive of 18% GST) per person. The fee should be paid in advance through NEFT/RTGS.

### **Delivery in Virtual Mode**

The sessions will be scheduled on an online platform. Participants are required to have access to a personal computer/laptop with stable internet connection and a webcam to access the sessions.

***Deadline for Confirmation of Participation: August 10, 2021***

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