

### From the President's Desk:



Dear Friends,

February is always a special month for Management people in India. All India Management Association(AIMA) with all affiliates celebrates Foundation Day . RMA celebrated Management week with AIMA event live webcast, students quiz contest and Narayan Murthy video lecture. I sincerely thank Shri Hasubhai Dave and Mr Majethia of KSPC for their whole hearted support in the event. Efforts of Our beloved Chairman Shri Deepak Suchde and RMA young executive Manish Dave made our events very successful.

In last 6 to 8 months, nothing moved in this vast country due to corruption issues. We need political parties to forge a consensus to enable things to move:

It's a very sad scenario for a country boasting to be super power in 2020. We are just 2904 days away from this deadline! How this will happen is a big question amongst leaders of trade and industry. There is nothing moving in the government. The opposition parties do not rise above partisan issues and enable policies to move ahead.

Top brass of UPA government can boast of being Best governing brains in the world , but largely paralyzed decision making processes and frequent elections makes things laggard for most of the time! Few of the bills like GST and DTC can change entire system of public exchequer and funding for needy! Gujarat example of quadrupling state revenue by VAT regime is real example of tax payers' will to be honest tax payer.If GST is implemented , Black money generation would be blocked from the source due to effective monitoring through info. Technology. leaders from all walks of life must provoke Government to action , before it is too late in this fast changing era.

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### Learning Lessons from Life

Personnel Tips for every professionals and personal life of Students, Employees seeking mid career changes, young Corporate Executives, Businessmen, Housewives, Retired officers and Professionals like Doctors, Lawyers, Politicians etc., learned from my real lessons from the past, taking stock of the present and moving forward confidentially and carving out a strong future.

#### Tip - 22 WANTED "ASAP" : INTERPERSONAL SKILLS

Today, every organization needs professionals with well developed interpersonal skills; it is useful in all professional settings. Personal, Social, More so in hopeless situations, people work with people. People deal with people. People are the unique strength of organizations / Business. Just as customer buy from a sales man they like; in business or any profession, people like to work with a person with whom they are compatible. Good interpersonal skills are universal and prominent of among all the skills desire by organizations in the present day scenario.

#### Tip - 23 THROW OUT IMPATIENCE

A negative trait to avoid is "Impatience" it damages health, affects relationship , results in financial loss, lowers productivity, and saps the energy solutions : Relax even while working, comprehend better, develop other interests, think more, share with like minded, be positive act aptly. No problem will stay for ever; it will vanish, one day. Cultivate patience. It is very important.

#### Tip - 24 CONNECT PEOPLE, NOT CORRECT

"Connecting People" is the answer in revolving continues differences between two colleagues or long pending disputes, between family members. Problems become greater if we go on trying to correct people. As an elderly person or manager, make the two people to sit down, listen to both and sort out the gaps and differences, Not doing this has resulted in various issues assuming gigantic proportions thus destroying organizations and shattering family lives. The only thing is a senior member has to take initiative with larger interest.

(Contd. on Pg 4)

## Employees' Suggestion Scheme ~ Dinesh Kakkad\*

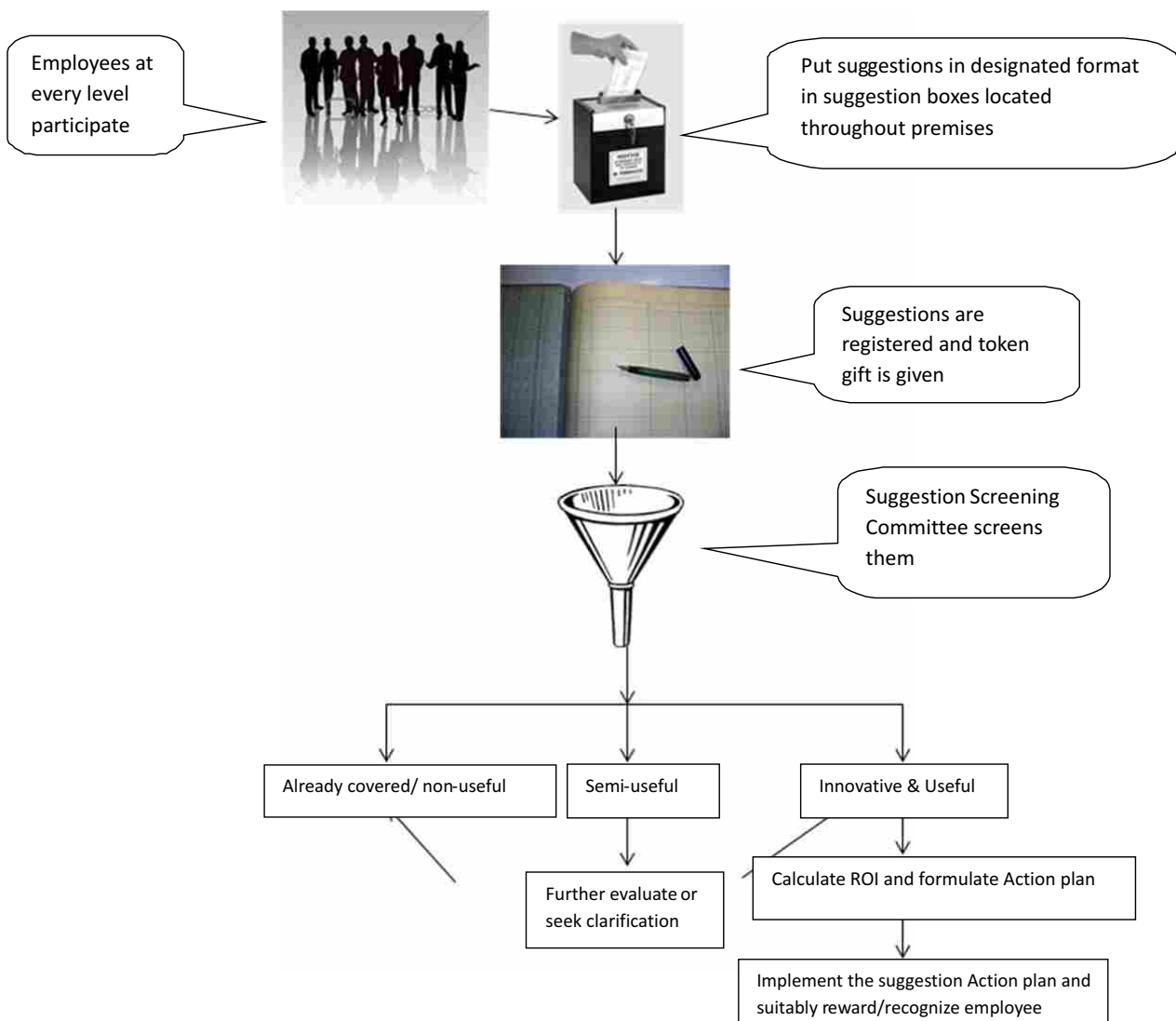
Every organization in this highly competitive environment needs to be one-up in sales, manufacturing, customer satisfaction, quality, cost reduction, wastage reduction and offering something new to customers to survive and grow. Organizations apply various methods, tools and techniques to achieve above objectives, which are sometimes more time consuming, costly and less effective.

There could not be more appropriate tool to achieve all these objectives than Employees' Suggestion Scheme. Since employees have hand-on experience and work at grass root level, they offer solutions to problems, which are more relevant and effective. Moreover, as it involves employees at all levels, is a great morale booster through recognition and forges strong ties between management and labour and increase productivity and loyalty.

In fact, Employee Suggestion Scheme is a very proven and time tested tool, initiated in year 1770 by British Navy, became very popular since World War II, is part of Total Quality management (TQM) and adopted worldwide by companies like Toyota, Komatsu, Canon, Pfizer, Siemens etc. and in India like Tata Steel, Tata Chemicals, Tata Motors, ONGC, NTPC, BHEL, Indian Oil, Reliance, HDFC, Canara Bank etc. and have reaped enormous benefits through it. Even International Labour Organization has adopted this mechanism under its Factory Improvement Program (FIP). Government of India, under its Ministry of Labour and Employment, through Director General, Factory Advice Service and Labour Institutes (DGFASLI) promotes this and encourages it by declaring 28 awards every year under Vishwakarma Rashtriya Purashkars (VRP).

If the mechanism is so beneficial, those who have not yet adopted it must be curious how to implement the same. As such, starting a Suggestion Scheme is very simple. It just requires dedication and sincere management support to make it successful and truly gainful for all. Let us see how it works.

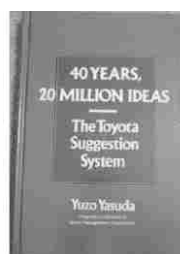
### Employee Suggestion Scheme Process Block Diagram



## Necessary steps and instructions to launch and run Employee Suggestion Scheme effectively

- 1) Notify the scheme, giving it wide publicity through general and departmental Notice Boards, Departmental meetings, company newsletter, executive briefings etc.
  - 2) Identify places and put up lockable Suggestion Boxes at prominent locations along with Suggestion Forms.
  - 3) Appoint a person (Librarian or Receptionist is ideal person) along with his/ her normal duty, to collect all the suggestions, register them serially and distribute token gift like writing pen/key chain to all those who give suggestion.
  - 4) Appoint a Suggestion Scheme Screening Committee, comprising of 3 or 4 middle management interdepartmental persons to go through these suggestions, ideally once a week, and classify them into repeat/ already implemented/ non-useful; semi-useful or requiring further clarifications and useful or innovative. This committee be made responsible to -
    - a) Send a memo to each suggestion maker, thanking them for their participation and let them know the status of their suggestion, whether accepted/ need clarification or elaboration of their idea or non-acceptable,
    - b) Send all accepted suggestions to a Steering Committee, comprising of heads of all Departments for further processing.
  - 5) The Suggestion Steering Committee, chaired by General Manager, ideally meeting once every 10 days/fortnightly, goes through these suggestions, allocate responsibility in which operational area these suggestions are to be implemented and forward them to respective Area Head, with a formal note to submit Action plan for implementation, cost of implementation, and Return on investment (ROI) if the suggestion requires investments/modifications in existing set-up. These actions shall be time bound. All records of these further processing shall be maintained.
  - 6) Most suggestions have no investments and onetime benefit, some have low investment and longer benefits while some exceptional innovative suggestions may have no or low investments and perpetual, continuing benefits. Depending on calculation of these benefits and after initial implementation, Steering Committee quantifies the Award/ Reward and notifies the Suggestor through a formal letter. The award or reward may be non-monetary like sun cap, Tee- shirt, Dinner coupon for family, a company vehicle available for family for a half day trip to nearby picnic spot, Cricket kit or a 3 day paid vacation for family in a religious / picturesque place, or a onetime cash reward depending on quantum of benefits accrued to company.
  - 7) Once in 6 months, CEO or MD holds an Employee Meeting/ function and appreciates all those whose suggestions have made significant improvements in company processes, waste reduction, cycle time improvement, productivity improvements and distribute appreciation letters and award/ reward publicly. The photographs of such achievers shall be put up on company notice boards and published in company newsletter.
- Once implement this Scheme and see how the whole company atmosphere changes to a happy place to work for and take pride in belonging to such outstanding company !

Those who are already implementing this scheme should ponder and think whether they are implementing it just for a ritual or are they reaping tremendous benefits out of it. If not, it requires a serious look into its functioning. Every process has measures and indicators that depicts how good or bad it is doing. Suggestion Scheme process has also them like -- No. of employee participation / Total No. of employees, Suggestion/employee/year, No. of suggestions accepted / No. of suggestions received, No. of suggestions implemented / No. of suggestions accepted, Average savings / suggestion, Total savings/ year etc. Try to find out a few ratios and you will have your Suggestion Scheme's self-assessment done! Still further, pragmatic organizations can compare themselves (Benchmarking) how other good organizations are doing this and learn and grow faster. Here are some real recent figures from Toyota!



- 1 Million ( 10 Lakhs ) suggestions / year,
- 37 suggestions / employee / year,
- % Suggestions implemented = 87 %,
- Saving = \$ 2000 / employee / year  
( i.e. Rs. 1,00,000 / emp. / yr. )

So, get going, if you do not have such scheme, but wish to implement one. Help will be available from the author.

\* Dinesh Kakkad is Executive Director at Excellence unLimited, Rajkot; a management Consultant, trainer and coach.  
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**Learning Lessons from Life** (Contd. from Pg 1)

**Tip-25 "NETWORKING" FOR GROWTH**

Researchers, Scientist, Innovators, IT Professionals, Doctors & Teachers are extremely intense and highly focussed on their work. Most of them need to know the "world" beyond their sphere of "work".

Relax daily for an hour and "connect" with people from other sections at every opportunity. Joining a Association, Social Group, Club, Learning Music, Singing or any passion, attending good lectures, seminars in other fields, networking through social sites like, Face book, LinkedIn , are a must. As a result one benefits lots and gets solutions to various problems / issues at his / her own workplace. At any age knowledge enrichment happens by frequently interacting with professionals from other fields

**Tip-26 CONTROL THE TOUNGE AND WIN**

Several people have ruined their lives with a 'loose tounge' about others. Unending criticism, unwanted comments, and undesirable judgment unending Arguments. Parents have spoiled careers of their children by constant Nagging. As our elders had warned 'Be careful with slip of tounge'. Restraint over this weapon 'Tounge' is the key to success! it is a kin to controlling Destiny ! Luck day.

**Tip-27 'BELIEF' MAKES THINGS HAPPEN**

'Believe' strongly that good times are ahead.. Like a childbirth, daughters / son's wedding.. new job, achieving targets/deadlines, increasing in Income, regaining health, revitalizing energy, resolving any issue. Never ever feel low. Happily keep working. It will come true.

**Tip-28 ALLOCATE 'WORRY TIME' SEPERATELY**

Like we have 'Exercise time', 'work time', 'dinner time', we must have a "worry time" in our daily schedule. Choose a 10 min. slot from 7am - 7pm., pour our worries in one go., Be done with 'worry'. For Rest of the Day or else worry is

affecting our everyday routine and all activities, and above all , Health. Crores of people without any background, with meager resources are educating children, getting them married, employed, building organizations, relocating Achieving significantly. Reason: They never worried, but kept working cheerfully.

**Tip-29 REMAIN CONNECTED ALL TIMES**

Generally people give lack of time as reason for being disconnected. It is not the way, as the world is connected and we are part of it. Everyone is busy with their job/profession/business. Take out 1hour every day to visit others close friends. Close/distant relatives, siblings, cousins, walking associates. Gym contacts or colleagues. Make it a point to visit with family mostly and invite them to your house. After one year, there will be fantastic dividends - You will have visitors regularly; different backgrounds, places in the process, you build a "Network" which can solve several problems including children's education and alliances.

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 Deepak V Suchde  
 Chairman, Rajkot Management Association  
 Member, Extension Service Committee, AMA  
 Chairman, Event Management Committee, RCCI

**Request to the Members:**

- All annual members are requested to send their annual subscription for the year 2012-13.
- All members are requested to send their contribution towards RMA Bulletin by way of Article, New Ideas, Advertisement /Sponsorship etc. to release our bulletin on time.

**By Parag Jobanputra  
 Hon. Secretary, RMA**

Courtesy:

**TEAM CONSULTANTS**

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**Management Cartoon**



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