



# NATIONAL PRODUCTIVITY COUNCIL

(Under Ministry of Commerce & Industry, Government of India)

ANNOUNCES RESIDENTIAL TRAINING PROGRAMME ON

## Enhancing Performance Excellence: Focus on Operational Performance, Human Performance & Advance Office Productivity Tools

From 23<sup>rd</sup> - 27<sup>th</sup> April 2018  
at Kathmandu.



## INTRODUCTION

National Productivity Council, Regional Directorate, Gandhinagar, Gujarat is pleased to announce its Residential Training Programme on “Enhancing Performance Excellence: Focus on Operational Performance, Human Performance & Advance Office Productivity Tools” from 23<sup>rd</sup> - 27<sup>th</sup> April 2018 at **Kathmandu (Nepal)**.

This module aims to provide an enhanced understanding of three dimensions of performance management in organisations, namely, operational performance, human performance and Advance office productivity tools. With regard to operational performance, the role of process improvement and innovation in operational performance will be explored. Process change will be examined as an inevitable requirement in all organisations. Process improvement and innovation and related techniques such as process mapping and business modelling tools and methodologies will be analysed. The human performance element of the module seeks to introduce the complexity of performance in contemporary organisations. It seeks to isolate the differences between task, job and role performance, and how these might be evaluated and assessed. The module seeks to position worker performance within the wider arena of department and organisational strategy and will highlight the importance of having roles and goals aligned with the strategic objective of a firm. The factors that influence individual performance (motivational, contextual, rewards, etc) will be reviewed. Models of performance review and appraisal will also be examined. The Advance office productivity tools is designed to equip the participants in productivity improvement tools so that organizational efficiency as well as productivity can constantly improve.

## BROAD COURSE CONTENTS

- ⇒ Overview of performance Excellence
- ⇒ Introduction to Operational performance, Human performance & Advance Office Productivity Tools
- ⇒ Practices for enhancing operational performance
- ⇒ Performance indicators to strategic goals & factors that influence individual performance
- ⇒ HR aspects of performance measurement System.
- ⇒ Leadership Model for Team Performance & Different leadership style & their influence.
- ⇒ Developing key performance indicators (KPIs)
- ⇒ Planning target setting & setting standards
- ⇒ Competency Assessment & Performance Evaluation
- ⇒ Modern Office Productivity tools & techniques
- ⇒ Benchmarking, Balance Score card, 5s, Kaizen implementation in office
- ⇒ Case studies, Presentations & F panel discussions.

## PARTICIPANTS PROFILE

All employees across all levels, working in Ministries, Central & State Government Departments, Central & State PSUs, Banks & financial institutions, Boards, Administrative Bodies, Co-operative Sector, Universities, TEQIP and Academic Institutions etc.

## FACULTY & PEDAGODY

The Faculty for the training programme will comprise of senior NPC Experts & other renowned and experienced Trainers from the respective field .The training methodology will have focus on interactive discussions, small group activities, business games, exercises, role plays, videos and presentations.

## CERTIFICATE OF PARTICIPATION

NPC will give certificate of participation to each participant on the conclusion of the programme.

## PARTICIPATION FEE & PROGRAMME SCHEDULE

<b>Program Code or Program Order No</b>	NPC/ GN/IE/T12/210/2018-19
<b>The participation fees</b>	Rs. 49,500/- + 18% GST ( <i>Residential</i> ) Rs. 29,000/- + 18% GST ( <i>Non-Residential</i> )
<b>Check In at Hotel/Resort</b>	12 Noon Onwards on 23 <sup>rd</sup> April 2018
<b>Check Out at Hotel/Resort</b>	Before 11 AM on 27 <sup>th</sup> April 2018
<b>Programme starts on</b>	23- 04-2018 at 1430 hrs.
<b>Programme closes on</b>	27- 04-2018 at 1100 hrs.

### LAST DATE FOR RECEIVING CONFIRMED NOMINATIONS : 12<sup>th</sup> April 2018

The nominating authority should ensure that the nominations are sent with Nominating authorities & Participant's Name, Designation, Department/Section/E-Mail, Landline, Fax & Mobile Nos. in letter, without fail, to facilitate proper communication. For any correspondence related to this programme please mention the reference no.: **P.O No: NPC/ GN/IE/T12/210/2018-19.**

### GENERAL INSTRUCTIONS

- Due to limited number of seats, it is recommended to inform the following at the earliest, for ensuring availability in time & Acceptance of the nominations is/are subject to the seat availability & receipt of the participation fee latest by last date for Nominations.
- The residential participation fee covers the Professional fees towards training, Board & Lodge of the Participant(s) & site visits. The fee once deposited is Non-refundable, however substitutions are allowed.
- NPC will not bare any charges towards participant's To & fro travel from their residence to training program venue.
- Participants need to be medically fit & free from any medical problem which may impair his ability to attend and complete the training program.
- Participants are requested to assure their own Health & safety during training period & NPC will not be liable for medical expenses incurred during training program.
- NPC will not provide accommodation before or after the above mentioned dates. Participants planning to stay longer than the schedule duration should arrange the same at their own cost.
- Settlement of additional bills: The hotel has been instructed to open separate folio for each participant. You are requested to directly settle your dues regarding family members, laundry, telephone, mini bar, room service, overstay, etc. with hotel before check out.
- Due to GST Guidelines please confirm its applicability for your department. It is advisable to promote E- Payment mode like ECS/NEFT/RTGS.

### PAYMENT DETAILS

<p>Fee is to be paid by DD/Cheque in the name of <b>“National Productivity Council”</b></p> <p>PAN No : AAATN0402F GST No. : 24AAATN0402F1ZC</p>	<p>ECS Payment details : Indian Overseas Bank, 70, Golf Link Branch, New Delhi <b>SB A/C No. 026501000009207;</b> <b>MICR – 110020007;</b> IIFSC No. IOBA0000265</p> <p>In case of ECS payment (NEFT/ RTGS), the payment detail may kindly be intimated along with UTR number accordingly to programme coordinator.</p>
--	---

## FORTHCOMING TRAINING PROGRAMMES

Programme	Dates	Venue	Fee Proposed
Advance Course on Secretarial Effectiveness for ES, PPS, PA, PS & Office Staff	21 <sup>st</sup> - 26 <sup>th</sup> May 2018	Gangtok	Rs. 49800 + 18% GST <b>(Residential)</b> Rs. 29,000 + 18% GST <b>(Non Residential)</b>
Advance Course on Modern Office and Productivity Management	18 <sup>th</sup> - 22 <sup>th</sup> June 2018	Manali	Rs. 49800 + 18% GST <b>(Residential)</b> Rs. 29,000 + 18% GST <b>(Non Residential)</b>

For further details of program, please visit : [www.npcindia.gov.in](http://www.npcindia.gov.in)



### CONTACT DETAILS:



**Shri Vikas Meena,**

Assistant Director - M. +91-9660197880

E-mail : [vikas.meena@npcindia.gov.in](mailto:vikas.meena@npcindia.gov.in)



**Shri M.M. Senghal,  
Shri N.C. Joshi,**

JAO - Phone : 079-23287344,

Jr. Asst. E-mail: [gandhinagar@npcindia.gov.in](mailto:gandhinagar@npcindia.gov.in)



**Shri Shirish Paliwal,**

Regional Director - Phone. 079-23287345

E-mail : [shirish.p@npcindia.gov.in](mailto:shirish.p@npcindia.gov.in)

### CORRESPONDENCE ADDRESS

#### NATIONAL PRODUCTIVITY COUNCIL

E-5, G.I.D.C. Electronic Estate, Gandhinagar, Gujarat, India-382 028