

Issue
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Consultants' CORNER

NCRCL™

NCR Consultants Limited

A loser always needs excuses and winner says let me do your work.....

Chanakya Neeti

बह्वाशी स्वल्पसन्तुष्टः सुनिद्रो लघुचेतनः।
स्वामिभक्तश्च शूरश्च षडेते श्वानतो गुणाः॥

When a dog gets food, it eats to its fill. If it does not get to eat anything, it is not worried. It sleeps soundly, but awakens at the slightest noise. The dog is a very loyal pet and is never shy of fighting ferociously. Learn these six lessons from the dog.

प्रभूतं कार्यमल्पं वा यन्नरः कर्तुमिच्छति।
सर्वारम्भेण तत्कार्यं सिंहादेकं प्रचक्षते॥

Whatever the project a person has to execute, the lion teaches us to begin it with full thrust of power and not to relax until the task is completed.

प्रत्यूथानं च युद्धं च सविभागं च बन्धुषु।
स्वयमाक्रम्य भुक्तं च शिक्षेच्चत्वारि कुक्कुटात्॥

The cock imparts four lessons; rising early, being ever ready to defend or attack, giving due shares to others and grabbing own share of food.

Inside this issue:

Six Sigma	2
NCRCL-Projects	3
In 24 Hours...	3
Book-Shelves are no Showcases...	4
Take care of your "Heart"	4
Eight Steps to Transforming Organizations	4
KBC	4

Keeping up with the pace of economy...

R.S. Murali

The gurus who manage number in the government have come out saying that India is one of the top performing countries in the world with a growth rate of 9.2%. This growth rate is really enviable by any standards. Most of the advanced countries are growing less than 3% possibly indicating the high standards they have already achieved. The growth rate is just to sustain them.

Well when we look at where the growth has come from, the main contributor has been service sector, followed by manufacturing with literally negligible contribution from agriculture. This is the reason why the finance minister has focused on agriculture in this budget. But can a budget announcement change the sectoral growth drastically? It would, provided the actions based on budget are really good and efficient.

Let us look at ourselves in our office and at home: Are we growing in the same way as our economy is growing? That would depend upon the contribution as made by each one of us. Are we repeatedly doing what we have been doing the previous year? Have our skills enhanced? Have we become more knowledgeable? Have we become more organized? Are we evaluating ourselves and taking corrective action?

While the individual growth is organic, it becomes measurable in terms of output, recognition, efficiency and outcomes. At NCRCL™ why are not we measuring these? Unless we know our present performance, we will not know which direction to move. Financial performance is one part but more important is the understanding and taking stock of what our capabilities are and the direction in which we need to travel.

In order to do this, at NCRCL™ we will start measuring the performance. But we would do so in a different way. We will look at both qualitative and quantitative aspects, achievement of both organizational and personal objectives. That way we will understand where we stand and in which direction we need to move in.

Any ideas from you? Please mail me.

Kalam on Project Management

An excerpt from Dr. Kalam's autobiography – 'Wings of Fire':

'. Presentations on Stages I to IV of the SLV-3 project were arranged. The first three presentations went through smoothly. Mine was the last presentation. To everybody's surprise, each member of my team presented his portion of the work with authority and confidence.

Suddenly, a senior scientist who worked closely with Prof. Sarabhai turned to me and enquired, "Well the presentations for your project were made by your team members based on their work. But what did you do for the project?" That was the first time I saw Prof. Sarabhai really annoyed. He told his colleague, "You ought to know what project management is all about. We just witnessed an excellent example. It was an outstanding demonstration of teamwork. I have always seen a project leader as an integrator of people and that is precisely what Kalam is."

Ashok Rao

Six Sigma (contd....)

Recap: In the last issue we discussed about -What is Six Sigma?, Six Sigma Methodology, Benefits of Six Sigma, Black Belts, Master Black Belts and Green Belts.

The SIX Sigma culture

An important feature of the SIX Sigma culture is the existence of what could best be described as management by fact. This is clearly apparent in the way that Black Belt projects are managed and progress is reported.

Typically, the performance of the process at the start of the project is recorded in a run chart or a control chart. Additional lines on this chart show the target for the project and a world class benchmark. As the project progresses, further points are plotted. At the completion of the project, the improvement is clear. The charts are prominently displayed alongside other diagrams and a clear explanation of what is being measured and how the chosen improvement actions were arrived at. Managers have been trained to expect, indeed demand, this style of reporting. Furthermore, managers themselves are expected to present data as charts. There is evidence of a readily accepted self-discipline in this style of communication, a discipline that often surprises visitors and alarms suppliers.

Consequently, in some of the SIX Sigma companies, the performance appraisal system is designed to encourage the commitment of middle management to the success of Black Belt projects. However, the company will benefit from this only if the objectives of middle management are aligned with the vision, values and objectives of the company. It is not surprising to find, therefore, that the senior management team have established a clear sense of direction throughout the company, by publishing a meaningful vision and values, then deploying these to create objectives at all levels that are specific, meaningful, agreed, realistic and time based.

To conclude, SIX Sigma is best described by listing the characteristics that are common to the companies that have attributed their success, at least in part, to having adopted a SIX Sigma management strategy. These essential elements are:

- A focus on processes and, therefore, a focus on customers.
- An interest in process performance, at all levels, and a company-wide measure of process capability (in many cases DPMO).
- Black Belts, Master Black Belts and Green Belts.
- Black Belt projects that focus on the reduction of defects and/or the reduction of variation.
- Management by fact.
- Black Belt projects are related to business objectives.
- Senior management has clear vision, values and objectives.
- Senior management objectives are deployed right down to the customer contact levels.

Why is SIX Sigma successful?

There can be no doubt that SIX Sigma has helped several companies to achieve higher levels of business performance. Jack Welch, the CEO of General Electric, speaking of SIX Sigma said, "This is the most important initiative this Company has ever undertaken. It will fundamentally change our Company forever."

It can be considered that SIX Sigma is the most important opportunity that has ever been presented to statisticians, particularly those who work in business and industry. Clearly, statisticians can play an important role, as SIX Sigma spreads to other companies. However, statisticians must realize that statistics alone will not guarantee success.

The success of SIX Sigma is more remarkable, considering that many of the essential elements of SIX Sigma are to be found in organizations that would not claim to have adopted a SIX Sigma approach.

Consequently, there is little that is new in the list of, what it was called, the essential elements of SIX Sigma. The term Black Belt, which originated in the martial arts, is surely new in the business context. Of course, there have always been people who were motivated to improve processes, but few achieved the level of success reported in the introduction. Black Belts within the SIX Sigma companies have motivation of course, but they also have **Opportunity** and **Ability**. Ability is assured by selecting high potential employees and giving them extensive training in statistics, problem solving and interpersonal skills. Opportunity is assured by the company culture, which offers Black Belts the unwavering support of management.

So, the success of SIX Sigma cannot be attributed to its novelty, as much of the approach is not new. Perhaps its strength lies in the combination of all the elements and the way they support each other. Hopefully, those companies considering embarking on the SIX Sigma journey will realize that success depends on every element, but it also depends on their interaction.

Deepak S

NCRCL™ Projects ...

SI No.	Name of the client	Project
	ETA Ascon Group	Monthly Accounting and Development of HR Policy for General Star Kitchen, Bangalore & Chennai
2	Bruhat Bangalore Mahangara Palike	Running of FBAS Operations
3	Jain Group of Institutions	BPR of Accounting Activities & MIS
4	Jain Group of Institutions	Strategic Planning
5	Jain Group of Institutions	Restructuring of HR Policies
6	Tusker Legal and Consultancy Ser-	Monthly statutory compliance and payroll processing
7	Rollwell Conveyor Components	Design of spreadsheet based cost estimation system
8	Bangalore University	Implementation of module for revenue data capture at multiple
9	Bangalore University	FBAS support services including DBA
10	Adsites Advertisements Pvt. Ltd, Chennai	Mini ERP for FI MIS
11	Indian Institute of Technology,	Design and operational support for FIMIS
12	Proalgen—Chennai	Structuring and planning relating to Company law, finance and



“Just once I'd like to see us pass something on a voice vote.”

Source: Harvard Business Review

In 24 Hours the average human:

1. HEART beats 1,03,689 times.
2. LUNGS respire 23,045 times.
3. BLOOD flows 16,80,000 miles.
4. NAILS grow 0.00007 inches
5. HAIR grows 0.01715 inches
6. Takes 2.9 pounds WATER (including all liquids)
7. Takes 3.25 pounds FOOD.
8. Breathes 438 cubic feet AIR.
9. Produces 1.43 pints of SWEAT.
10. Speaks 4,800 WORDS.
11. During SLEEP moves 25.4 times

Effort is important, but knowing where to make an effort in your life makes all the difference.

P B Jeevan Rao

Book-Shelves are no Showcases...

Reading is a wonderful habit. Reading helps discover life's hidden secrets and enlightens our minds. Books have the ability to bring alive thoughts of great philosophers. When one starts indulging in this beautiful habit one's hunger for it increases.

Words and thoughts cannot be thrust into a person, they solely depend on the effort the individual puts in. A famous saying goes like this- "A man can bring a horse near water but hundred men cannot make the horse drink the water". For the horse to drink, the horse should be thirsty for it to realize the need for water. The same thought can be applied to the habit of reading. The person should have the desire to read.

Everyone should start the habit of reading. The desire to learn new things is the key for one's development.

We have a beautiful library in our office. The beauty of the library will enhance when all of us start using it. The purpose of creating and maintaining this library is not for exhibiting the books we have, but for us to know that we have access to so much knowledge. Only when people start using the library, will its purpose be fulfilled and it will look more beautiful.

"Read today for a successful tomorrow".

Sharmila R

Take care of your "Heart"

Heart Attacks and drinking warm water....This is a very good article. Not only about the warm water after your meal, but about heart attacks. This makes sense. The Chinese and Japanese drink hot tea with their meals...not cold water...maybe it is time we adopt their drinking habit while eating!!!

Nothing to lose, everything to gain... For those who like to drink cold water, this article is applicable to you. It is nice to have a cup of cold drink after a meal. However, the cold water will solidify the oily stuff that you have just consumed. It will slow down the digestion.

Once this "sludge" reacts with the acid, it will break down and be absorbed by the intestine faster than the solid food. It will line the intestine. Very soon, this will turn in to fats and lead to cancer. It is best to drink hot soup or warm water after a meal.

A serious note about heart attacks: You should know that not every heart attack symptom is going to be the left arm hurting. Be aware of intense pain in the jaw line.

You may never have the first chest pain during the course of a heart attack. Nausea and intense sweating are also common symptoms. 60% of people who have a heart attack while they are asleep do not wake up. Pain in the jaw can wake you from a sound sleep. Let's be careful and be aware. The more we know the better chance we could survive...

Lokesh

KBC READERS' QUESTION OF THE MONTH

WHAT IS THE PROCEDURE OF CONVERTING SECURITIES FROM PHYSICAL FORM TO ELECTRONIC FORM TECHNICALLY KNOWN AS?

Send in your answers to the editor at bangalore@ncrcl.com

ANSWER FOR LAST MONTH'S KBC QUESTION:

What was the nickname given to TATA Steel during the initial negotiations for acquiring CORUS ?

ANSWER: **TRURO, PLACE IN EUOPE**

Ashok Rao



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Happy Birthday

Many Happy Returns of the Day!!

NCRCL team wishes the March born

DEEPA M

8th March

Kalyani A

22nd March

Mahaneesh 28th March

EIGHT STEPS TO TRANSFORMING ORGANIZATIONS

1. Establishing a sense of urgency
2. Forming a Powerful Guiding Coalition-team
3. Creating a Vision
4. Communicating the Vision
5. Empowering Others to Act on the Vision
6. Planning for and Creating Short-Term Wins
7. Consolidating Improvements and Producing Still More change
8. Institutionalizing New Approaches

Akila S

Source: Harvard Business Review.

From the Editor's pen tip:



Dear readers

Please feel free to send in your comments, suggestions, any improvements to be made in the 'CC', etc to

The Editor at bangalore@ncrcl.com

Thanks