

“Coping with changing role of Executive Secretaries”

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Senior Vice President – HRD & TQC

TVS Motor Company Ltd

Hosur

Customer Expectations

- The changing role of Secretary in the context of changing economic scenario and globalization
- Improving overall effectiveness
 - How to manage the Boss's time effectively
 - How to manage Boss's calendar
 - Time management techniques
 - New methods to organizing ourselves better
 - Multi tasking capacity
 - Building Assertiveness, positive approach
 - Communication skills
- Managing change and transformation of self and others
- Career path – Objectives, Obstacles & Challenges for growth from this role

Changing environment

- IT changing the way business is carried out
 - E-mails; managers manage most of the business communication
 - Mobile phones: directly connected rather than being connected by secretaries or operators
 - Digitisation of office administration; workflows, Portels, digital authorisation by managers
- Business in multi-locations
 - More extensive travels
 - Communication across locations
 - More meetings and reviews
- Empowerment and decentralisation of units and functions & Lean administrative set-ups
 - More administrative roles in units and functions
 - Reduction of clerical roles substituted by few admin roles

Changing role of Executive secretary

Personal secretary

- To assist the Business head / functional head to improve his/her personal effectiveness to manage his/her role better

To Executive -

Administration

- Support top/senior management on administration of the Business or Function.

Changing role of executive secretary

- Scheduling & meetings management
- Travel planning
- Upkeep of the office
- Manage and control budgets
- Maintain documents
- Preparation of MIS organise reviews
- Additional assignments based on career planning

Scheduling & meetings management

- Plan and schedule meetings & reviews
 - Board/top management
 - Meeting with other functions
 - With direct reports
 - Integrate with Lotus calendar
 - Send meeting invite and confirm attendance
- Track and improve adherence
- Prepare & monitor meeting minutes

Monthly schedules – July 2008
































CMD

<u>Date</u>	<u>Venue</u>	<u>Schedule</u>
7	Chennai	Sr managers appraisal finalisation
11	Hosur	Business council review
15	Bangalore	NPD review
21	Chennai	HR Council review

President

<u>Date</u>	<u>Venue</u>	<u>Time</u>	<u>Schedule</u>
1	Board room	9.30 to 11 am	IT review
1	Warehouse	3.45 to 4.20 pm	President address to Employees
1	Bplg conf room	4.45 to 6 pm	One minute PDCA
2	Board room	10 to 11 am	Meeting with Mr Nick Seale WMG
8	Board room	4.30 to 5.30 pm	ECM
10	Board room	11 am to 1 pm	Pre Business council review
12	Board room	11 am to 1 pm	HR Council (TVSM)
14	LC Semnr Hall	4.30 to 5.30 pm	President address to QAD E & M
15	Board room	4.30 to 5.30 pm	ECM
18	Board room	4.30 to 5.30 pm	ECM
19 & 20	Agna Resorts	Full day	EC members family get together
22	Board room	4.30 to 5.30 pm	ECM
28	LC CR No. 1	3.00 to 5.30 pm	TQM Council
29	Board room	4.30 to 5.30 pm	ECM

Review adherence

#	Company	Frequency	Jan '08	Date	Feb '08	Date	Mar '08	Date	Apr '08	Date
1	SCL - BD	Every month		12 / 1		05 / 2		22 / 3		9 / 4
2	SCL - DCD	Every month		12 / 1		20 / 2		12 / 3		23 / 4
3	HSSL	Every month		-		-		01 / 3		-
4	SACL	Every month		-		-		01 / 3		-
5	Harita NTI	Alternate month	NA	-		-		12 / 3		16 / 4
6	With CNP	Every month		12 / 1		05 / 2		12 / 3		9 / 4
7	TVSM - Mysore	Every month		-		-		-		11 / 4
8	TVSM - HP	Alternate month	NA	-		-	NA	-		24 / 4
9	PT TVS - Indonesia	Alternate month	NA	-		02 / 02	NA	-		29 / 4

 Completed

 Not completed

Agenda for HR council meeting on 12th July '08







Time: 11.00 am - 1.00 pm




Venue: Board room

1. Review of minutes of meeting
2. Review of HR road map and the metrics - VKC
3. Performance appraisal plan - BR
4. Market correction – Merit matrix & guidelines - BR
5. Harassment redressal system – Update - BR
6. Learning & Devpt frame work - MNS

Minutes of meeting HR council

11 June 2008

S.No	Action point	Who	When	Status
1	Conduct trial of 'Open job posting' in Operations.	MM	June '08	
2	Arrange for meeting with Freshers by President in batches.	JS	Aug '08	
3	Prepare 'Dos and Donts' on Harassment redressal system.	BR	Apr '08	
4	Present on 'Training mandays' department wise & employee wise.	MNS	May '08	
5	Check alternative place for design centre at Bangalore and put up proposal.	JD / VKC	Apr '08	
6	Consider Centre of Excellence for Supplier development & IT.	VKC	May '08	

-  Completed
-  In progress
-  Not completed

Things to do

Dt. 23-06-2008

SI No	Description	Remarks
1	HR Council TVSM July Agenda & MOM - Review	
2	HR Council Group July Agenda & MOM - Review	
3	TQM Council July Agenda & MOM - Review	
4	AR 2008 for L1 to L3 - Award letters	
5	AR 2008 for L4 and above - Finalisation	
6	Prof Y Tsuda visit - Review of programs	
7	Campus induction plan 2009 - Review	
8	2008 - 09 : TSF analysis - Review	
9	Mr N Yoshida, Die Casting Expert - Visit during Aug '08	
10	Retired German expert from best of the foundries for DCD	
11	Sandwich diploma program at Nachimuthu Polytechnic	
12	Sandwich B Tech program at BITS	
13	Prof Washio - DOE book	
14	Forward organisation (HR) - Meetings	

Monthly Calendar of V Kovaichelvan

Month : July '08

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30	1	2	3	4	5	6
					HOLIDAY	HOLIDAY
	Nick Seale WMG 9.30 to 11 am - IT review 11.15 to 12 - OMPDC review 2 to 3.15 pm - Exec Trg sec review 3.15 to 3.30 pm - Review with DV 3.45 to 4.20 pm - KNR address 4.45 to 6 pm - OMPDCA	Nick Seale WMG 9.15 to 10 am - TOM Council MOM & Agenda review 10 to 11 - Meeting with Mr Nick 2 to 3.15 pm - Workmen Trg sec review 3.30 to 4.15 pm - Kaizen sec review 4.30 to 5.30 pm - Review with BR & BRR on annual appraisal	Nick Seale WMG 9.30 to 10 am- Prof Tsuda feedback 10to11 am-HRD section review 11.15 to 12.30 - TS review 1.30 to 3.00 pm - Plant 2 walk around 3.15 to 4.00 pm - Review with Anu-Opns HR 4.15 to 5.00 pm - Review with Pushpa - Sales HR 5 to 6.30 pm - Review of HR Council MOM & Agenda	Nick Seale WMG 9 to 11 am - M5+ Appraisal review 11.15 to 12.30 - PLM review 1.30 to 3.00 pm - Plant 1 walk around 3.15 to 4.00 pm - Review with Vasu-SAP HR 4.15 to 5.00 pm - Review with Chetia - Dealer Sales HR 5 to 6.30 pm - Review of Group HR Council MOM & Agenda		
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7	8	9	10	11	12	13
CHENNAI	Bangalore & Hosur					HOLIDAY
RR Sr managers appraisal finalisation	9 to 11 am - Discussions with GT Mr Shyam @ Bangalore 2 to 3.45 pm - Dept ECM 3.45 to 4.15 pm - Sandwich courses review 4.30 to 5.30 pm - ECM	9 to 11am - Review; status of appraisal-award letters 11.15 to 12.30 - Women Leadership - Kick off 1.30 to 2 pm - TSF analysis review 2 to 4.15 pm - Plant 1 walkaround 4.30 to 5.30 pm - ECM	9 to 10 am - Experts visit finalisation (Japan visit) 10.00 to 11am - Review of SAP-PMS 11.00 to 1 pm - Pre Business council 2 to 4.15 pm - 3W Plant walkaround 4.30 to 5.30 pm - Durability project review	MD visit Hosur 9.30 to 3 pm Business council review 3.30 to 5 pm HR Council MOM & Agenda updation	9.30 to 10.30 am - Discussions with BR, JS and DV 11.00 to 1 pm - HR Council (TVSM) 2 to 4.15 pm - N15 fit & finish review 4.30 to 5.30 pm - Updation of HR Council MOM	

Lotus Notes – Calendar, a view

Day Week Month Meetings Formatting July 2007

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday - Sunday
June 25 Visit to Mumbai - Location: Grand	26 Strategy review Location: Leel BEC Location: Plan	27 HR Council - M Location: Ban Birthday - M R Review of N70	28 TVS-M BOARD TS 16949 - rev Discussions w	29 President add Location: LC / Road trip - me Monthly docu	30 Visit to Delhi July 1 Visit to Delhi
2 Visit to HP Plant Address to workr One minute PDC	3 ACMA Jury m Location: AO BEC Location: Pla	4 Visit to VIT Vel Birthday - R P. Birthday - NRF	5 TS 16949 - re Discussions v Location: A.O Visit to Sri Sat	6 Visit to Sri Satya Pre Executive C President - Wall	7 HOLIDAY 8
9 IT review	10 MD visit - EXECU BEC Location: Plant 1	11 Review of N Location: Project	12 IR Council & SCL BD TS 16949 - rev Discussions w Location: N15	13 Birthday - KNF TQM Diagno: Location: SAC Chair: Kevai M	14 Prof Washio a 15 Prof Wasio - F
16 Prof Washio - SC	17 TEI Celebrations Prof Washio - TV	18 Prof Washio - TV Review of N70 w Location: Project	19 TQM Diagnos MD visit - Ban TS 16949 - rev	20 TQM Diagnosis . MD visit	21 Prof Washio - 22
23 MD visit - NPD re	24 MD Visit - Presid B E C Location: PSO C	25 TVS M BOARD IT review Review of N70 Location: Proj	26 TQM Council - TS 16949 - rev Discussions w Location: N15	27 MD visit - HR rev To leave for Japa	28 Visit to Japan 29 Visit to Japan
30 Visit to Japan	31 Visit to Japan Birthday - TS F Birthday - Cec	August 1 Visit to Japan Review of N70 w Location: Project	2 Visit to PT TVS - I Discussions with Location: N15 pr	3 Visit to PT TVS - I	4 Visit to PT TVE 5

Month 7 5 months left

Preview ▲

Travel planning

- Plan in advance
 - Give enough notice for the receiving company
 - Book tickets in advance and get confirmation
 - Avail best fares
- Checklist for travel/visits
- Prepare agenda and send to participants
- Prepare and circulate reports
- Timely settlements of travel claims

Travel Check list : Abroad / Inload

SI No	Point	Status
	ABROAD	
1	Passport	
2	Visa	
3	Air tickets	
	- Telecheck-in : Asile seat	
	- AVML meal	
4	Hotel confirmations (Non smoking room)	
5	Airport transfers confirmation	
6	Forex / International credit card	
7	Mobile card / Matrix card	
8	Compliments	
9	Business cards	
10	Background papers	
11	PPT / softcopies on Laptop	
12	Local contact numbers	

SI No	Point	Status
	IN LAND	
1	Air tickets	
	- Telecheck-in : Asile seat	
	- Low callorie / Diet Veg meal	
2	Hotel confirmations (Non smoking room)	
3	Airport transfers	
	- SMS the Car no, Driver name & Mobile	
4	If with RR, TC to done for rear side asile seats rows like 24, 25 etc.	

	ON RETURN	Status
1	Visit report	
2	TA Bill	
3	Return of balance Forex or advance and Mobile card	

Visitors arrangement check list

Name of the Guest / Visitor : _____

Company / Govt. Department : _____

Guest Category

1	2	3	4
✓			

Please tick category

DATE OF VISIT : _____

	WHAT	Activity	WHO (Responsibility)	WHERE	WHEN (Date)	Time	Check Sheet
Transport	Pick up vehicle arrangement	Manager PR to receive at airport Benz car	GAD Dept.				
	Advance information to Security	Car colour and number to be communicated to VVIPs secrt.	PSO / Requestor				
Welcome	Welcome banner	At entrance road junction *	Security Dept.				
	Flags	National flag of particular country *	Security Dept.				
		Coloured flags from Security to junction turning to PSO and from LC entrance to Seminar hall	Security Dept.				
	Welcome board	At President's office entrance	Civil Dept.				
	Photographer	Internal arrangement	Sorimuthu				
	Bouquet arrangements	Value worth Rs.300/- from Bangalore Florist*	GAD Dept.				
	Red carpet	Red carpet welcome at PSO entrance and at LC	Civil Dept				
	Flower decoration	At LC Seminar hall or at Hall No.1 depending on the location	Civil Dept				
	Garland-by Union	Sandel wood chip garland*	GAD Dept.				
	Garland-by others	In case of Lady VVIP, bouquet to be handed over by Union	Union				
	Advance intimation to BEC	Names of VVIPs, date and time of their arrival to be informed 2 days in advance	PSO				
Advance intimation to Union	Names of VVIPs, date and time of their arrival to be informed 2 days in advance	PSO					
Meeting	Venue	Receive at President's office					
	Company Handout (Welcome folder)	(High Quality) TVS-M brochure, TVS brochure, TSS Trust brochure, Product leaflets, writing pad, pen	PSO				
	Plant tour route map	To be kept on top	PSO				
	Memento	To be decided and given by MD					
	Visitor's book	To be kept in the conference room					
	Visitor's book pen	Cross pen gold colour					

Visitors arrangement check list

Page – 2

Presentation	Presentation material preparation	General Manager (Business Plg) to prepare the presentation and show it to President 2 days in advance and get OK. Welcome slide to be displayed 15 minutes in advance of VVIP's arrival					
	Presentation by	President In absence of President by Sr.VP (HR & TQC)					
	Participants - MCM	BEC Members & select invitees					
Plant visit							
Hospitality	Welcome drink	Tea / coffee / cookies / cool drinks as per spec attached					
	Venue for lunch	Seminar Hall					
	Table arrangement	Leela Palace, Bangalore					
	Lunch / Beverages						
	Order from 5 star Hotel	Leela Palace, Bangalore					
		Crystal and Silver service					
		Regular menu with 1or 2 special item					
		Communication to Canteen	3 days in advance				
	Communication to Hotel	1 week in advance					

Category of Guest / Visitors

1.VVIPs	Guests of MD/ED, Ministers, Diplomats, CEO's, Directors, Customers - International, Customers - Local (Sr. Executives)
2.VIPs	Sr. Govt dignitaries, Customers - Middle management, Delegates from companies, Defence personnel, Consultants
3.Customers	Consultants , Auditors
4.Others	College / School factory visit, Others visitors

Upkeep of the office

- Training on office TPM
- Audit and identification of abnormalities
- Improvement and standardisation
- Continuous audit to retain improvements
- Conduct red-tag campaigns
- Disposal of unwanted things

1S 2S IMPROVEMENT PHOTOS - PERSONNEL

BEFORE



AFTER



Records at records room



Records at records room

1S 2S IMPROVEMENT PHOTOS - PERSONNEL

BEFORE



AFTER



Record room - Gangway

Record room - Gangway

1S 2S IMPROVEMENT PHOTOS - PERSONNEL

BEFORE



Gangway

AFTER



Gangway



Record room entrance



Record room entrance

1S 2S IMPROVEMENT PHOTOS - PERSONNEL

BEFORE

AFTER



Record room - cupboard

Record room - cupboard

1S 2S IMPROVEMENT PHOTOS - PERSONNEL

BEFORE



Box files – Temp. workmen

AFTER



Box files – Temp. workmen



Personal files



Personal files

1S 2S IMPROVEMENT PHOTOS - PERSONNEL

BEFORE



Items lying on the gang way

AFTER



Items cleared on the gang way



Boxes lying above cupboard



Boxes removed

1S 2S IMPROVEMENT PHOTOS - PERSONNEL

BEFORE

AFTER



Damaged arm rest



Rectified arm rest












White board



White board

House keeping audit conducted at HRD & TQC dept, Wednesday, March 5, 2008

S.No.	Action point	Who	When	Status
1	Shelf near Mr. Rajaraman (HR) to be set right	Rajaraman / Vengat	Wk. 50	
2	Documents in filing racks to be set right	Baskar	Wk. 50	
3	Filled suggestion forms kept in filing rack. These are to be indexed properly	Baskar	Wk. 50	
4	White board opp to Mr. Baskar. Lot of papers containing information pasted on the board. White board to be used for writing only	Baskar	Wk. 50	
5	Filing racks are stuffed with Alcan trays. Filing racks to be used only for keeping files	Vengat	Wk. 50	
6	Filing in the knowledge centre to be improved. Seen files not in order	Senthil / Vengat	Wk. 50	
7	Vinyle floor tiles in knowledge centre worn out in some parts. These are to be replaced	Ramanan (Civil)/	Wk. 50	
8	Work station room – lot of old tapes are still kept. These are to be separated as waned and unwanted and disposal action taken	Senthil / Vengat	Wk. 50	
9	Work station room – A VCR is kept in this room without use. This is gathering dust	Senthil / Vengat	Wk. 50	

Monitor and control budgets

- Establish budget for the department and deploy to each section/head
- Establish visual controls for each head
- Organise review and control system
- Monitor profit improvement plans
- Arrange reward and recognition programs

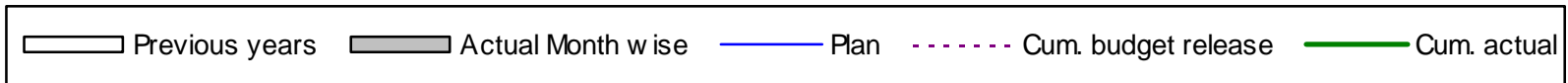
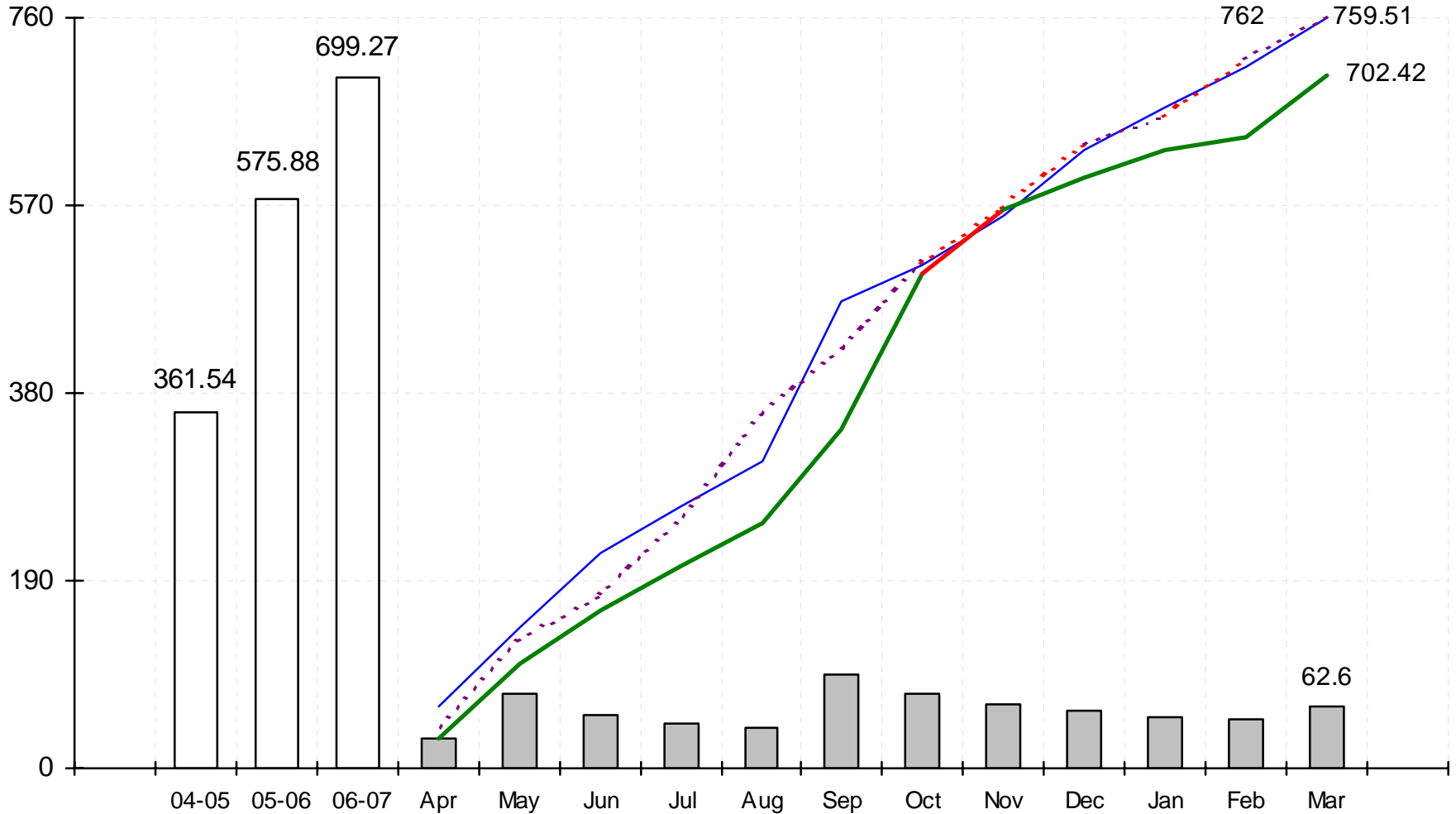
Budget 07 - 08

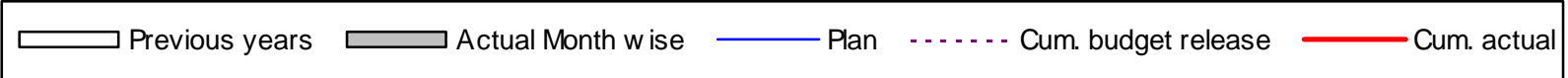
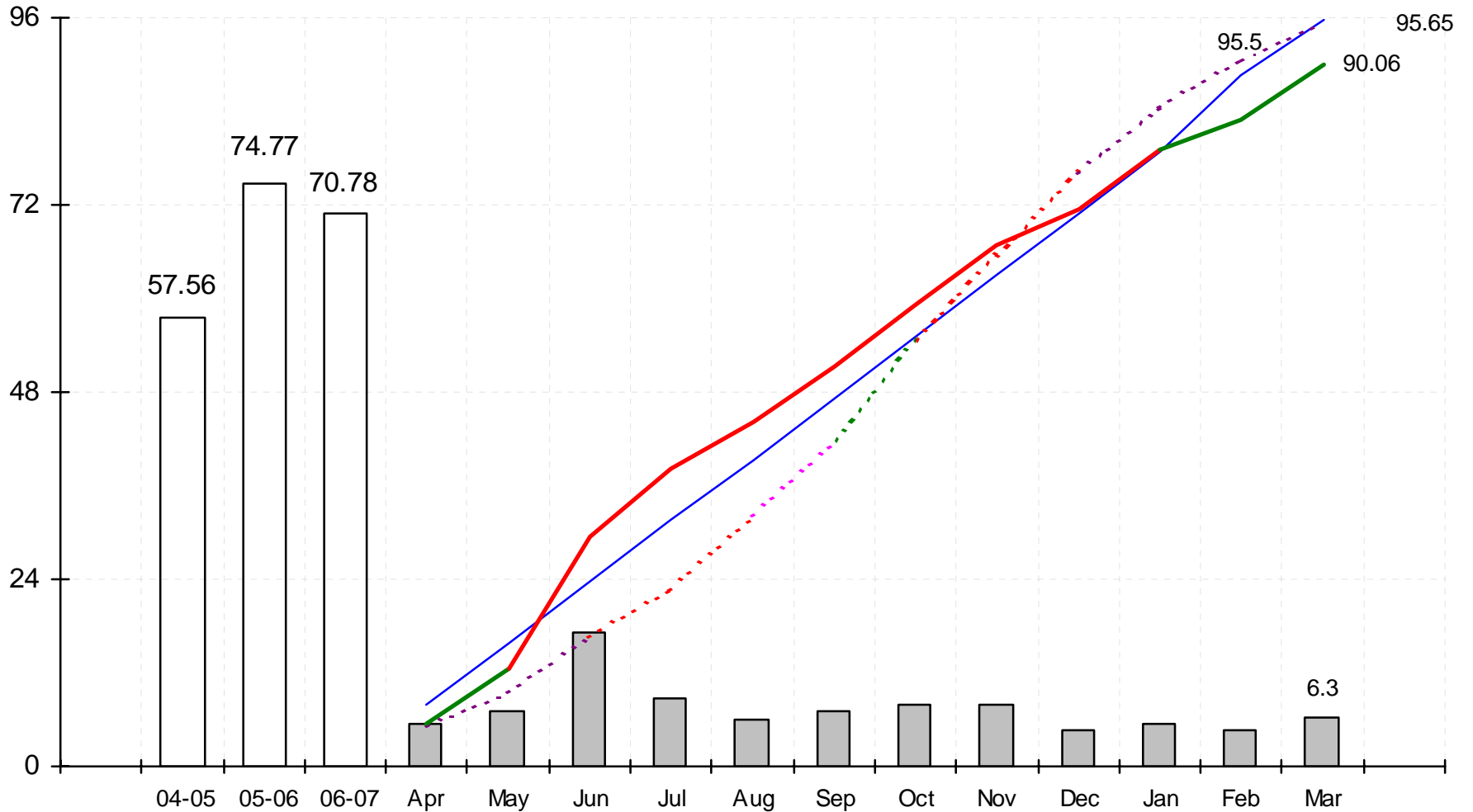
HRD & TQC

Department overall budget

UOM: Rs in Lacs

Dept : HRD & TQC

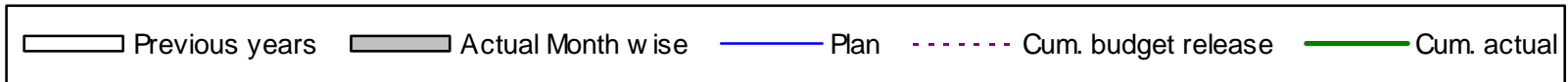
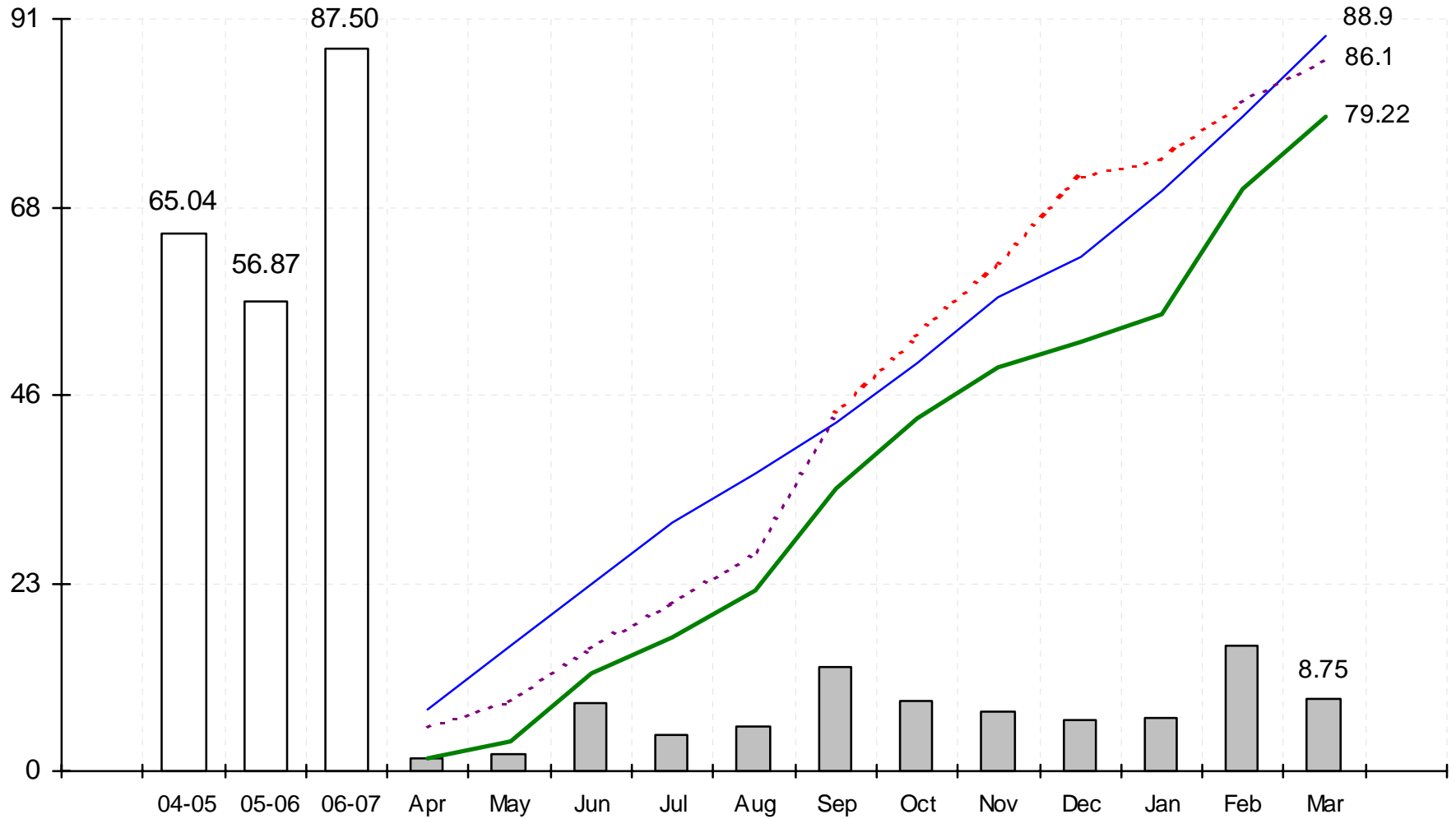




Recruitment

UOM: Rs in Lacs

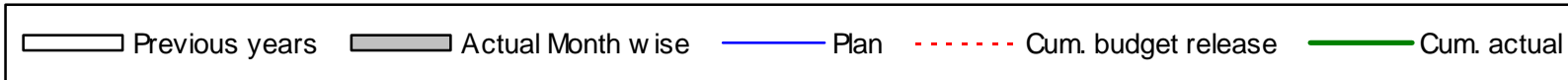
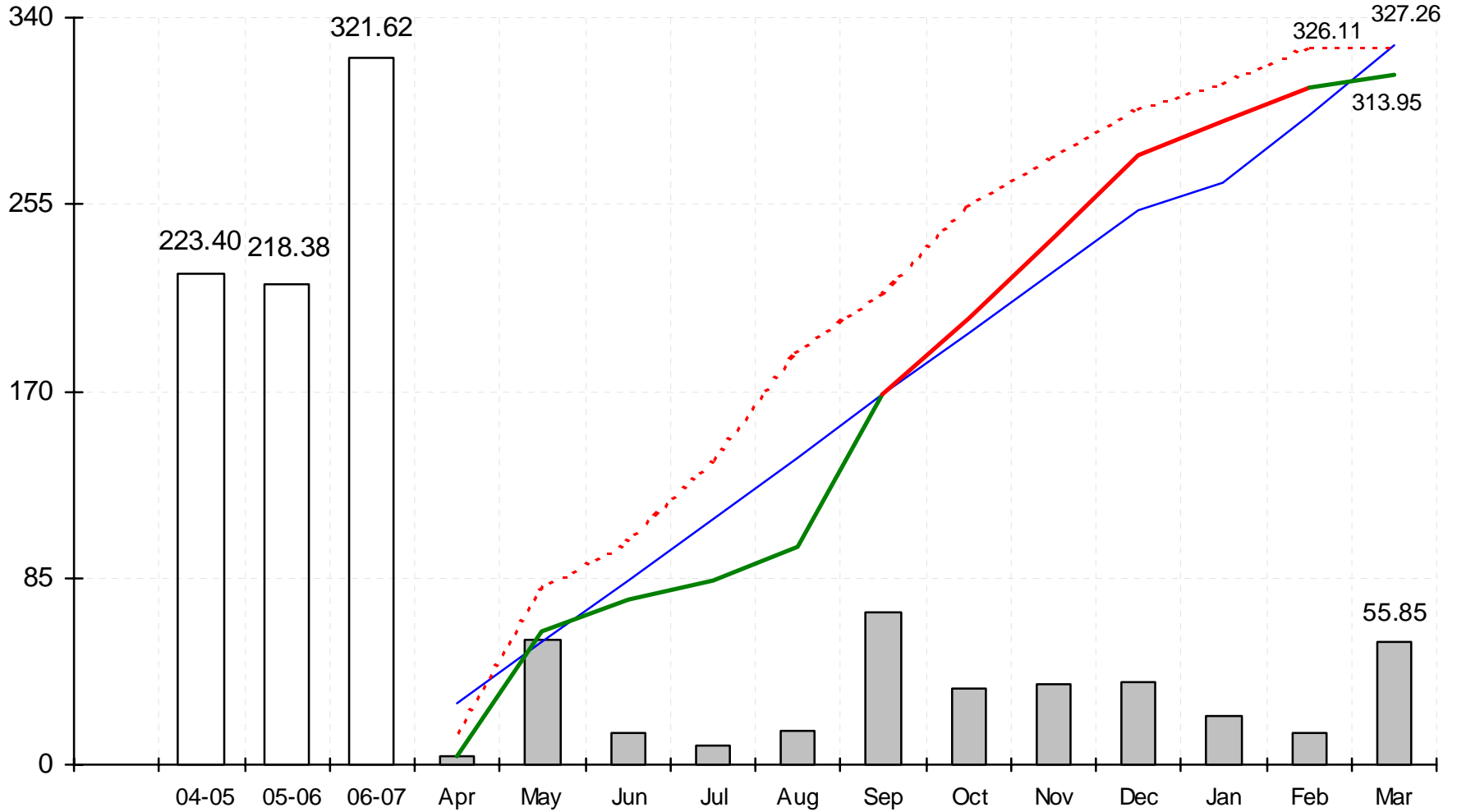
Dept : HRD & TQC

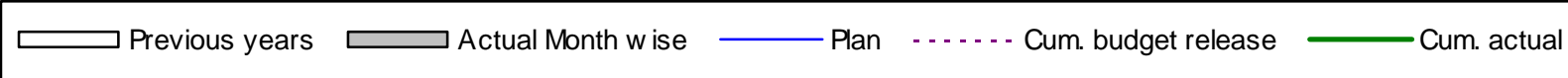
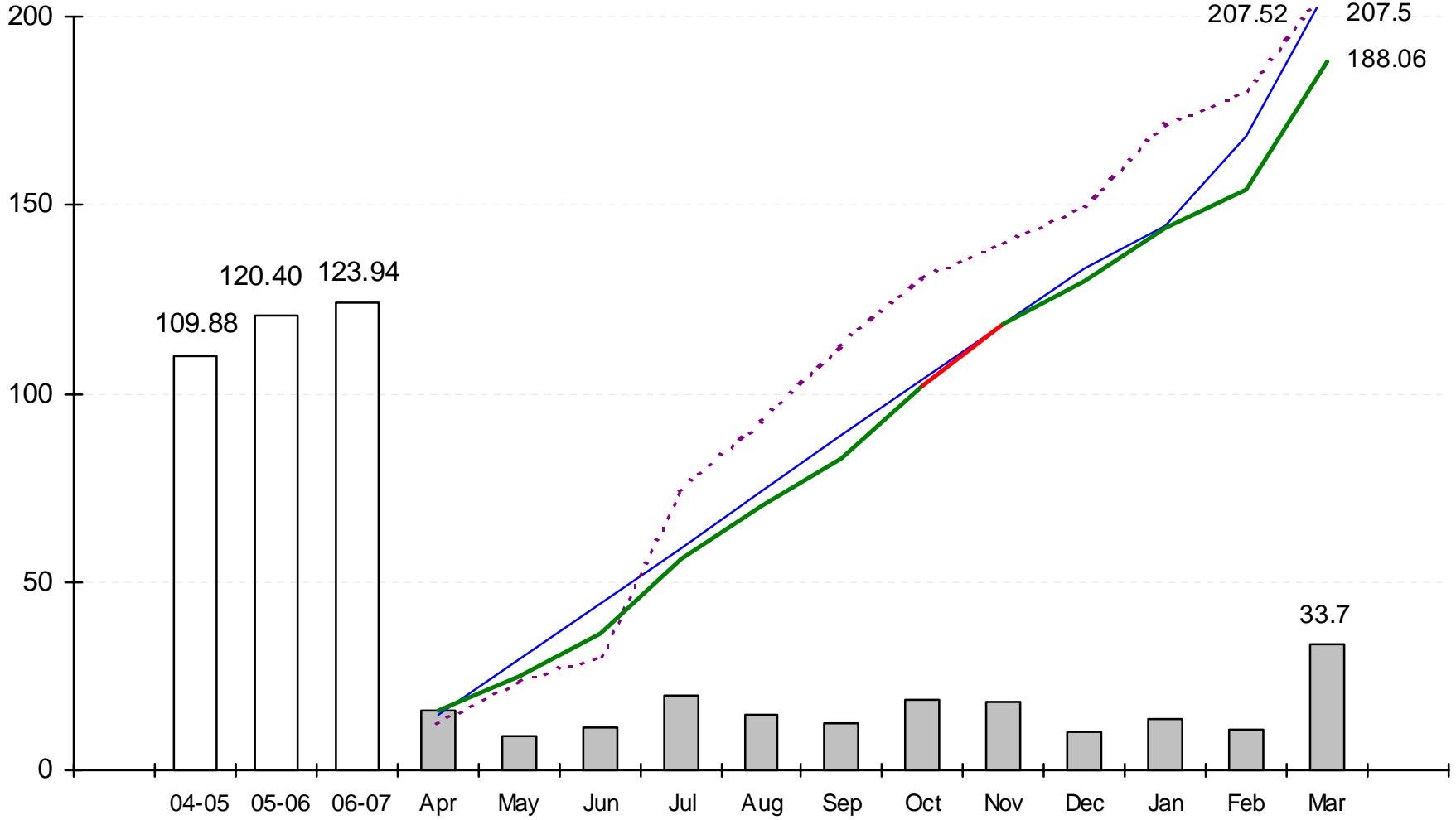


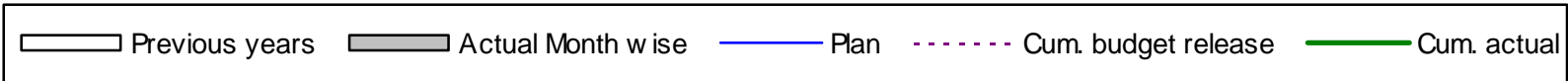
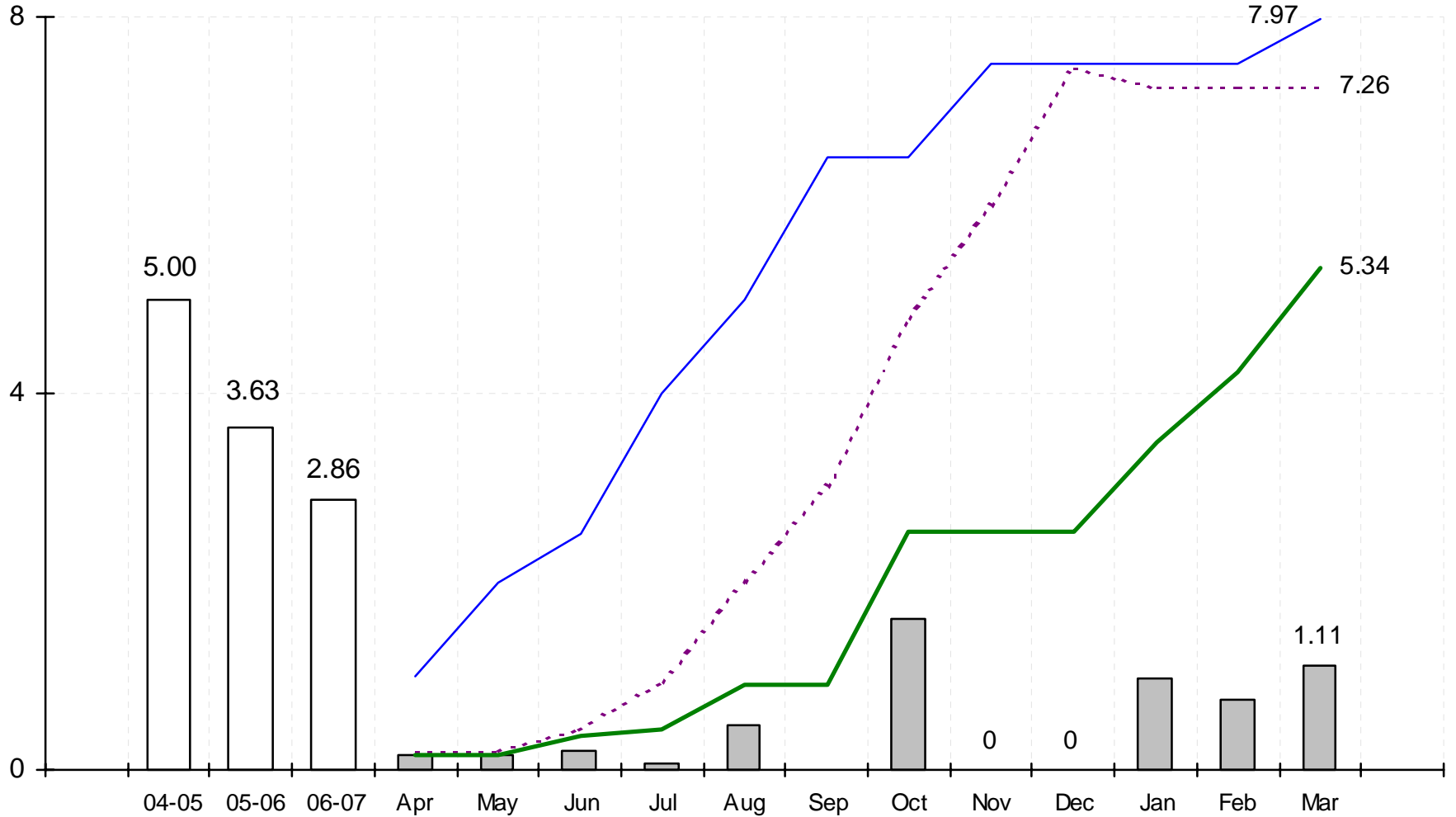
Training

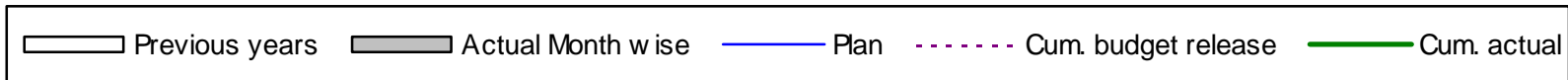
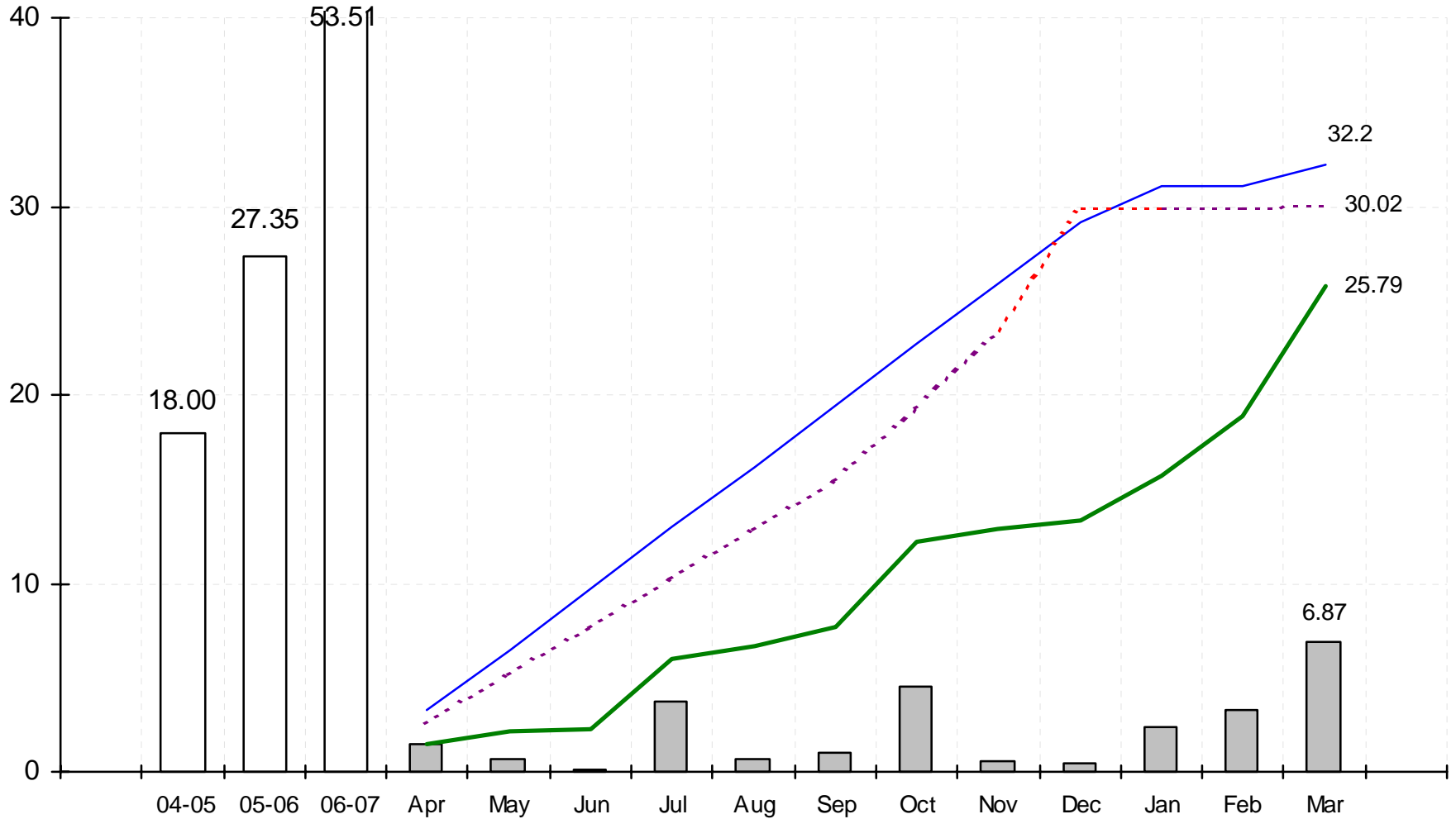
UOM: Rs in Lacs

Dept : HRD & TQC





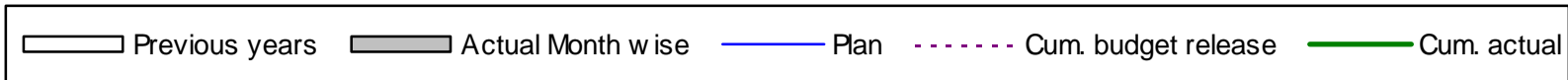
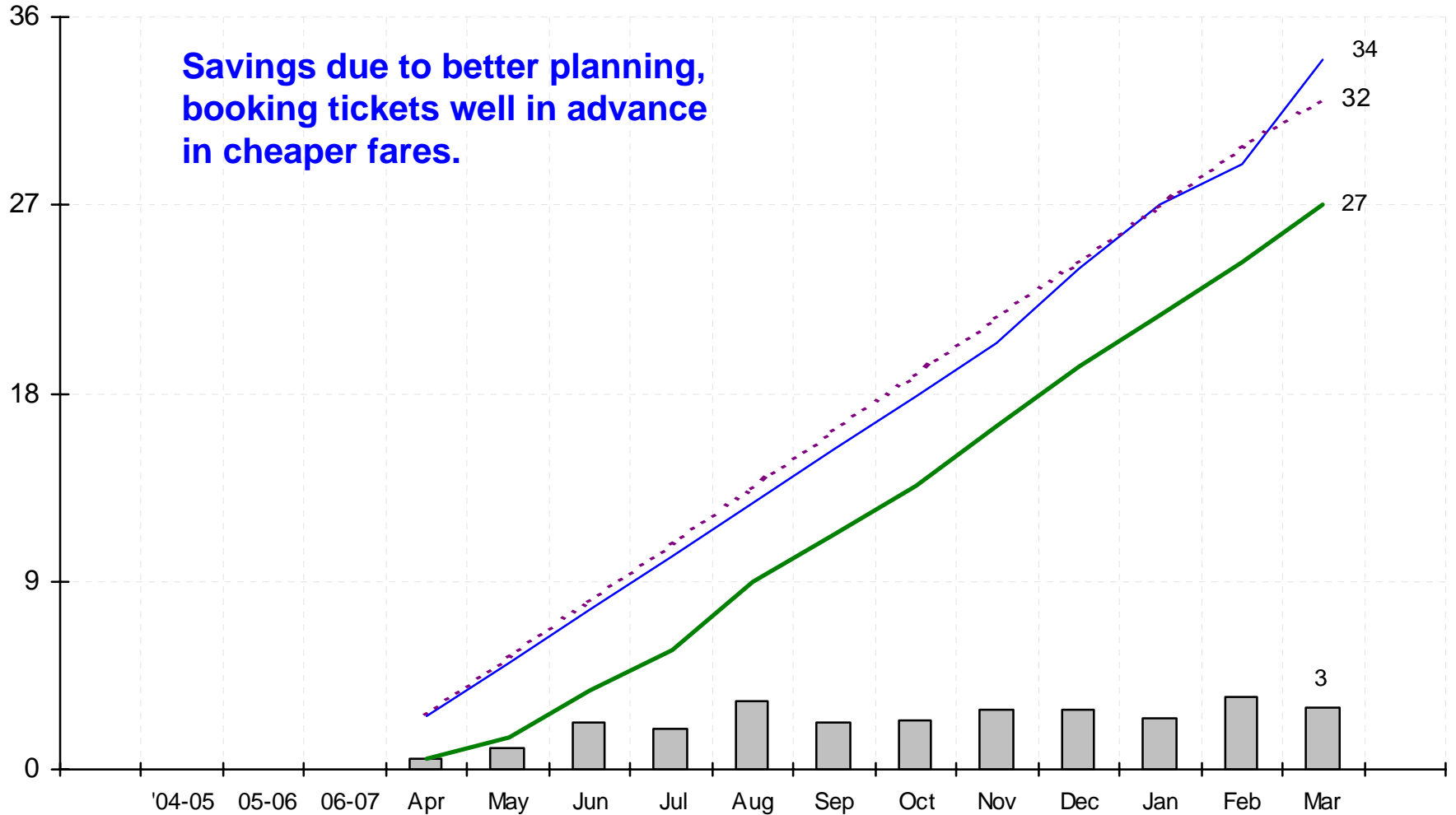




Admin section Travel expenses

UOM: Rs in Lacs

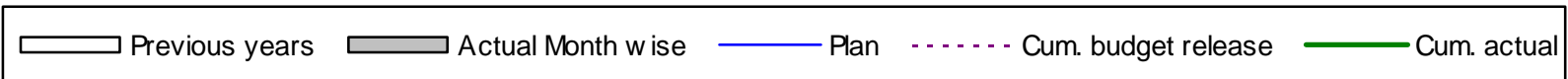
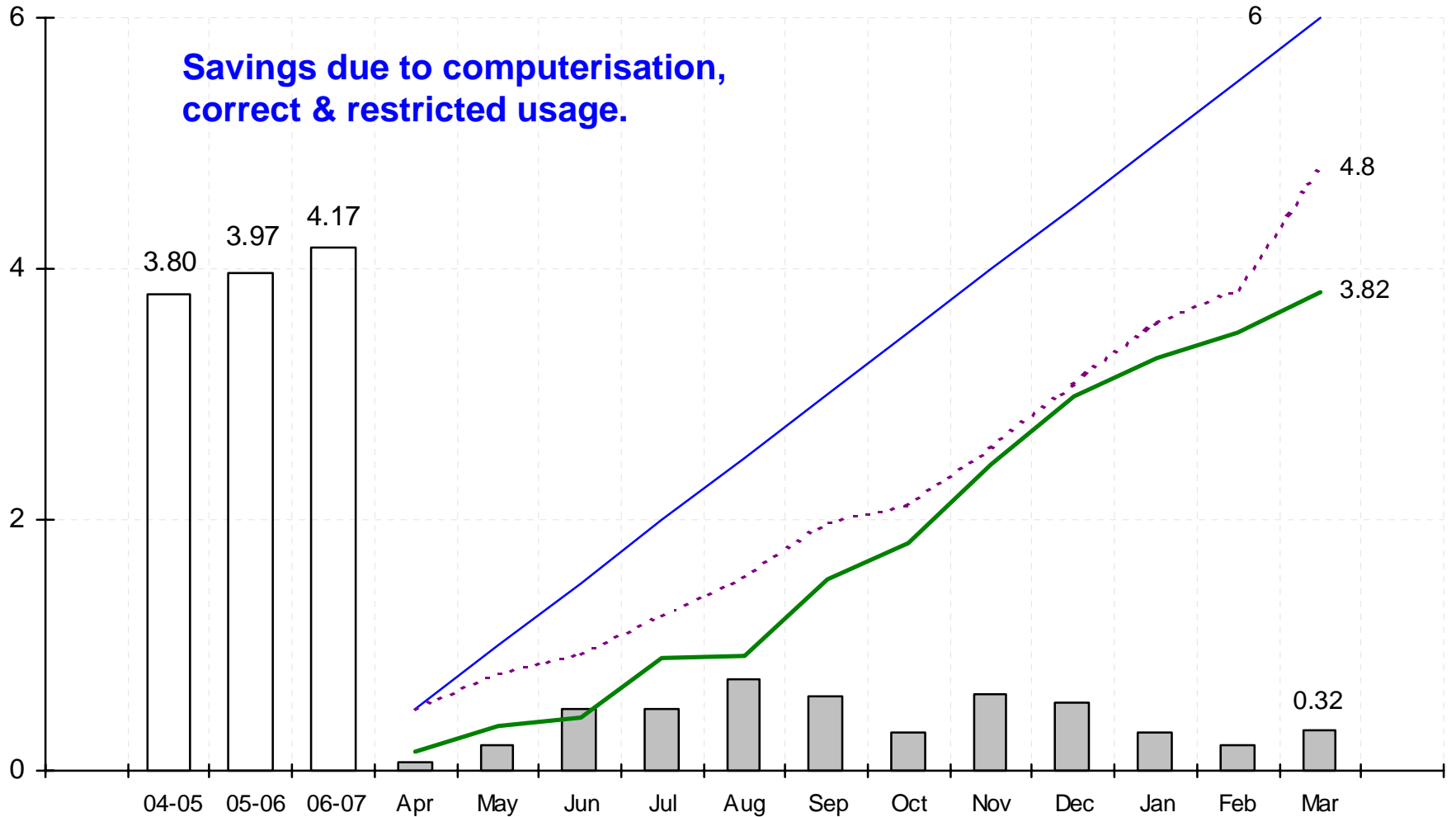
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Stationery expenses

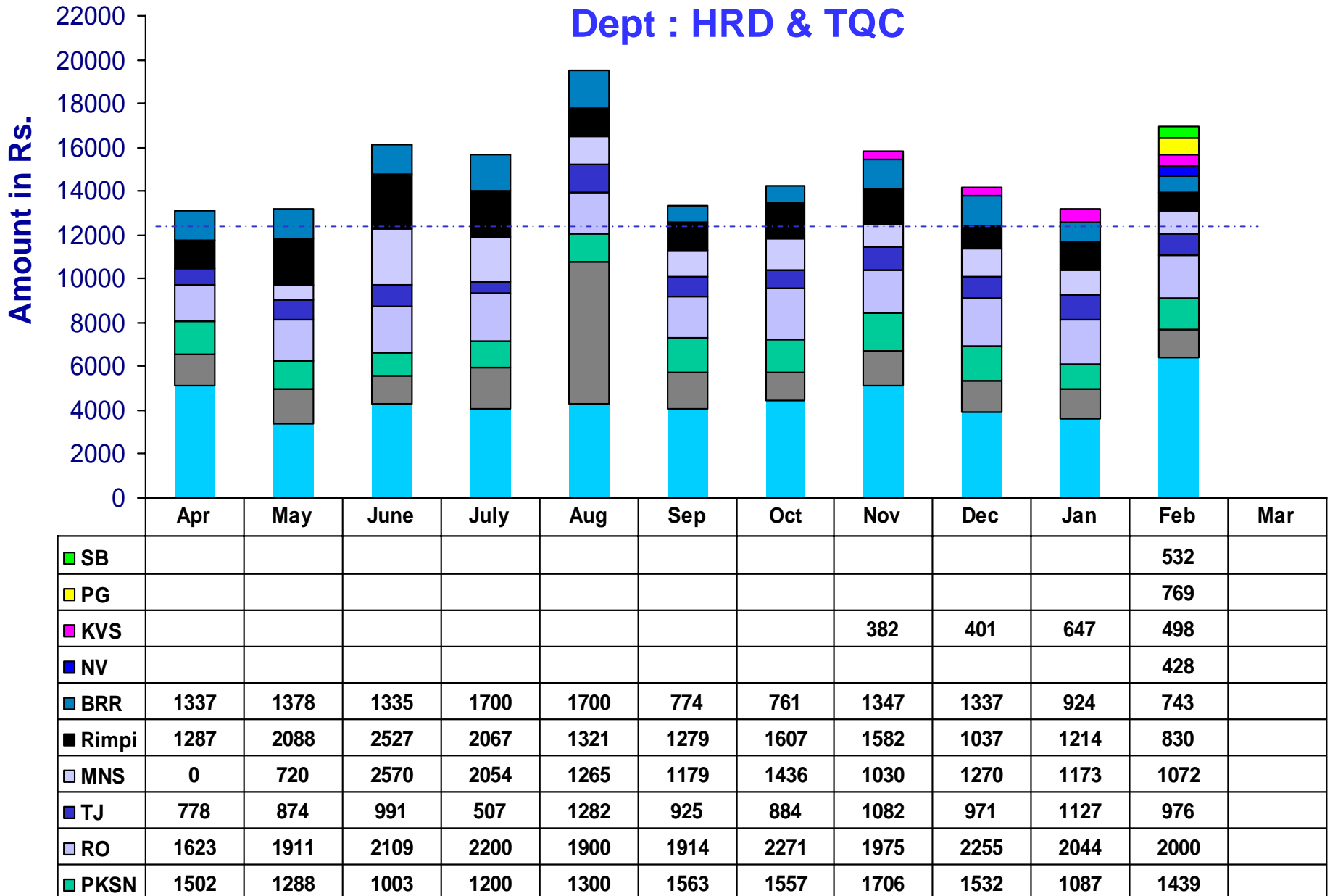
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Dept : HRD & TQC



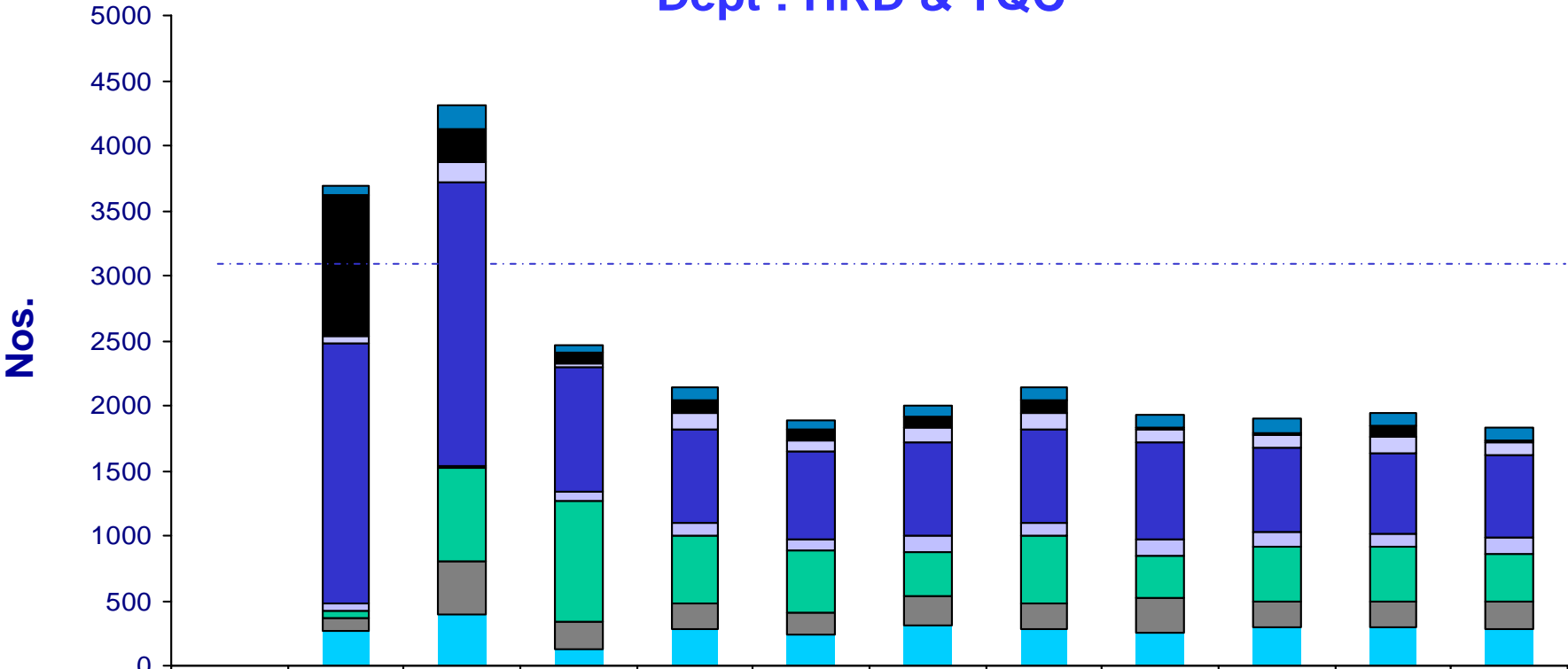
Mobile Usage

Dept : HRD & TQC



Copier Usage

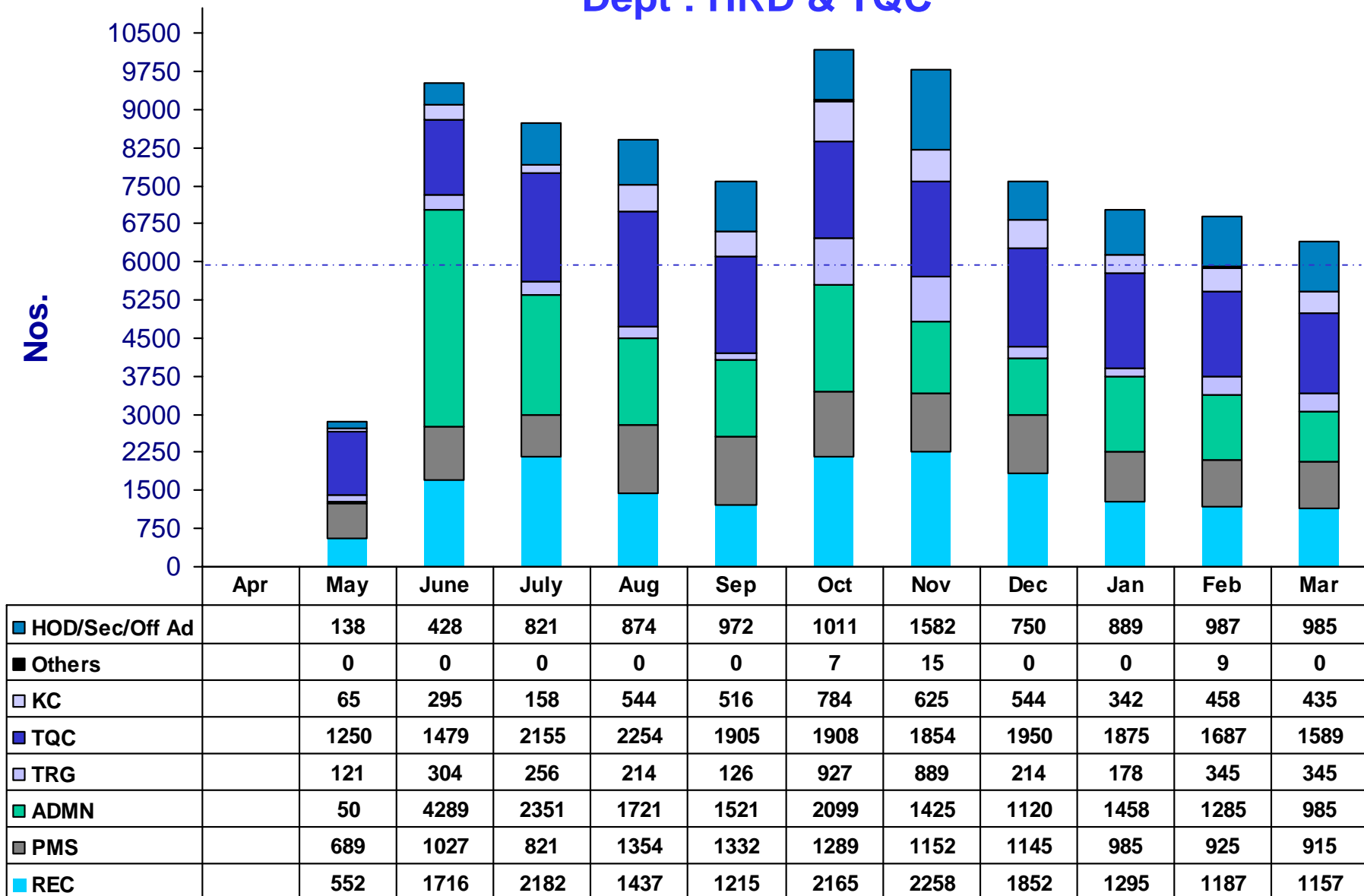
Dept : HRD & TQC



	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
■ HOD/Sec/Off Ad		68	193	63	98	82	82	95	95	118	98	95
■ Others		1090	242	76	93	75	89	93	20	14	78	20
□ KC		54	166	35	124	92	112	124	97	96	124	97
■ TQC		1998	2177	958	720	670	715	720	750	645	625	640
□ TRG		56	19	73	98	85	125	98	122	118	97	122
■ ADMN		50	715	918	520	480	340	520	320	420	418	358
■ PMS		101	406	218	201	170	220	201	275	198	197	212
■ REC		271	395	125	284	240	315	284	250	298	301	287

Printer Usage

Dept : HRD & TQC



Energy Consumption 07-08

Dept : HRD & TQC

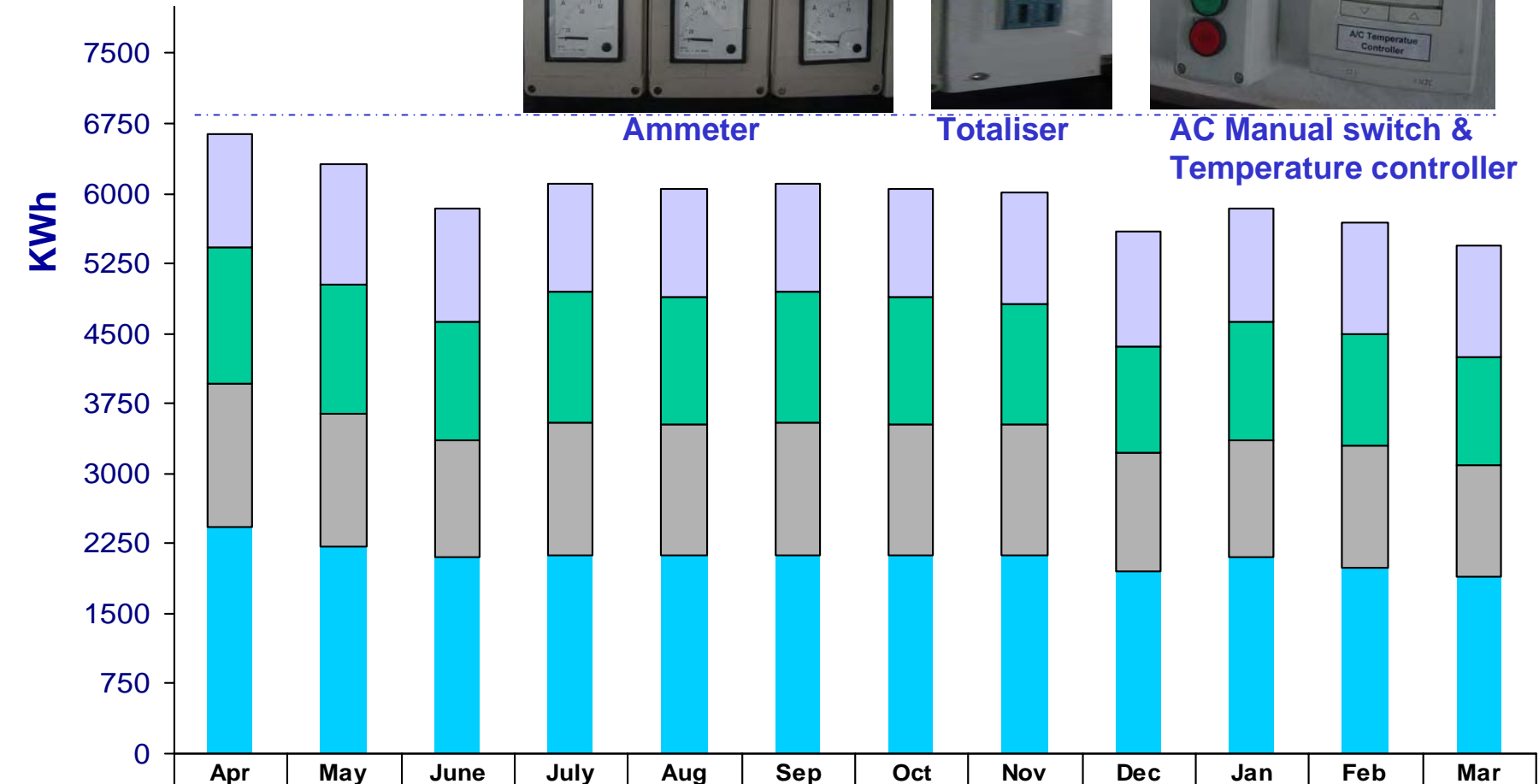
Reduction due to installation of Ammeter, totalizer and tracking of energy utilisation.



Ammeter

Totaliser

AC Manual switch & Temperature controller



	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Lighting	1212	1288	1210	1159	1148	1159	1148	1198	1230	1210	1187	1190
Raw power	1458	1378	1278	1397	1378	1397	1378	1288	1150	1278	1197	1157
AC	1540	1422	1258	1440	1402	1440	1402	1389	1258	1258	1298	1198
UPS	2421	2218	2098	2114	2118	2114	2118	2129	1958	2098	1998	1898

Maintain documents

- Prepare list of documents both physical/digital
- Establish retention period for documents
- Establish safe storage

Preparation of MIS and leverage IT

- Office Automation
- Usage of packages like SAP / ERP
- Create templates in MS word, Excel, Power point for uniform formats
- Create letter templates

Additional assignments based on career planning

- Manage experts
visits/meetings/agreements/payment
- Assist in senior managers' appraisals and
rewards processing
- Alerts for birth days/wedding anniversaries

How to cope with changing role?

- Understanding of new role
- Competency mapping
- Training to improve competencies
- Secretaries cluster for collective learning
- Team projects

Skill-level description/mapping

Name :

Department :

Section :

	SKILL-LEVEL DESCRIPTION
1	Business Knowledge
SL1	Able to maintain data and analyse them
SL2	Able to understand business functions/competition
SL3	Able to adopt new approaches
SL4	Able to supplement business weaknesses and converting them as strength
2	English Language Proficiency
	Able to articulate/communicate and express clearly right first time Able to get jobs done by good language/influence Able to persuade and entertain people by language proficiency Able to develop benchmark processes and achieve breakthrough improvements by integrating various new processes and applying advanced engineering practices.
3	Computer Skills
	Able to operate MS Office package throughly Able to type fast and prin out/ send correspondence quickly Able to prepare presentations and good skill in usage of multimedia packages
4	Verbal Communication
	Able to move with people and speak well Able to listen patiently and give answers Able to respond courteously to any question Should be free from nervousness while communicating thoughts
5	Business correspondence/report writing
	Able to draft letters in modern English Able to adopt good style and format in various kinds of correspondence Able to bring out positive aspects, shot, clear and direct sentence Able to write cheerfully and friendly

Training to improve competencies

Covered

- Business English course
- IT
 - SAP Budget module
 - SAP ESS portal
- Introduction to Red Tag campaign
- Introduction to '5' S
- Introduction to Lotus Notes Calendar

To be covered

- 7 QC Tools
- Macros writing

Secretaries Cluster

- Sharing of best practices
- Improve Office Automation
 - Implementation of online approval systems (Travel, Gate Pass, Capex/Revex etc)
- Improve business communication
- Improvement of '5S' in office areas
- Adherence Quality management system and improvements
- Identification of training needs to improve competency level.

Monthly review by Sr VP (HRD & TQC)

Departmental Secretaries review by VKC :

Agenda - 18 Oct 08 // 2 pm // LC – Class room no.2

- **Review of MOM**
- **Business English course**
- **Office TPM**
- **Co-ordination for**
 - Returnable Gate passes closure
 - On duty / Leave / Permission of senior managers
 - SAP Personal data of M5 and above
 - Compilation of roles in TVSM for E & M
 - Phase 1 : Managers : May 2008
 - Phase 2 : Executives : June 2008

Minutes of meeting held on 27 Sep '07

S.No	Action point	Who	When	Status
1	<u>Reduce travel cost by :</u>			
1.1	Upgrade the existing e-travel system combining taxi booking as a Phase-1 so that in a single request air tickets and taxi bookings are done.	C Rajan	Sep '07	<input type="radio"/>
1.2	Synchronise the system for hotel booking as Phase-2 .	C Rajan		<input type="radio"/>
1.3	Study the feasibility of implementing SAP – Travel management system.	C Rajan	Aug '07	<input type="radio"/>
2	Create templates for various correspondences in the department. Next training program will be organised only after completion this activity.	All secretaries	Immediate	<input type="radio"/>
3	Follow the adherence of review schedule as being maintained.	All secretaries	Immediate	<input type="radio"/>
4	<u>Budget</u> Update and display standardised VCS every month on Budget Vs Actual along with last year usage. This has to be shared during department ECM meetings.	All secretaries	Immediate	<input type="radio"/>
5	Reduce stationary cost of the department by monitoring the usage of stationeries by individuals in the department.	All secretaries	Immediate	<input type="radio"/>

Minutes of meeting held on 27 Sep '07

S.No	Action point	Who	When	Status
6	<u>Reduce Telephone call charges by</u>			
6.1	Communicate the telephone and mobile tariffs and set limits for the usage.	C Rajan	Aug '07	<input type="radio"/>
6.2	Introduce an automatic prior warning messages to be displayed on the instrument whenever crossing the package limits.	C Rajan	Immediate	<input type="radio"/>
7	Reduce energy cost by displaying VCS on energy consumption trend in the department.	All secretaries	Immediate	<input type="radio"/>
8	Provide following training to all the Departmental secretaries -Office TPM -Filing system and E-system on filing (Paperless office) -MS office -7 QC tools Do competency mapping for the role, identify training needs and the program to be developed accordingly.	Rajesh Oommen / MN Shivaprasad	Nov' 07	<input type="radio"/>
9.1	Present '1S-2S' improvements by atleast two departments in every TQM council.			<input type="radio"/>
9.2	Share the best practices like Budgetary control, Administration cost reduction, System improvement, Business English etc from next review onwards.	All secretaries	Aug '07 onwards	<input type="radio"/>
9.3	Present good case studies and best practices to President in another three months time over a high tea.			<input type="radio"/>

Team projects

- Release of Group directory
- Inplant Travel desk
- Implementation of Bi-cycle scheme
- Outsourcing of photocopier machines
- Improve business English by cluster exercises

Some benefits

Professional front

- Better adherence to schedules/meetings
- Timely response to internal/external customers
- Better control of expenses
- Improved accomplishment of actions agreed during meetings
- Better accomplishment by the whole department

Personal front

- Better satisfaction in the job due to improved accomplishment
- Improved self-confidence
- Application of the learning and improved personal effectiveness



SUCCESS is nothing more than a few simple DISCIPLINES practiced daily & FAILURE is nothing more than a few small ERRORS repeated daily.

Thank
You



Tips to be an effective Secretary

- Develop clear systems for maintaining information.
- Ensure everyone is aware of meetings, venues and times.
- Work with your Boss to prepare for meetings and create the agenda.
- Be flexible, reliable and well organised.
- Learn to prioritize workload.

Digital Filing System

Method



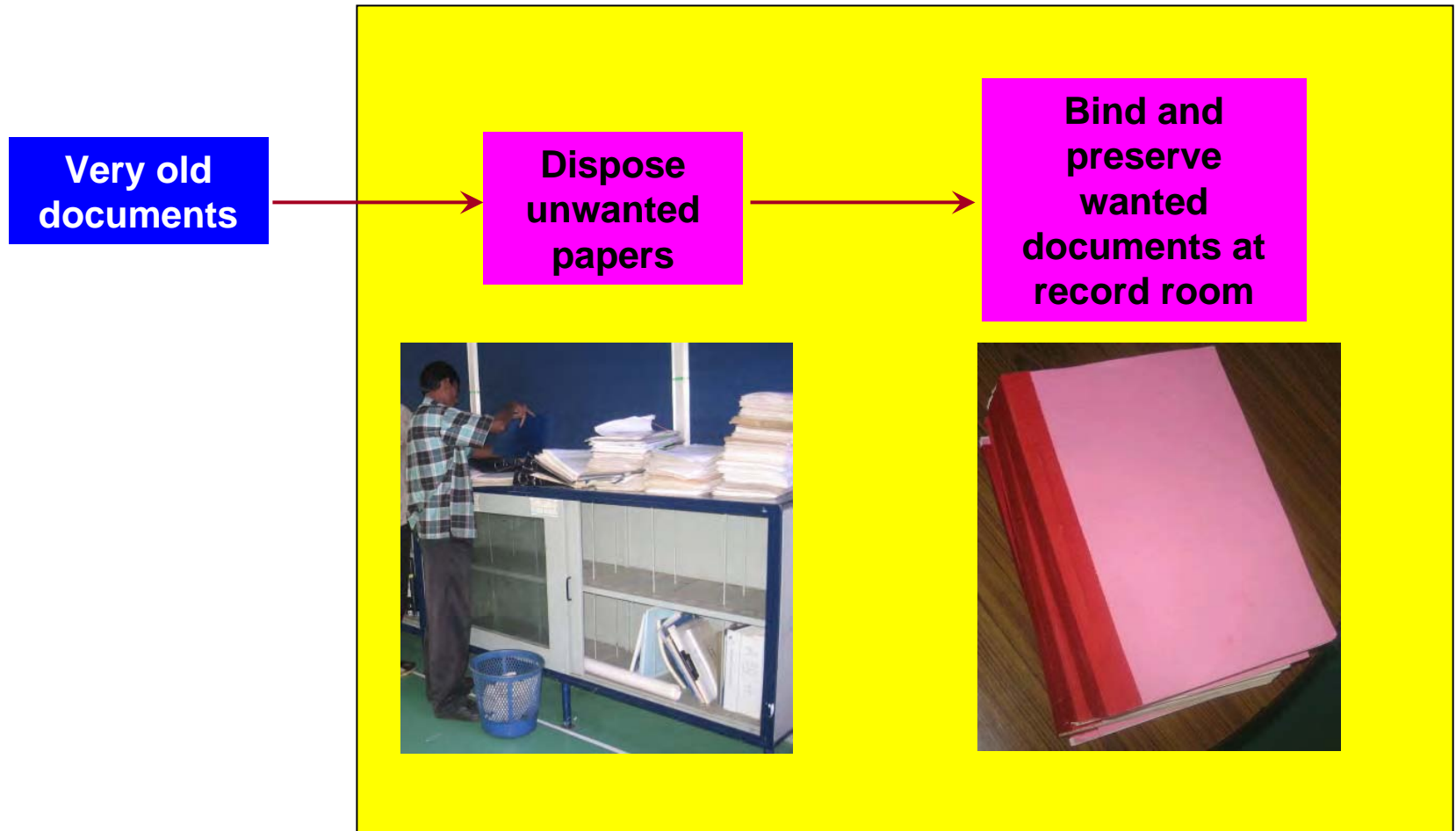
Effective Utilization of Files

Method



Convert to record books

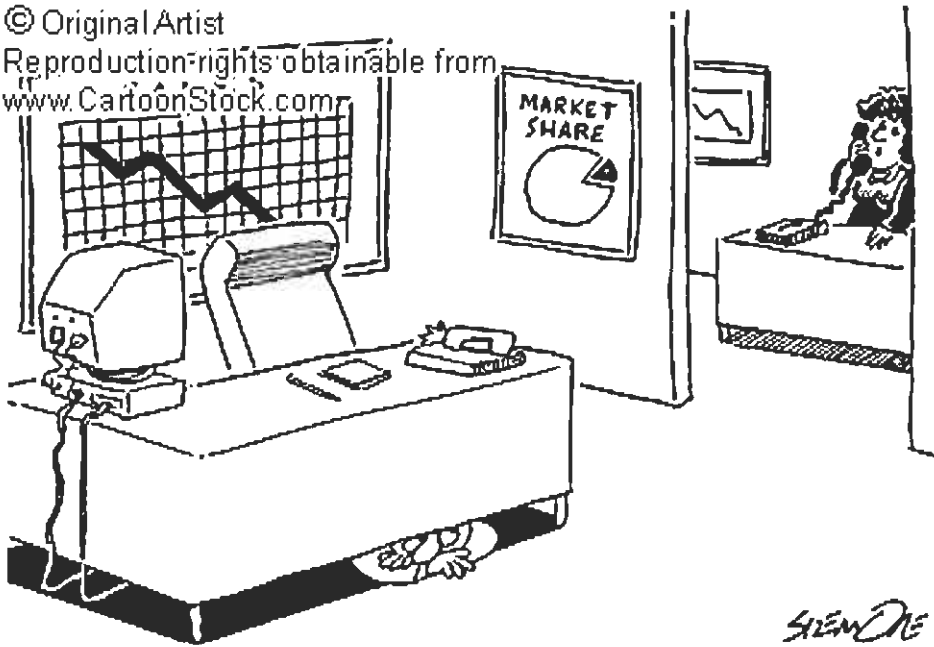
Method



Measures of success

- Accomplish task within a time frame
- Clear understanding of objective
- Performance of team
- Team satisfaction and morale

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SIEM DE

"Sorry, Mr. Bigmeister can't take your call. He's in denial."

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KING

"I believe a healthy employee is a productive employee. So from now when you get me coffee, I'd like you to run."



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"I can't reach the intercom, Miss Brookes!"

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"Was that 'blah, blah, blah'? Or 'blah, blah, blah, blah'?"

GODARDA
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"Miss Embley, do I take sugar?"



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"I thought we had an agreement - you'd keep off my spelling and I'd keep off your grammar."

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"I KNOW I SIGNED THIS MEMO, MISS HOLCOM...
WHAT I WANT TO KNOW IS WHO WROTE IT?"

Special competencies required

- Excellent communication skills
- PR and interpersonal skills
- Dealing with difficult people and difficult situations
- Capable of handling multi-tasking
- Follow cultures and values
- Organisational ability
- Assertiveness

Functional role

- Supporting the HOD on his functional area

(Examples)

- Senior managers HR activities
 - Recruitment
 - Performance appraisals
 - LDS & Succession planning
 - Database on SAP
- Internal (TVSM & Group) & External HR Council (CII LD&TM, Conference Board, SIAM etc)
- Office Automation
- Experts visit coordination

Skill-level description/mapping

Name :

Department :

Section :

SKILL-LEVEL DESCRIPTION	
1	Business Knowledge
SL1	Able to maintain data and analyse them
SL2	Able to understand business functions/competition
SL3	Able to adopt new approaches
SL4	Able to supplement business weaknesses and converting them as strength
2	English Language Proficiency
	Able to articulate/communicate and express clearly right first time
	Able to get jobs done by good language/influence
	Able to persuade and entertain people by language proficiency
	Able to develop benchmark processes and achieve breakthrough improvements by integrating various new processes and applying advanced engineering practices.
3	Computer Skills
	Able to operate MS Office package throughly
	Able to type fast and prin out/ send correspondence quickly
	Able to prepare presentations and good skill in usage of multimedia packages
4	Verbal Communication
	Able to move with people and speak well
	Able to listen patiently and give answers
	Able to respond courteously to any question
	Should be free from nervousness while communicating thoughts

5	Business correspondence/report writing
	Able to draft letters in modern English
	Able to adopt good style and format in various kinds of correspondence
	Able to bring out positive aspects, shot, clear and direct sentence
	Able to write cheerfully and friendly
6	Planning
	Able to forecast requirements of departments
	Able to maintain appointments, budgets viz manpower, stationery, money, management etc..
	Able to arrange foreign/ local business trips without confusion
7	Organizing Capability
	Able to develop checklist for tours, visitors and conferences
	Able to maintain department/ HODs cabin well with supportive documents on the table and through VCs
	First time response to incoming letters in 48 hours time and interim/final response
8	Filing /Documentation
	Able to develop and maintain international standard filing system
	Able to retrieve documents in two minutes of asking
	Able to maintain data/files through PC to save space
9	Time Management
	Able to keep record of movement of HOD
	Able to findout and analyse time wasters and keep record
	Able to limit unproductive work/casual conversation
	Able to remind persistently until the job gets completed

Effective Time Management

Effective Time Management

- Time is money
 - Yesterday is a cancelled cheque. Tomorrow is a promissory note - Today is ready cash, use it !
- Set goals and prioritise
- Analyse where and how time is spent
- Reduce time wasting activities
- Time saving techniques
 - Preparing checklist for different routine & important activities
 - Office automation
- Devise an agenda for change and effectiveness.
- Learning to say 'No'

Effective Time Management

- Pareto's Law

20% of the time at work is spent doing things which account for 80% of the results.

- Time & Business

Success depends on :

- * response time

- * lead time

- * up time

- * on time

(since time is an important performance parameter).

Effective Time Management

- Goal setting

S specific

M measurable

A attainable

R realistic

T time bound

Scheduling (Maintaining Boss Calendar)

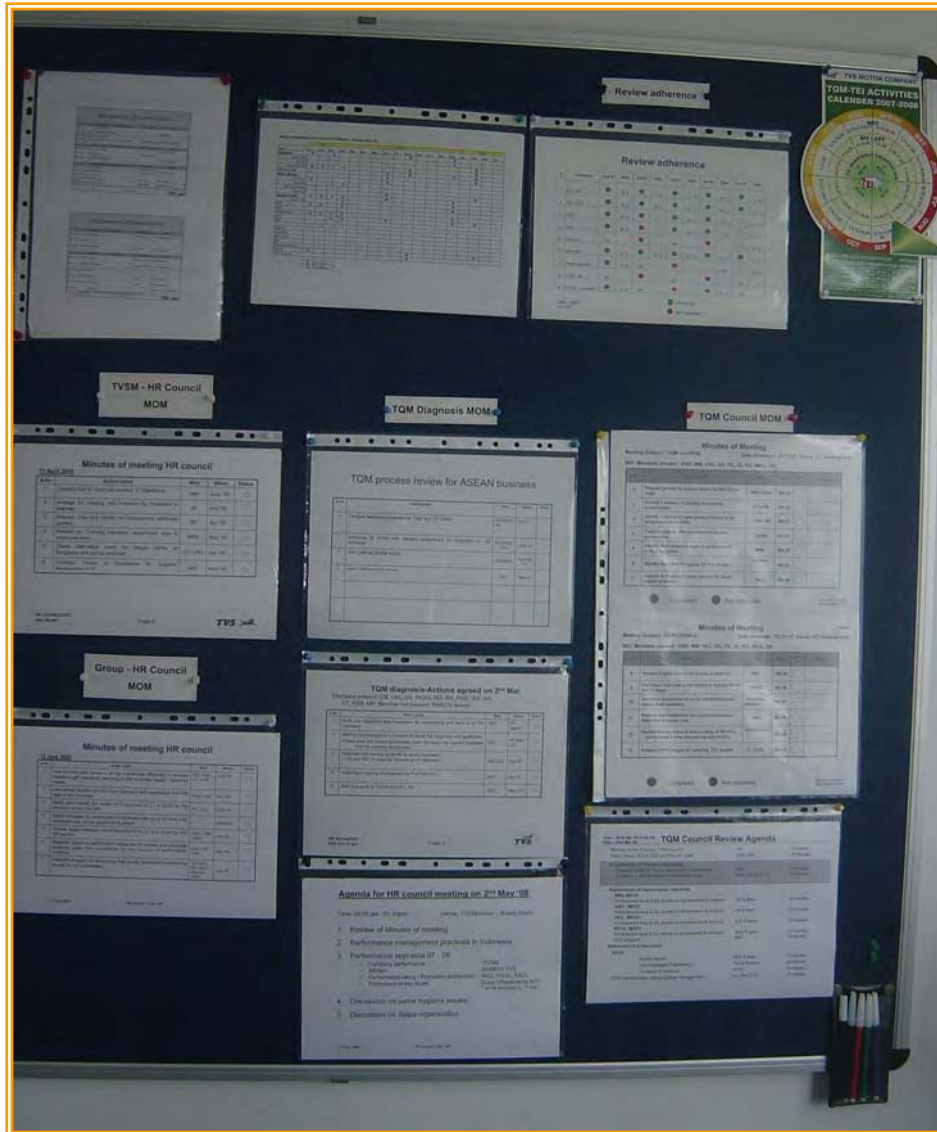
Meeting & Schedules

- Meeting notice is sent to all the participants well in advance.
- Time is blocked on all participants Lotus notes calendar.
- Meeting preparation and internal reviews before the meeting.
- Reminder alerts before the meeting.
- Purposeful meeting.
- Circulation of MOM for actions and agenda for next meeting.

Visit to Japan

- Compiled the total requirement of expert in different fields.
- Enquired through different established sources.
- Visit schedule finalised, communicated to the identified experts.
- Met the experts and the networks.
- Could identify few experts meeting our requirement.
- By proper planning and continuous follow ups, the entire assignment could be completed in a fruitful manner.

Display board at Boss cabin



- Display important charts, plans, policies, calendars
- Update frequently

Functions of Effective Secretaries

Office TPM

HRD & TQC

- 1s & 2s (Orderliness & Cleanliness)
- Department Budget review
- Admin cost
 - Travel (Air & Taxi)
 - Mobile usage
 - Printer & Copier usage
- Energy consumption
- Gatepass pending

Delivery Advice & Gate Pass System

HRD & TQC

Pending DA / GPs beyond due date

<i>Date</i>	<i>Type</i>	<i>Description</i>	<i>Requestor</i>	<i>Due date</i>
		NIL		

'1'S '2'S Improvement in TVSM-Personnel department

Effective Communication Skills

Effective Communication Skills

- Listening and Feedback
 - Listening : The ability to pick up the feelings and thoughts of another person.
 - Feedback : Response to a sender's message.
- Written
- Verbal
- E mail
- Use of Business English

Effective Communication Skills

- Business letter writing

Important 7 Cs

- Clear
- Concise
- Correct
- Courteous
- Conversational
- Convincing
- Complete

Effective Communication Skills

- Business letter writing

Check list

- Keep it short
- Keep it simple
- Keep it strong
- Keep it sincere

Stress Management & Enhancing quality of life

Approach to Stress

- Common stress-creating beliefs :
 - I must always be on time.
 - I must always say YES when Boss asked to do something.
 - I must get along with everybody.
 - I must be available to people when they are in need.
- All the 'musts' and 'shoulds' that govern our life.
- Success in dealing with stress must begin with self-knowledge. Gaining an understanding of self and how we relate to others.

Managing Stress

- Changing the causes of stress
- Developing the skills to cope
- A balanced life style
- Working on my mind
- Coping better with stress
 - Relaxation (Meditation, Music, Yoga, etc..)
 - Counselling
 - Gardening
 - Physical work-out

Leveraging IT

- Office Automation
- Usage of packages like SAP / ERP
- Create templates in MS word, Excel, Power point for uniform formats
- Create letter templates