

# GTU – Skills Council for Human Resource Management (GTU-SCHR)

## ONE DAY WORKSHOP ON “APPLICATION OF SIX SIGMA AND INDUSTRIAL RELATIONS IN HUMAN RESOURCE MANAGEMENT”

: Workshop Coordinator:

Ms. Vijayanti Tikyani, AP,

Dr. J. K. Patel Institute of Management



Welcome of Industry Experts and participants by students as well as faculty members, of Management Institutes of Parul Group.

HR skill council's workshop on 31<sup>st</sup> March 2012 was attended by Mr. Shantanu Chakravorty, Assistant Professor at Dr. J. K. Patel Institute of Management, Baroda. Ms. Kosha Nair,

Assistant Professor of Dr. J. K. Patel Institute of Management, Vadodara. Apart from them, . Wg CDR. V. K. Agrawal, Assistant Professor of Parul Institute Of Engineering & Technology, was present. From Dr. J. K. Patel Institute Of Management there were 33 students, from PIET there were 4 students while 3 students were present from Parul Institute Of Management so total 40 students of various institutes were present in the workshop. After introducing speaker with audience, Opening session of workshop was conducted by **Mr. KETAN PATEL, (Deputy General Manager) (Six sigma- master black belt) from Linde Engineering India (LEI)**, the first expert speaker. Mr. Ketan Patel focused on importance of "SIX SIGMA".



Mr. Ketan Patel, Deputy General Manager, Six Sigma Master Black Belt from Linde Engineering India.

The six sigma concept has been very old but its recognition has been made very recently, and thus students said that six sigma is mostly used into manufacturing division only, but he changed the perception of students and made them aware that it can be useful at every level of our life and also at every level of the organization and in each department. He shared his experience on how Motorola being the first company to adopt the six sigma concept, i.e. by Generic Electric, started and applied the concept of six sigma. After that every organization started to implement such concept into its own organization.

The following topics were discussed during the session:

- What is six sigma?

It is the “continuous improvements” or we can say near to the perfectionist.

- Advantage of using six sigma:
  1. reduction in variation
  2. reduce waste
  3. reduce defect & defect rates
  4. focus on customer need requirements
  5. root cause problem solving
  6. outcomes based process orientation

### **Comparison between “traditional & six sigma approach”**

ISSUES	TRADITIONAL	SIX-SIGMA FOCUS
Aim	Company	customer
Focus	Product	Process
Analysis	Based on experience	Data/statistics
Management	Costs	Quality
Training	Luxury	Necessity
Control	Central	Local
Chain of command	Hierarchical	Empower education & enable team
Organization	Beauraucratis	Learning
Goal	Operational focus	Stretched goal entitlement

- **Six Sigma Benefits**
  1. customer satisfaction
  2. one common culture
  3. bottom line savings

4. project and process excellence
5. people development

**He also shared about the SMART theory concept for the organizations to achieve their targets:**

- Specific
- Measurable
- Achievable
- Reliable
- Timely

**He also shared how Linde Engineering India focuses on the six sigma concept DMAIC: i.e.**

Define problem

Measure

Analyze

Improve

Control

He focused on specific roles that LEI need to perform into the organization for every project.

They were:

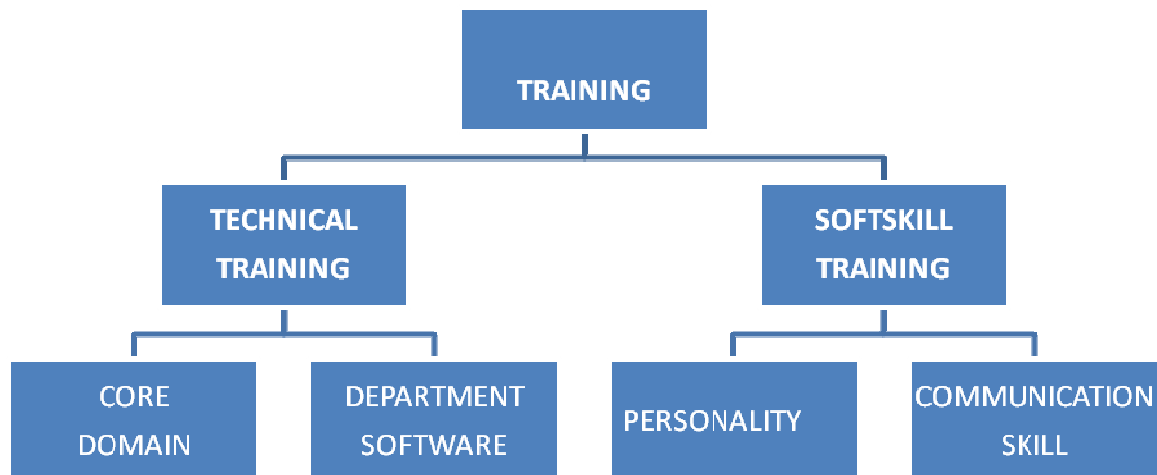
- Programme manager (generally MD)
- Champion
- Process owner
- Master black belt
- Black belt/green belt
- Team
- Controller

This was mainly about why the companies go for such concept and he also explained how it is implemented. Then discussion about the various belts that are given and used into the company was done with students. As such belts are given on the basis of the skills, role, communication, work etc. and also about the Ishikawa Fish Bone

The company also adopts the very basic and traditional model i.e. **KIRKPATRICK** model.

1. reaction
2. learning
3. behavior
4. result

He shared the chart of the LINDE Company according to the training need:



He had given various examples of the live case study of the HR project which they had implemented in to organization.

Post lunch session was of **Mr. Shriram Parekh. Head of HR & IR Department, Panasonic.** In his entire session he shared his experience about the compensation management and its structure into the organization.



**Mr. Shriram Parekh. Head of HR & IR department, Panasonic Batteries, Baroda**

The various Industrial Acts were discussed with live cases:

- Bonus act 1965
- Employee provident fund act 1952
- Payment of gratuity act 1972
- Employee scheme insurance act 1948

He shared his ideas about Trade union and benefits provided to employee in the organization.

He discussed about the application of various acts in the industry and its consequences. Students were made aware about New and latest amendments that took place in gratuity act 1965 and employee provident fund 1952

He could explain in simple way that who are eligible for payment of gratuity in organizations and how it is calculated. To whom it is paid and minimum amount of gratuity paid to each employee in what time durations.

He also discussed for the payment of bonus in the industry. How bonus is calculated and what are the minimum basic criteria's for payment of bonus to employees under Bonus act 1965.

He discussed about the importance of Provident fund act and Employee State Insurance Act in to industry. What is the percentage distribution amount paid by employee and employer under both the acts.

Concluding, both the sessions were very interactive, started with the basic conceptual theory and ended with deep knowledge for participants. At the end of workshop, vote of thanks was given to Experts and participants.