

**ATSS's**  
**MBA@IICMR**  
**Business Process Excellence 2018**  
Connecting the Dots ....

Ref.: IICMR/MBA/2018-19/BPE-2018/

Date: 1<sup>st</sup> October 2018

**NOTICE**

All the IICMR MBA 1<sup>st</sup> and 2<sup>nd</sup> Year students are requested to note the schedule of Business Process Excellence - 2018

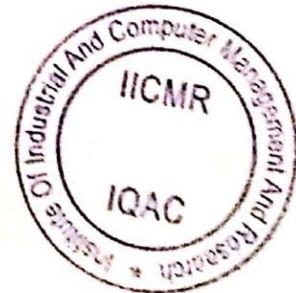
Date – 5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> October 2018  
Time – 9.30 am to 5.30 pm  
Venue – Auditorium  
Dress Code - Uniform



Dr. Abhay Kulkarni

Director

**DIRECTOR**  
Institute of Industrial & Computer  
Management & Research [I.I.C.M.R.]  
Nigdi, Pune - 411 044





**ATSS'S, PUNE-44,  
MBA @ IICMR Organizes, Business Process Excellence 2018**

**Connecting The Dots**

## **REPORT**

**On**

**MBA @ IICMR, BPE 2018**

Ref-IICMR/MBA/2018-19

**Date :** 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup> October, 2018

**Venue:** IICMR, Auditorium

**Time :** 10:00 a.m. to 4:00 p.m.

**Attended By:** Faculty members and Students of IICMR and other Institute

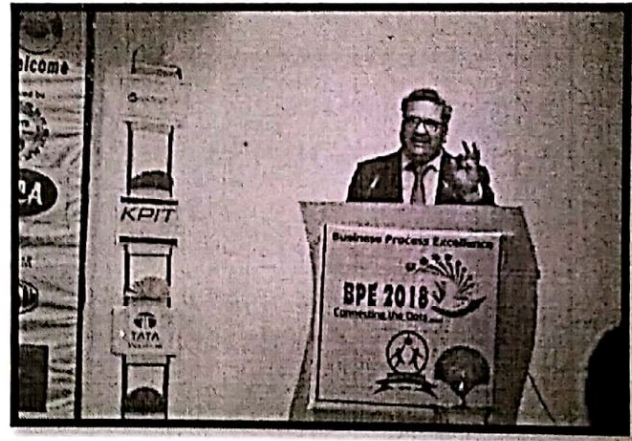
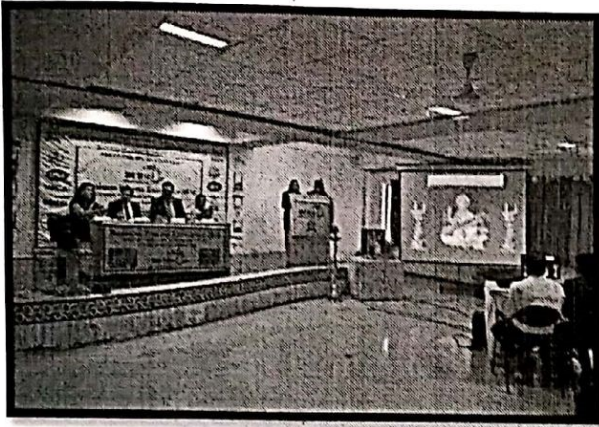
### **Introduction**

Commitment towards excellence as a core value is practiced at MBA @ IICMR through a series of activities. As a part of the tradition Business Process Excellence 2018 with a theme "Connecting The Dots" was held on 5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> October 2018. The program was held with a view to enlighten the students about how the various dots need to be connected in the Business Processes to march towards excellence.

### **Day 1**

The inaugural session was followed by the felicitation of chief guest by Dr. Abhay Kulkarni, Director IICMR. Later, Adv. Manisha Kulkarni, HOD MBA briefed about the journey BPE continuum. Dr. Abhay Kulkarni Director IICMR gave a detailed explanation on what, how and why Business Excellence is inevitable.



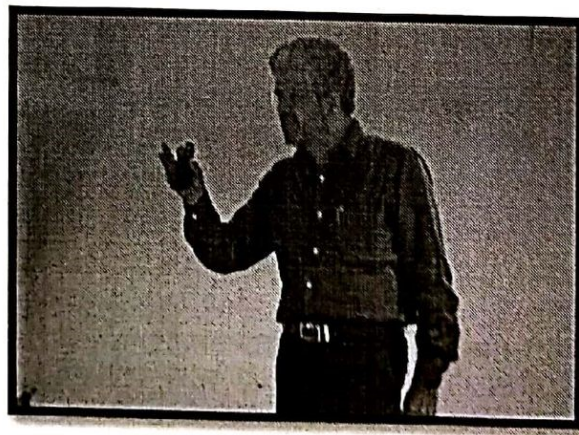


Swapnil Khanolkar MD-Asia Tredegar Corp was the chief guest for the inaugural session.

He expressed that to connect the dots, industry needs candidates with the habit of seeing interconnection between issues, information and trends which may seem to be unrelated on the surface. Sir discussed 5 commandments for success in any profession

- Continuous learning – as degree has an expiry date
- Take Risks , Think Big
- Strive for number 1 or 2 and lead
- Networking
- Ethics and Integrity

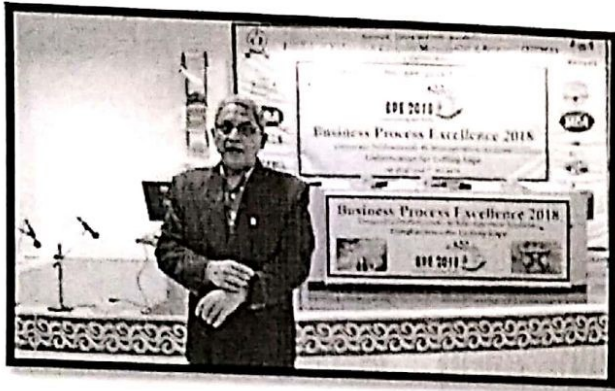
The session was concluded by Adv. Manisha Kulkarni followed by a lunch break.



The post lunch session was taken over by Mrs. Maushmi Divekar Ex - AVP, Max New York Life Insurance. She shared her views on changes due to disruption. Mr. Jeetendra Sharma, Ex GM - Kimberly Clerk and Mr. Devdatta Mandore, Founder Webclincher. They enabled the students to think through the digital marketing journey that would help the business houses to add value to customers. Mr. Dilip Tikle, Founder and Consultant discussed about the required technology for rejuvenated business processes.



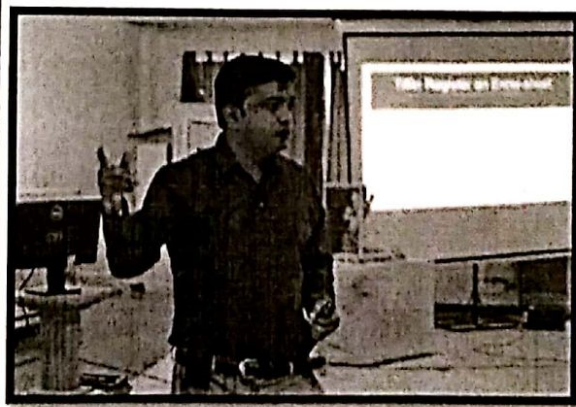
## Day 2



Mr. Vighnahari Deo SKF Group IT Incident Management Process Champion, started his discussion with a statement, "Customers expectations are the same from a service whether you deliver a pizza, repair a car or deliver a project". Sir explained how responsibilities are required to be dealt with in service sector by giving the example of the latest responsibility given to him by SKF where, communication and collaboration were leading words in the project. He discussed that, to ensure successful implementation of any project on time, the following steps can be used as a guideline.

- Know your customers
- Tailoring customers' expectations
- Identify what can be changed in given time and things that cannot be changed.(Don't promise anything that cannot be achieved.)
- Plan for delivery with 4 W & 1H. Why, Who, Where, When, How
- Review the progress, prepare a customer user friendly communication plan.
- Timely Appreciation on achieving small targets.

Ms. Nora Bhatia Mahindra Accelo Chief - HR & Corporate Admin, HR Role in Reskilling the Human Resource. She discussed that when four to five generations are working together in any organization to meet its goals, the role of an HR Executive is extremely challengeable. She expressed that today's generation is overwhelmed, distracted and impatient. And its only with the right attitude that one can always continue to learn, irrespective of the diversities.



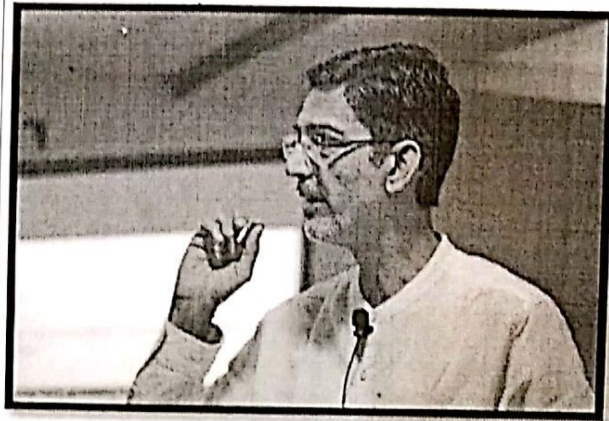
CMA. Sunil Joshi, CMA Finance Forum and CFP Sudhakar Kulkarni Managing Partner, Astute Securities spoke on the connectivity in Cost Cutting , Cost control, Financial Stability and Business Excellence. They said that, global competition has reduced down profit margins drastically. Hence, operations should be rationalized in such a way that with the same set of



resources profitability can be maintained. Businesses should try to convert the cost centers into profit centers.

The day was concluded with the valuable inputs of Mr. Ankush Bhandari Head (India) IMS Proschool-CPS, on process development.

### Day 3



The day started with the felicitation of Mr. Jay Dholakia, PMP Professional, Sr. Practice Director – KPIT. He discussed that the characteristics of any business process include definite boundaries, inputs & outputs, list of activities, time limits specified etc. Further he stated that any business process has three categories:

- Operational Processes – Taking customer orders & managing bank accounts
- Supporting Processes – Accounting & HR Management
- Management Processes – Strategic Planning & Budgeting.

Of all the three, Operational Processes are critical as they bring revenue. They deliver value to customer by helping to produce a product or service. Process Excellence should seek to ensure standardization & coordination of expectations across different processes.

This was followed by a panel discussion between Dr. Jayant Abhyankar, Founder Sharangdhar Pharma and Mr. Parag Gore, Founder Business Mantra on Emerging business Process Outsourcing as an opportunity for entrepreneurs.

Later on there was another panel discussion amongst, Mr. Parag Auty, Head – Business Excellence CVBU, Tata Motors Ltd , Mr. Sudhanshu Panse , Samanway Management Consultants and Dr. Sudhir Hasamnis, Adjunct Faculty for MBA on how to collaborate and integrate business functions.

The two panel discussions were followed by the valedictory function. The guest for the valedictory function was Mr. Sarfaraz Maner GM – HR , TATA Motors Ltd, Pune wherein he gave valuable views Human Resource most powerful resource to connect the dots i.e. to enable and drive process excellence and projects The programme concluded with the distribution of the certificates by the hands of the Chief guest and Vote of thanks by Adv. Manisha Kulkarni coordinator of BPE 2018.

## Outcome

- Developing confidence amongst the students for open discussion with industry professionals.
- Awareness about the expectations of corporates from management professionals.
- Recognition of the skills the students need to develop to adapt to the changing scenarios in employment market.
- Connecting the dots between campus to corporates.....

*B.D. Deshpande*

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