

2 Day (IMS Workshop) Integrated Management System

Integrated Management System (IMS) Workshop – Brief Overview

Global Surveys indicate that the Employee Costs of the Knowledge based Corporations are around 40% of the entire corporate expense! That said, to drive Organization's Performance by an Integrated Management System progressing towards Enterprise Excellence, one would agree that it becomes inevitable to measure the RoI (Return on Investment) and RoKI (Return on Knowledge Invested) WRT Human and Intellectual Capital.

An Integrated Management System (IMS) is a management methodology and framework that integrates all the Organization's Systems and Processes onto a comprehensive model. This IMS Model enables the organization to work as a focused single unit with unified objectives across locations, departments and teams. IMS aligns every function progressively working towards a single goal to improve the performance of the entire organization.

Instead of building "SILOS" and / or "Isolated Islands", IMS thrives to form a genuinely co-ordinated system. IMS promotes a holistic system to prove the organization is greater than the sum of its parts.

IMS enables organizations to achieve more than ever before... An IMS System provides a clear, holistic picture of all aspects of the organization, how they affect each other, and their associated risks. There is less duplication, and it becomes easier to adopt new systems in future!

Thus, IMS allows a management team to create one structure that can help to effectively and efficiently deliver an organization's objectives. This can seamlessly range from managing employees' needs, to monitoring competitors' activities, from encouraging best practice to minimizing risks and maximizing resources.

BSC (Balanced Scorecard) is an IMS to manage Performance that can be effectively used in any size organization to align vision and mission with customer requirements and day-to-day work, manage and evaluate business strategy, monitor operation efficiency improvements, build organizational capacity, and communicate progress to all employees. BSC allows us to measure financial and customer results, operations, and organizational capacity.

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Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

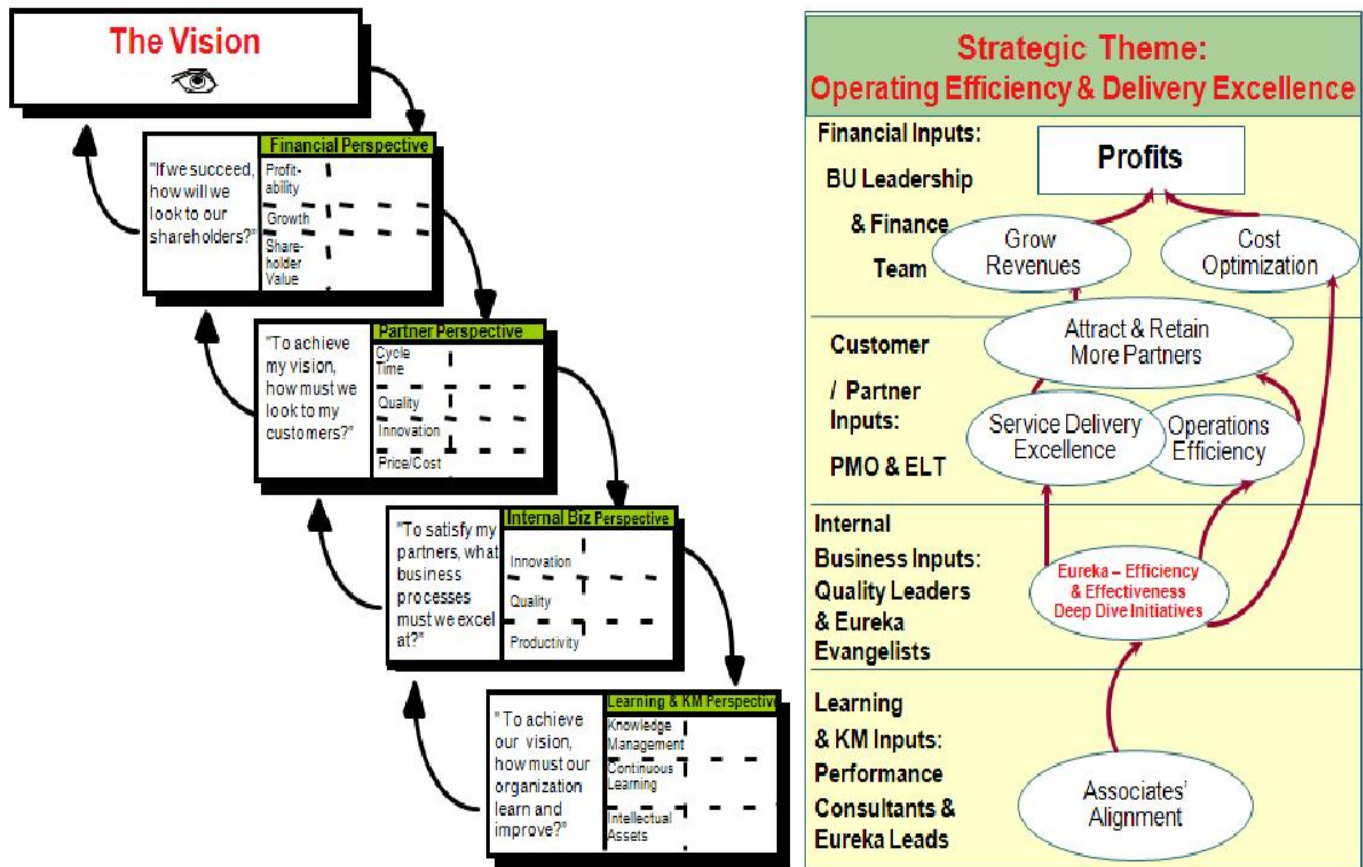
Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

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IMS Workshop – Course Objective

This 2 Days Workshop provides participants with the competence and confidence to follow a right frame work during work with an Integrated Management System that leads them to Productivity, Efficiency and Effectiveness. The Workshop Participants will get exposed to a BSC (Balanced Scorecard) approach of IMS help their departments to define EUREKA! (Organizational Strategic Initiatives to Innovate & Transform) and achieve their objectives with much more enhanced efficiency and effectiveness promoting productivity by continuous improvement.



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From a Performance Management perspective, the BSC provides the baseline for performance measurement, and according to industry research, many companies who adopt the BSC are satisfied with the method and plan to continue its use.

You name it, Enterprise / Business / Corporate Performance Management; no one can deny that the ability to use BSC to measure performance from financial, customer, operational, and innovation perspectives becomes very invaluable!

Hence, the objective of this workshop is to develop and improve the managerial techniques and practice the IMS and BSC Framework to exhibit leadership skills to ensure right decisions leading to effectively frame strategies into executable action.

This workshop nurtures development of the holistic IMS Framework for Managerial and Organizational Excellence!

Who should attend?

- General Management Team (Departmental / Functional / Technical / Project Managers)
- Human Resources, Quality, Learning (Education & Training) Management Team
- PMO (Project Management Office) Personnel & Corporate Program Management Team

Integrated Management System – IMS Program Outline:

1. IMS – Integrated Management System Framework:

- Step 1 Conducting an Organizational Assessment
- Step 2 Defining Strategic Themes
- Step 3 Choosing Perspectives and Developing Objectives
- Step 4 Developing a Strategic Map of the Organization
- Step 5 Defining Performance Measures
- Step 6 Developing Initiatives
- Step 7 Computerizing and Communicating Performance Information
- Step 8 Cascading the Scorecard throughout the Organization
- Step 9 Using Scorecard Information to Evaluate and Improve Performance

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2. **TEAM EFFECTIVENESS:** Enabling Employee Subscription/Buy-In to Organization Objectives - Enrolling into Organization's Vision – Mission – Values – Effective TEAMing (Together Everyone Achieves More): Forming – Storming – Norming – Performing – Conflict Management - Dealing Under Achievers Vs Over Achievers – Coaching – Mentoring – Creating Competitive Advantage
3. **LEADING BY EXAMPLE:** Ethical 'Walk the Talk' Approach - Building Trust - Motivation - Inter-Personal Relationships – Team Eating & Team Outings! – Effective Communication - Taking Ownership – Effective Delegation – Effective Listening – Effective Meetings
4. **TEAM PERFORMANCE MANAGEMENT:** Management By Objectives – Periodic 1:1's - Course Correction – Feedback by Design – Effective Adversity & Crisis Management - Healthy Competition (Recipe for Disaster: Silo Team Thinking – Doing Different Things against Things Different – Poor Leadership – Ineffective Communication Channels – Working To Gather against Working Together)
5. **PEOPLE – PROCESS – PURPOSE MANAGEMENT:** Learning & Growth – Internal Biz Processes & Continuous Improvement – Customers & Partners Perspective For Innovation & Transformational Product / Service Offerings – Vote Vs Veto! – Managing Expectations – Effective Performance Management – Enable Organizational Financial Perspective To Grow Revenues & Profits
6. **EXECUTING TO STRATEGY BY FOCUSING ON STRENGTHS & LEADERSHIP:** Striving –Thinking – Relating Talents & Building Competency Excellence: Community of Interest – Community of Practice – Competency / Knowledge / Excellence Centres (CoE)

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