

OPERATION GOLDEN DUCK FOR  
MANUFACTURING UNITS

OPERATION ALCHEMIST FOR  
EDUCATIONAL INSTITUTIONS

"Stand up for what is right even if you are standing alone"

-Mahatma Gandhi

Perception Business Consulting Solution is a professionally run business consulting firm & pioneers in CHANGE MANAGEMENT, PERFORMANCE IMPROVEMENT & TALENT DEVELOPMENT through various consulting engagement programs helping clients to establish their process & product management practices, raising their operating performance leading to business excellence and defining clear HR structure & practices leading to improved employee satisfaction & overall development of human resource. Our quasi-executive approach to deal with client issues has brought us very close to the client leading to long & sustained relationships for more than four consecutive years in a row.

### FOUR VERTICALS

Our competence of developing management systems, handling business inefficiencies through specialized performance tools, handling HR issues including training, management of brand towards increased market positioning leading to a four business verticals.

### PRACTICE

Our first vertical is primarily focused on developing good management practices under almost 12 international process & product specific standards covering QMS to ISO 9001: 2000, EMS to ISO 14001: 2004, OHSMS to OHSAS 18001: 1999, IMS as an integration of three (SHEQ), ISO/TS 16949: 2002 for automotive industry, ISO 22000: 2005, DRC for Food Safety, ISO 27001 for IT Security, NABL (National Accreditation Body of laboratories) to ISO 17025: 2005 & ISO 15189: 2005, NABH (National Accreditation Board for Hospitals), NAAC (National Assessment & Accreditation Council), PED (97/23/EC), API, CE MARK, WRAP, BUYER CoC to name few.

### PERFORMANCE

Our second vertical covers customized consulting solutions depending on the type & size of the client company covering management tools such as LEAN MANAGEMENT, TPM, SIX SIGMA, SMED, 5S, TOC, KAIZEN, MALCOLM BALDRIDGE QUALITY CRITERIA FOR HEALTH CARE & EDUCATION, BALANCE SCORE CARD, POKA YOKE, 8D- PROBLEM SOLVING METHODS FOR CAPA ET AL to handle business processes more effectively & efficiently. We pioneer in developing customized versions of all such techniques ensuring effective implementation not merely show-casing these tools for the heck. We also handle consulting assignment for specific sectoral need leading to effective LSCM (Logistics & Supply Chain Management) practices, SDP (Supplier Development Programs), HIRA (Hazard Identification & Risk Assessment), IER (Initial Environment Review and similar methods towards business excellence.

### PEOPLE

Our third vertical is focused on HR consulting covering HR restructuring, competence mapping, and compensation & benefit program design. We also handle strategic recruitment facilitation for our business partners with a scientific approach through database gathered from trusted sources. We also handle specific management surveys leading to identification of customer satisfaction index, human behavioral studies, psychometric testing of human talent, competitiveness & benchmarking.



### ENGAGEMENT DELIVERABLES

- Time Definite Engagement
- Supplemental Knowledge Inputs from Service Portfolio
- World Class System Design not Merely Conformance to any Standard

### OUR BUSINESS ATTRIBUTES

- Knowledge Sharing
- Value Creation
- Engagement Sustenance
- Engagement Resilience
- Consulting Reliability

### CLIENTELE SEGMENTS

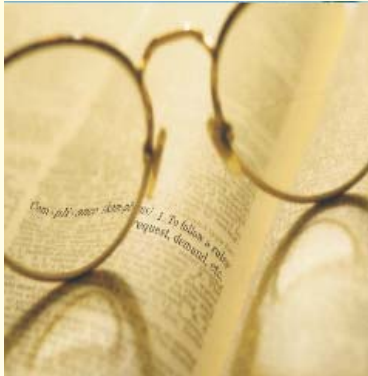
- General Engineering Manufacturing
- Automobile Manufacturing
- Agriculture & Agro-chemical Manufacturing
- Pharmaceutical Manufacturing
- Health Care & Diagnostic Laboratories
- Hospitality
- Food Processing
- Real Estate & Construction
- Entertainment & Publication
- Logistics & Supply Management
- Education & Management Institutes
- Web Management & IT Solutions
- Apparel & Garments
- Public Sector Organizations
- Government Organizations
- Non-government Organizations

# P E R I S C O P E

## PERQUISITE

Brand management as our fourth vertical supports a business entity to penetrate into the chosen market segment & lives with a great sense of being. This includes website management, brand vehicles such as corporate brochure design, logo design, web marketing & corporate displays et al.

## PRACTICE



### THE ISO STANDARDIZATION PROCESS

ISO is a voluntary organization whose members are recognized standard authorities, each one representing one country. The bulk of the work of ISO is done by the 2700 technical committees, subcommittees and working groups. Each committee and subcommittee is headed by a Secretariat from one of the member organizations. The American National Standards Institute (ANSI) is the United States representative to ISO. The ANSI ASC Z-1/ASQ Standards Group coordinates the United States representation in the ISO Technical Committees 176 and 207 which are concerned with

the ISO 9000 and ISO 14000 standards respectively.

Each member body who has an interest in the work of a committee is entitled to be a member of that committee. Standards are reached by consensus with each member organization representing the interests of the vendors, manufacturers, consumers, professionals, and government of its country.

Each standard goes through a six stage process before being published as an ISO standard. The first stage is the proposal stage in which a need for a standard is determined and members are identified who are willing to work on it. The standard then enters the preparatory stage where a working draft of the standard is developed. When the working draft is completed, it enters the committee stage and is sent out for comments until a consensus is reached. The output of this stage is the Draft International Standard (DIS). The DIS then enters the enquiry stage where it is circulated among all member bodies and then voted upon. If a DIS does not receive 75% of the vote, it returns to lower stages and work on it continues. If it passes the enquiry stage, it becomes a Final Draft International Standard and enters the approval stage. During this stage it will again circulate through all member bodies for a final vote and again it must pass this stage with 75% of the vote. If the standard passes this stage, it enters the publication stage and is sent to the ISO Central Secretariat for publication.

Because certain technologies are changing so rapidly, ISO has instituted a Fast Track procedure that allows a standard which has been proven in the market to enter the approval process at the enquiry stage.

# PERISCOPE

## PEOPLE



### OPEN BOOK MANAGEMENT STYLE

**Description:** Sharing information such as contract and financial information with employees so that they understand the decisions that are made and the ramifications of those decisions. Through this process, employees also learn about the business, which is more than just the creative endeavour. It involves making strategic decisions to bid or pass on contracts that are aligned with business and strategic business models.

**Pros:** People understand where the money comes from and goes to; they understand what happens at bonus time and why it does or does not get paid out. People become better informed about the business and feel more inclusive and entrepreneurial about

their contribution and impact. Employees move their focus from just their job to looking at the company as a whole.

**Cons:** Without constant education employees misunderstand and misinterpret what the numbers mean. For instance, employees may not understand why there may be money in the bank yet the company will not pay out a bonus. The work involved is tremendous and ongoing. Teams become resentful of other teams who are working on more lucrative projects.

**Alternatives:** Keep the information only for management level employees or others who have P & L responsibilities and let the people responsible for making games, make games.

## PERFORMANCE



### TYPES OF MAINTENANCE:

#### 1. Breakdown Maintenance:

It means that people wait until equipment fails and repair it. Such a thing could be used when the equipment failure does not significantly affect the operation or production or generate any significant loss other than repair cost.

#### 2. Preventive Maintenance:

It is a daily maintenance (cleaning, inspection, oiling and re-tightening), design to retain the healthy condition of equipment and prevent failure through the prevention of deterioration, periodic inspection or equipment condition diagnosis, to measure deterioration. It is further divided into periodic maintenance and predictive maintenance. Just like human life is extended by preventive medicine, the equipment service life can be prolonged by doing preventive maintenance.

#### 2a. Periodic Maintenance (time Based Maintenance - TBM) :

Time based maintenance consists of periodically inspecting, servicing and cleaning equipment and replacing parts to prevent sudden failure and process problems.

#### 2b. Predictive Maintenance:

This is a method in which the service life of important parts are predicted based on inspection or diagnosis, in order to use the parts to the limit of their service life. Compared to periodic maintenance, predictive maintenance is condition based maintenance. It manages trend values, by measuring and analyzing data about deterioration and employs a surveillance system, designed to monitor conditions through an on-line system.

# P E R I S C O P E

### 3. Corrective Maintenance:

It improves equipment and its components so that preventive maintenance can be carried out reliably. Equipment with design weakness must be redesigned to improve reliability or improving maintainability

### 4. Maintenance Prevention

It points out the design of new equipment. Weakness of current machines are sufficiently studied (on site information leading to failure prevention, easier maintenance and prevents of defects, safety and ease of manufacturing ) and are incorporated before commissioning a new equipment.

## PERQUISITE



### Why you need Management Consultants?

**Management Consulting-** If we are to believe Wikipedia, Management consulting (which comprises strategy consulting and operations consulting) refers to both the practice of helping companies to improve performance through analysis of existing business problems and development of future plans, as well as to the industry composed of firms that specialize in this sort of consulting. If you find the above statement a little on the confusing side, putting it in layman terms - its just a practice of telling a company owner how to manage his firm (On a side note, if you walk into the CEO's room and start giving him instructions on what he should do with his firm, don't be surprised at the consequences!). To put it more specifically, the firm just hands over the process of the management to experts in the field, rather than trying to do it by itself.

It is similar to the handling over of contracts for construction etc. by the government through tenders to private firms.

Why would any firm want to do such a thing? There may be many reasons. For one, hiring experts in the field of management, who have to be graduates of top management schools in the country, is becoming costlier by the day. Going for management consultants instead of recruiting managers is like going to a hotel rather than cooking at home.

The unnecessary processes like washing the dishes, frying pan and spoons, preparing the vegetables and the hectic process of cooking are all avoided when you take food outside. The pros and cons when you go for management consulting are the same as taking food outside too - how good the food is or the quality of the food depends on the hotel. Similarly, there are good consultancies, and there are bad consultancies. There are consultancies for specific purposes other than which, they may fail miserably when applied to other fields. How successful the advice of management consultancies is to a firm varies not only with firm to firm or consultancy to consultancy, but even with time to time. If you ask what a management consultancy can do for a person on the road, the answer might be nothing at all (except maybe provide him shelter if it starts raining!) but when the level of approach changes from an individual to an individual who has the desire, means and capability of performing a task which might earn him some benefit in return, the role of management consultancies will be to make sure that the benefit is maximum (and some make sure that the maximum part of that maximum benefit reaches them!) The reverse is true too - if the firm is reluctant on making prompt payments to the consultancy in time, this is what they might hear from the consultancy when it asks about what the consultancy has done - "Ask not what the consultancy has done for you, but what you have done for the consultancy" To conclude, if you want to go for management consulting for any process, feel free to go ahead, provided you follow this checklist:

1. Appropriate consultancy for the business activity in question
2. Affordability of the fees demanded
3. Feasibility and applicability of ideas and suggestions

They say that management is an art as well as a science. It is the Leonardo Da Vincis, who are both scientists and artists, therefore the firms that hand over important process of management to consultants are not satisfied anything short of 'Mona Lisa'.