



improvement through sustenance

Daily Work Management

Daily Work Management is the data-based communication & work system that provides the ability to manage Daily Work in departments, functions and processes wherein processes are defined, controlled and improved by the process owners.

Contents

- An ideal employee
 - Change focus from reactive to proactive
 - This is not my work (proactive behaviour)
 - Prioritising
 - Focus on purposeful action
- Where am I today?
- Organising my work
 - Resource/ information planning
 - Organising resources
 - Completing work timely
 - Giving feedback
- Roles, responsibilities, accountability (RRA)
- Managing daily operations
 - Managing points (MPs)
 - Checking points (CPs)
- Internal customer orientation
 - Respect for others
- QIDW (quality in daily work)
 - Attention to detail
 - Smooth performance
 - Avoiding the little problems in routine/ daily work
 - Right thing right the first time
- What will change (In me, In my work, In my results)

Take Away

On attending the training, the participants will have a fresh perspective to their work & desired results. They will be inspired to implement the learning in their routine work.

Objectives

Understand DWM in the context of my work

Understand the gaps in what is & what should be

Develop a practical approach to implement it

Who should attend?

Operating level, Middle level, Senior level

What is the duration?

1 day, 2 days, 3 days, 3 ½ days

[choose duration](#)

Interaction language

Hindi, English, Hindi/ English

Methodology

Multimedia Presentation

Concept explanation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Q & A