

राष्ट्रीय उत्पादकता परिषद्

(वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार के अन्तर्गत)
उत्पादकता भवन 5-6, इन्स्टीट्यूशनल एरिया,
लोदी रोड, नई दिल्ली-110 003



NATIONAL PRODUCTIVITY COUNCIL

NATIONAL PRODUCTIVITY COUNCIL

(Under Ministry of Commerce & Industry, Govt. of India)

Utpadakta Bhavan, 5-6, Institutional Area,
Lodi Road, New Delhi - 110 003

No. 31524/22

Dt.07-09-2022

Sub: 22-CL-13-GE-WSP-A: Workshop on Service Quality and Productivity Gainsharing from 28-30 November 2022, On-line/ Digital Multicountry (DMC). (Visit www.npcindia.gov.in/NPC/User/InternationalServices for detailed Project Notification)

Dear Sir,

We invite your kind attention to NPC www.npcindia.gov.in/NPC/User/InternationalServices with regard to above Asian Productivity Organization (APO) project. The project notification and the APO bio data form are available on the above mentioned page and the same are also attached herewith. The duly filled in **single copy** of Performa enclosed (in excel form only) of the suitable officers for participation as per the para (**Qualifications for Participants**) of the project notification may kindly be forwarded to reach us latest by **5th November 2022**. In this regard, the following points may be noted.

- **Fees and Charges** An Application fees (NON-REFUNDABLE) of **Rs. 500** for MSME Sector, Trade Unions and NGO's and **Rs. 1000/-** for others is payable along with the nomination form, for each participant.

The requisite amount can be paid through a demand draft/cheque/ECS drawn in favour of National Productivity Council, New Delhi. In the regard, the bank account of NPC details is attached herewith. Kindly e-mail the details of the ECS/RTGS/NEFT payment made, **mentioning the name of applicant in remarks** to mayank.verma@npcindia.gov.in, isg@npcindia.gov.in, rk.rawat@npcindia.gov.in Please note in the absence of application fee, the nomination will not be considered.

- **Nomination Procedure** all nominations should be routed through proper channel and as per the attached APO bio data form. The nominations received after the last date will not be considered. It is the responsibility of the candidates to complete all the official formalities required by their organizations/department for participating in the program. It is requested to send nominations by e-mail to mayank.verma@npcindia.gov.in, isg@npcindia.gov.in, rk.rawat@npcindia.gov.in (application in prescribed excel format) and one hard copy by post along with the covering letter of the competent authority on company's letter head. All information pertaining to nominations will be treated as confidential and classified. The nominated officers may be invited as a faculty in programs on the relevant subjects organized by NPC.

We look forward to receiving of nominations from your esteemed organization.

Thanking you,

Yours faithfully,

(K.D. Bhardwaj)
Director & Head (Int'l Serv.)
for Director General
e-mail: isg@npcindia.gov.in



PROJECT NOTIFICATION

Ref. No.: 22-CL-13-GE-WSP-A-PN2200088-001

Date of Issue	07 September 2022
Project Code	22-CL-13-GE-WSP-A
Title	Workshop on Service Quality and Productivity Gainsharing
Timing and Duration	28–30 November 2022 (three days)
Hosting Country(ies)	APO Secretariat
Modality	Digital Multicountry
Implementing Organization(s)	APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	Not Applicable
Qualifications of Participants	Government officials in charge of productivity promotion policy, private-sector productivity practitioners, and consultants from industrial associations and National Productivity Organizations responsible for developing service quality enhancement plans or providing productivity consultancy and training
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	14 November 2022

1. Objectives

- a. Introduce the concept of productivity gainsharing and frameworks for enhancing service quality.
- b. Promote productivity gainsharing to enhance organizational service productivity and quality.
- c. Discuss case studies and best practices of productivity gainsharing for both public and private services.

2. Background

Productivity gainsharing is one powerful way to encourage more productive and more efficient work of employees, while enhancing service quality. It is a win-win approach to organizational productivity, particularly for service providers.

Gainsharing is regarded as an effective management system that enables higher levels of productivity and quality through the participation of workers. Productivity gainsharing plans compare the changes in productivity performance during a given period against a baseline level. When the productivity level exceeds the baseline, a percentage of profits is shared proportionately with employees who contributed to improvements. Gainsharing therefore motivates staff performance and enhances organizational service quality across sectors.

Gainsharing also promotes teamwork as managers communicate goals and involve staff in planning processes and implementing activities. Human capital potential is maximized, and high achievers are retained. Designing a gainsharing incentive system is essential for organizations aiming to achieve new business goals, service innovation, and quality improvement.

This workshop will explain the gainsharing concept and frameworks to enhance service quality for customers and provide rewards to employees for improved productivity. It will examine case studies of productivity gainsharing applications in organizations to enhance the quality of their service.

3. Scope, Methodology, and Certificate of Attendance

The duration of each day's sessions will be around three hours comprising presentations by resource persons, group discussions, and other relevant learning methods. The indicative topics of the presentations are:

Day 1:

- Overview of productivity gainsharing concepts for service quality enhancement
- Frameworks for productivity gainsharing at organizational level

Day 2:

- Advantages and disadvantages of the gainsharing approach for service quality and productivity
- Case studies on compensation and benefit systems with successful gainsharing initiatives

Day 3:

- Applications of productivity gainsharing approaches to enhance public-sector service satisfaction
- Group discussion

The detailed program and list of resource persons will be provided one week prior to the sessions.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

4. Financial Arrangements

The APO will meet the assignment costs for overseas and local resource persons, and for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

Please refer to the implementation procedures for APO digital multicountry projects circulated with this document.

A handwritten signature in dark ink, appearing to read 'Dr. AKP Mochtan', with a long, sweeping horizontal line extending to the right.

Dr. AKP Mochtan
Secretary-General