



# Hamara INCHES



## Newsletter # 4

### Operational Excellence is not only about Functional Domain ... !!

By C S Anand

Board Member and Vice Chairman



Individually and Collectively, we need to work towards making “Excellence” as a Way of our life, in our organisation. And for this to happen, the most important requirement is that we sustain, the “best version of ourselves” at all times, at work ...!! Remember, excellence is always linked to being the best and is accomplished through persistent efforts. There is nothing like being “lucky” , when it comes down to Quality ...!! Excellence is not about accomplishing a flawless outcome once but being able to achieve it, repeatedly.

The Myth – Deep and Flawless Understanding of Functional Domain is the only Critical Factor for Driving Operational Excellence ...!!

Probably at times, this (Functional Strength / Capabilities ) is more of ego at work rather than focusing on the process for outcomes !! . There is large mass of people who believe that knowing the subject very well will ensure that quality is delivered consistently. However, there is a deep problem with the above concept even if anyone is operating in the model of an “Individual Contributor”. While functional domain strength might be appropriate for one task or a group of tasks (an Activity), it generally fails to address the large concept of an “Inclusive Thinking or Approach “ in Operations. There are other elements which contribute in making the Eco System ( Culture ) robust.

### NEWSLETTER HIGHLIGHTS

Operational Excellence

I am your Life Insurance Policy !

Doing what you LOVE !

Poem/Art Corner

Recipe of the month

Foundation Day at InCHES

**Operational Excellence goes beyond just the knowledge of the subject (functional domain). It focuses on the aggregation of all the “Elements of the Organisation (Eco System)” through which all the tasks pass through before resulting in, outcomes or results for the Customers. Organisation Eco System is certainly made up of all the employees however for Operations Excellence; all the employees, their aggregate outcomes, and the key elements of the Eco System, needs to be in good harmony. Powering Organisation Eco System, what are the Key Elements that drive It? ...**

**“Organisation Eco System”, is powered by, Learning Management, Human Resource Availability, Core Model Definition and Operationalising of Business Process, Investment in Tools and Technology, Physical Infrastructure and Communications Management. Of course, all of them needs to be wrapped by an efficient Governance Model where every Leader is playing out his / her part consistently.**

**All elements that are listed out contribute to developing behavior patterns of employees, teams and Leaders that get repeatedly demonstrated in response to; Business Requirements, Situations and Incidents. These responses stay on within the organisation and we know them as “Organisation Culture “**

**How do we Leverage the Key Elements of the Organisation Eco System to sustain Operations Excellence ....?**



**The visual above, is an excellent suggestion on one of the important guiding principles of Excellence. Keep things simple around your thought process and execution is a proven approach across many organisations over decades. As an extension of it, following brief pointers could be treated as broad guidelines for making significant progress, in Operations Excellence within an organisation....**

- **“Treat excellence as a journey “where outcomes happen, over a period of time. Hence, it is all about “Willingness and Patience “to go through a structured journey with milestones, to highlight progress of the endeavor. It is possible that the pressures are high, for quick results but the value of “ patience and a structured methodology “ is huge for sustainable results.**
- **Have a “Problem Solving Approach” instead of an “Incident Management based Approach “. It is generally not possible to resolve problems that have accumulated over the years through an “ Incident Management based Approach “. Avoid temptations for quick fixes instead focus on a phased approach of “Problem Solving “by defining in detail, all the points of failures, working on the root cause analysis and implement corrective and preventive solutions for sustainable excellence.**
- **Link the Vision / Mission of the Organisation to the definition of, “Excellence as a Way of Life “. This linkage and related road map need to be established very clearly and should be well communicated, within the organisation and to all the key stake holders. It is also recommended to ensure that there is active engagement of all the employees in all initiatives to ensure widespread ownership within the organisation.**
- **Digital Strategy needs to be clearly defined and closely linked to the Eco system for effective implementation. Once this strategy is defined, the approach of utilizing effective tools and technology to achieve excellence across all dimensions of the organisation needs to be accomplished. It is important for the organisation to understand, what they would want their technology plans to deliver in the , medium and long terms ? And also important for the Leadership Group, to ensure that they consistently sponsor the “Eco System “, that would enable all Digital implementations to succeed.**
- **Investment Strategy needs to be planned with a futuristic perspective, there will need to be a provision for adequate lead times for the investments to achieve the, desired returns. Key is to have, willingness and patience to go through an extended timelines for returns on investments. Generally, there is nothing like fast-track benefits in most of the, major investments ...! The Executive Sponsor (CEO ) of Investment Strategies, is the key to success hence will determine the altitude of achievements**

- In the scope of investment strategies I would include; Digital and Physical Assets, Human Capital and Skills Upgrade, Implementation of Emerging Technologies, Collaboration Models /Plans, Process Re engineering and other related areas.
- Thought Leadership, is also a contributing factor in deciding the path the organisation would like to adopt in achieving the outcomes. Imperative that all outcomes pass through seamlessly through the channels of; Customer Centricity, Service Excellence and Digital Transformation. While I will not go into details, but these become critical elements of accomplishing Change, within the organisation and for moving the organisation to the next level of capability.



In the final analysis, Operations Excellence is about many more important areas beyond Functional Domain Capabilities. When all these critical areas combine with the strength of Functional Domain, outcomes are brilliant. Key is to have an Inclusive approach and keep in context, sustainability of actions and results in the areas of; Customer Experience, Stake Holder Value Creation, Carbon Neutrality and Business Strategies.

At InCHES, it is about actively engaging in every transaction of the organisation keeping all the elements of Excellence and Customer Centricity in context. Every day is a "Moment of Truth and an Opportunity", to understand ourselves better and to work towards further improvements ...!!

Thank you.

# I AM YOUR LIFE INSURANCE POLICY !

by Ajinkya Patil

You and I have similar purposes in this world.  
It is your job to provide food, clothing, shelter, schooling, medicine, and other things for your loved ones.

You do this while I lie in your strong box. I have faith and trust in you. Out of your earnings will come the cost of my upkeep. At times, I may appear to be worthless to you - but some day (and who knows when ), you and I will change places.

When you are laid to rest, I will come alive and do your job. I will provide the food, clothing, shelter, schooling, medicine, and other things your family will continue to need - just as you are doing now.

When your work and toil are done, mine will begin.

Through me, your hands will carry on.

Whenever you feel the price you are paying for my upkeep is burdensome, remember that I will do more for you and your family than you ever can do for me .

If you do your part, I will do mine.



# DOING WHAT YOU LOVE !

by Dr Zahida Asif



What do you want to be when you grow up? I'm sure you were asked this question at least once when you were a youngster. When asked the question, did you have an answer at the ready, or did you need a few minutes to think about it? We all had dreams of becoming something great, like a fireman, a teacher, or a rock star, just to name a few. Well, how did you do? Maybe you never aspired to be what you set out to be or said that you would become. But then again, things change. The older we get, our tastes change, our view of the world changes, even our goals change.

One of the most important lessons I've learned during my career path is to do something you love to do. Why is this important? I feel that if you enjoy what you make a living at, you end up being happy in more ways than one. Life itself becomes much more interesting and fun. You find yourself speaking passionately to others about your work. The experiences you have along the way become much more rewarding and enrich your life in many ways. You meet fascinating people. I know people who have turned favourite hobbies into small businesses and have succeeded. Sure, they may have had to sacrifice a steady pay cheque for their happiness, but not one of them either turned back or gave up. Their passion carried them through to success.

# DOING WHAT YOU LOVE !

While no job or business is perfect, the important thing is to enjoy it, even learn from it. If you are unhappy in your current situation, why not take steps now to change it? Somewhere out there is a job or business that is perfect for you. If you are already there, I applaud you. If not, realize that it may take some time to figure out what you really want to do, and even more time to get there. That's all right! I can tell you from experience that finding and doing what you love is worth it, every step of the way. All the research, training, and hands-on experience has made me a stronger, happier person. Feeling in charge of my own destiny...well, there just is no greater feeling.

Do what you love, and love what you do, whatever that may be. You'll be happier for it, trust me. I promise you will never look back.

**Thank you.**



# Hamara INCHES

l of my own making  
er wings are creased  
e cannot fly  
e of these days  
'll unlock the cage  
oother her wings  
nd we'll rise in the sky together

P O E T R Y

## गीत मनातले

काही गीत मनातले जाणून घेऊया,  
चला तर एक भेट आरश्याशीही करूया.  
खुप केल्या इतरांशी गप्पा,  
काही वेळ स्वतःशी बोलूया.

काही गीत मनातले जाणून घेऊया,  
चला तर एक भेट आरश्याशीही करूया.  
आयुष्य गेलं इतरांना टिप्पण्या देण्यात,  
चला तर एक टिप्पणी स्वतःलाही देऊया.

काही गीत मनातले जाणून घेऊया,  
चला तर एक भेट आरश्याशीही करूया.  
विकसनशील देशाचे नागरिक होऊन,  
स्वतःचा विकास साधूया  
सुरुवात ही स्वताःपासूनच करूया,  
काही गीत मनातले जाणून घेऊया,  
चला तर एक भेट आरश्याशीही करूया.

- ज्योतिका पवार



# Hamara INCHEs



## विळखा प्रदूषणाचा by Ankush Mhatre

विळखा प्रदूषणाचा  
विळखा हा प्रदूषणाचा  
चहुबाजूनी घेरून आहे  
विळखा हा प्रदूषणाचा  
वनष्पाप जी घेऊन जात आहे  
विळखा हा प्रदूषणाचा  
नाही बघत गरीब, श्रीमंत  
विळखा हा प्रदूषणाचा  
नाही घेऊ देत मोकळा श्वास  
विळखा हा प्रदूषणाचा  
जिीर उठला यमांसारखा  
विळखा हा प्रदूषणाचा  
घेऊन जातो आहे अस्ताकडे  
विळखा हा प्रदूषणाचा  
सुरू होतो घरापासून, स्वतःपासून  
विळखा हा प्रदूषणाचा  
भस्मासुर होऊन हाहाकार माजितो आहे  
आवण कचऱ्याचे ढीग सारा  
आसमंत व्यापत आहेत

बनिला आहे आम्ही पण वनचरा कुठे  
करायचा  
विज्ञानाला विचारतो प्रश्न  
भविष्य अंधारात ढकलायचा  
येणाऱ्या या वपढीने दोष  
कुणाला द्यायचा  
स्वतःचे नशीब समजून  
प्रदूषण श्वास घ्यायचा  
विचारतो आम्ही प्रश्न जगाला  
पण उत्तर आहे स्वताःपाशी  
तुच कचरा करतो तयार  
आवण प्रश्न घेऊन जातो जगापाशी  
प्रदूषणाचा विळखा घट्ट होत आहे  
आवण तु मात्र त्याला भडिा देत आहे  
आठि ते गाडगे महाराज  
काय वशकिण देऊन गेले आहेत  
थांबि आता तु हे सारूं  
सारूं जग तुझ्याकडे आशेने बघत आहे  
सारूं जग तुझ्याकडे आशेने बघत आहे....

by Snehal Bhambale



## HANDMADE CROCHET EARRINGS

Depending on the pattern you choose, you'll need:

1. Embroidery floss or crochet thread.
2. Small crochet hooks
3. Earring hooks and rings.
4. Jewelry pliers.
5. Beads.
6. Sewing needle for weaving ends.
7. Scissors.

## आजी's Besan Ladoo Recipe

Sift 6 cups Gram flour, and roast it over low flame in 2 tbsp Ghee. Roast the flour till it acquired a golden brown color and is aromatic. In another pot heat up 300gm Ghee and set it aside to cool. Add this Ghee in small parts to the roasted flour at intervals and roast more till the flour is binding well and not too liquidy or dry. Let the mixture come to room temperature. While cooling, combine 3 cups powdered sugar and mix well. Also add in 2.5 tbsp Nutmeg powder, 3 tbsp Elaichi powder and 1.5 tbsp Sunth. Additionally, one can add Cashews and Almonds to the mixture as well. Once its not too handle, scoop some of the Besan mix in the palm of your hand shape it into balls of desired size. A perfect dessert that will be loved by all is ready. Store in an air tight container in a cool and dry place

- Anagha Tarade



# FOUNDATION DAY CELEBRATIONS



# FOUNDATION DAY CELEBRATIONS



# FOUNDATION DAY CELEBRATIONS



# FOUNDATION DAY CELEBRATIONS

## Masterchef InCHES



# FOUNDATION DAY CELEBRATIONS

## Masterchef InCHES





**12TH NOV FOUNDATION DAY**



**BOLLYWOOD NIGHT AT INCHES**

**12TH NOV FOUNDATION DAY**



**12TH NOV FOUNDATION DAY**

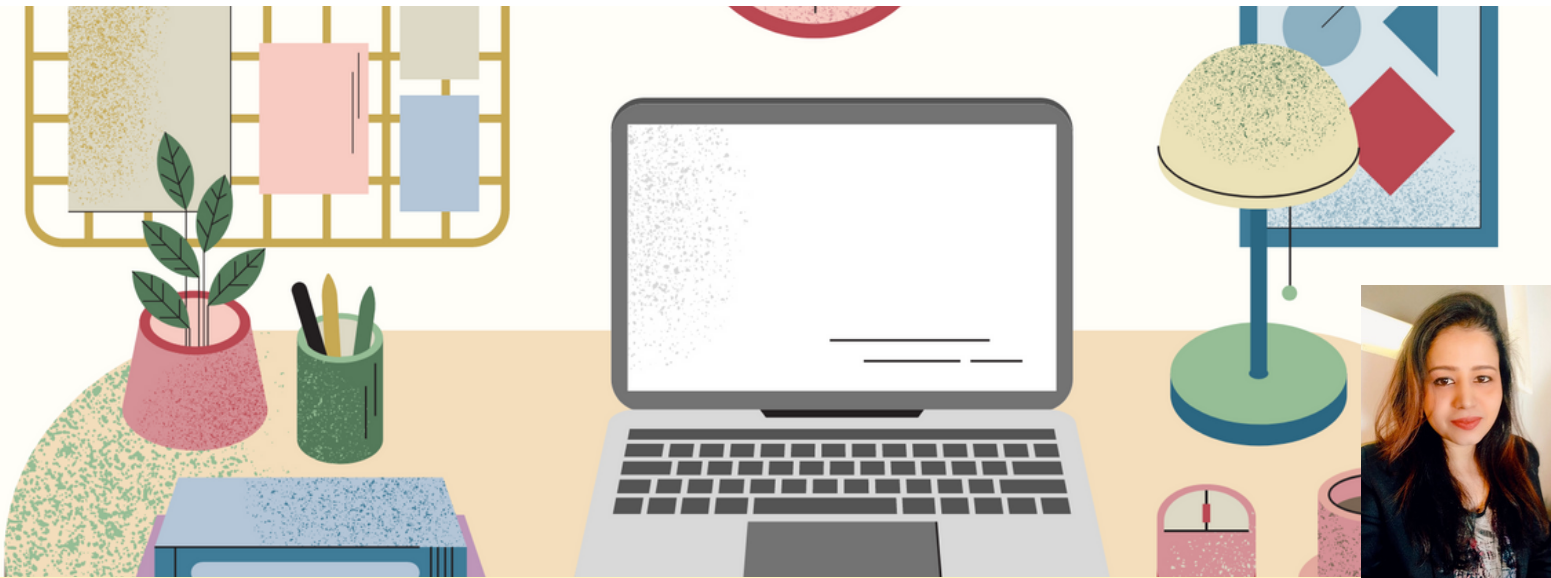


**12TH NOV FOUNDATION DAY**



**12TH NOV FOUNDATION DAY**





## EDITORIAL THOUGHTS

PREETI DESAI

We are proud to present to you the 4th issue of Hamara InCHES Newsletter featuring the creative side of our team members.

It has been a pleasure to edit this issue of Hamara InCHES Newsletter 4. All the contributors of the newsletter cooperated very well. We have a good collection of articles and blogs put forth by everyone and this issue too has come out very well.

As such we would love to hear your voices, opinions and suggestions for columns for future issues, reflections from the events you attended, to a poem that you want to share with your colleagues.

We want it to be a collective effort of everyone at InCHES and we will do our best to make that happen.

Lastly we thought long and hard before deciding to call this Newsletter "Hamara InCHES". What does it mean? That is up to you to decide ! Send in your interpretation to us [@preeti.d@inchesgroup.com](mailto:@preeti.d@inchesgroup.com) ; the winner will be awarded and we will publish the best answer in the next issue.

