



# Workshop on Assessing People CMM Practices (Tailor-making to Manufacturing, IT and Service Sector)

Achieving customer and employee delight: Key criteria for improvement of performance of organization



Date: 22<sup>nd</sup> June 2018, New Delhi

Why adopt PCMM?

10 PCMM principles

Structure of PCMM

## P-CMM 5 points:

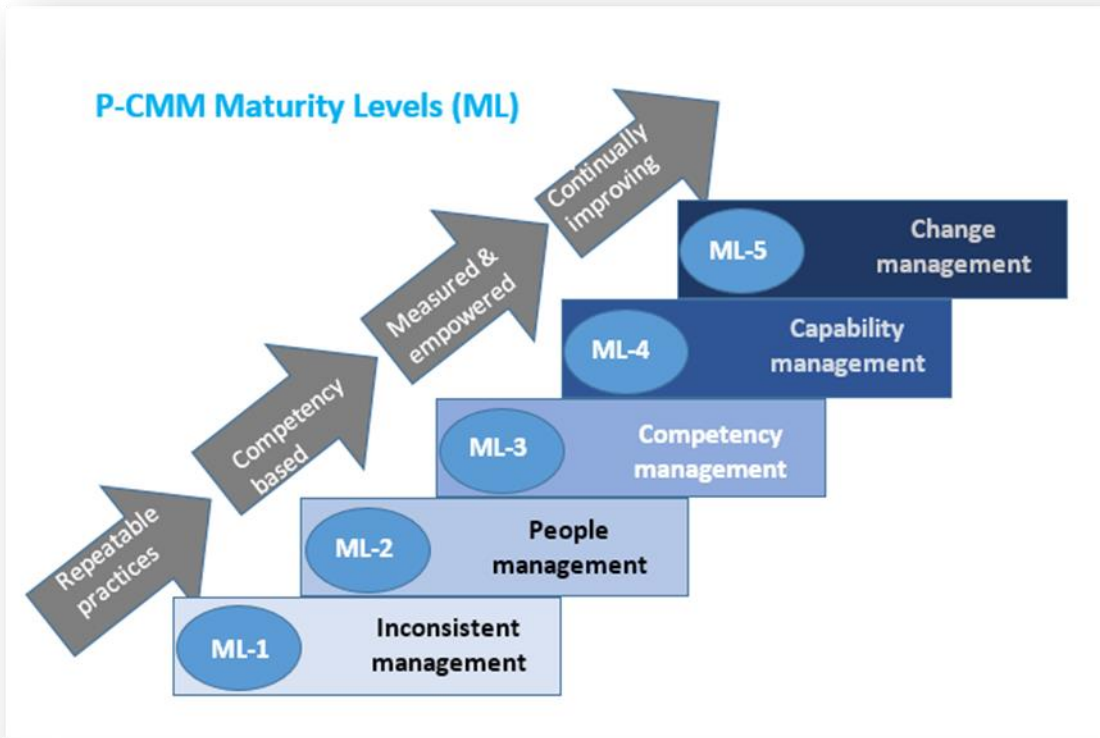
1. Undertaking **Gap Analysis to assess** current level of maturity of organization as against PCMM level.
2. Establishing the **level of P-CMM** at which organization is.
3. **Recommendation whether to go** for up gradation in maturity level and suggesting timelines for such up gradation.
4. Inform **recommendations for addressing** key findings.
5. Develop **roadmap and action plan** for upgradation to next level along with specific timelines.

## Background:

NBQP-QCI in collaboration with MacLead Certifications is organizing a Workshop with the above 5 point approach to explain the People Compatibility Maturity Model in depth, here in India. Our country, being one of the highly people centric, developing economy, requires to deploy the global best people management models. One such model is People CMM. The People Capability Maturity Model® (People CMM®) is a tool that helps organizations to successfully address the critical people issues. The People CMM employs the process maturity framework of best practices for managing and developing an organization's workforce. Based on the best current practices in fields such as human resources, knowledge management, and organizational development, the People CMM guides organizations in improving their processes for people development.

National Board for Quality Promotion (NBQP), a constituent board of Quality Council of India (QCI) has a mandate to promote & facilitate proven best change management practices in Indian industry in general and PSUs in particular. The board has identified P-CMM as one of its key interventions for facilitating the promotion of best practices in India. It has further identified MacLead Certifications as a technical partner for all P-CMM related initiatives. MacLead is engaged in P-CMM initiatives since 2002, the year of publication of P-CMM version 2.0 by Carnegie Mellon University (CMU). It has the necessary expertise and bandwidth for assisting organizations in training and handholding support.

NBQP along with its technical partner MacLead is pleased to announce this workshop on P-CMM. The design of the workshop is based on the structure and feedback received from the HR professionals of GAIL, BPCL, HPCL and EIL, during an interactive session conducted by MacLead on 29<sup>th</sup> May 2018. NBQP has also developed the plan for subsequent workshops and handholding support to PSUs specially to meet their requirements.



## Approach to P-CMM 5 points

### 1. Undertaking Gap Analysis to assess current level of maturity of organization as against PCMM

This one day workshop on Assessing People CMM Practices, covering the concepts, principles, framework and will create an understanding on how an organization has to assess the status of People CMM Goals and Practices being implemented in various corporates. The process of assessment is as follows:

- Preparing Phase – preparing for assessment
- Surveying Phase – conducting survey People-CMM
- Assessment Phase – conducting onsite assessment
- Reporting Phase – reporting the assessment results.



### 2. Establishing the level of PCMM at which organization is.

Guidelines on how to map the assessment results to the structural components of People CMM.

## Components in People CMM

Components	Numbers
Maturity Levels	5
Process Areas	22
Goals	87
Implementation Practices	247
Institutionalization Practices	252

The **Maturity Level shall be determined** as per the mapping exercise.

### 3. Recommendation on whether to go for up gradation of the maturity level and suggestions on timelines for such up gradation.

Based on the Maturity Level determined a presentation of Pros and Cons is to be made to the authorities by making recommendations whether to go for up-gradation in maturity level and suggesting timelines for such up-gradation. This shall facilitate for easy decision making by the authorities.

### 4. Recommend amends as per the key findings.

Recommendations for addressing key findings at;

- Process area wise Goals level
- Process area wise Implementation Practices
- Process area wise Institutionalization Practices

Recommendations would include policies, procedures, practices, guidelines for Implementation and institutionalization of the same.

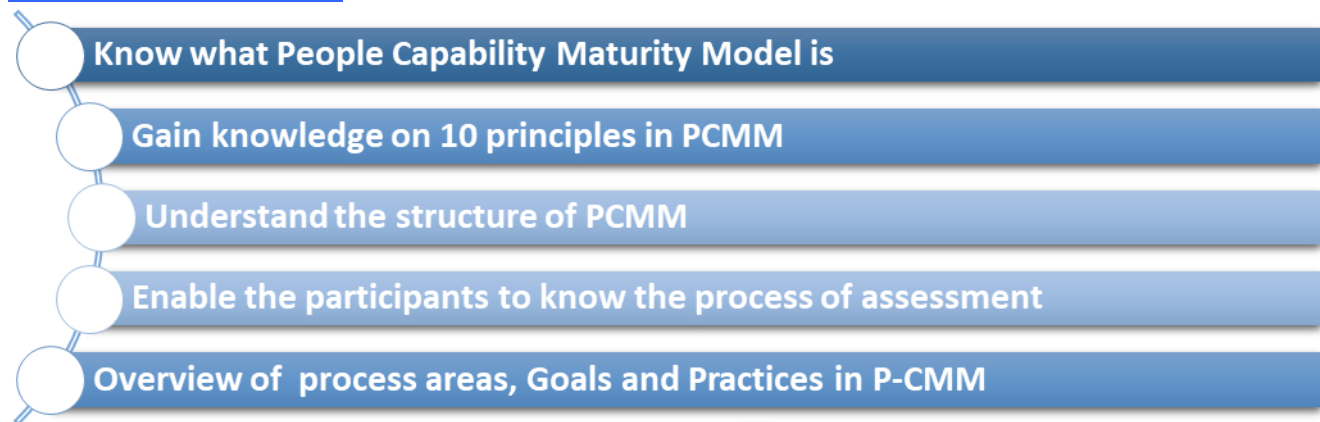
### 5. Develop roadmap and action plan for upgradation to next level along with specific timelines.

A roadmap and action plan for upgradation to next level along with the specific timelines ref. date wise action plan with the organizational authorities.

## Workshop Features

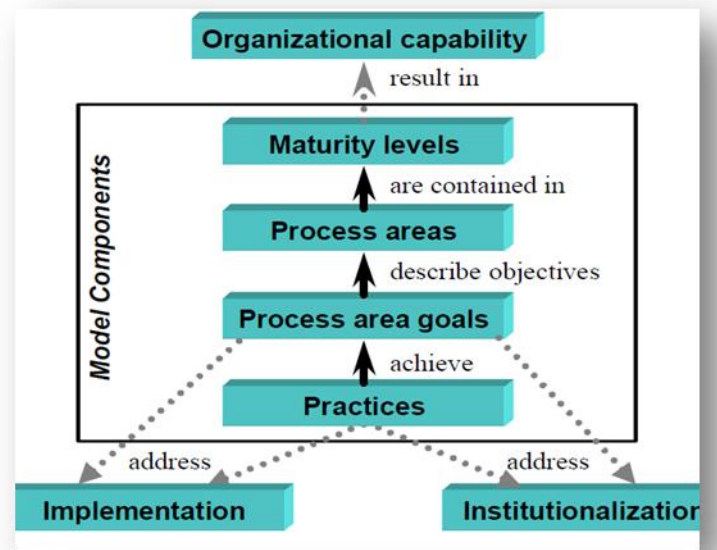
A one day workshop on Assessing People CMM Practices covers:

### Key take-aways



### Focus areas

- What is PCMM?
- 10 PCMM Principles
- Trends effecting workforce
- Why adopt PCMM?
- Process Area interactions
- Structure of PCMM
- 22 Process Areas – their Goals and practices
- 10 Actions



Maturity Levels	<u>Process Area Threads</u>			
	Developing Individual Capability	Building workgroups & culture	Motivating & managing performance	Shaping the Workforce
5 Optimizing	Continuous capability improvement		Organizational performance Alignment	Continuous workforce innovation
4 Predictable	Competency Based Assets  Mentoring	Competency Integration  Empowered work groups	Quantitative performance Management	Organizational Capability Management
3 Defined	Competency Development  Competency Analysis	Workgroup Development  Participatory Culture	Competency Based Practices  Career Development	Workforce Planning
2 Managed	Training and Development	Communication & Coordination	Compensation  Performance Management  work Environment	Staffing

### Methodology:

“ The workshop is designed to provide a comprehensive learning package through formal lectures, individual and interactive exercises, case studies, role plays for better learning and also through sharing the experience gathered through regular assessments & working experiences in the industry ”

## Who all can benefit from this workshop

- Managers / Executives in Human Resources functions like Staffing, Performance management, Career development, Training & Development, Compensation, People Relations, Communications, Strategic HR team etc.,
- Managers in reviewing and improving People policies and procedures
- Managers in implementations of People Policies including line managers
- Operational Managers with owners of Managing people
- Top management in HR and function who develop HR strategies.
- **Managers from Public Sector undertaking / enterprises will be specially benefited**

## Facilitators:

**Shri. Chandra Sekhar M.** – First batch Indian People CMM Lead Assessor from **hard core background of HR** practicing and teaching experience. First Lead Assessor from **Manufacturing and Service Sector**.

- Successfully completed People CMM Lead Assessor workshop under **Dr. Bill Curtis, Chief Architect and co-author** of P-CMM®, Software Engineering Institute (SEI), CMU, USA.
- Has been conducting **Trainings and Assessments** since 2002. Participants in his Programs were from GAIL, BPCL, HPCL, EIL, BHEL, DRDO, Ericsson, Thirdware, DRDL, BDL, Sleepwell, ACME, Apothecaries, C&S group, Gateway Distriparks, HCL.,
- **Life member** of National Institute of Personnel Management (NIPM) and NHRD Network.

**Shri. M. Ravindran** - Former Director- HR Gail (India) and MD & Chairman IGL) Principal Advisor-Diligentia Advisors. He is former Director (HR) with additional responsibility of business development at Gail India. He was the Chairman of Gail's USA subsidiary Gail Global (USA) LNG LLC for the same period. Apart from serving as Chairman of the Board of IGL, he also served as Chairman of Green Gas Limited. He has distinction of being the first CEO of GAIL's wholly owned subsidiary. During his tenure as CEO of the wholly owned GAIL subsidiary, GAIL Gas Limited, he steered the formulation of the company's People policies, business policies, particularly in the regulatory regime of PNGRB.

**Shri. V Nalini Kanth** – former Vice president HR Samtel India. Master of Social Work with 30 years' experience in Organizational Development. Implemented People Capability Maturity Model Practices in Samtel, Tata Chemicals, Reddy Labs and Vijay Electricals Etc., Worked closely with Prof. Somnath Chattopadhyay, former Prof. IIM Ahmedabad for 5 years.

**Shri Praveen Bejjenki** – Has been closely associated with Prof. Chandra Sekhar in conduction of P-CMM Lead Assessor workshops and assessments. He is post graduate in HRM with 15 years of experience. An assessment and implementation team member in Ericsson, Sleepwell, ACME, C&S group, Gateway Distriparks, HCL etc.

**Shri Avik Mitra** – Senior Advisor, National Board for Quality Promotion (NBQP) – QCI. Mr. Mitra is responsible for implementation of global best practices in the Government and Public Sector.



## NOMINATION FORM - [Workshop on Assessing People CMM Practices](#)

Name of the Organization: \_\_\_\_\_

Address for communication: \_\_\_\_\_

Contact Person name: \_\_\_\_\_ Designation: \_\_\_\_\_

Mob. No.: \_\_\_\_\_ Email: \_\_\_\_\_

**Venue:** Conference Room, 1<sup>st</sup> Floor, National Productivity Council (NPC), Lodhi Road, New Delhi

**Date:** 22<sup>nd</sup> June 2018 **Timings:** 9:30 am to 6:00 pm

### Nomination Details:

Sl	Name	Designation	Mail ID & Contact No	Payment Details	Remarks
1					
2					
3					
4					
5					

Note: Registration for the course is done on a first come first serve basis and the validity is subject to realization of payment. Confirmed delegates are communicated.

**Delegate Fee:** INR Eight Thousand two hundred only (Rs.8,200/-) plus 18% G.S.T. Per Delegate.  
GST Number: 07AAATQ0055DIZ0

**Payment:** Full Payment as applicable must be made in advance by DD / Cheque payable at Delhi in favor of “Quality Council of India” to be sent to: Mr. Amith Singh, Asst Director, NBQP, ITPI Building, 6th Floor, 4 - A, Ring Road, I P Estate, New Delhi – 110002. **For Online Payments:** Account Holder’s Name: **Quality Council of India** Account No.: **223010100053020** Bank: **Axis Bank Ltd.**, Branch: 6/83, Padam Singh Rd, Western Extn, Area Karol Bagh, West Delhi. Nature of Account: **Saving Account**: IFSC Code: **UTIB0000223** : MICR Code: **110211025**:

**For any Queries please contact:**

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Name:

Date Seal & Signature