

in_cr_ove Newsletter

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'Time is free, but it's priceless. You can't own it, but you can use it. You can't keep it, but you can spend it. Once you've lost it, you can never get it back.'

- Harvey Mackay

Latest Module from in_cr_ove:

Put a smile to his face (Customer Focus)

Customer orientation is an important organization value. Currently, focus on customer has been renewed with a lot of vigor.

The reasons are not far to seek. Competition & need for bottom-line improvement are the primary reasons for organization-wide customer focus.

This is emphasized in business/ quality centric systems (example: ISO 9001/ TS 16949).

Also, new techniques like "Profit Chain Modeling" seek to directly relate the customer satisfaction with business results.

in_cr_ove has fortified its programme "Put a smile to his face" with new insights & experiences across service & manufacturing sectors.

It seeks to address **external customer** orientation that is important for those directly dealing with customers/ users of products/ services (example: sales, projects, service) as well as **internal customers** for those with primary interaction within the internal customer chain (team members/ production/ staff functions).

Put a smile to his face is an experience; the whole organization must go through.



Radar Charts

By Sanjeev K Dhawan

What

Radar charts are used:

- ✚ To visually depict the incremental improvements over a period of time
- ✚ To measure performance against benchmarks
- ✚ As a visual snap shot of progress over several criteria

Radar charts are also known as Spider Web Charts or Arachnoid diagram

When

When team members need motivation to achieve results against difficult targets (believed to be unachievable/ impossible).

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Don't Waste Your Time - Use it Wisely

by: Andrew Grant

Do you waste time? Are you lazy and indolent or are you continuously on the go, using every minute to the maximum?

If you are in the first category, there are a lot of very obvious things you can do to improve, but in this article I want to concentrate on those of us who are already using our time constructively and examine how you can squeeze even more from your day.

You may think that your life is so full that this is impossible, but I recently ran an inventory of how I used my time and realised that there was still some room for improvement. Here's what I discovered.

Timespace #1 – For years I avoided doing any kind of exercise. It was pretty easy for me, I had been skinny all my life and even though I wasn't too fit, I was still the right weight. As I got older, though I realised that I had to take my body a bit more seriously.

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Kerosene and Steam Heated Stove

Vyasji Mishra is 16 years old, from Devsar, MP. He with his brother created the stove by joining two kerosene stoves together and using three regulators - one for the kerosene, one for the water and a third for switching the burner on and off. This is a hybrid stove powered by kerosene and steam. The stove joins two conventional ones and has two tanks, one burner and three regulators. The two tanks are filled with kerosene and water. Both the tanks are connected to the common burner. A pump is provided with each tank for creating air pressure. Pipes are secured to the burner for conveying kerosene and water to the burner assembly. First the kerosene filled tank is primed and deployed to light the stove for some time and make the burner red hot. Then the regulator of the kerosene tank is closed. Immediately the regulator of the water cylinder is opened, the water gets heated to produce steam which can be utilized for its heating properties. When the flame becomes dim, the water tank is closed and the kerosene section is lighted again till the burner becomes hot and the process is repeated. Using the stove, kerosene consumption was claimed to be saved substantially and less smoke is produced. It would cost Rs. 600 in the market. But one has to take the precautions: when the water regulator is opened, the kerosene regulator must be shut. When filling the tanks special care should be taken to see that there is no dirt. This innovation is of great benefit to especially the poor who are the major consumers of kerosene. It also gains significance in the light of the increasing fuel prices. There is also potential for future applications of this concept in glass and toy factories, laboratories and small-scale establishments

It pays to deliver water

Source: The Economic Times, May 24, 2007

By: Parameswaran Iyer

Indian policy makers, who have made it a priority to rapidly expand drinking water coverage in rural areas, could learn some useful lessons from the Chinese model

The ongoing comparisons between rapidly developing China and India are usually focused on themes like comparative political systems, GDP growth rates, infrastructure development, etc. One of the lesser-discussed areas of concern, however, is that of rural development. Increasing the rural poor's access to safe drinking water is one of the main pillars of the rural development strategy of both China and India, but there is a significant difference in the two countries' approach in terms of how to achieve this objective

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