

20th August, 2018

INVITATION TO NOMINATE PARTICIPANTS TO ATTEND TRAINING PROGRAMMES HOLDING AT NATIONAL PRODUCTIVITY CENTRE, ABUJA

The National Productivity Centre (NPC) is a Federal Government Parastatal under the Federal Ministry of Labour and Employment. The Centre executes its mandate by stimulating productivity consciousness towards the attainment of higher levels of productivity in all sectors of the economy.

- 2) The Centre is organizing four (4) different Training Programmes as follows:-
- i) **High Performance Work Practices for Enhanced Competitiveness**
Date: 26th – 27th September, 2018
 - ii) **Total Quality Management (TQM) as a Productivity Improvement Tool for Achieving Organizational Excellence**
Date: 10th – 11th October, 2018
 - iii) **Workplace Transformation Challenge**
Date: 24th – 25th October, 2018
 - iv) **Capacity Building Workshop on Productivity Improvement and Effective Service Delivery**
Date: 5th – 6th December, 2018

Venue: Conference Room – National Productivity Centre. Plot 2173
Cape-town Street, Wuse Zone 4, Abuja.

Time: 9:00 a.m. daily

- 3) **WORKSHOP FEE**
The participation fee is Fifty Thousand Naira (₦50,000.00) only per participant. The workshop fee covers workshop materials, tea/coffee break with light refreshments, lunch and certificate of participation.
- 4) Your organization is encouraged to nominate as many participants as possible. Please find enclosed a copy of the Nomination Form. The flyer is attached for detailed information about the training programmes.
- 5) We look forward to welcoming your participants. While looking forward to a favourable response, please accept the highest regard of the Director-General.



Mrs. F. O. Emeka-Opara
Director/HOD
Productivity Capacity Building Department.

NOMINATION FORM FOR PARTICIPANTS

(1) Name of Organization:

(2) Contact Address

(3) Designation of Officer Nominating.....

(4) **Nominees:**

i. Name:

Designation:

ii. Name:

Designation:

iii. Name:

Designation:

iv. *Name:*

Designation:

v. Name:

Designation:

vi. Name:

Designation:

vii. Name:

Designation:

viii. Name:

Designation:

ix. Name:

Designation:

x. Name:

Designation:

(5) **OFFICER NOMINATING**

i. NAME:

ii. DESIGNATION: TEL. NO.

iii. SIGNATURE: OFFICIAL STAMP

Please return the completed form to:

For further information contact any of the following:

The Director-General ,
National Productivity Centre,
Plot 2173, Capetown Street,
Wuse Zone 4, Abuja,
P.M.B. 174 Garki GPO,
Abuja.

e-mail: ngproductivity@yahoo.com

ADEOLA : 0803-716-2873
TITILOLA : 0802-317-0934
LYNDA : 0803-750-3793

cc: cxhaven@yahoo.com and
lyndabitrus@yahoo.com

TOTAL QUALITY MANAGEMENT (TQM) AS A PRODUCTIVITY IMPROVEMENT TOOL FOR ACHIEVING ORGANIZATIONAL EXCELLENCE

RATIONALE

Top Management staff all over the world are increasingly expressing their commitment to excellence. Therefore, top executives are increasingly sharing this same concern. This is happening not because excellence is a new fad, but because top management now better appreciate that the success of their organizations can only be guaranteed in today's circumstances by a most dogged and practical commitment to excellence both in the processes and end product of human and organizational development. In this context, therefore, excellence means providing high quality products and services compared to those of similar organizations.

For quite some time, organizational management has taken different routes in a bid to become excellent. In the recent past many quality-conscious organizations adopted Management by Objective, Quality Circles, Employee Suggestion Schemes (ESS) and Total Customer Service, amongst other strategies. In these organizations, the earlier schemes have not necessarily been abandoned but merely added to or refined, reinterpreted or integrated with newer management insights to produce more effective management approaches. It is this dynamism that has led to the emergence of Total Quality Management (TQM) as one of the most effective and powerful routes to achieving excellence.

Total Quality Management is a way of thinking and doing things in an organization with a view to consistently achieving planned and continuous improvement in the quality of all its activities, processes and results in order to meet or exceed the expectations of the customer. TQM assist organizations to consistently seek quality in all aspects of corporate activities. This includes product quality, management processes, human relationships, work environment, costs and inputs, customer care etc.

With the current move towards liberalization and globalization, most organizations now operate in an environment where they have to contend with uncertain market forces and increasing competition. To cope with these new challenges, top management staff would have to develop new approaches for

corporate survival and growth. This need is what the training course on TQM seeks to address.

COURSE OBJECTIVES

The overall objective of the training programme is to sensitize participants to the need for quality and excellence in service delivery to meet the challenges of an increasingly competitive environment. At the end of the course participants will be able to:

- Demonstrate Good Understanding of the Concepts and Principles of Total Quality Management (TQM);
- Explain the Key Features and Processes of Total Quality Management (TQM);
- Understand the benefits of Total Quality Management (TQM)
- Examine Competitive Strategies for Institutionalizing Total Quality Management (TQM) in an organization and;
- Analyze the leadership demands and challenges of excellence through Total Quality Management (TQM).

COURSE THEMES

The main themes of the course are:

- An Overview of Productivity Concepts and Application
- Introduction to Basic Productivity Improvement Tools and Techniques
- Conceptual issues in total quality management;
- Overview of organizational management approaches;
- Strategies for institutionalizing and implementing TQM;
- Tools for TQM;
- Leadership and employee prerequisite for TQM.

TARGET PARTICIPANTS

The target participants include top management staff.

DATE

10th – 11th October, 2018

VENUE

National Productivity Centre Conference Room,
Plot 2173 Cape Town Street, Wuse Zone 4, Abuja.

COURSE FEE

Fifty Thousand Naira (~~₦~~50, 000.00) only, per participant. The fee covers training materials, tea/coffee break, lunch and certificate of participation. You may wish to nominate as many participants as you can. (The nomination Form is attached).

ACCOUNT DETAILS:

Account Name: Academic Staff Union of Research Institutions (ASURI) NPC
Branch

Account Number: 3074890017

Bank Name: FCMB

TRAINING ON “HIGH PERFORMANCE WORK PRACTICES FOR ENHANCED COMPETITIVENESS”

RATIONALE

Competitiveness reflects the ability of organizations/enterprises to manage their resources and competencies in order to create wealth/satisfy their stakeholders. This explains the rising global interest in the concept and the development of numerous methodologies and frameworks for gauging and driving competitiveness at different levels. For organizations, globalization has intensified the competition frontier of products and services – creating new space and opportunities that only competitive and innovative organizations can exploit.

The effect of globalization on organizations in Nigeria has been drastic. It has placed them in close proximity with world-class organizations/businesses. It has become very apparent that gaps exist between management styles, work culture/practices in Nigerian firms and global best practices. Some of the daunting challenges include: blurred strategic vision, weak management styles, weak organizational culture, high level of wastes, low level of productivity, weak customer orientation, low level of skilled and knowledgeable workers, low value added services, and low level of innovation. In view of the foregoing, the knowledge and skills required for organizations to make bold creative leaps, stimulate new strategies and adopt proven innovative management styles, have been designed in this training.

TRAINING OBJECTIVES

The broad objective of this training is to equip leaders in the organization with knowledge and skills required to strengthen their management systems in order to successfully navigate the turbulent waters of the competitive global environment. Other specific objectives are to:

- i) Create awareness on Productivity concepts and their effect on firm/organizational level competitiveness;
- ii) Discuss organizational level competitive strategies;
- iii) Describe leadership types and explore the kind of leadership that will inspire competitiveness in organization;
- iv) Explain the role of benchmarking in competitiveness;
- v) Describe how blue ocean strategies are applied at organizational level;
- vi) Discuss change management.

TRAINING CONTENT

- i) An overview of Productivity Concepts and Application;
- ii) Competiveness Concept in organizations;
- iii) Strategies for improving Competitiveness in Organizations: Balanced Score Card;
- iv) Leadership and Competitive Organization;
- v) Organizational Culture and Productivity Enhancement/growth;
- vi) Benchmarking for Competitiveness;
- vii) Navigating Competitive Waters: Blue Ocean Strategy.

TARGET AUDIENCE

The training is designed for management level workers in public and private sector institutions, entrepreneurs, CEOs, Directors, Change champions in organizations, members of productivity councils in firms, members of Work Improvement Teams and Quality Circles, etc.

TRAINING METHODOLOGY

The training programme will adopt the following methodology:

- Electronic audio/visual presentations.
- Interactive and participatory approaches.
- Syndicate Group Exercises.
- Case studies;
- Daily Energizer.

EXPECTED IMPACT

At the end of the training, participants would have;

- i) Acquired basic knowledge on Competitiveness in firms/organizations;
- ii) Acquired basic knowledge on basic Productivity Improvement Tools and Techniques;
- iii) Acquired knowledge on how to use Balanced Score Card to Improve Organizational Competiveness;
- iv) Developed good Organizational Culture for Productivity Enhancement;
- v) Acquired Knowledge on Blue Ocean Strategies to Navigate Competitive Waters.

DURATION: Two (2) days

VENUE: National Productivity Centre Conference Room,
Plot 2173 Cape Town Street, Wuse Zone 4, Abuja.

DATE: 26th – 27th September, 2018

TRAINING FEES

The training fee is Fifty Thousand Naira (~~₦~~50, 000.00) per participant. This covers training materials, tea/coffee break, lunch and certificate of participation. You may wish to nominate as many participants as you can. (The nomination Form is attached).

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TRAINING ON “WORKPLACE TRANSFORMATION CHALLENGE”

RATIONALE

Transforming a workplace to an environment that is conducive to drive innovation and generate ideas has been a problem to many organizations in achieving their mandates. Some organizations strive to make their working environment as ideal as possible in order to drive innovation and idea generation while others do not.

Challenges at the workplace that affect employee productivity and organizational performance include weak operating capacities in terms of skills, knowledge and attitude, employee diversity, employee interaction, poor information flow, customers handling, lack of safeguards against occupational health and environmental hazards, motivation and low productivity amongst others.

It is against this background that the training is proposed to develop productive mindset, skills, knowledge base and competencies of the workers in both the public and private sectors of the Nigerian economy, with a view to ensuring their full commitment, patriotism, improved performance and productivity.

TRAINING OBJECTIVES

The overall objective of the training is to transform the workplace and enhance the performance of the organization. Other specific objectives are to:

- i) Identify Workplace Transformation Challenges.
- ii) Expose Participants to Productivity Improvement Tools and Techniques for Workplace Transformation.
- iii) Develop Best Operating Practices (BOP).
- iv) Equip Participants with Knowledge and Skills for Continuous Improvement.

TRAINING CONTENT

- i. An overview of Productivity Concepts and Application.
- ii. Workplace Transformation Challenge: An Overview.
- iii. High Performance Working Practices (HPWP).
- iv. Productivity Improvement Tools and Techniques:
 - ✓ Workplace management through the application of 5S Good Housekeeping Practices.

- ✓ Quality Circles (QC) and Participatory Management Process.
- ✓ Employee Suggestion Schemes (ESS).
- v. Ergonomic Challenge in the Workplace.

TARGET AUDIENCE

Officers on Grade Levels (GL) 07 and above in the Public and Private Sectors.

TRAINING METHODOLOGY

The training programme will adopt the following methodology:

- Electronic Audio/Visual Presentations.
- Interactive and Participatory Approaches.
- Syndicate Group Exercises.
- Case Studies;
- Daily Energizer;
- Action Plan Formulation.

EXPECTED IMPACT

At the end of the training, participants would have;

- i) Acquired basic knowledge on Productivity
- ii) Acquired knowledge on Workplace Transformation Challenges;
- iii) Developed High Performance Work Abilities;
- iv) Acquired knowledge on the Productivity Improvement Tools and Techniques;
- v) Acquired knowledge on Ergonomics Challenges in Workplace;

DURATION: Two (2) days

VENUE: National Productivity Centre Conference Hall, Plot 2173 Cape Town Street, Wuse Zone 4, Abuja.

Date: 24th – 25th October, 2018

TRAINING FEES

The training fee is Fifty thousand naira (~~₦~~50, 000.00) per participant. This covers training materials, tea/coffee break, lunch and certificate of participation. You may wish to nominate as many participants as you can. (The nomination Form is attached).

ACCOUNT DETAILS

Account Name: Academic Staff Union of Research Institutions (ASURI) NPC Branch

Account Number: 3074890017Bank

Name: FCMB

CAPACITY BUILDING WORKSHOP ON PRODUCTIVITY IMPROVEMENT AND EFFECTIVE SERVICE DELIVERY

1.0 RATIONALE

The performance of an organization is a product of a number of factors such as result oriented values, positive work ethics and application of appropriate productivity improvement tools and techniques. The workers' performance is strongly influenced by how well informed they are, the quality of training they receive as well as their skill and experiences.

In every organization, the senior cadre plays a vital role in day to day activities. The attitude of workers to their responsibilities has significant effects on efficiency and organizational productivity. It reflects the core values of the organization, their commitment to duty and loyalty to their organization as well as their positive attitude to peers, superiors and customers in the course of their job performance.

Thus, the respect for organizational culture and ability to adapt to changes in the work place has tremendous impact on productivity of that organization. Management and employees need to build positive work ethics for enhancement of organizational goals.

There is the need to constantly update workers' knowledge with specially designed tools and skills in order to improve their performances.

It is in the light of the above that this workshop is being organised to equip participants with the necessary positive work ethics and basic effective service delivery skills to improve their performances.

2.0 OBJECTIVES

The main objective of the workshop is to improve the performance of the participants and acquaint them with positive work ethics and basic productivity improvement/service delivery tools to execute their functions more efficiently and effectively.

The specific objectives are for the participants to be able to:-

- i) Explain the concepts and importance of productivity;
- ii) Identify factors affecting productivity in the work place;
- iii) Develop the right attitude to work;
- iv) Apply basic productivity improvement/service delivery tools in everyday work life to improve their performances.

WORKSHOP CONTENTS

- i) An overview of Productivity: Concepts and Application;
- ii) Improving Productivity through Good Work Ethics;
- iii) Team Building for Enhanced Organizational Performance;
- iv) Basic Knowledge of Public Service Rules
- v) Effectively Managing Time for Improved Service Delivery;
- vi) Managing the Boss;
- vii) Productivity Improvement Tools and Techniques:
 - 5S Good Housekeeping Practices;
 - Employee Suggestion Scheme
- viii) Performance Measures for Productivity Improvement.

3.0 METHODOLOGY

- i) Lecture delivery through paper presentation on power point;
- ii) Case Studies
- iii) Syndicate Group Work and presentations
- iv) Action Planning

4.0 TARGET AUDIENCE

The workshop is designed for staff on GRADE LEVELS 07 and above.

EXPECTED IMPACT

At the end of the workshop, the participants would have:-

- i) Acquired knowledge on Productivity and its application;
- ii) Acquired knowledge on basic productivity improvement tools and techniques;
- iii) Develop positive work attitude for efficient and effective service delivery.

DURATION: Two (2) days

VENUE: National Productivity Centre Conference Hall,
Plot 2173 Cape Town Street, Wuse Zone 4, Abuja.

DATE: 5th – 6th December, 2018

PARTICIPATION FEE

The training fee is Fifty thousand naira (~~₦~~50, 000.00) per participant. This covers training materials, tea/coffee break, lunch and certificate of participation. You may wish to nominate as many participants as you can. (The nomination Form is attached).

ACCOUNT DETAILS:

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