

*He is
Risen*

Celebrate his resurrection



Dear Readers,
May you have a Blessed and Holy Easter.... The Resurrection asserts that in this Universe, Spirit counts more than Matter. The message from Easter is nothing but "Rise, Renew your Hope, your Misery ends, and History begins".

HAPPY NEW
FINANCIAL YEAR



Discharge Simpliciter a new type of Termination practised by the Employers

What is Termination?

1. Either of the parties (Employee or Employer) to the contract employment (Offer/Appointment letter) ordinarily have the rights to terminate the contract. An agreed notice is to be served on the other party, if they wish, at any time.
2. Due to Misconduct/other similar reasons, if termination is made, then it is called **Stigmatic termination**. Its done after Domestic enquiry, based on Principles of Natural Justice.

What is Discharge Simpliciter?

1. A Termination under the terms of the contract, without any Reason or without any single doubt on the ability, attitude, competency or integrity of the employee is called as Discharge Simpliciter. It is taken, not under any pecuniary effects.
2. Employer seeks to snap the relationship of employer and employee, but without any intention to penalise the employee.

Example of Discharge Simpliciter

1. An employee, on probation, may not be found to be suitable and may not earn sufficient merit so as to be confirmed in service. Consequently, his probation may be terminated and an order of discharge simpliciter can be passed against him.
2. There may also be cases where an employee may become surplus and would no longer be required by the employer
3. And any other non-punitive discharge is called Discharge Simpliciter

Letter format, can be....

Dear.....

Your services are no longer required by us. Therefore your services will stand terminated as per the terms of clause.... of Standing order / Offer Letter/ Appointment Letter, with effect from (date). Your F& F will be processed soon and your account will be settled to your bank account directly.

Thanking you,

Nuances of POSH Inquiry

Full day Workshop 06 April 2024, Chennai

A recent survey of 400 working professionals conducted by Stratifix Consulting in collaboration with the National Human Resource Development found that:

- Only 8% of people were aware of a POSH policy prior to 2021;
- 11% said that they would leave their organisation rather than choose to report sexual harassment;
- 37% (mostly women) had experienced sexual harassment at work; and
- 17% either feared or were unaware of their option to report sexual harassment.

According to another survey in November 2023, a staggering 40% of working women experiencing insecurity were unaware of the protective measures offered by the POSH Act, and 53% of HR professionals do not understand the POSH Act

(Courtesy – Mondaq; 27 March 2024)

- PO/IC members
- HR Professionals
- Managers
- POSH Trainers
- Please join to **REWRITE** the above to **“Ensuring Safe Workplace for ALL”**



More Information

<https://forms.gle/HoQPad1QuWK2jokf9>



Flyer courtesy: Canva

The Root Cause Analysis

Five WHY Method

Basically, there are three common methods are used to find the Root Cause Analysis

1. Five Whys

2. Fishbone Diagram

3. Brainstorming

The Five Whys, method is more commonly used in simple root-cause analysis.

- △ This method is easy to complete
- △ It doesn't require statistical methods
- △ When "why" is being asked, repeatedly, the layers of symptoms or causes are PEELED and the Root Cause of the Problem is identified

Process defined – Five Whys

The Process Owner, gathers a team which is familiar in the process Elements

- HR-V Explores the situation and writes down Specific findings with the Elements
- HR-V Such findings are described completely
- HR-V Through brainstorming, team asks WHY to the finding and writes the answer
- HR-V Why is asked again till the answer provided, identifies the root cause of the Finding
- HR-V The Team should be in agreement to the Root Cause is identified. In few processes it may be take more than Five Whys
- HR-V The Root cause is recorded so that similar issues/errors are not repeated.

The goal of Kaizen is to eradicate these THREE M's

muda, meaning waste

mura, meaning irregular, uneven or inconsistent

muri, meaning unreasonable or excessive strain

MUDA

1) Waste from overproduction.

Which leads to excess inventory, paperwork, handling, storage, space, interest charges, machinery, defects, people and overhead. It is often difficult to see this waste as everyone seems busy.

2) Waste of time in waiting

People may be waiting for parts or instructions.

Mostly they are waiting for one another, which often happens because they have non-aligned objectives.

3) Transportation waste

Poor layouts lead to things being moved multiple times. If things are not well placed, they can be hard to find. It can aggravate alignment of processes.

4) Processing waste

Additional effort may be required in an inefficient process.

5) Inventory waste

Excess buffer stocks a whole host of sins, which will be uncovered by gradually lowering inventory (doing it all at once will cause total breakdown!).

6) Waste of motion

This includes movement of people, from simple actions when in one place to geographic movement. Having everything to hand as it is needed reduces motion Muda.

7) Waste from product defects

Defects cause rework, confusion and upset a synchronized set of processes.

Qualities of Customer Service

The Primary quality of Customer Services is “Not being Negative”, one needs to handle the Customer.... i.e., Customer does not want to hear the word “NO”.





While handling a Customer, one should be a LISTENER.... Even if the Customer is exhibiting his/her foolishness, you must Listen thoroughly and you have to RESPOND appropriately. No Customer expects a “Reply”.

Many a Times a Customer would like to agitate the entire system to get his/her expectation met. How you handle such Customer without any excitement, matters.

At times, the grievance may be related to Business or Personal. You should be shrewd enough to balance it and manage the situation.

Who is the Customer for HR?

A Customer is one who receives my Output.... It may be a Product or Service.

-  I get my money because they (Customer) Pay me for such Output.
-  I am Performing to give an Output, because of them (Customer).
-  I may be an Individual or part of the Group, which produces or provide services, which is received by the Customer.
-  A Customer can be either an Internal Customer or an External Customer.

In an Organization for Human Resources Personnel (and may be for Accounts and Finance Personnel also), the customers or the Workers/Employees, working in.




For such individuals, the Human Resources must serve.

In keeping such Customer delighted, there are some differences, which is not the same while attending to an External Customer.

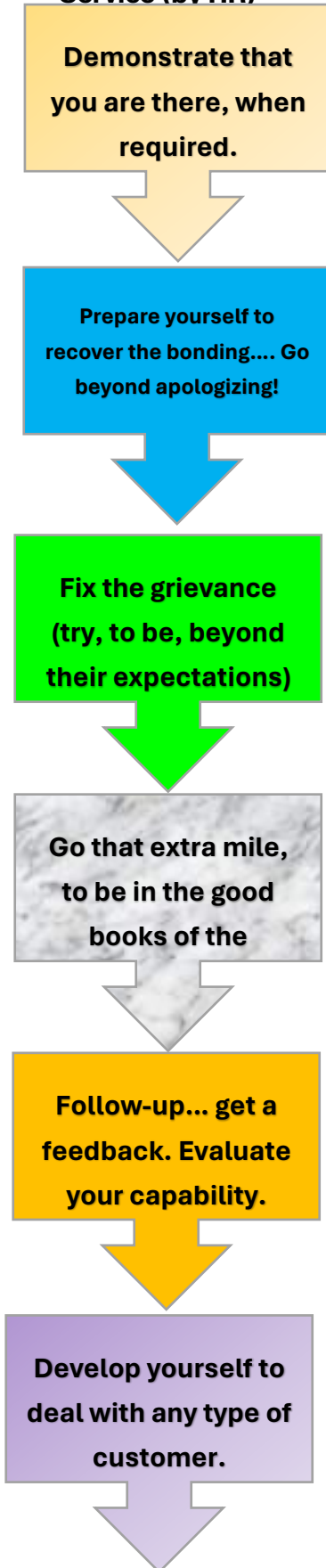
What Human Resources must do to keep the Internal Customer delighted?

1. The Expectations are different and extreme.
2. They expect responses, to take care of their employment and personal needs (so that they can perform and deliver the expected output)
3. A bad customer service will reach the other workers in a shorter period than expected and create unexpected results.
4. Unlike an external customer, retaining or gaining confidence is challenging with internal customer.
5. When an external customer has bad customer experience, the emotions may end with the persons to whom he/she is explaining.
6. Where if it is with Internal Customer, it reaches to the fellow workers in multi dimensions.
7. Honesty is the best Customer metrics which is required while serving the Internal Customer.
8. Courtesy or Friendliness is also expected, secondarily.
9. Timeliness is the next expected service.

The major expectations of the internal customers are

-  Fulfilment of the agreed employment conditions,
-  immediate resolutions to workplace challenges and
-  other facilities & amenities available to similar workforce in the Industry.

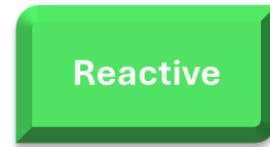
Steps in providing an impeccable Customer Service (by HR)



What is your type—Reactive or Proactive?

HR-V I use negative acknowledgements.

- I will try.....
- Unfortunately.....
- Sadly.....
- We can't do that.....
- No Problem.....
- It is a policy decision.....
- But....
- The Problem is.....



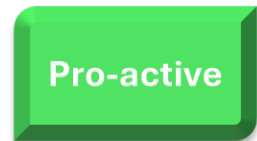
HR-V I commence only when I receive a complaint/grievance

HR-V I look for readily available solution or try to avoid the situation

HR-V I pretend to be Rude, so that the internal customer moves away

HR-V I don't mind even if I under-deliver

HR-V I look for moment which make me avoid or push the activity to others



Proactive Human Resource Professional

HR-V Ensure that I am a Partner to end the grievances of the customer

HR-V I understand or make an honest attempt to understand the grievance of the customer

HR-V I have positive line of attack (to solve the grievance)

- a. I Acknowledge & Assure
- b. I Appreciate the customer in bringing the grievance / complaint

HR-V I Affirm an appropriate resolve

HR-V I expressly perform that my endeavor is to serve the (internal) Customer

HR-V I pay attention to customer's perspective

HR-V I am determined that through my service, you (internal customer) are delighted and you perform to deliver the product/service, to the expected level

HR-V I develop Trust amongst the (internal) customer, that I am the right associate between his grievance (expectation) and solution provider (Employer Management)

HR-V I believe that serving the (internal) customer can be achieved only through 85% of attitude and 15% of actual solution

HR-V I respect each grievance/complaint from the internal customer is an opportunity for me (or my department) to make him/her delight and provide the Service Excellence