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‘SAMPADA’ (Management Development Center -MDC)

Yashwantrao Chavan Academy of Development Administration (YASHADA) is the apex-training institute of the Government of Maharashtra. The Academy, ranked amongst the best of its kind in the country, began life as Administrative Staff later to sylvan surroundings of Raj Bhavan at Pune.

Setting standards in its area of expertise, YASHADA’s key activities have always been the priorities of the government. Through research and systematic design of training, the capabilities of diverse group of stakeholders to ensure better governance, equitable human development, participatory micro-planning, enhanced managerial skills, and sustainable urban development.

YASHADA’s 50 plus strong faculty, development in various specialist centers and disciplines, is a renowned academicians and practicing administrators. With a wide range of guest experts 1,00,000 participants in 900 in-campus and 1500 off-campus programmes. The Academy has been able to achieve such a diverse set of competencies government, various Union Ministries, UN bodies and bilateral donor agencies.

The creation of Management Development Centre has increased YASHADA’s horizon in terms of extending its training activities to Corporates, IT Companies, Banking Sector, Public & Private Sector Companies, etc.

Objectives

- Development a comprehensive framework to use knowledge as a strategic edge for enhancing effective managerial performance.
- Facilitate optimum utilization of the Academy’s facilities and achieve functional excellence in customer services.
- Design need-based management programmes to facilitate vibrant and ethical governance in the state of Maharashtra and share our success nationwide.

Our Focus

- Design & Development of MDC Programmes
- Customers Delight
- Continuous Quality Improvement
- Capacity Utilization
- Faculty Development in Domain Areas.

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Key Areas

MDC has identified the following key result areas:

- Sustainable and long-term capacity building of stakeholder groups from Maharashtra at the cutting edge of governance like elected representatives, Banks, PSU's, parastatal organizations, NGO's CBO's, which do not normally get adequate coverage.
- Sharing Maharashtra's many success stories with other States in industries and infrastructure development, sugar cooperatives, rural employment, micro-planning, watershed development, e-Governance, tertiarisation of rural economies, credit societies and SHGs.
- Knowledge enhancement through collaborations with like-minded flagship institutions working in various development sectors like the IIMs, IITs, ASCI, AILSG, NIRD, IRMA, NIUA, TERI to name just a few.
- Hosting joint programmes for the upper echelons of the public and corporate sectors to enhance the quality of discourse, leading the fruitful public private-partnerships and greater civil society engagement in governance.

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PROCEDURE 1: Process for Receiving Guests

OBJECTIVE: To provide immediate customer support.

PURPOSE : Check in / Check out of MDC Guest.

SCOPE: All MDC accommodation and its capacity utilization.

RESPONSIBILITY : RECEPTIONIST / FACILITY WORK MANAGER.

Sr. No.	Ref Code	<u>Activity of Receptionist</u>
1.	P 1.10	Receiving of the guest and complete the Registration form.
2.	P1.11	Allotment of Rooms & hand over key of the room to the guest as per advance booking / instruction of Hostel Manager / Director.
3.	P 1 .12	Maintain Daily Occupancy chart.
4.	P 1. 13	Maintain Accountability of Room keys.
5.	P 1.14	To provide customer support / attending phone calls / enquiry.
6.	P 1.15	To receive message / letter / parcel in absence of guest.
7.	P 1.16	To hand over duties /responsibilities / important messages to the person on next shift duty.
8.	P 1. 20	Immediately inform the occupancy position of Guest to House Keeping and Canteen for necessary action.
9.	P 1.30	During Check –out of Guest, ensure room clearance deposition of room keys and maintain check out register.
10.	P 1.31	Accept payment by cash / credit card from guest and hand over money receipt to the guest.
11.	P 1.40	Prepare Arrival / Departure report of the guest for billing.
12.	P 1.41	Handed over Cash / Credit Card data to Hostel Manager’s office
13.	P 1.50	In case of any problem / Casual booking, ask Hostel Manager / Director MDC.
14.	P 1.60	In case of any complaint from guest, immediately inform to Facility work Manager / Canteen work Manager.
15.	P 1.70	Facility / Canteen work Manager will try to resolve the complaint.
16.	P 1.80	If it is major problem, then inform the Hostel Manager.
17.	P 1.90	In absence of Hostel Manager, information will be given to Director, MDC or Hostel Manager will intimate to Director.

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<u>FORMS AND FORMATS</u>		
Sr.No	Ref Code	Forms and Formats
1.	F1	MDC occupancy chart.
2.	F2	MDC occupancy report form.
3.	F3	House Keeping staff duty format.
4.	F4	House Keeping, Maintaince & Front office staff in/out format.
5.	F5	Message from the Guest.

REFERENCE DOCUMENTS: -

- 1.) Annual Training calendar.
- 2.) Schedule of programme booking: MDC.
- 3.) Office note for course with participant list.

RECORDS:-

- 1.) Guest Registration Book.
- 2.) Hand over Register.
- 3.) Courier Register.
- 4.) Payment detail Register.
- 5.) Medicine Register.
- 6.) Fresh up Register
- 7.) Internet / Telephone complaint Register.

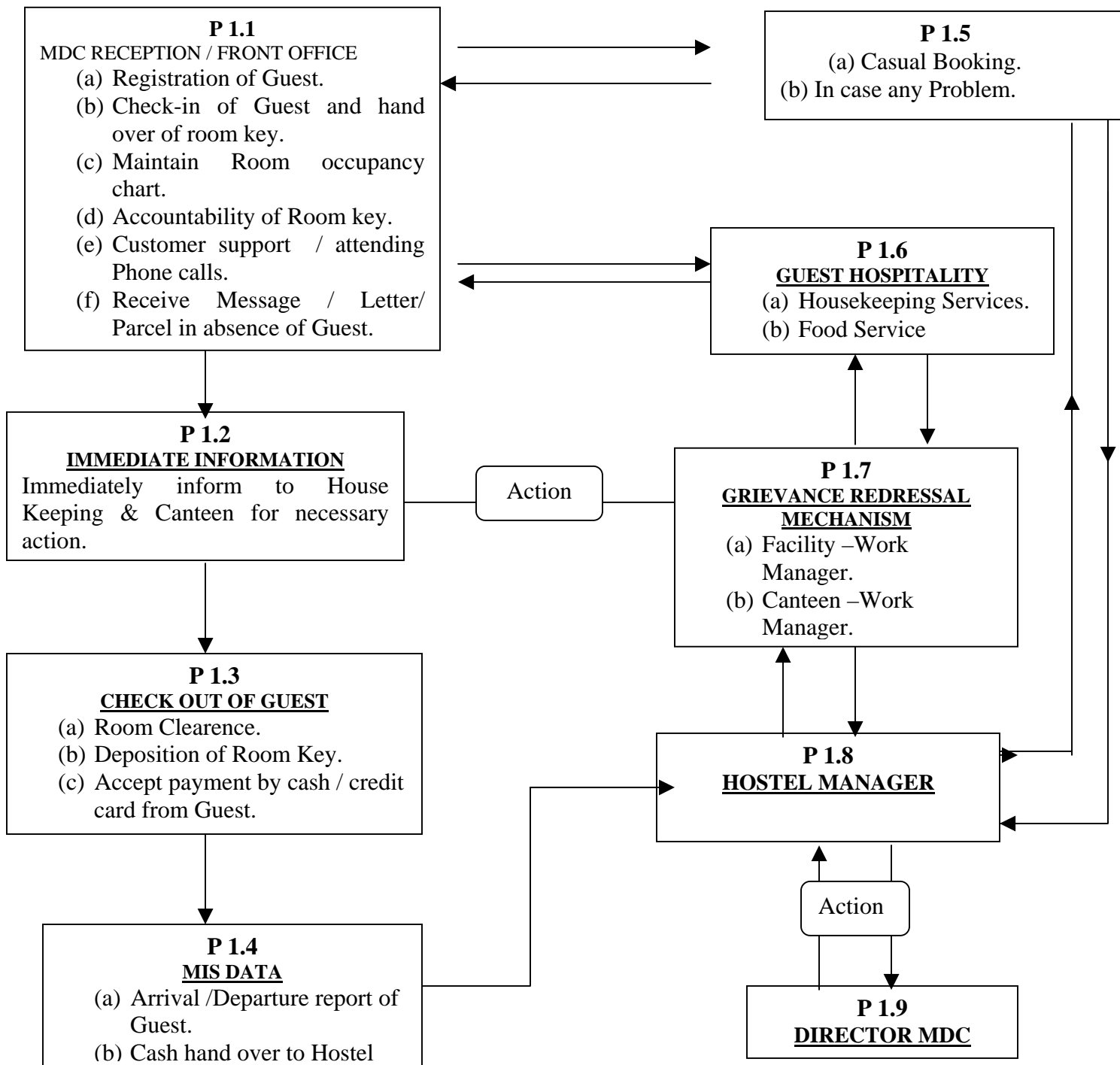
MIS PARAMETERS:-

- 1.) Arrival / Departure reports.

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PROCESS CHART for RECEPTION / FRONT OFFICE



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PROCEDURE 2: CATERING SERVICE

PURPOSE

To provide best Quality, Tasty and Hygiene food to all Participants with lots of nutritious values.

SCOPE: -

Kitchen , Banquet Hall and Dinning areas.

RESPONSIBILITY: Canteen Work Manager.

RECORDS: -

- 1.) Purchase of fresh Fruits / Vegetables.
- 2.) Purchase of Grocery Stores.
- 3.) Office Note file.
- 4.) Food testing report.
- 5.) Guest arrival intimation chart.
- 6.) Course wise bill preparation file.

CROSS REFERENCE: -

- 1.) Contact copy of Catering Services.
- 2.) Perishable and Non- Perishable purchase procedure

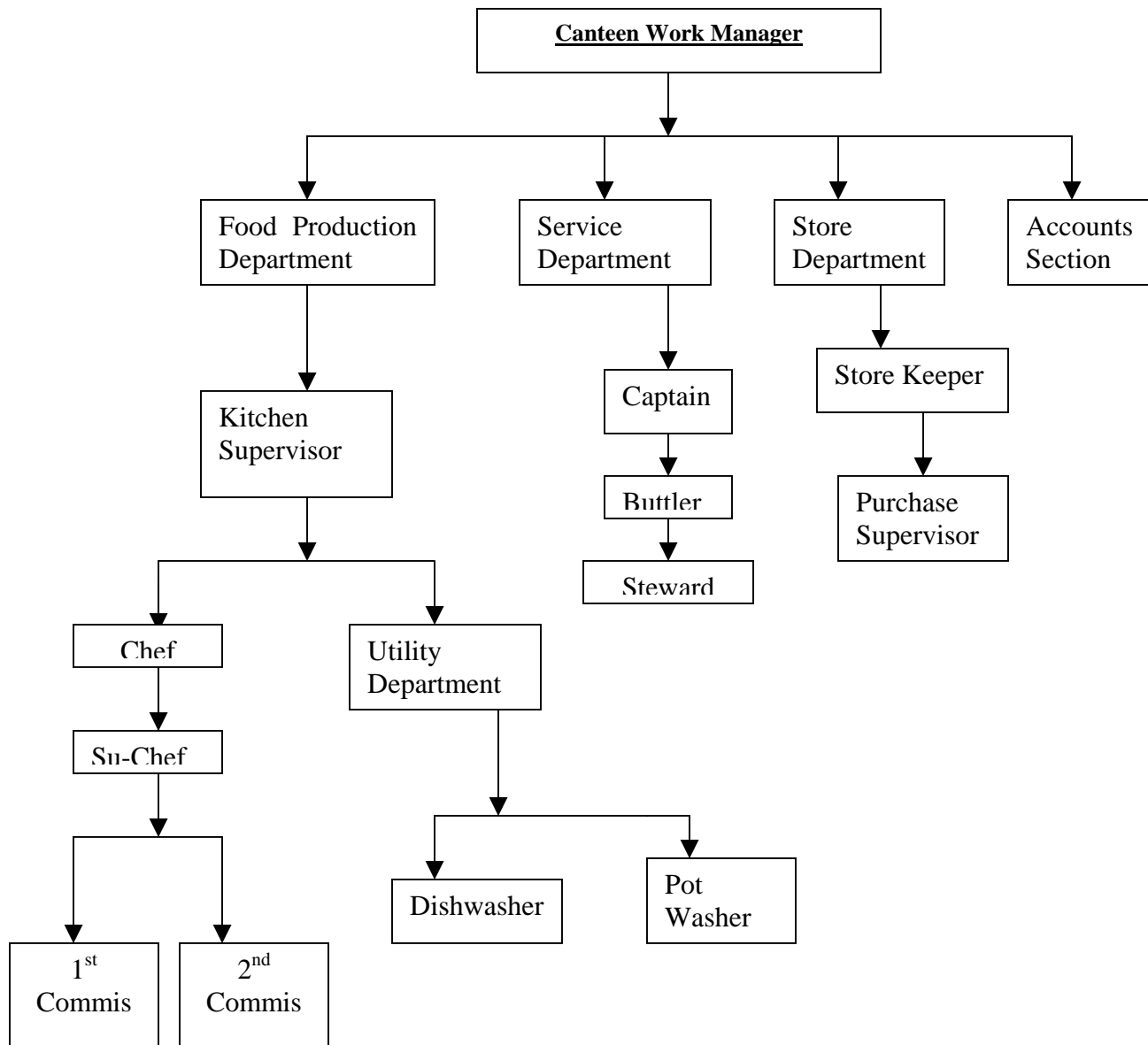
MIS PARAMETER: -

- 1.) Timely action.
- 2.) Regular checking of store items.
- 3.) Food Quality evaluation reports.

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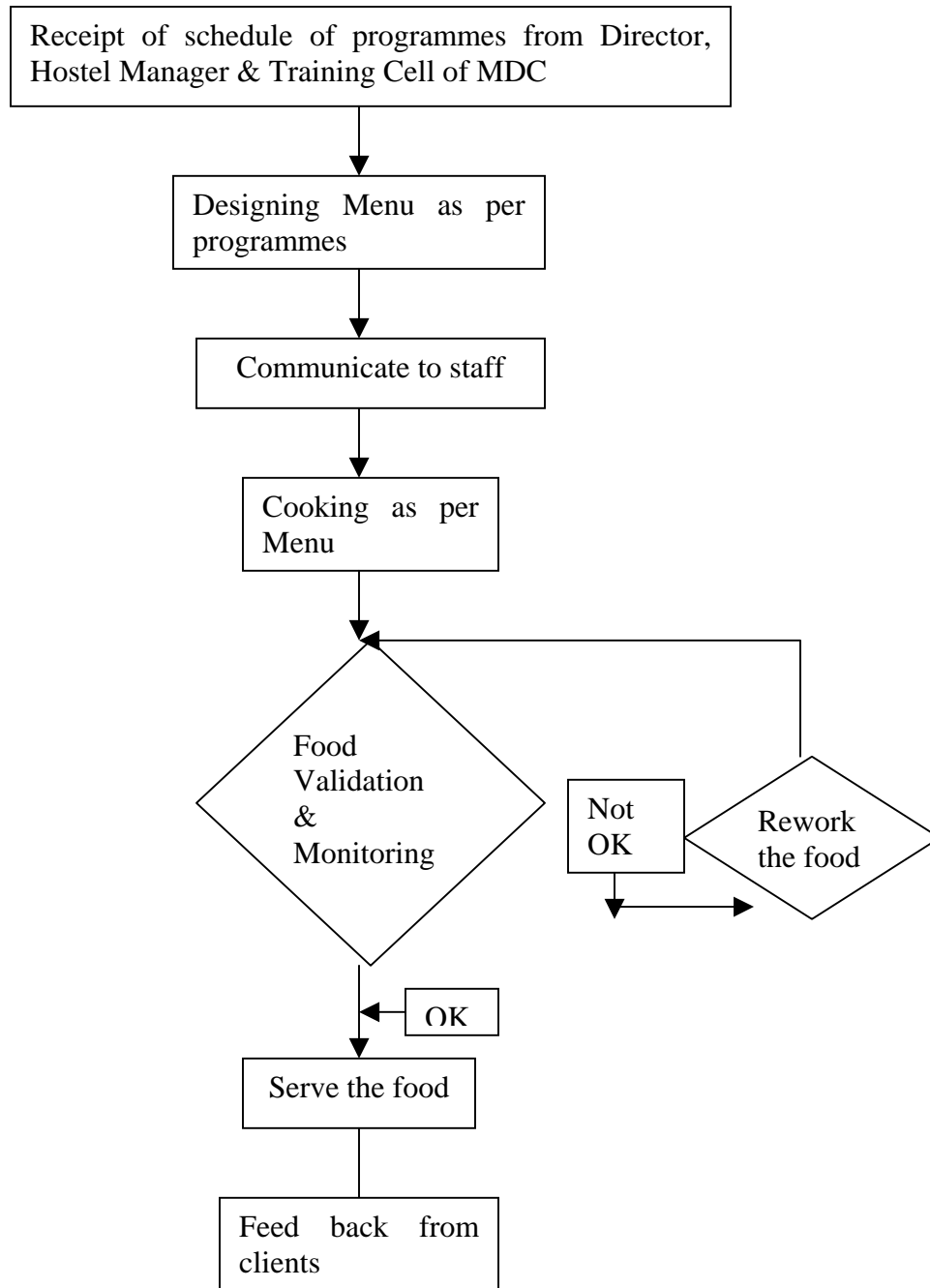
FLOWCHART OF MDC CATERING MANAGEMENT



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PROCESS CHART OF MDC CATERING SERVICE



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ROCEDURE 3: HOUSE KEEPING

PURPOSE: - Housekeeping and Maintenance of MDC Accommodation, Conference Hall and common areas of MDC.

SCOPE:- All accommodation ,conference hall and common areas of MDC.

RESPONSIBILITY:- Facility Work Manager

<u>Sr. No</u>	<u>Ref Code</u>	<u>Activity</u>	<u>Responsibility</u>
1.	P1.10	Get information about booking from TrgCell, Hostel Manager office & Director.	Facility Work Manager
2.	P1.11	Keep the room / conference hall ready in all respect.	Facility Work Manager
3.	P1.12	Guidance to front office for allotment of ready vacant rooms.	Facility Work Manager
4.	P1.20	Readiness of rooms, toilet & other facilities.	Floor Supervisor
5.	P1.21	Attending Guest as and when required.	Room Attendant
6.	P1.22	Room clearance during checking out of guest.	Floor Supervisor
7.	P1.30	Readiness of conf. Hall, seating arrangement, A/v Aids, mineral water, Mouth Freshner etc.	Conf.hall Supervisor
8.	P1.31	One attendant in each conf hall will be detailed for the day.	Conf.hall attendant.
9.	P1.41	Maintenance and repair work in MDC.	J.E and his team.
10.	P1.42	Issue / Receipt of Laundry items.	Desk Supervisor
11.	P1.51	Other facilities like Newspaper distribution, Flower arrangement, Internet, Telephone & TV in working condition. etc.	Floor Supervisor / Facility Work Manager
12.	P1.52	Training & grooming of new staff.	Facility Work Manager
13.	P1.60	Settlement of Vendors bills.	Facility Work Manager
14.	P1.70	Facility Work Manager will immediately solve the accommodation related problem facing by the guest.	Facility Work Manager.
15.	P1.80	Hostel Manager will monitor all house keeping activity and ensure the best satisfaction of the Guest.	Hostel Manager.
16.	P1.90	Director MDC is responsible for General Administration, Control and Co-ordination of MDC.	Director MDC.

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CROSS REFERENCE:-

- 1.) Contract copy of House Keeping services.
- 2.) Purchase & Maintaince process – MOP Manual / CMIS of Estate Department.

REFERENCE DOCUMENT:-

- 1.) HMIS.

RECORDS:-

- 1.) Supervisors check list for Guest Room items.
- 2.) Daily Room cleaning chart.
- 3.) Schedule of changing linen.
- 4.) Maintenance / Complaint slip.
- 5.) Lost and found register.
- 6.) Register of discrepancy (Damage).
- 7.) Room Tariff card.
- 8.) Arrival / Departure register.
- 9.) Extra cleaning chart.
- 10.) Guest call register.
- 11.) Pest control register.
- 12.) Linen issue / Toiletries issue register.
- 13.) Charge handing over / taking over register.

M.I.S Parameters :-

- 1.) Guest suggestion / Feed back Records.
- 2.) Timely action.
- 3.) Promptness.

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PROCEDURE 4: Providing training facilities

PURPOSE: - (a) To provide various training facilities at MDC.
(b) To ensure best satisfaction of valuable clients.

SCOPE: - Efficiently conduct various training activities at MDC.

RESPONSIBILITY:- Training Coordinator.

<u>Sr.No</u>	<u>Ref Code</u>	<u>Activity of Training Cell</u>
1.	P1.01	Reservation & Cancellation of booking.
2.	P 1.02	Allotment of MDC accommodation.
3.	P 1.03	Allotment of Conference hall.
4.	P 1.04	Updating of Training calendar.
5.	P1.10	Planning and preparation of the Trg. programme.
6.	P 1.21	Procurement of stationery from Yashada store / Market.
7.	P 1.22	Supply of stationery to client subject to demand.
8.	P 1.23	To provide other facilities like Xerox, Computer Print, Fax etc.
9.	P 1.32	Keeping records of Local participants & conf hall used
10.	P 1.4	To prepare Institutional MIS DATA
11.	P 1.5	To prepare Daily attendance report, weekly MIS & Monthly MIS DATA
12.	P 1.6	Submitted MIS DATA to TPMC.
13.	P 1.7	Actual DATA provided for billing process
14.	P 1.8	Immediately take action to solve any type of problem.
15.	P.19	To obtain Daily feedback regarding food quality, House Keeping and conference hall facilities from clients.

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<u>Sr. No</u>	<u>Ref Code</u>	<u>Activity of House Keeping</u>
1.	P 1.10	Required seating arrangement & Readiness of conference hall.

<u>Sr. No</u>	<u>Ref Code</u>	<u>Activity of Front Office</u>
1.	P 1.31	Keeping records of actual room occupancy.

FORMS AND FORMATS:-

<u>Sr.No</u>	<u>Ref Code</u>	<u>Forms and Format of Training Cell</u>
1.	F1	Daily attendance report format
2.	F2	Weekly MIS Data format
3.	F3	Monthly MIS Data format
4.	F4	Daily feedback form filled by valuable clients

Reference Documents:-

1. Daily Training Programme wise record register.
2. Daily attendance report folder.
3. Annual Training Calendar: MDC
4. Booking Correspondence
5. Office Notes.
6. Stationery & Mouth Freshener demand and issue.

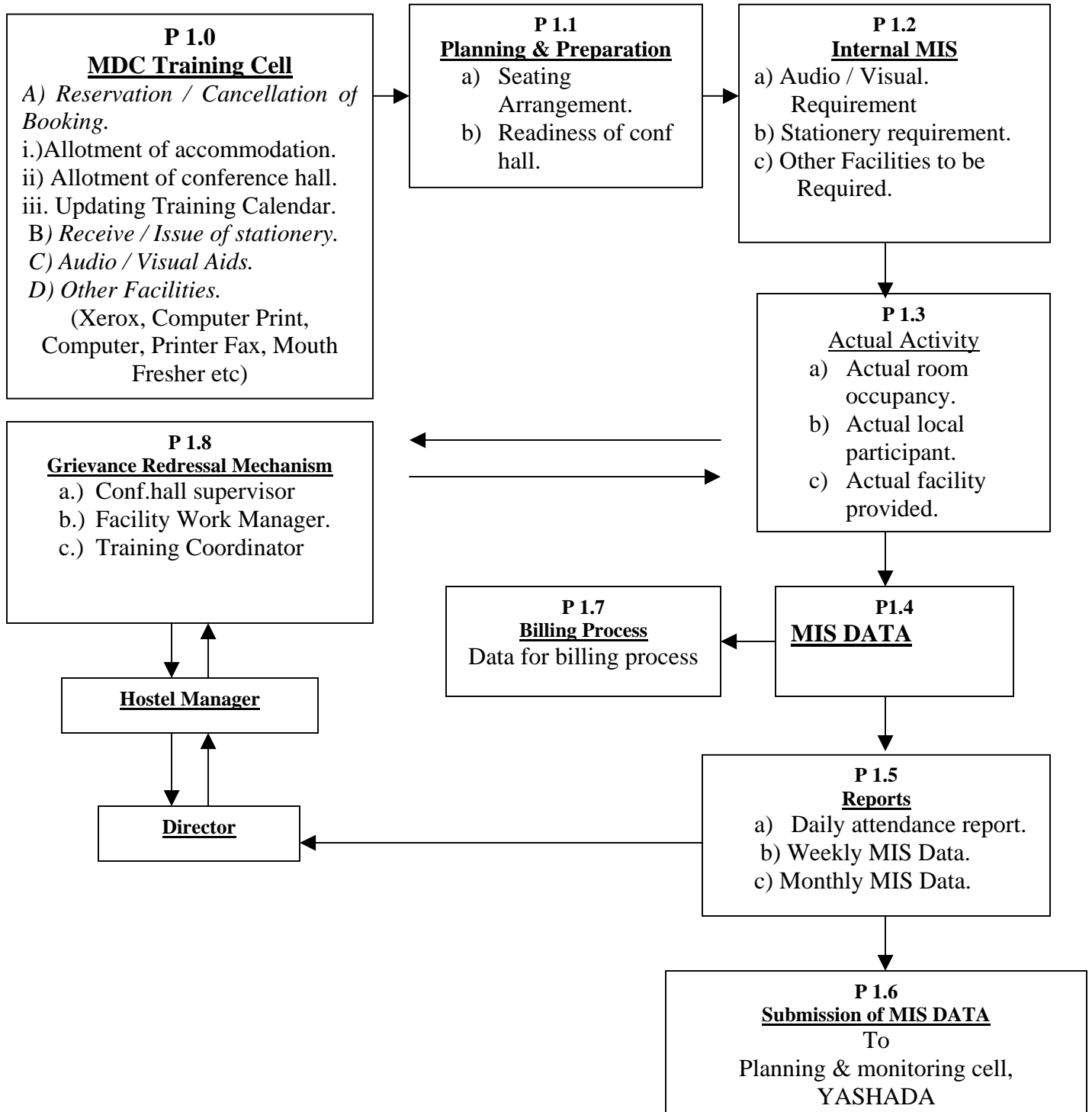
MIS Parameters:-

1. Daily attendance report.
2. Weekly MIS DATA.
3. Monthly MIS DATA.

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PROCESS CHART TRAINING CELL



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