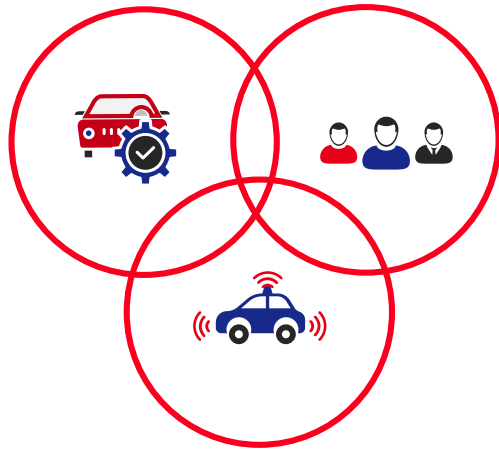


# Core Areas of Jen Source

## Process Improvement

- Process Improvement/Business consulting –Assessment and Implementation
- Documentation for Management Systems Implementation (IMS or any specific MS)
- Implementation of specific process improvement tool- e.g. Kaizen, 5S, Lean
- Conducting internal audit for various Management Systems
- Fire & Life Safety Assessments of buildings.



## Technology Implementation

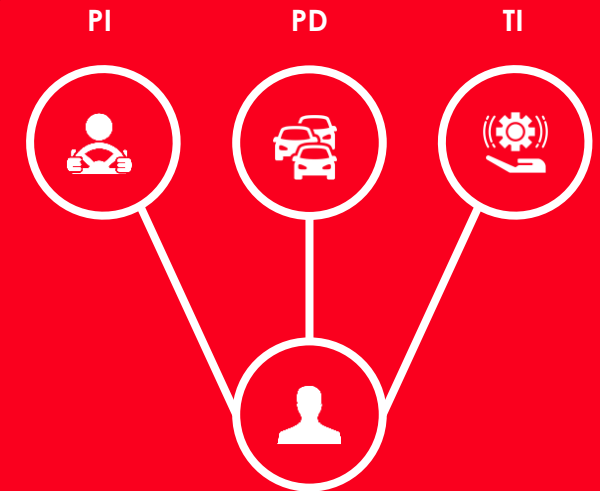
- Assess-Evaluate-Implement & Improve
- Enterprise Apps(ERP, CRM, Bespoke Cloud based apps)
- Business Intelligence(MIS, Analytics)

## People Development

- Personal Development Guidance Workshops
- Soft Skills
- Skills and knowledge development workshops
- Skill development programs based on the organization need.
- Certification courses

Jen Source provides services in Process Improvement, People Development and Technology Implementation

## END TO END OWNERSHIP OF



HAPPY CUSTOMER

JEN SOURCE WAY



# Jen Source-Services

## Process Improvement

- Process Improvement/Business consulting –Assessment and Implementation
- Documentation for Management Systems Implementation (IMS or any specific MS)
- Implementation of specific process improvement tool- e.g. Kaizen, 5S, Lean ...
- Conducting internal audit for various Management Systems
- Fire & Life Safety Assessments new and old buildings

## People Development

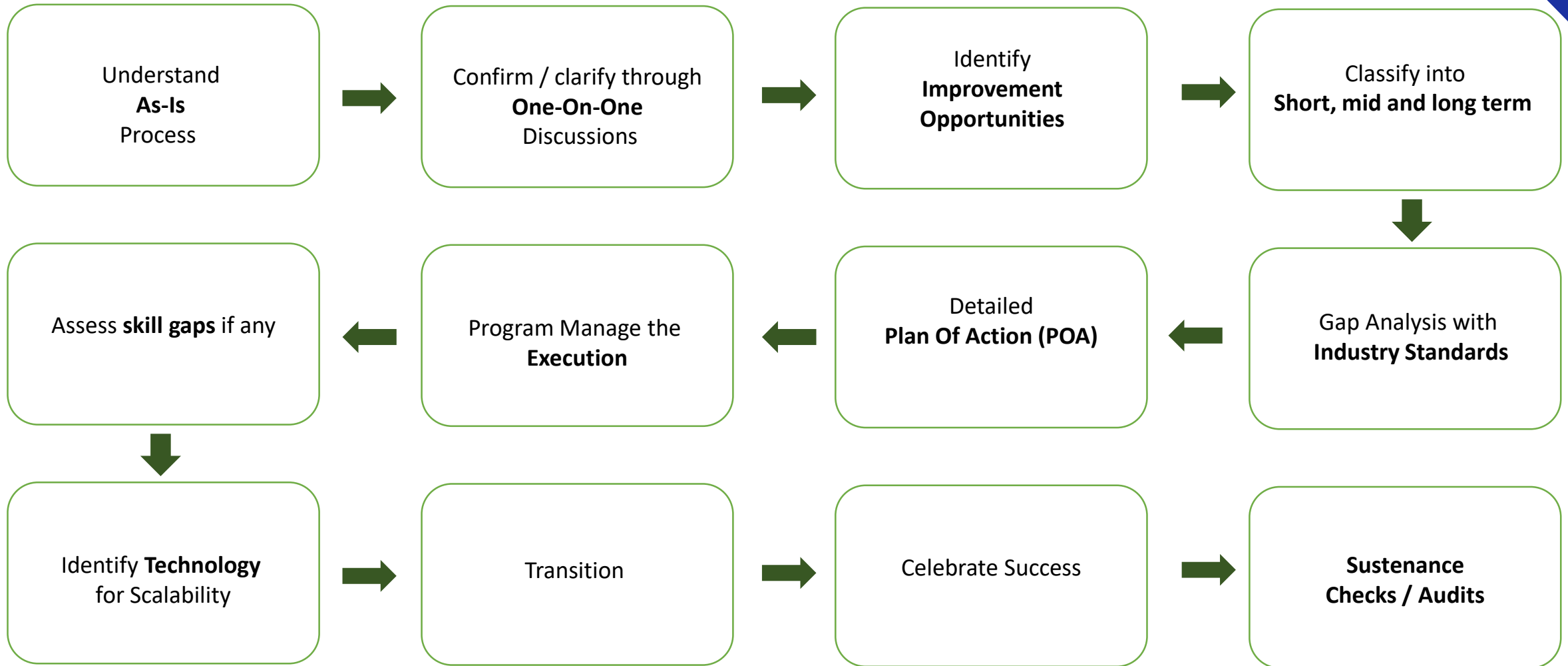
- Personal Development Guidance Workshops for Individual & Team Effectiveness
- Skills and knowledge development workshops for organization based on assessment
- Skills enhancement workshop for Ground Staffs- Drivers, House Keeping, Maintenance and Security Personnel
- Certification Courses- Transport and Process Improvement (currently in development stage)

## Technology Management (Assess, Evaluate, Implement & Improve)

- Enterprise Apps(ERP, CRM, Bespoke Cloud based apps)
- Business Intelligence(MIS, Analytics)



# Our Approach



# Sample Program Modules

Category	Module name	Objective of the session	Target Audience	Duration
<b>Interpersonal Skills</b>	How to deal with difficult conversation?	To understand the assertive communication style and deal with conflicts.	Client calls	8 hours
	How to build interpersonal skills	To create the need for understanding oneself and others	Working in teams for Team leads and Project Managers	8 hours
	How to manage and resolve Conflict	To make individuals understand the need for collaborative mode	Personality development for Managers, Team Leads, Supervisors	8 hours
<b>Team building</b>	How to build team effectiveness	To aim at creating team dynamics	Teams on different roles	8 hours
<b>Self Leadership</b>	How to build Personal Effectiveness	To help build emotional quotient thus enabling the individuals to develop personal competence	Intrapersonal skills to People Managers	8 hours
	How to manage stress	To help individuals understand different techniques of dealing with stress	Team Leads, supervisors, People Managers, Project Heads, Product development Managers	8 hours
<b>Sales</b>	How to pitch sales using persuasive communication	To create a strong persuasive communication among the professionals	Sales executives, Business development executives, Territory Heads, Marketing Managers	8 hours
<b>Communication Skills - written</b>	How to write effective emails	To understand email etiquette and the impact of Accuracy, brevity and clarity in written communication	Admin Staff, Client interface teams, Line managers, Project Managers, HR Professionals	8 hours
<b>Communication Skills - presentation skills</b>	How to build powerful presentation skills	To aim at improving the oral Communication	Sales team, Social Media Managers, team leads, People Managers	8 hours
<b>Customer orientation</b>	How to drive a positive customer centric approach	To train the individuals on Fish philosophy	Client interface teams, Sales team, Managers, Supervisors, Business development team	8 hours
<b>Leadership</b>	How to build leadership matrix	To help individuals understand the skill-will matrix	Mid level Managers, Senior Managers, Leadership roles	8 hours



# Sample Program Modules

Category	Module name	Objective of the session	Target Audience	Duration
<b>Technical</b>	Equipment Maintenance	Importance of maintenance and types of maintenance – Types of maintenance and value add.	Maintenance Personnel	3 hours
	Fire & Life Safety Equipment's	Importance of maintenance of Fire and Life Safety equipment.	Maintenance Personnel	3 hours
	SLA Management	Basic awareness on SLA Management.	Maintenance Personnel	3 hours
<b>Housekeeping</b>	Guest Etiquette & Interaction	Basic communication skills to be followed while interacting with Guests.	Executive - Housekeeping	3 hours
	Presentation	Importance of Appearance, personal hygiene standards	Executive - Housekeeping	3 hours
	Health and Safety	Personal safety measures to be taken while carrying out cleaning activities	Executive - Housekeeping	3 hours
<b>Basic Housekeeping</b>	Cleaning Skills and Use of Equipment, tools	Procedure and various equipment / tools used for housekeeping services	Ground level staff - Housekeeping	3 hours
	Products/Cleaning	Different cleaning chemicals used and precautions to be taken while handling the chemicals	Ground level staff - Housekeeping	3 hours
	Presentation	Importance of Appearance, personal hygiene standards	Ground level staff - Housekeeping	3 hours
<b>Security</b>	Risk Management	Over view on various risks in managing security operations.	Managers, Asst Managers, Executives	3 hours
	Fire Protection	Overview on monitoring and supervision of Fire protection systems.	Managers, Asst Managers, Executives	3 hours
	Business Continuity	Overview on Business Continuity and role of Security team.	Managers, Asst Managers, Executives	3 hours



# Our Team



**Raymond Saldanha**

- An XLRI alumnus with Over 40 years of experience, as Head of HR. ...more on [LinkedIn](#)



**K S Ramanan**

- An independent Learning & Development consultant-facilitator and coach. He comes with over 30 years of work experience in the corporate sector and about 4 years in the social sector.
- [More on LinkedIn](#)



**Preeja Sridhar**

- Masters in Mass Communication and Journalism
- Masters in Psychology and also a Post-Graduation in Human Resource Management.
- over Twenty two years of experience in Academia.
- Presented research papers at IIM(K), IIM(L) and IIM(Indore). [LinkedIn](#)



**R Subramaniyan**

- Senior Banker.
- Worked in State Bank of Mysore and State Bank of Hyderabad for a span of 34 years
- Currently he is a freelance Financial Advisor and Consultant for various high value corporate clients across India.



**Bhagat Sudhir Menon**

- MBA (Computer Systems)
- 20+ years of experience business technology management in carrying out Assess, Evaluate, Implement and Improve business processes through Technology.



**Sharath Kumar**

- Bachelor in Hotel Management with 20+ year of experience with hospitality, IT and Cruise
- DNV certified internal auditor



**Ram Ramakrishnan**

- Over 35 Yr rich experience
- Provided leadership and significantly contributed to REWS domain
- Authored 'Focus 5'.



**Umesh M**

- Over 30 years of rich experience
- Core competency include Facilities Management, Employee Transport, Quality and Process Improvement.



**Srinivasa Babu N**

- Diploma in Electrical Engineering with 29+ years of experience in IT & IFM companies.
- Lead Auditor in management system. Certified Fire & Life safety assessor and Six Sigma Black Belt
- More On [LinkedIn](#)



## Other Programs we can support...

- Competency frame work based programs
- Facilities-Technical Skills Development
- Safety Programs
- Management System Awareness Programs
- EHS-awareness and implementation
- EHS-Legal Compliance
- Internal Auditor Training Programs
- Fire & Life Safety Assessment Training
- Skills enhancement program for ground level staffs





# THANK YOU

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