



Confederation of Indian Industry

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S K Kakkar
Principal Counsellor & Head
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22 February 2005

Half-day Executive Programme on
Assuring Quality & Return On Investment In HRD
and Workplace Learning :

Achieving Corporate Strategic Goals & Competitive Advantage

10 March, 2005 : Hotel ----- , New Delhi

Globalisation and technological innovations have changed the way companies compete. Rapid technological change, continuous product improvement and relentless competition require companies continuously to upgrade the competence levels of their human resources. Increasingly, "knowledge", "innovativeness", "flexibility" and "entrepreneurship" are key elements, which determine the success of a company.

Faced with increasingly stretched training budgets and growing demands for training and retraining, it appears evident to employers, employees and providers of training and educational services that the quality of training needs to be assured in order to achieve the highest possible Return On Investment (ROI) from training programmes and activities and, in turn, a higher certainty of business sustainability.

It is on this understanding, Confederation of Indian Industry is organising a luncheon speech and afternoon Executive Programme on Assuring Quality & Return On Investment (ROI) in HRD with Dr. Raymond Saner, Director, Centre for Socio-Eco-Nomic Development (CSEND) and Dr Lichia Yiu, President of Academy for Quality and Training Education (AdeQuaTE), Geneva on 10 March, 2005 at Hotel ----- at New Delhi.

This event aims at showing how corporations can be more effective in building their human capital to achieve the corporation's strategic goals and to sustain their competitive advantage. The workshop part will help determining return on investment (ROI) in the field of training & education and demonstrate on how to use learning platforms and ISO 10015 as quality management tool to guarantee desired return from investment in people.

Target Audience :

The workshop would be extremely beneficial for departmental heads, senior executives and managers from functions like HRD, Personnel, Training & Development, Organisational Development, Knowledge Management; Academicians and trainers from educational and vocational training institutions.

Take Away :

Participants will

- learn the concept and framework of knowledge based competitiveness
- gain comparative analysis of US & European companies' training investments
- know more in-depth of ISO 10015 certification as quality assurance for higher return (ROI) on HRD investment

Speakers / Facilitators

Dr. Raymond Saner is the director of the Centre for Socio-Eco-Nomic Development in Geneva, Switzerland; President and partner of Organisational Consultants Ltd.; Professor at the Centre of Economics and Business Administration at the University of Basle, Switzerland; Consultant to BASF, JC Penny, Motorola, TCE, SBC/UBS, Swissair, Continental, The World Bank. He has authored numerous articles, edited books, chaired international conferences and served on committees of academic organisations. He is an active member of the Academy of Management, the International Institute of Administrative Sciences and the Society for the Advancement of Socio-economics.

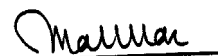
Dr. Lichia Yiu, the president of AdeQuaTE an operational unit of CSEND focusing on quality assurance of training; has more than twenty years of consulting and teaching experience in management development and training, leadership development, cross-cultural communication and organisational change in Asia, North America, Western Europe, and Africa; consults 3M, Motorola, BASF, TCE, Swissair, BNP Paribas; The World Bank, OECD. She has published books and articles and served on the Executive Committee of the Management Development and Education Division of the Academy of Management in the USA. Currently, Dr. Yiu is a visiting professor of the International Programme for Business Administration, National Chengchi University, Taipei and of the Organisational Change and Leadership Programme, Pepperdine University, Los Angeles, USA

I am writing to request you to take advantage of this unique programme and nominate colleagues from your organisation. Since the total number of participants is limited to 30, kindly forward your nominations to reach us **latest by 09 March, 2005**.

Looking forward to receiving your early confirmations.

Warm regards,

Yours sincerely,



S K Kakkar

PROGRAMME

Time	Topics
12.30 – 12.45hrs	Welcome and Introduction
12.45 – 13`00 hrs	Lunch
13.00 – 14.00 hrs	<ul style="list-style-type: none"> • National Competitiveness & Quality HR Learning • Knowledge as a Factor Condition for Business Sustainability
14`00 – 14`30 hrs	Break
14`30 – 15.00 hrs	<ul style="list-style-type: none"> • Strategic Training Management
15.00 – 15.45 hrs	<ul style="list-style-type: none"> • Training Quality Management as the Means to Ensure Return on Investment: ISO 10015 Standard • Complementarity and Compatibility: ISO 10015 & Other Quality Assurance Systems
15.45 – 16.00 hrs	Break
16.15 – 16.45 hrs	<ul style="list-style-type: none"> • Certification of Training (HRD) Functions and Programmes • Certification House, Accreditation, Client References
1700 hrs	Closing of the Workshop