

# A happy workplace

## Departmental Purpose Analysis

For an organisation to be customer driven, it needs to be process driven. Process approach to work is a key differentiator and enables effective utilisation of resources and continual process improvement.

Effective practice brings multifaceted improvements across organisational processes like shorter lead-time, waste reduction and improved efficiency.

## Contents

Look at work horizontally

Value focus

Customer focus

Goals

Business Processes

Customer expectation matrix

Process selection matrix

Internal customer supplier meets

Improvement roadmap

## Take Away

On attending this training workshop, the participants will be able to understand the concept of departmental purpose analysis with a view to inter-department/ organisation wide implementation.



## Objectives

Learn DPA concept

Improve customer focus

Align to organisational purpose

### Who should attend?

Middle level

Senior level

### What is the duration?

1 day, 2 days, 3 days, 3 ½ days

[choose duration](#)

### Interaction language

English, Hindi/ English

### Methodology

Multimedia Presentation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Games

Q & A