

#CEOKIPATHSHALA

Capacity Building in Business



*This workbook is part fulfillment of a workshop
for SME CEO/ Owners*

Sanjay Singh



Today's Presentation

TOPICS TO COVER

- Ability and Capacity
- Types of Capacities in Business
- Building Capacities
- Capacity Building Metrics
- Timeline for Capacity Building

Sanjay Singh

CEO COACH &
GROWTH CONSULTANT

ACHIEVEMENTS

MDP Faculty of IIM Kolkata
Mentors brands like ICICI, Godrej, Amway, LG
Electronics, Nestle, Lemken, Stewols

CORE COMPETENCY

Business Development and Growth Strategies



Ability & Capability

**(ABILITY + CAPACITY) =
CAPABILITY**

Perfect practice will make you perfect.
Only practice may lead you to mastery of
imperfection.



Why build capacity?

YOUR BUSINESS WILL DO MORE ONLY WHEN IT CAN DO
MORE



10%

GROWTH IN EXISTING BUSINESS WILL HAPPEN

—
Only when your capacity to do business will grow by at least 25%.

INTROSPECTING SELF

What are the entrepreneurial capacities
that I need to develop?

Are you stuck up with today?



WHO TAKES CARE OF TODAY?

WHO TAKES CARE OF TOMORROW?

WHO TAKES CARE OF DAY AFTER TOMORROW?

Do you decide first time, every time?

- a) Yes
- b) No
- c) Maybe. Will Think.
- d) Later
- e) Requires discussion
- f) Pass the Parcel
- g) Need Time



**Do you think
fresh, think
big & think
future?**



**DOING SAME THINGS
DIFFERENTLY**

In last 6 months, what is it that you have started doing differently.

DOING DIFFERENT THINGS

In last 1 year, have you done anything different in your business?

**DO YOU THINK ABOUT
FUTURE?**

Give a 3 minutes presentation on your business 20 years down the line.

		URGENCY	
IMPORTANCE	High	1 Urgent and important Do it now	2 Important not urgent Decide when to do it
	Low	4 Urgent not important Delegate it	3 Not important not urgent Dump it

**Have you
mastered time
management?**

Importance Vs Urgency
 Authority and Delegation
 Change Adaptability
 Time for work, family, society and self

Do you believe that you need a team?

ARE YOU A TEAM MAN?

SELF ASSESSMENT

Are you working on your business or are you working in your business?

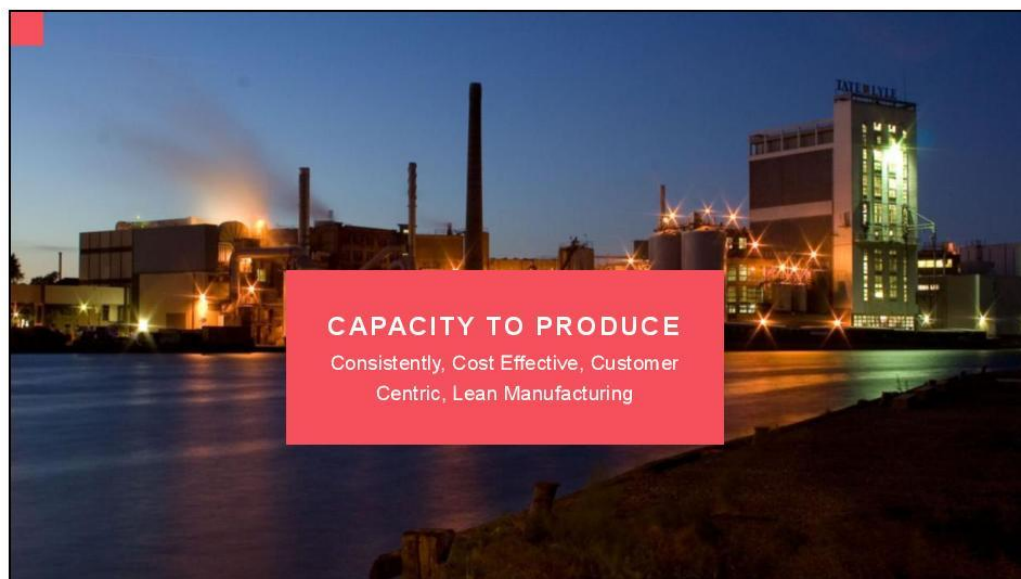
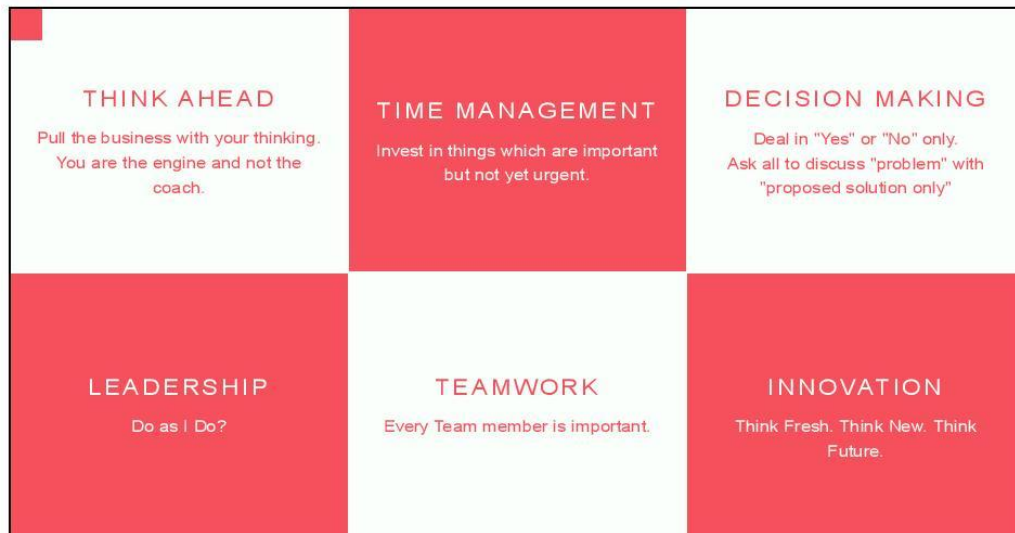
WHO WILL MAKE YOU WIN?

You or Your Team?



Leadership Quality?

EXAMPLE	EMPOWER	EDUCATE	ESCHEW
Do as I do? It is never "Do as I say?"	Everyone gets an opportunity to exhibit leadership skills. It has nothing to do with your designation.	Training your downline is a an important part of your leadership quality .	Always think about the growth of your team in your organisation.



CUSTOMER FEEDBACK?

How do you take customer feedback?
Do you assume that you know?



CUSTOMER CENTRICITY

How do you ensure that your
processes are customer centric?

ENABLE SIX SIGMA

This is no rocket science. Go for it!

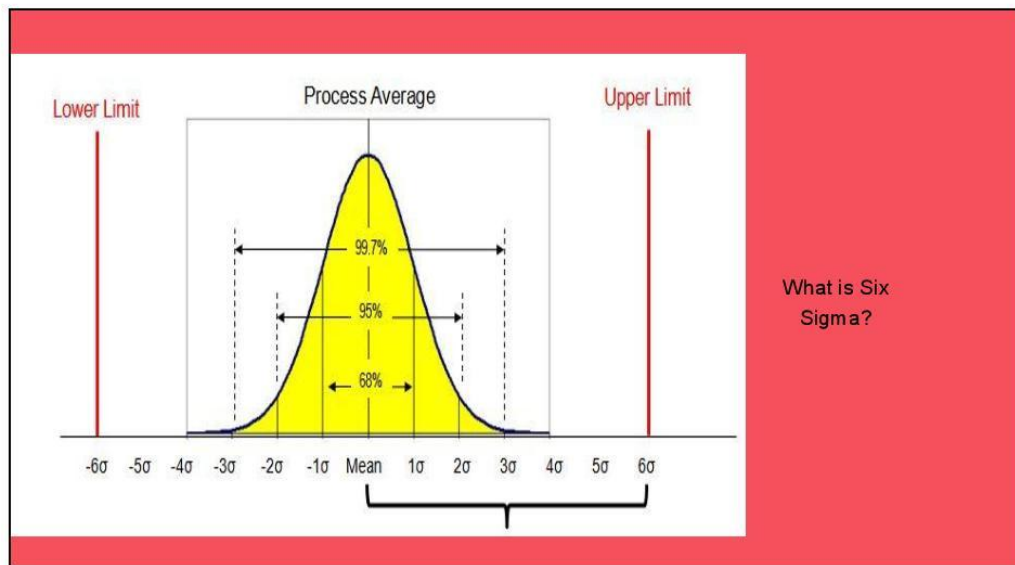


The 8 Wastes of Lean Manufacturing

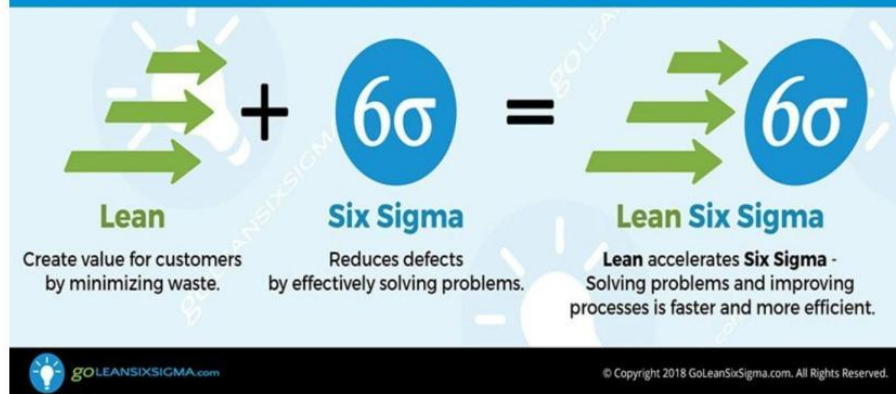


LEAN MANUFACTURING

How much of Lean Manufacturing do
you understand and implement?



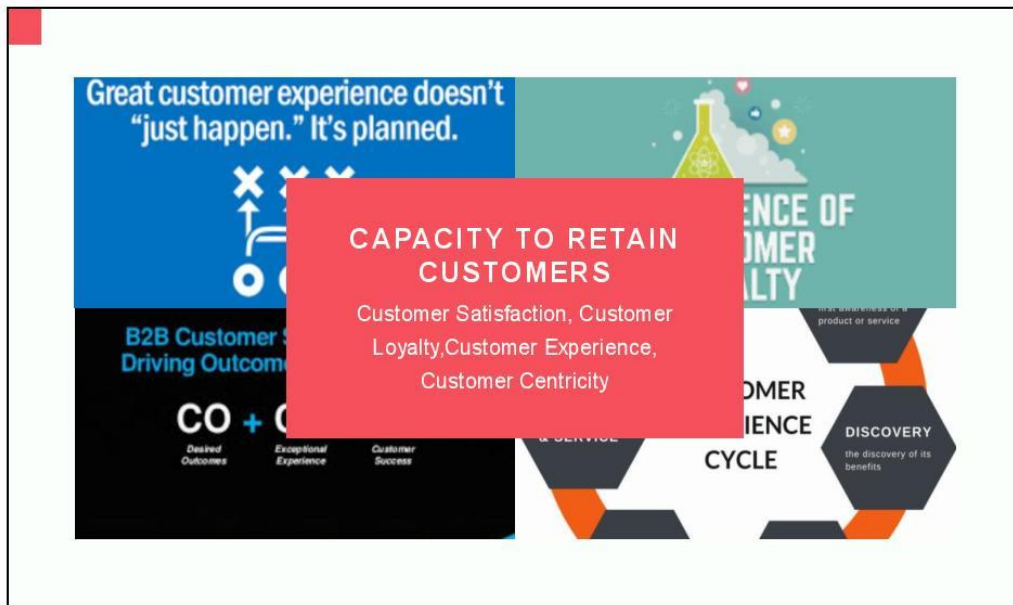
What Is Lean Six Sigma?



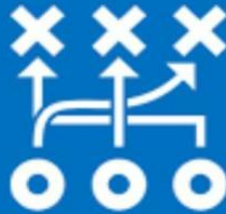
The 8 Wastes of Lean Manufacturing



TULIP



Great customer experience doesn't
"just happen." It's planned.



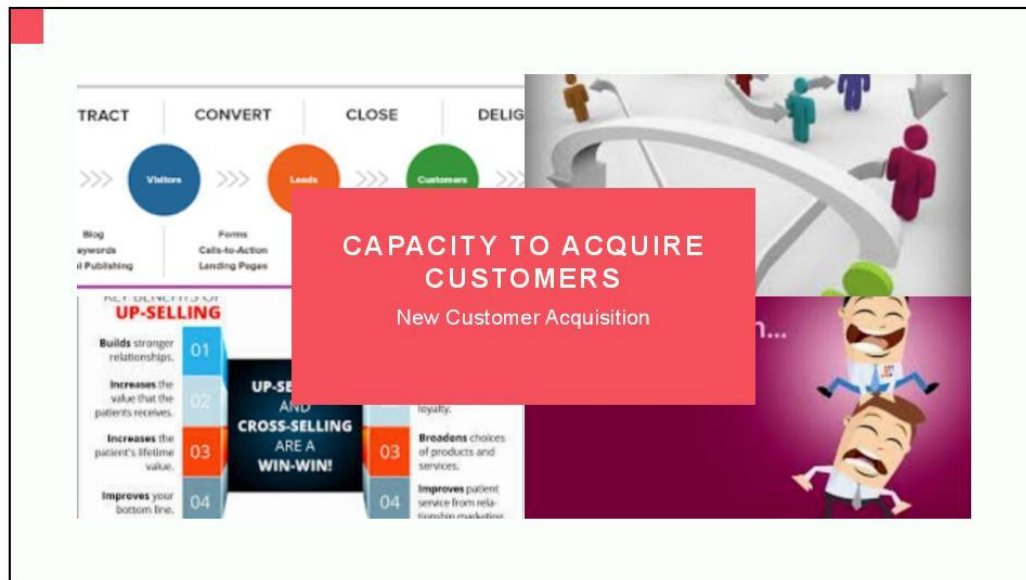
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**YOUR MOST UNHAPPY CUSTOMERS
ARE YOUR GREATEST SOURCE
OF LEARNING.**

- BILL GATES





Reference Selling

Vintage of Customer
Customer Satisfaction Index

KEY BENEFITS OF **UP-SELLING**

Builds stronger relationships.

01

Increases the value that the patients receives.

02

Increases the patient's lifetime value.

03

Improves your bottom line.

04

**UP-SELLING
AND
CROSS-SELLING
ARE A
WIN-WIN!**

KEY BENEFITS OF **CROSS-SELLING**

Improves your bottom line.

01

Improves patient loyalty.

02

Broadens choices of products and services.

03

Improves patient service from relationship marketing.

04

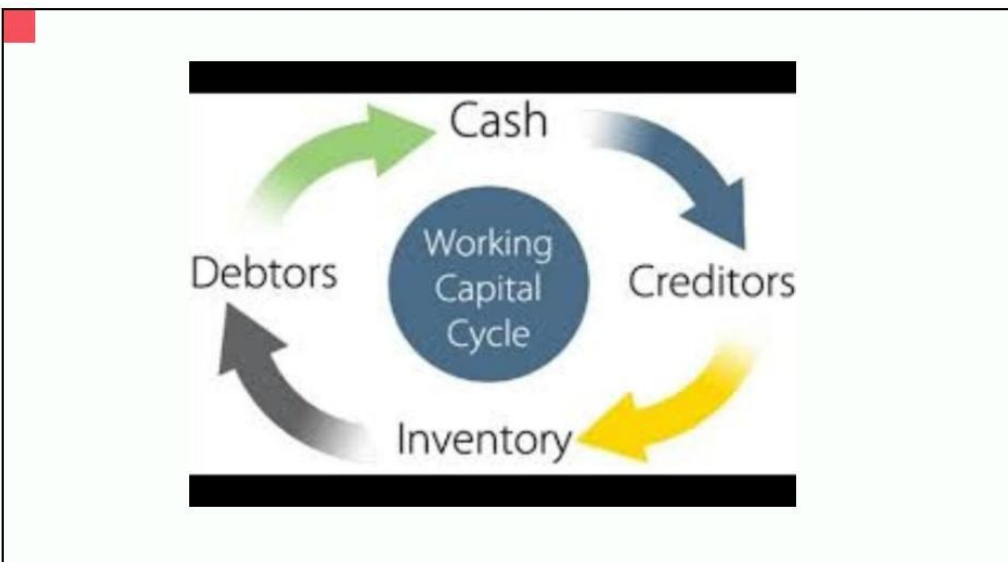
Don't face
the competition...
...jump over it!

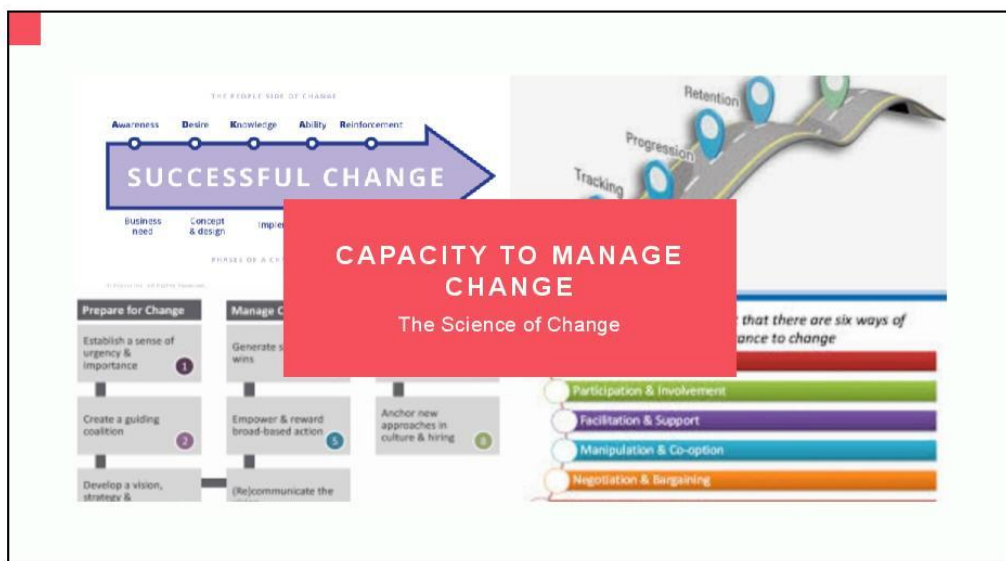


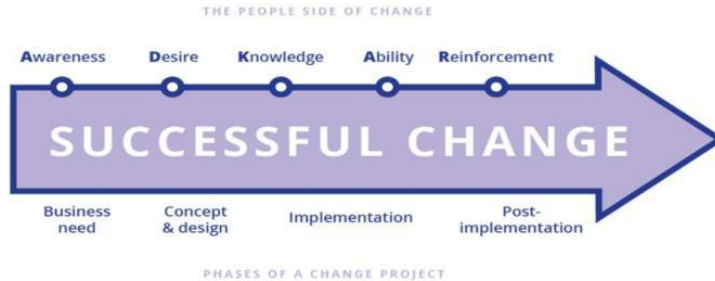
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Working capital overview



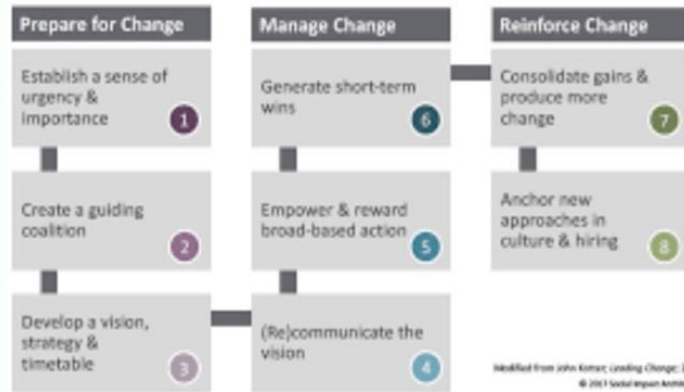




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Steps to Change Management



Overcoming Resistance to Change

Kotter & Schlesinger suggest that there are six ways of overcoming resistance to change







HOW TO REACH US

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