

PERFORMANCE
EXCELLENCE

For Rustomjee Pvt Ltd

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In this tricky industry
in such a short time
you have made
such good progress
and earned such
a great reputation

This means
you know what to do,
you know how to do,
and you know how to do
better and still better
and to earn the goodwill
and the trust
of your customers

What I wish to do
is to raise a salute
to all of you.

Also, to explore with you
how to enjoy the whole process

My discussion theme is:

***THE JOY OF
AND SOME BASIC
APPROACHES TO***

PERFORMANCE EXCELLENCE

We are all practical people
May we start with a practice?

A practice

SOME MOMENTS OF JOY

Some moments of excellence

Remembering,
recalling,
rejoicing
moments of joy
stemming out of
performance excellence

Ours and others

When we think about ours
when we talk about others',
what happens?

OUR ENERGY PEPS UP –
an inexpensive 'pill'

MAY WE DO MORE OF IT?

EASY TO UNDERSTAND
BUT DIFFICULT TO DO
tearing people to pieces
is easy
and futile

*In life and at work
we are dealing with reality –
economic, physical
and human reality*

Would it help
to see more
of reality?
Of human reality?



Some learnings
First impressions
tend to remain
final impressions
We can cash in
on this reality.

The flip side?
We need willingness, effort
and help to see the other person's
point of view

In a drama
which role is important?

EACH role is important
ALL roles are important

ONE common aim is
to please the audience,
the customer

In the game of football,
which role is important?

To make it a winning team
we have ALL to play our part
excellently.

To do so,
what are the crucial acts?

To do so,
we need to know the goal –
the common goal;
we need to know the role –
each has a logical role;
we need to know the rules –
and abide by the rules

The work place
is also a play
and we have many roles
and agreed rules
and desirable goals

“All the world is a stage...”

Can we call the work

a game

and can we call the work place

a stage or playground?

There are some differences
of course
but in essence
they seem the same

Also the difference
between an individual and a team
strengths are primary
weaknesses irrelevant
there are others
to compensate

The organization is a team
a large team
made up of a number of
subteams
members supplementing
and complementing each other

When the team is large
and growing
we say
we have
a common vision.
A common mission.
And common values

What are some
of the advantages?

Personally

We will have a smooth day,
a satisfying day,
a day of strokes
from inside and outside

Company wise
we will have
good reputation
good relations
good feelings
and good results

Customer gets satisfaction
and becomes our 'salesman'

We get satisfaction
because of self control

Outside audit
and **inside** review –
which is more pleasant
and productive?

Review

not to apportion blame

but find remedy –

blame game does not take us

anywhere

Excellence
a destination
or a journey?

A joyful journey
An onward, upward
movement
Better than yesterday
and still better tomorrow

One way to assure this is
to avail of
the power of
vision, mission and values

Self check to see whether we are
living the spirit and letter of
the company's
vision, mission and values

To quote your chief:
SAY WHAT YOU MEAN
AND MEAN WHAT YOU SAY

Take care of the means
and the end will take care of itself

When we make a daily review
we will learn
what to continue,
what to modify
and what to discontinue

Lessons learnt
can go into a work diary
a VMV diary

A Japanese practice

We have two advantages
One, created advantage – thru this
Vision-mission-values and Two, a
natural advantage

Good thought,
good word,
good deed

This is Zoroastrian tradition
Let us treasure both

We can together make people say
WE CAN TRUST RUSTOMJEE
And what a blessing it will be
for all concerned