

People Capability Maturity Model (PCMM®)

July 30 – 31, 2019 | FICCI, New Delhi

Overview

While we accept that most of today's service and knowledge businesses are talent driven and that people are our biggest assets, historically organizations have focused more on proactively improving their core business / operational processes and their investments in technology compared to improvement in their talent management processes.

In fact, the current global hue-and-cry on talent shortfalls and high attrition rates in IT/ITES are only a tip of the iceberg. At the business level, there are imperatives like improving productivity, moving-up the value chain, enhancing competitiveness and getting closer to the customers. At an organizational level, issues like managing a multi-cultural and multi-geography workforce, managing rapid growth and creating 'cool' work cultures continue to take a large mindshare of business leaders and HR professionals. While today's professionals are trying to get multi-skilled and chart a clear career path for themselves.

So, it is insufficient to win the 'talent war'. It is also insufficient to try solutions (like Business Process Re-engineering, Employee Stock Options, Assessment Centres and 360-degree appraisals) in a piece-meal manner. Instead, the need of the hour is to take a holistic view of the organization's business, culture, technology and talent needs. And adapt solutions based on an integrated and proactive approach towards developing & engaging talent, growing the business and delighting the customers.

The People Capability Maturity Model® (People CMM®) is a maturity framework developed at the CMMI® Institute that guides organizations in improving their ability to attract, develop, motivate, organize, and retain talent.



Course Objectives

Through the program participants will understand:

- The rationale and philosophy behind the design of the People CMM®
- The overall architecture, 5 maturity levels, and 22 process areas of the People CMM®, Version 2
- How to continuously enhance the capabilities of individuals
- How teams are systematically developed and empowered across maturity levels
- The use of increasingly sophisticated people processes to meet current and future business objectives
- How to benchmark the organization's current workforce practices against the model

Course Benefits

- Develop an ability to interpret and implement the People CMM® in different types of organizations
- Understanding of how to balance business imperatives with individual aspirations
- Learn how to align people process improvements with ongoing/past quality initiatives for their cross leveraging
- Appreciate methods for holistic talent engagement and for becoming “An Employer of Choice”
- Gain insights into addressing talent and culture issues in high-growth businesses
- Learn about approaches towards building a high-performance organization

Audience

- HR Leaders
- Senior Management Professionals
- Business Leaders
- Business Excellence / Quality Leaders

Course Schedule & Registration Procedure

Date:	July 30 - 31, 2019
Timing:	09:30 hrs – 17:30 hrs
Nature:	Non-residential
Venue:	New Delhi
Participation Fee:	Rs. 15,000 plus GST @ 18% i.e. total of Rs. 17,700/- (Includes cost of training, course kit, lunch, tea etc.)
Registration:	Send registration form along with Cheque/DD in favour of “FICCI Quality Forum”. The seats are limited to 20 and registration will be done on first come first serve basis

Course Content

Need for People CMM
Global usage patterns and case studies
Architecture of the model
Overview of each maturity level:

Level 2	Managed (Staffing, Communication and Coordination, Work Environment, Performance Management, Training and Development, Compensation)
Level 3	Defined (Competency Analysis, Workforce Planning, Competency Development, Career Development, Competency-Based Practices, Workgroup Development, Participatory Culture)
Level 4	Predictable (Competency Integration, Empowered Workgroups, Competency-Based Assets, Quantitative Performance Management, Organizational Capability Management, Mentoring)
Level 5	Optimizing (Continuous Capability Improvement, Organizational Performance Alignment, Continuous Workforce Innovation)

People CMM® Road Map and Assessment

Trainer Profile

Sankararaman Dhandapani has more than thirty years of experience in a spectrum of areas including Operational Excellence Consulting, Human Capital Management Consulting, Software Project Management, People Management, Quality Management, Trainings and Audits.

He is a CMMI Institute Certified Lead appraiser for People CMM, CMMI for Development, CMMI for Services and High Maturity Lead Appraiser. He is also an authorized instructor for conducting multiple official trainings of CMMI Institute. Till date he has conducted nearly 100 SCAMPI appraisals in various parts of the world on People CMM, CMMI for Development and CMMI for Services.

He has consulted for several organizations on People CMM such as Accenture (multiple countries), Mahindra Finance Group companies, Dialog Telekom, MIMOS, BankMuscat, Quest Technologies, Infosys BPO, BHEL, Coromandel International and many more.

About FQF

FICCI Quality Forum (FQF) is a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with objective to sharpen the competitive edge of Indian Industry. FQF provides training, consultancy and research services focused on enhancing the quality quotient of clients and partner organizations.

For the past 20 years, FQF in collaboration with renowned national and international partners has been providing training on various ISO management systems like ISO 9001 Quality Management System (QMS), ISO 14001 Environment Management System (EMS), ISO 22000 Food Safety Management System (FSMS) and Occupational Health and Safety Management System (OHSAS) 18001 standards and also providing trainings on different Behavioural and skill based topics to Industry at large through pool of highly competent & experienced trainers

About QAI

Founded by William Perry, USA in 1980, QAI is a transnational consulting company facilitating quality and process improvement in organizations worldwide. With presence in 30 countries and 700 successful client journeys, QAI has evangelized process improvement, operational excellence and quality in India and globally.

QAI, addresses Operational Excellence, which organizations achieve through deployment of best practices and processes in areas such as process management, quality management, innovation management, project management, and IT service management.

QAI brings a unique Design and Innovation led human-centred approach to building products, services and businesses through its Design and Innovation venture, QGLUE. QGLUE equips people to solve wicked problems by helping them reach a solution that is not just right, but also desirable using the human centred design approach.

QAI is the first organization to provide PCMM® Assessments in Asia. With 20+ years of People CMM consulting experience QAI has been evangelizing the PCMM® model and taking it across industries. World’s first PCMM® end to end journey and appraisal was done by QAI



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