

Future Companies Innovation Programs

Performance Development & Enhancement Strategies

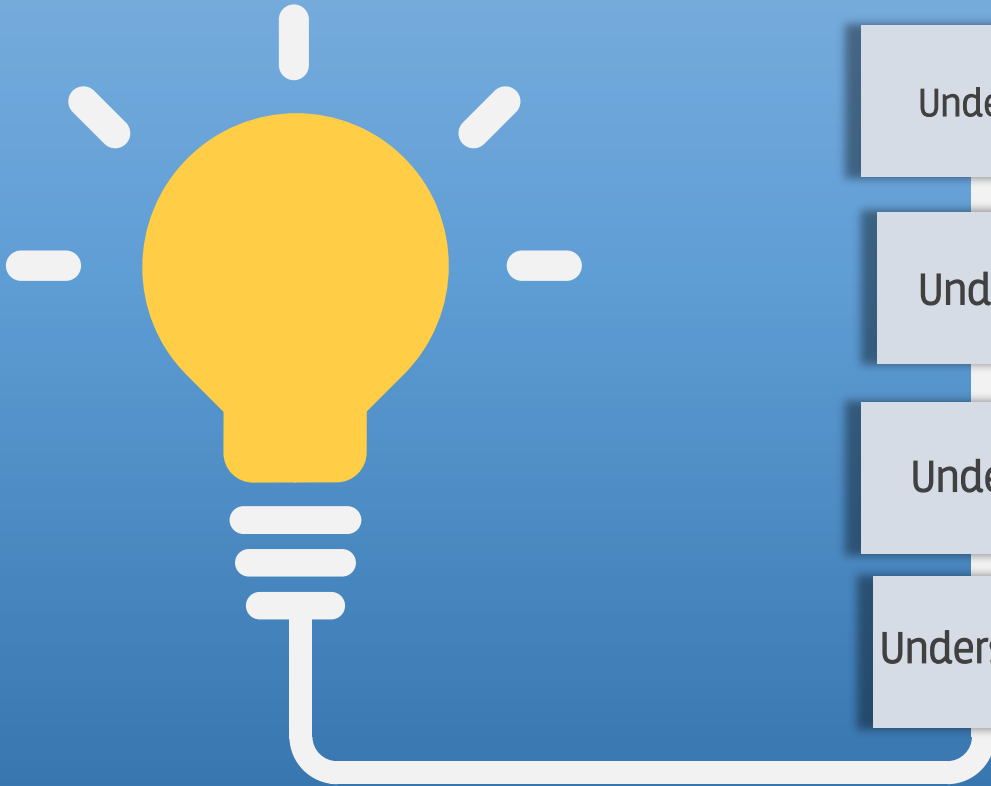
Second Session

Development of Small and Medium-sized
Businesses



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We anticipate the following outcomes at the end of the session:



What are the performance-improvement and performance-excellence strategies?

Understanding goods and services development and improvement strategies

Understanding successful customer care strategy

Understanding the task and process redesign strategy (Process Engineering)

Understanding employee empowerment and human resources development strategies

Training Themes



Strategic Concepts



Development and Improvement Strategies for Products and Services



Successful Customer-Focused Strategy



Strategy for Task and Process Redesign (Process Engineering)



Strategy Human Resources Development and Employee Empowerment

Participants' Expectations



Write the
Expectations on the
wallpaper.



Pre-test



How well do you
understand business
development
strategies?

Write the question on the
wallpaper

Direct Questions to The Participants



Strategy Definition



What are the performance-improvement and performance-excellence strategies? And how did the world's largest and smallest organizations use it to achieve excellence (efficiency and effectiveness) in the beginning? It is vital to outline the strategy as well as the concept of institutional efficiency and effectiveness.

The Strategy:

- An expression of a future vision and commitment aimed at a specific level of aspiration
- .A pattern that defines a company's or organization's direction in the future.

Fundamentals of Achieving Institutional Excellence



Fundamentals of Institutional Accomplishment

Organizations seeking strategy success have been compelled to adopt a set of foundations, the most essential of which are:

1) Having a clear vision for the organization:

This vision drives the activities of all departments and employees in the organization toward a huge, unified goal that often lasts decades. The vision is defined as "the commitment declared by the company or group."

2) Presence of a specific message:

The message represents the company's current condition and prospective objectives, and it demonstrates that in some manner, the employers' dedication to customers, employees, and society.

What is the development and improvement strategy?

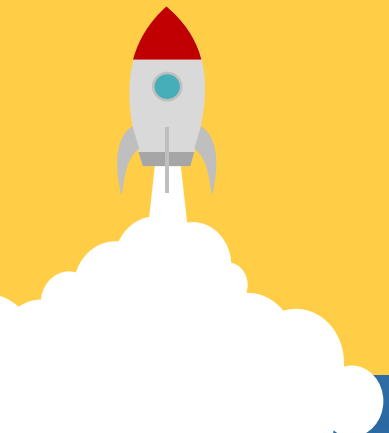
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Direct Question to The Participants



Strategy of Development and Enhancement

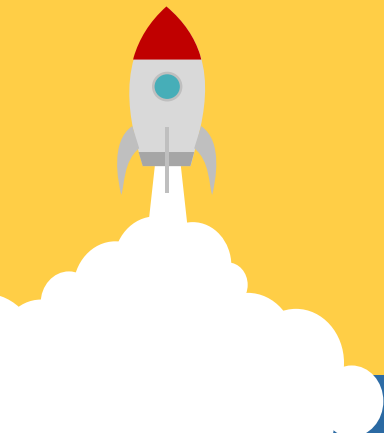
For Small and Medium Businesses



A set of successive patterns of planned change aimed at excelling in the field of work (performance excellence) and fulfilling the institution's vision. Most institutions that function with a clear vision and mission reflect the owners' and employees' desires for efficiency and effectiveness..

Effectiveness

For Small and Medium Businesses



The topic of the activity is:

(Customer satisfaction, staff satisfaction, firm reputation, data...)

All efforts to increase the organization's efficiency and effectiveness are referred to as strategies since they strive to:-

- To make significant changes in work practices, methodologies, and results.
- Substantial and ongoing attempts and activities are required (with the assistance of senior management).
- These efforts will persist for many years (they require time to succeed).

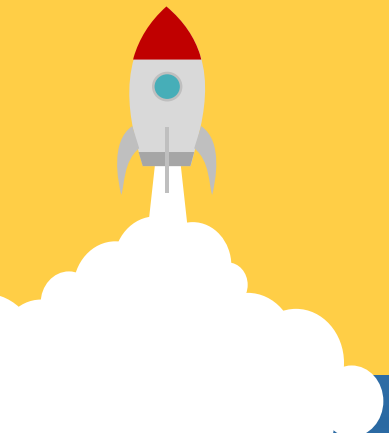
Is there a relationship between administrative issues and the desire of improvement? Is the process of improvement preceded by the emergence of administrative problems?, or it is a process of continual development in areas affecting the institution's existence and continuity?

Write the question on the wallpaper

Direct Question to the Participants



Administrative Problems and Strategies for Improvement



- There is a strong correlation between the existence of administrative problems (low efficiency, low productivity, labor turnover, low motivation, intense marketing competition, lack of information) and the desire of management or owners for improvement, which sometimes leads the organization to excellence in performance.
- However, improving performance is no longer an option management undertakes. Rather, it has become an essential requirement of the organization's existence, rather than the end of it, as well as sustaining its competitive qualities.

Is there a specific strategy
and methodology for
development and
improvement?

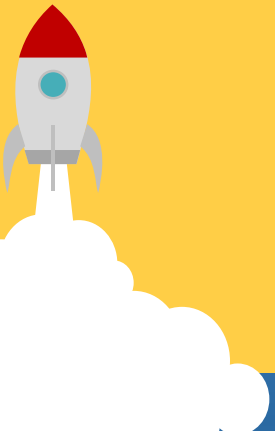
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Direct Question to The Participants



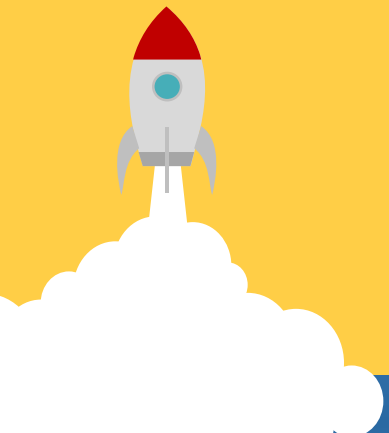
Selection and Trade-off among Improvement Strategies:

The examination of performance improvement tactics leaves those who desire to improve perplexed about choosing improvement priorities, or, in other words, where does the business begin to improve in light of the numerous choices and strategies. To make this work easier, enough time should be allotted at the start, and the greatest number of influencers in the organization should be involved in evaluating the organization's needs and conditions (the most crucial factor). Depending on the available skills and conditions, improvement activities can be planned over years rather than a single year.

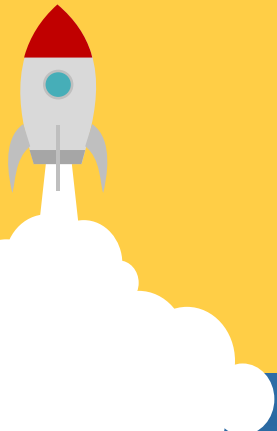


Selection and Trade-off among Improvement Strategies:

Many well-known management ideas and practices can be regarded as strategies for enhancing performance, and some of them are excellent strategies for reconstructing institutions. The most essential of these strategies is illustrated in the figure below.



Methodologies for Development and Improvement



Development and Improvement Methodologies

1

Total Quality Management (TQM)

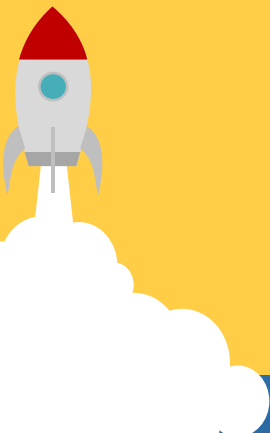
2

Methodology for Development and
Improvement (Kaizen)

3

Inclusive Performance (Balanced Scorecard)

Methodologies for Development and Improvement



Development and Improvement Methodologies

4

Performance Indicators System

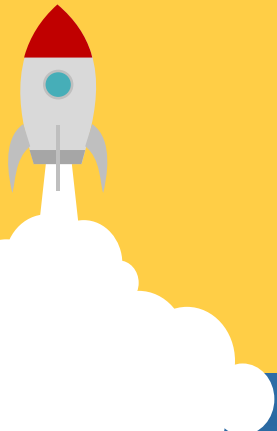
5

Benchmark Models

6

Process Re-Engineering

Methodologies for Development and Improvement



Development and Improvement Methodologies

7

Six Sigma Hexagon Quality

8

Learning by Action

9

Reducing The Size of Workforce

Participants are separated into working groups, with each group tasked with conducting a search on the web on the previously mentioned development approaches. Allow each group to share their findings before starting the discussion.

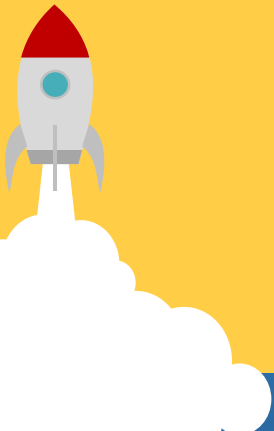
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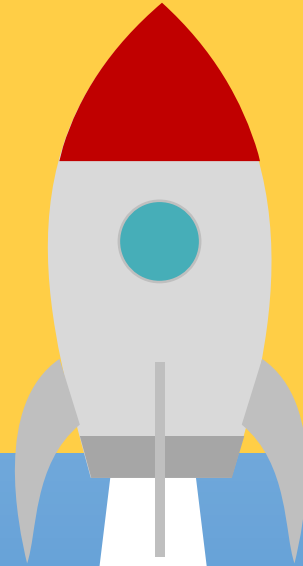
Home Activity



Selection and Trade-off among Improvement Strategies:

(In any case, the fundamental issue that we will raise will not be which approaches are stronger than others, but rather the need to form a specialized work team to bring improvement from within the institutions themselves and to prioritize the strategies that suit the institution.)





Strategies

of Small and Medium Business Growth

Development and Improvement Strategy

Development and Improvement Strategies

There are numerous ways for development and improvement, the most popular of which are four strategies.



04

Human Resources Development

03

Re-design tasks and processes

02

Successful Customers Care

01

Development and Enhancement of
Goods and Services



Strategy for Developing and Improving Goods and Services

Small and Medium Business Growth

For what reasons does product development strategy arise?

Write the question on the wallpaper

Direct Question to the Participants



There is a strategy for developing and improving goods and services (which was put in place for two reasons).



UP

The desire to ensure excellence (excellence) in performance. This means that the motive behind the improvement process may not be real problems or threats faced by the organization, but rather the management's desire to adopt a strategy that gives it a preferential advantage. (Telecommunications, electricity, transportation).

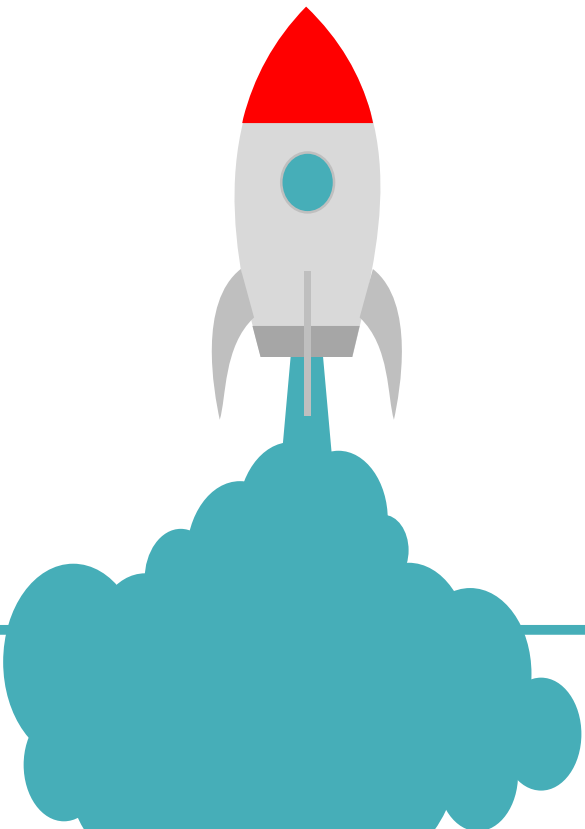
Ebb The company's market share in the field of products or services it offers, either to the introduction of a new competitor or the failure of products and services to keep up with the levels of competitors, or due to the intensification of competition. This signifies that the primary motivation for the process of upgrading products and services is a real problem that threatens the company's survival.

DOWN



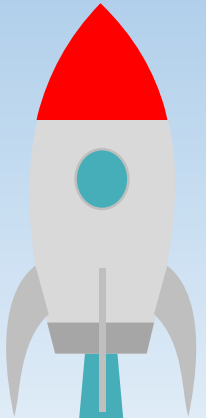
Leading Models to Improve Products and Services

In this case, the company simulates pioneering models of competing companies and works to improve its services or products in a manner that is equal to or greater than what the competitors have produced



02 Improving products and services in response to client requests and recommendations

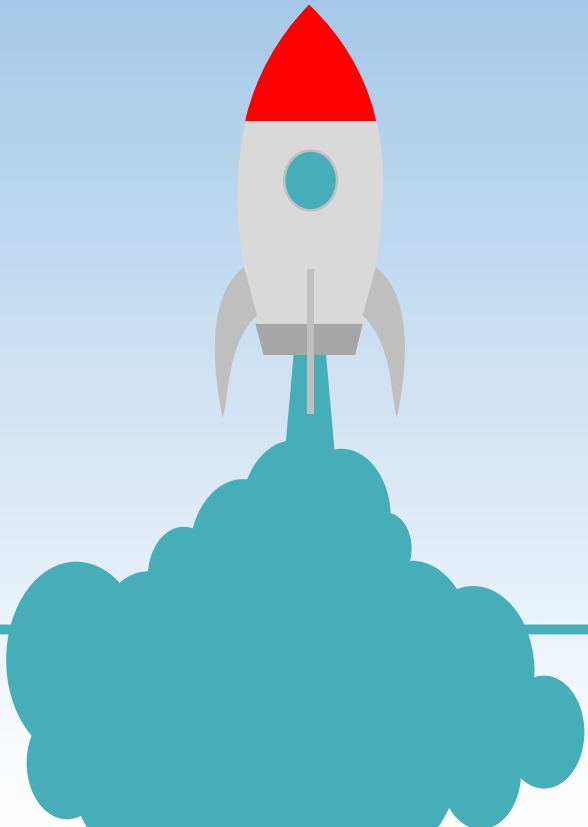
Which is recognized through forms given in sales outlets, salespeople as well as workers on the front lines, or special committees and teams formed for this aim (goods and services improvement teams).



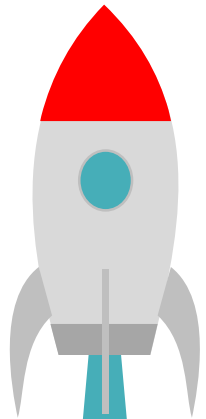
03

Developing New Services and Products

Most of these products are the result of business and continuous efforts of work teams called "new product development teams," "quality circles," or "idea development committees," which are frequently formed by a group of department and branch managers where current problems and challenges are raised, as well as future aspirations to reach points of agreement. Concerning the company's long-term goals.

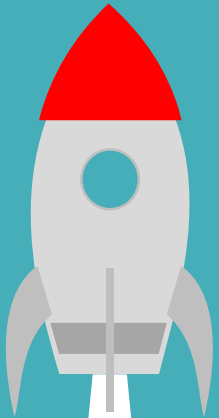


03 Developing New Services and Products



It is worth noting that the ways most used to address the requirement to enhance and develop products and services are as follows: the entire quality management approach TQM, Curriculum Kaizen, Katzenstein's planning method is used, and the modeling method is used. Benchmarking.

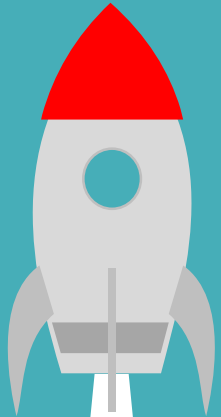
Product Development and Improvement Strategy in Summary



Goals

- Developments and enhancements to existing products and services.
- Introducing new products and services.
- Offering distinctive and one-of-a-kind products and services.
- Customers are responded to quickly.
- Increase quality to exceed consumer expectations.

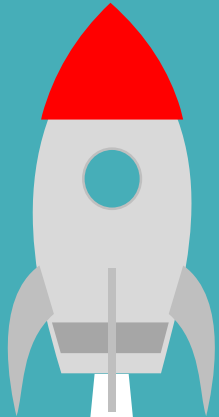
Product Development and Improvement Strategy in Summary



Methods

- Product development and improvement strategy in summary
- Product and service development committees and teams.
- Profit from consumer demands (marketing research and salesperson data).
- Take advantage of the workers' individual ingenuity.
- Follow and replicate market developments.

Product Development and Improvement Strategy in Summary



Implementation Modality

Product development and improvement strategy in summary preparing an executive action plan to meet the goals associated with this approach, as well as forming a team of executive leaders to bring about development.



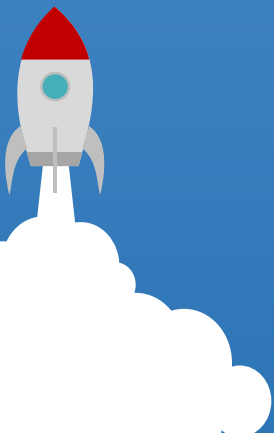
Customer Care Strategy

Small and Medium Business Development

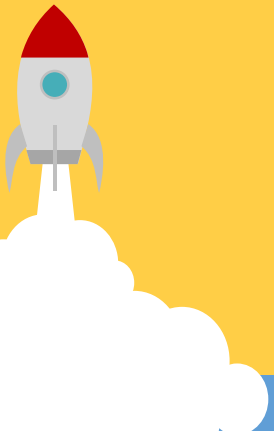
What does the term "successful customer care" mean, as we've all heard in recent decades? Are classic sayings like "the customer is always right" true? Is caring for the customer (for private institutions) or the beneficiary a strategy that leads to excellence in performance, and how is it implemented?

Write the question on the wallpaper

Direct Question to The Participants



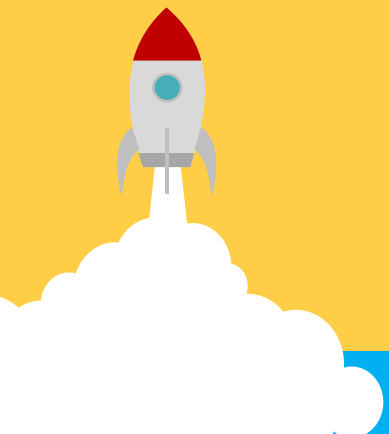
The Concept of Successful Customer Care



Successful customer service entails:

- Devoting all efforts and resources to ensure the enjoyment of the customer or beneficiary, as well as meeting his demands and desires.
- Delivering the service correctly the first time and improving it in the future.

The Concept of Successful Customer Care Meaning



Customer satisfaction is a new approach that goes beyond the concept of customer satisfaction, which is a goal for most businesses and institutions. Indeed, we find this phrase prominent in many of their messages. The concept of this strategy, however, extends beyond customer care to successful caring for them, which means:

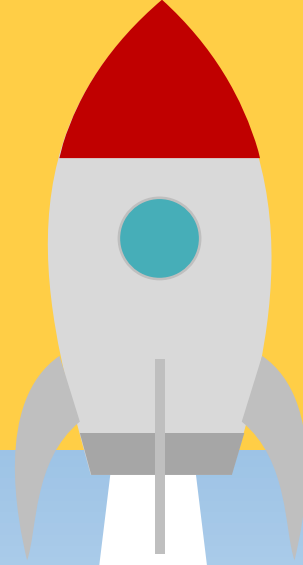
- Comparing what a firm or organization delivers to clients in a specific field to what others offer in the market.
- Comparing what a corporation or organization gives clients in a certain industry to their demands and wishes.
- Assure consumer or beneficiary satisfaction with the institution and the services delivered to them.
- Integrated customer service programs at the enterprise level, as well as the success of all units in taking care of customers (see figure below).
- Relationship marketing.... This phrase will appear shortly.

The Concept of Successful Customer Care



It should be explained for this reason that:

- Successful interest in the consumer involves making him desire to return if there are many choices (competition).
- Make him want to come back knowing he'll love (or not) the visit.
- It made him delighted, as he was burdened with anxiety in his contacts with the sole service providers (communications, power).
- Making him advocate that others do business with the organization or enterprise.

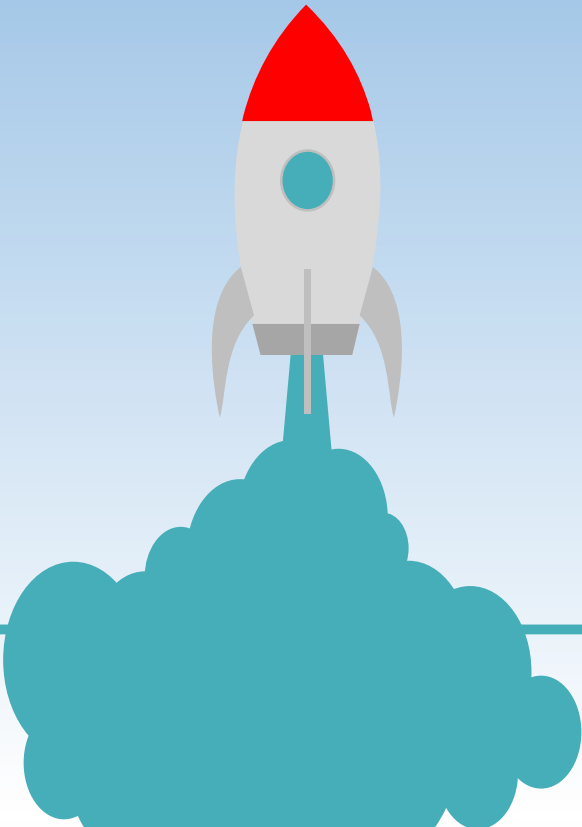


Customer Care

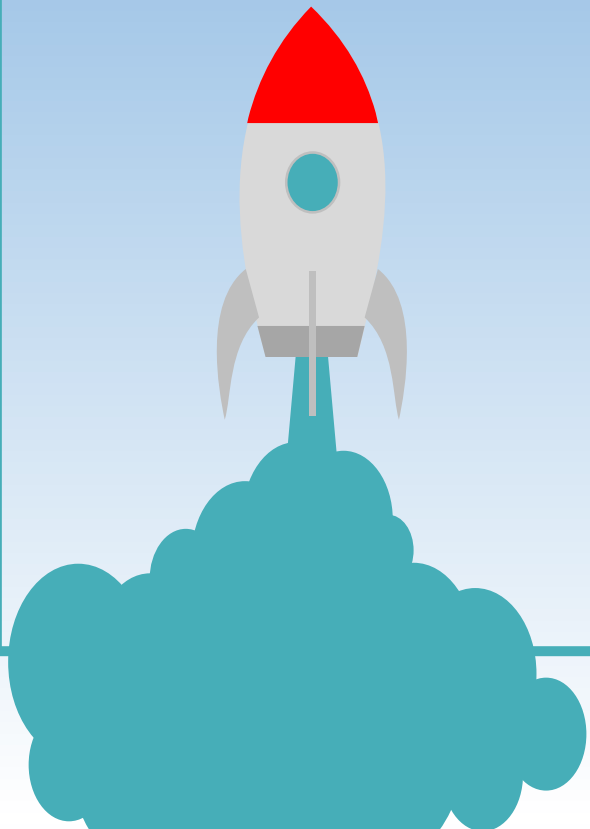
What are the Available Options?

The Available Options for Customer Care Strategy

There are many ways to implement this strategy, ranging from creating special programs throughout the organization to establishing special departments for that or forming teams specialized in reviewing and following up on this strategy, but what is beautiful about this strategy today is the tendency of some institutions to open subsidiaries of the parent company to handle critical areas of work.



Requirements for an Effective Customer care Strategy



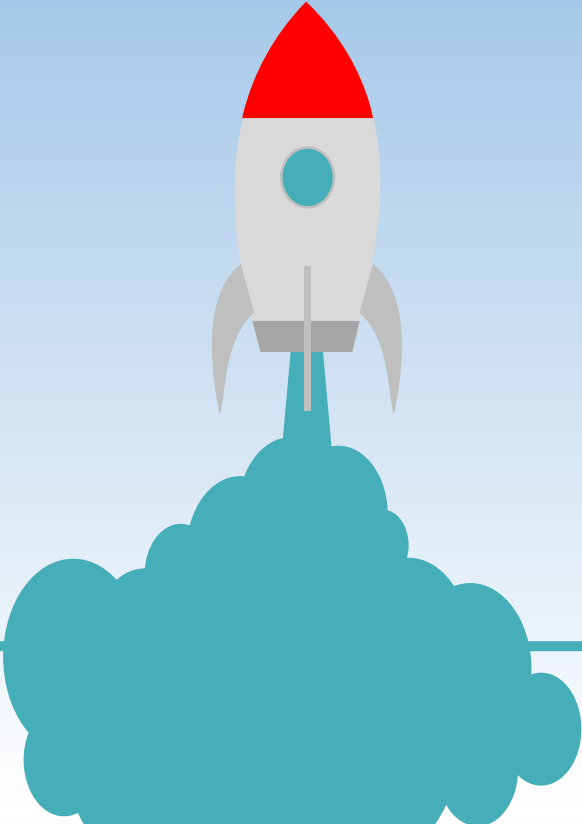
Ensuring that senior management sticks to a clear vision for customer service.

Without senior management commitment to a precise vision and objective concerned with all the needs of this strategy, the odds of success are limited, as are the numerous failures in each program within this approach. It is the amazing perspective that allows managers to see that their organization is benefiting customers in new ways, not just benefitting itself.

Requirements for an Effective Customer care Strategy

2. Ensuring that the required resources are available for success.

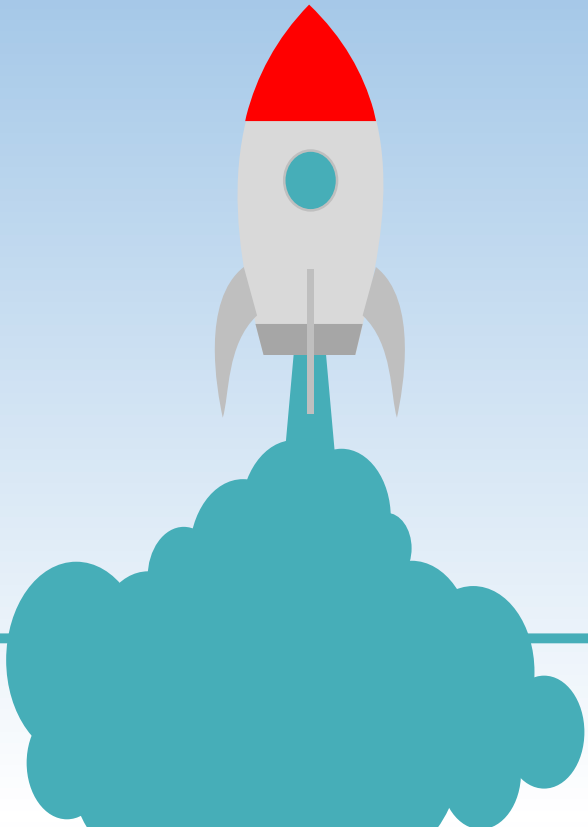
And these resources shall be dedicated for all that falls within the perimeter of customer service (Hospitality technologies, systems, facilities, and software required by customers...etc.). Or human resources (trained individuals, adequate employee numbers), and without these resources, the scale of achievement in this method will be limited.



01

First, An Invitation to A Private Meeting

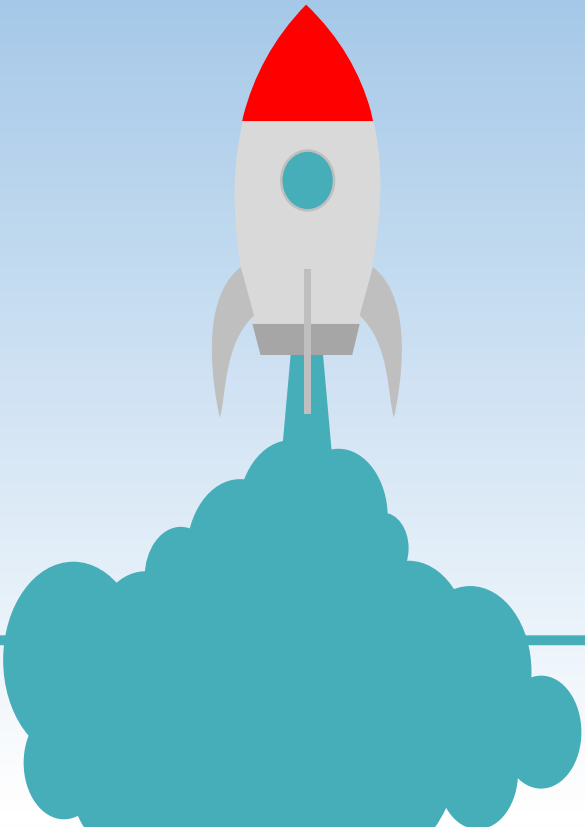
Officials from the organization's departments and divisions participate in order to raise this issue in all of its dimensions and develop the notion into a strategy adopted by the corporation. At this point, a specialist expert from outside the organization may be recruited to help the group's discourse, and it is critical to collect all proposals connected to this subject in preparation for future sessions.



02

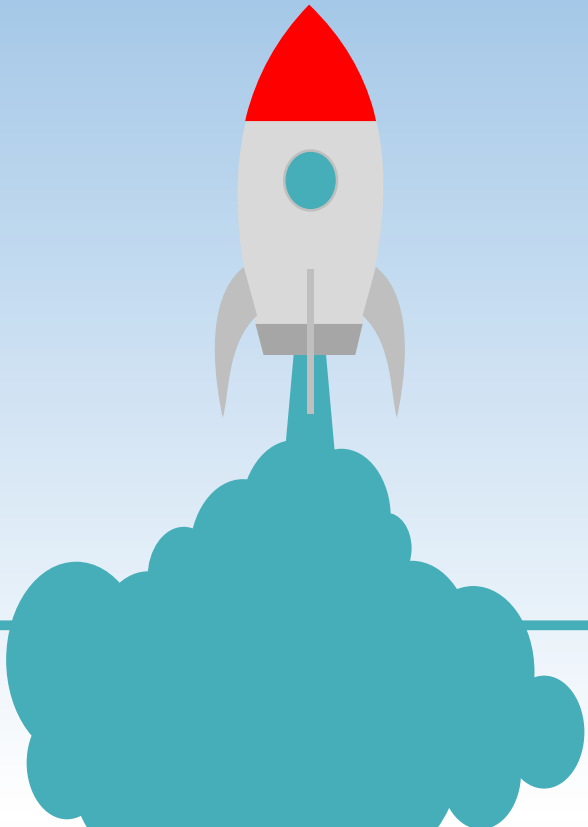
Second, a small team will be formed to oversee the customer-care approach

Assuming that this team includes representatives from the sales and marketing departments, customer service, public service and public relations departments, and those who have a direct influence on customers in some institutions, such as the production department. Of course, having a team leader is critical to the group's success.

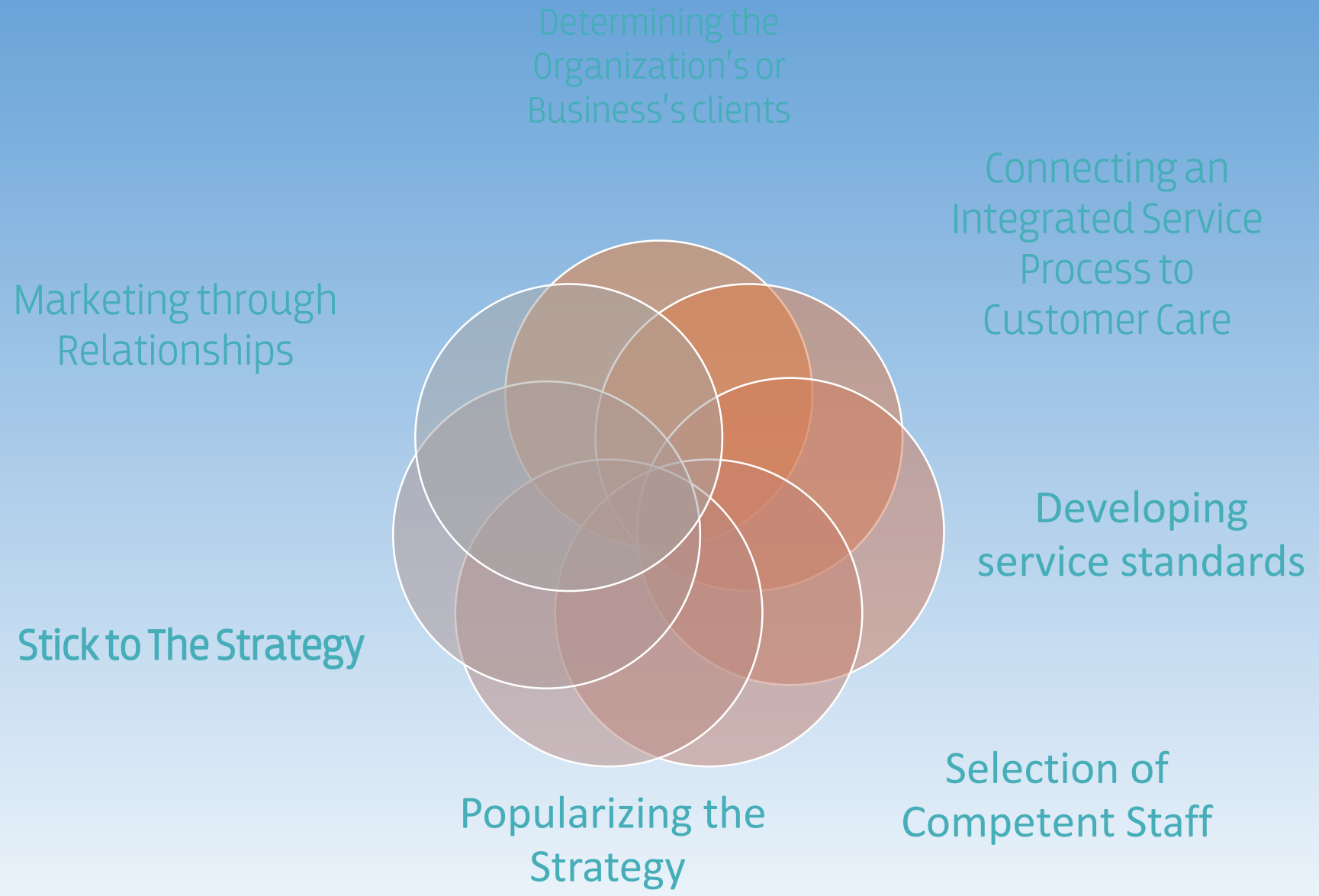
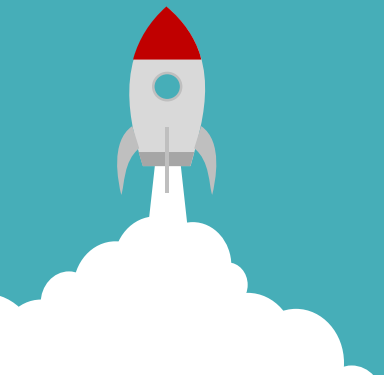


03
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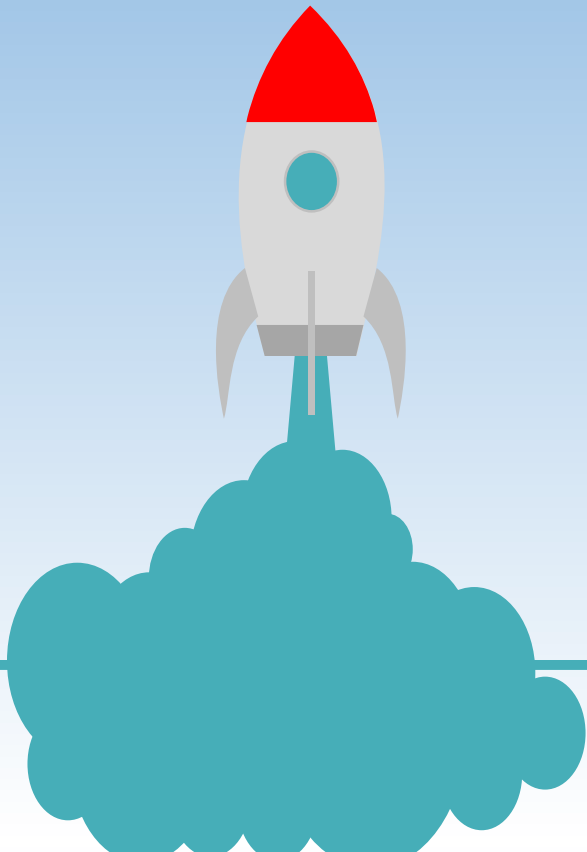
Carrying out the Customer Care Strategy



01 Determining the Organization's or Business's Clients

This entails making efforts to ascertain the requirements and goals of your clients, and one of the most crucial methods for doing so is:-

- Through team brainstorming sessions.
- By providing appropriate forms for that, asking for employee cooperation (feedback).
- Observations, grievances, and specific requests (forms, interviews, and market research).
- By acting out a customer's experience with the business they work for, one can role-play.
- Supporting companies that specialize in the same business.

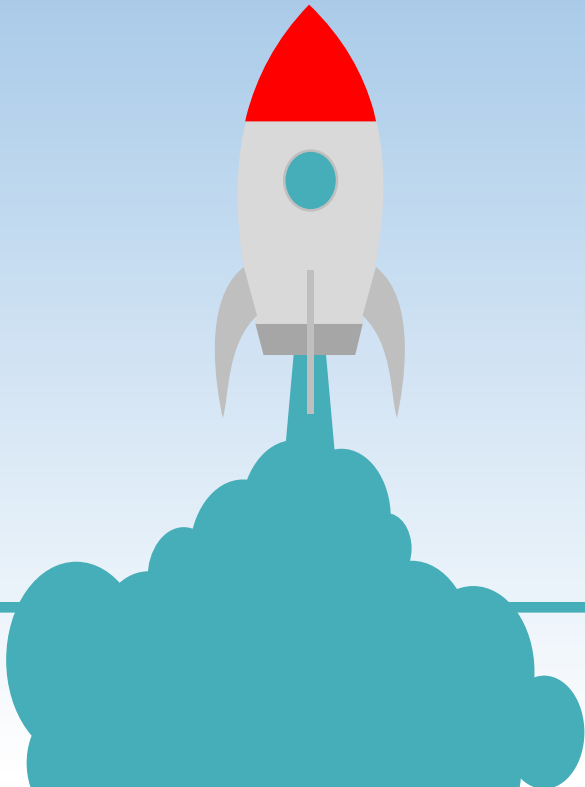


02 Connecting an Integrated Service process to Customer Care

Customer service is a seamless process that the business offers across a number of departments, including points of sale, public services, finance, and warehousing. It is possible for a consumer to submit a purchase order in one location while receiving the service in another, necessitating careful consideration of customer service in all points of contact.

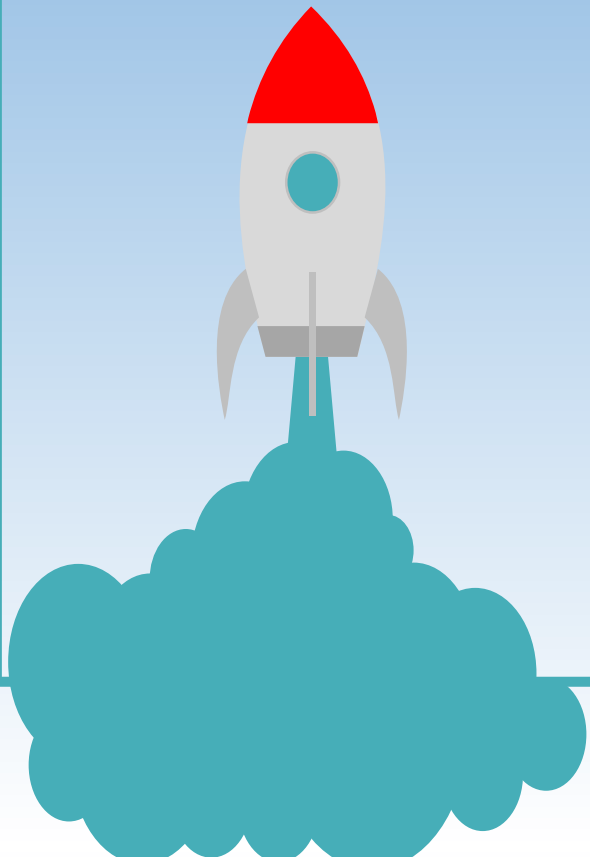
Among the topics of interest (topics of interest) that need to be the emphasis are:

- Marketing: How initial contact and consumer orders are handled (by phone, in-person, online, or through social media).
- Sale: This comprises the processes involved in selling products, handling customer orders, and adapting to shifting consumer preferences.
- Financial: The techniques used to prepare and deliver invoices.
- Delivery: Specify how the product will be delivered. After-sales service includes things like correspondence confirming the product's arrival and safety.
- Other things, such client relations (gifts, events, and congratulations).



03

Developing Service Standards



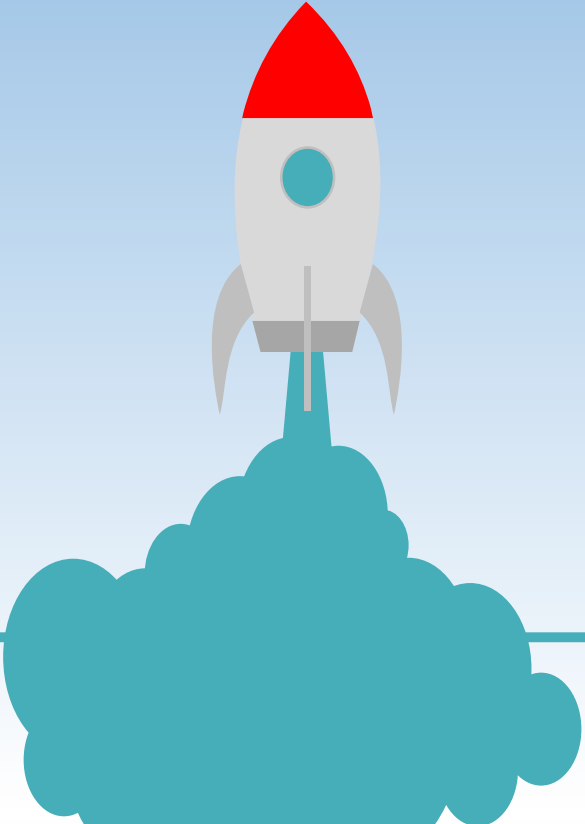
Creating standardized service levels: Each of the previously stated areas of interest has a certain set of levels. The key inquiries that aid in this process are:

- What language does the telephone operator use when speaking to customers?
- How many times does the phone ring before someone picks it up?
- How do staff members respond to someone who requests a corporate service?
- How do staff respond when someone inquires about another business located in the same building or street as your business?
- How many times must the customer be passed from one person to another before he receives a response? How long does it take to complete an order?
- Does the business address customer complaints? What are the ways to find out that?
- How quickly is a complaint addressed?

04

Selection of Competent Staff

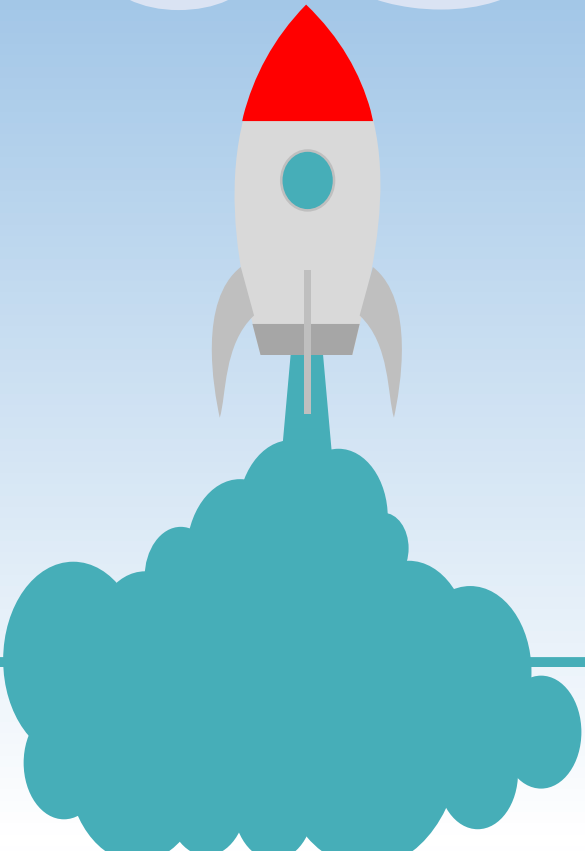
The success of this strategy depends on the use of the best employees for the job, and an employee may be moved from one job to another depending on demand. The best and most crucial employees that the business can take care of are those working in customer service, sales outlets, and confrontation.



05

Popularizing the Strategy

So that everyone upholds the commitments and ideals reflected in the team's selected behaviors. In order to do this, frequent meetings must be held throughout the company, and pamphlets describing the requirements and benefits for providing exceptional customer service must also be disseminated.



06

Stick to The Strategy

- Service Achievement Award:

It is always necessary to reward people who support this policy, and it is equally important to hold those who do not follow it accountable.

- Maintaining regular touch with customers

It is acceptable for team officials to keep an eye on the amount of customer pleasure and contentment with regard to doing business with the company.

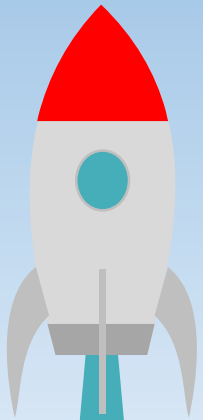
It is also important to conduct research to understand the level of success or failure here and there.

- Complaints can be turned into strengths:

By contacting the complainers, who will unavoidably be surprised to hear that their concerns are valued and will be taken seriously. This is the finest way for the business to win over complainants.

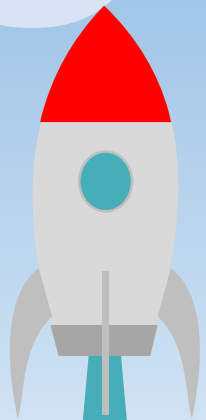
- Continuous improvement and education:

Your earlier choices of the greatest competences in the field of service are improved by training in subjects like "concepts of service and dealing," "dealing with the public," "dealing with an irate customer," or "communication skills."



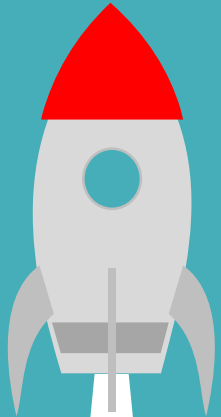
Marketing through Relationships..

07



- Focuses on this idea, which helped lead to the development of "Regis McKenna, a marketing expert in Silicon Valley, stressed the need for businesses and institutions to build a close, trusting relationship with customers so that this relationship lasts long after the transaction or purchase, rather than dealing only occasionally or infrequently to ensure that the customer will remain a customer.
- And "Regis, who worked with major corporations like Compaq, Lotus, and Microsoft, confirmed that failing to concentrate on customer retention costs organizations enormous amounts of money each year. This loss of customers may reach 30%, and the major issue is that businesses do not know how many customers they have already lost.

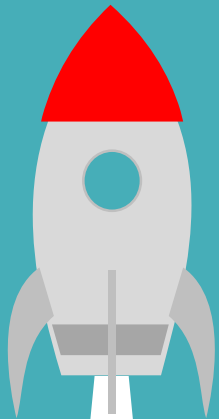
The Summary of Customer Care Strategy



Goals

- strengthening the market position.
- Increasing both private institution profitability and government agency public satisfaction.

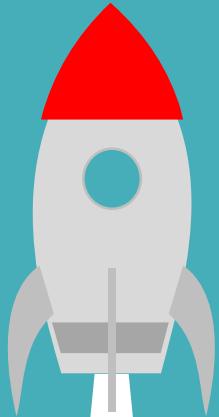
The Summary of Customer Care Strategy



Methods

- work and specialized committees.
- Professional companies and experts.
- Benefit from customer feedback and desires (marketing research).
- Follow and simulate what's new in the market.

The Summary of Customer Care Strategy



How to implement

- Assembling a small working group made up of the company's department and section heads, deciding which permanent employees would serve as the team's representatives, enlisting the aid of outside expertise, and having regular meetings.



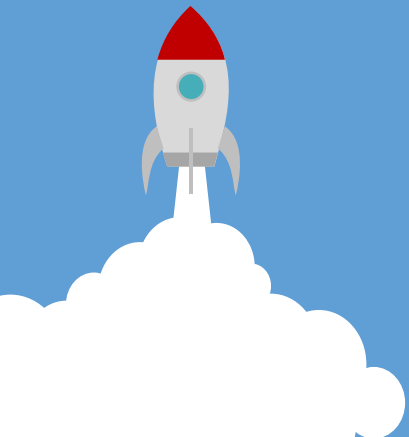
Strategy for Process Redesign

Small and Medium Business

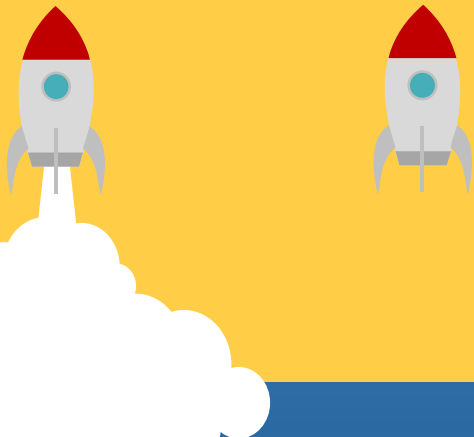
What do you know about the strategy for process redesign?

Write the question on the wallpaper

Direct Question to The Participants

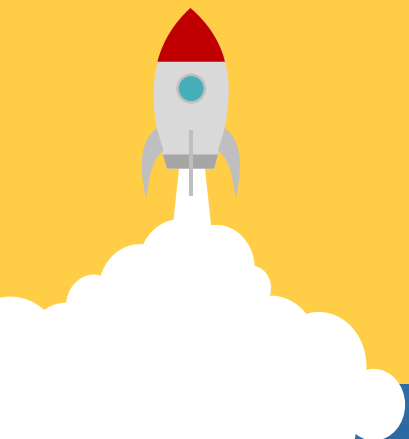


The Concept of Process Redesign



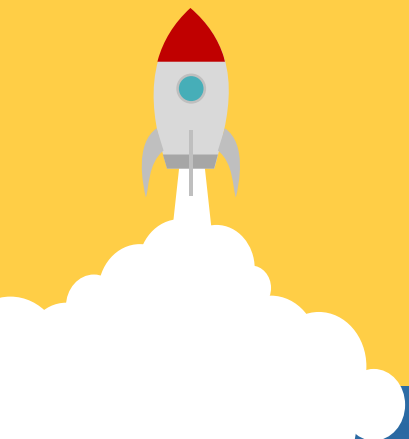
- The goal of this strategy is to fundamentally alter the internal structure of the company, which will enhance the targeted outcomes as well as the productivity of the departments and institutions. This approach was developed in response to the rise in underperformance in several institutions brought on by flimsy organizational frameworks and tedious procedures. This method has significant significance since it reevaluates the basic operations to make them as effective and non-incremental as possible. Re-engineering processes also include reorganizing how operations and activities are carried out.

The Concept of Process Redesign



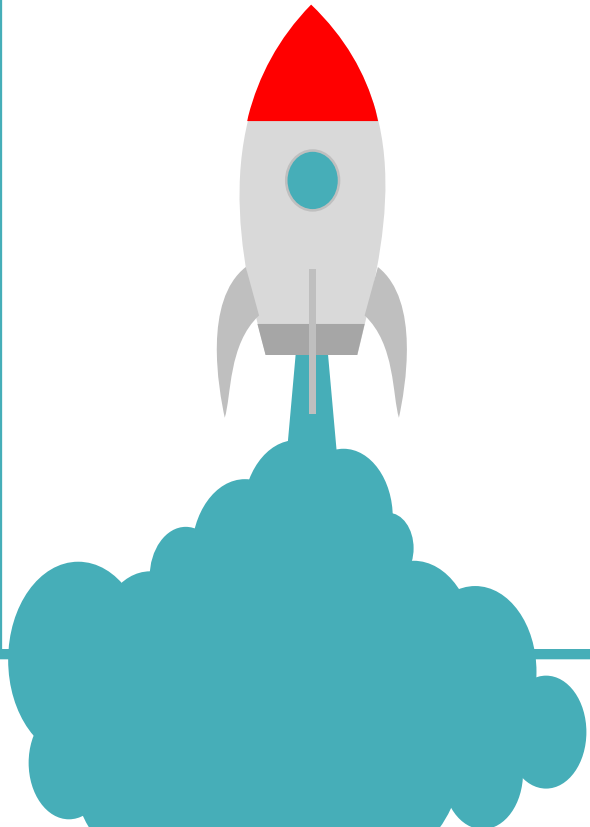
- To understand this strategy, it is necessary to discuss some conventional elements that are out of step with the demands of the speed and competition era, which gave this approach tremendous importance. The most significant of these elements are:
 1. The cycle of operations is particularly long since certain routine transactions for clients or beneficiaries (commercial or governmental organizations) take a long time to complete. They may take a week instead of a day or two, or a month instead of one week.
 2. Transactions and requests are disrupted due to the volume of regular and clerical work needed to perform tasks and transactions (requirements of departments and departments).

The Concept of Process Redesign



3. As a result of these departments' competing goals and conflicts with one another, there is a great deal of friction and conflict between them, which negatively affects the consumer or beneficiary. When there are competing objectives, the purchasing department works to buy at the best prices and in the greatest quantities. While this objective is shared by the sales department, it is inappropriate for the stores and warehouses department because it requires more work and resources. The financial department also prefers this, while the research and development department looks for - if any - other objectives. The production department strives to maintain the status quo when launching new items in order to make the most of current technology and molds.

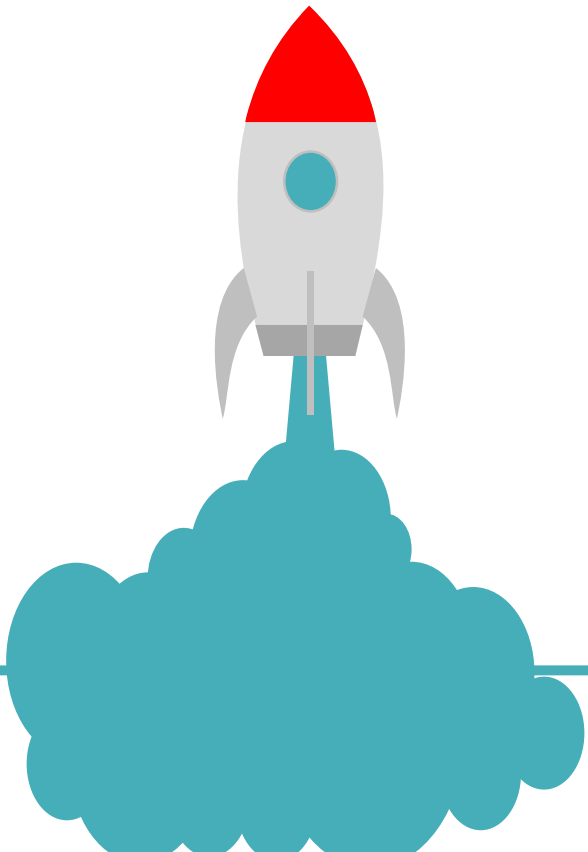
How the process redesign technique might be advantageous



To structure tasks and processes in a way that maximizes efficiency for the company and client or beneficiary satisfaction, a variety of techniques can be applied. We first note that this improvement technique causes the following outcomes for the company before suggesting what should be done:

- The ability to modify an activity in order to ensure the success of a specified operation (transaction, request, service, etc.).
- Lack of interest in marginal activities or operations; elimination of irksome job or activities that bring nothing except fatigue, effort, and time to the employee on the one hand, and to the client on the other.
- Achieving enormous returns and successful performance in various areas, such as customer happiness and time, ranging 1 to 50% in a variety of areas, including: customer satisfaction, time management, financial savings, and general efficiency.

How the process
redesign technique
might be advantageous



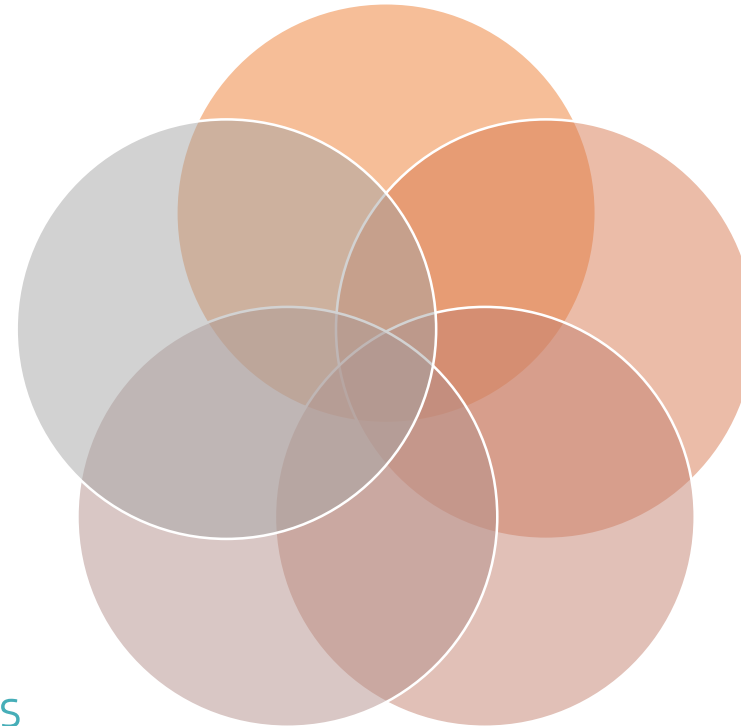
Carrying out The Strategy of Redesign Process



Listing the series of actions and activities (operations).

Assigning someone to be in charge of the Processes

Removing all Duplicated Actions and Activities



Creating a Flowchart for each step and Operations Diagram.

Examining the scheme of processes and distinguish between basic and repetitive procedures

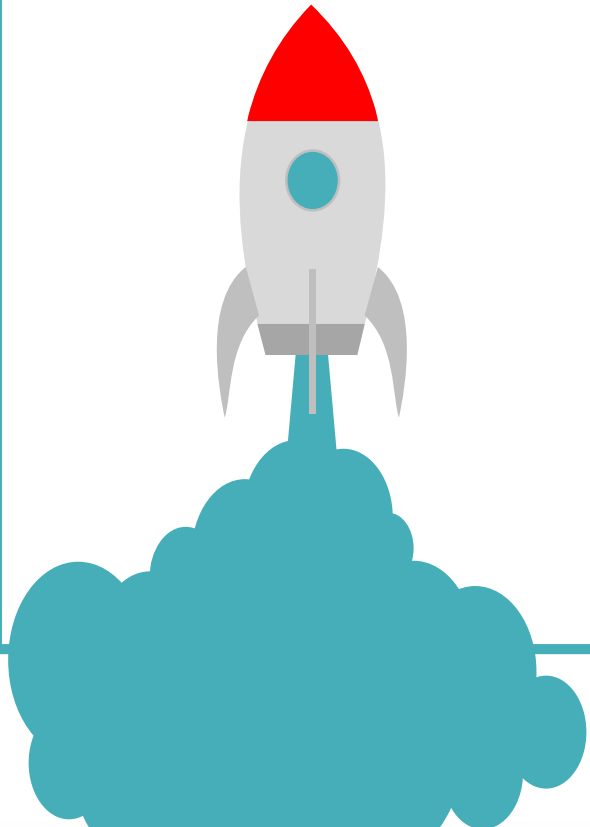
01

Listing the series of actions and activities (processes).

List the collection of basic, interconnected processes and actions (operations) that lead to a product of value for the client (operations that are thought about and rethought). These fundamental functions—which could number four or five—are invariably the pursuits and operations upon which the business is built.

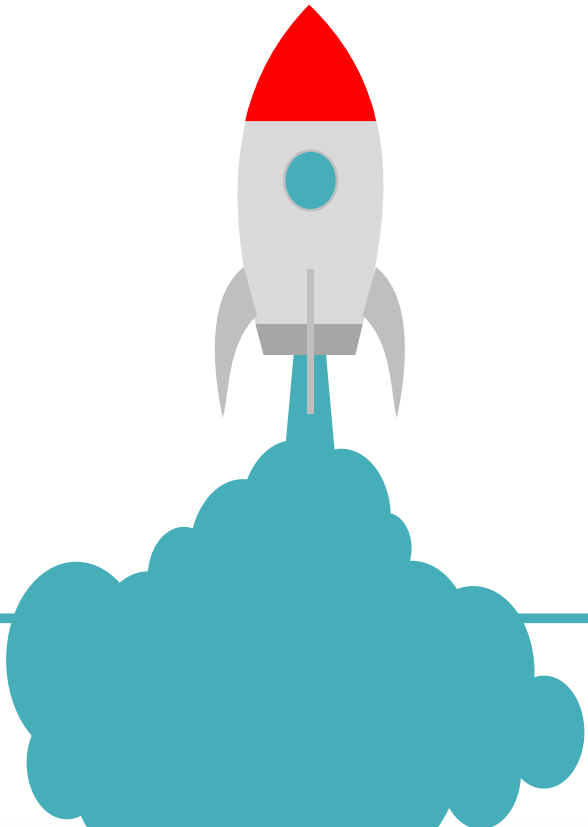
As an illustration, consider the following:

sales, order acceptance, claim issuance and follow-up, service delivery, and after-sales support.



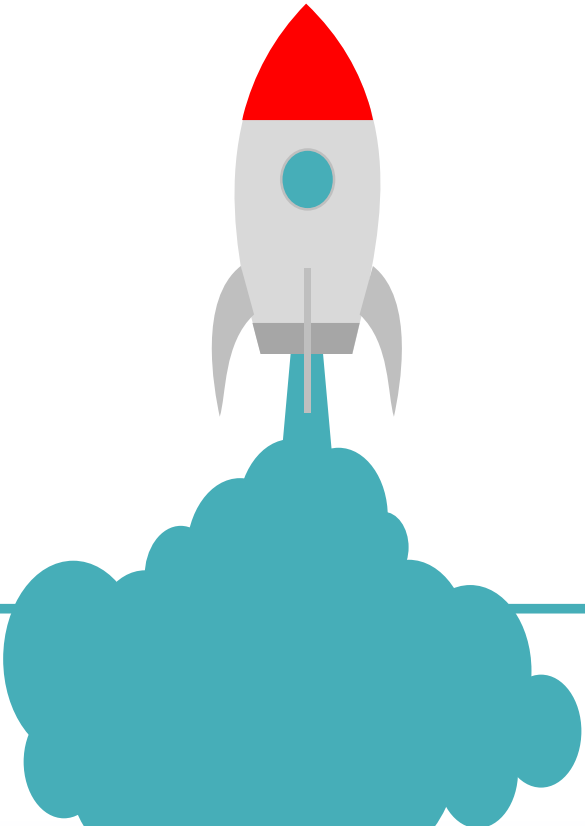
02 Creating a Flowchart for each step and Processes Diagram.

Using work teams from all the departments engaged in the process, create a diagram outlining how to carry out each process (operational reorganization). These procedures need to be carried out in a logical sequence that is both straightforward and sophisticated.

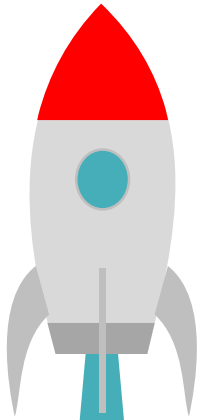


Removing all Duplicated Actions and Activities.

Delete tasks and activities that are redundant
(creating delays, duplications, and so on).

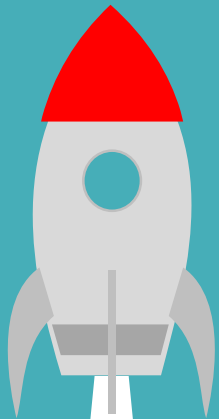


04 Assigning Someone to be in charge of The Processes



Appoint personnel to be in charge of each process or stage and keep them accountable for their great performance.

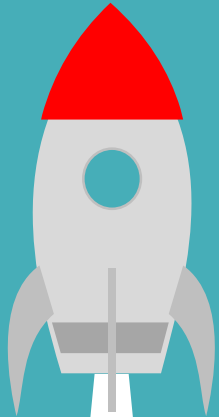
The Redesigning Process Strategy Summary



The Goals

- Customers and beneficiaries receive prompt attention.
- Save a substantial amount of time while improving organizational coordination.
- Save as many time-consuming and unnecessary attempts and burdens as feasible.
- Significant cost savings.

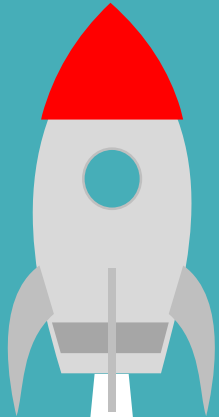
The Summary of Redesigning Process Strategy



Methods

- Working groups and specialist committees are formed.
- Experts and specialists (from outside the company) to aid in the process of re-engineering

Summary of The Process Redesign Strategy



How to implement

- Examine the present requirement for significant or modest enhancements.
- Create a timetable for completing the strategy.



Human Resources Development Strategy and Employees Empowerment

Development of Small and Medium-sized Businesses

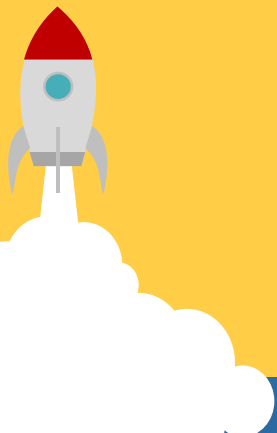
What do you know
about human
resources
development
strategy and
employee
empowerment?

Write the question
on the wallpaper

Direct Question to The Participants



Human Resources Development and Employees Empowerment



Employees are the cornerstone for the success of institutions and businesses, and the human element is the most important asset (resource) under the organization's control. Employees' distinguished competencies are a scarce currency at all times, and successful individuals make the work effective, which increases the likelihood of:

- Individual success has an impact on organizational success.
- Employee retention is crucial.
- Increase employee motivation and productivity.

Human Resources Development and Employees Empowerment



The distinction between some corporations and others in adopting a broad human resource strategy might be clarified by asking the following questions:

- How does the institution or business treat its employees?
- Are employees (including administrators) receiving the assistance and direction they require to be more productive?

Example // Assisting front-line employees in being more successful in dealing with consumers.

Human Resource Development and Employees Empowerment



- What inventions and ideas did employees bring that helped the organization's position and profits?
- What has the organization done to boost the value of its personnel, if they are resources?
- Do staff comprehend what is expected of them?
- How frequently does the administration address employees' creativity, goals, and problems?
- Are the staff's latent potential (human resources) fully utilized?

Human Resources Development and Employees Empowerment Strategy Implementation

We may agree that the human resources development strategy is not new, and that some aspects of it are strategies in their own right (such as training and employee empowerment), but we may not agree on a unified framework that defines what should be done for all institutions, and for this purpose, we preferred to propose the next approach.



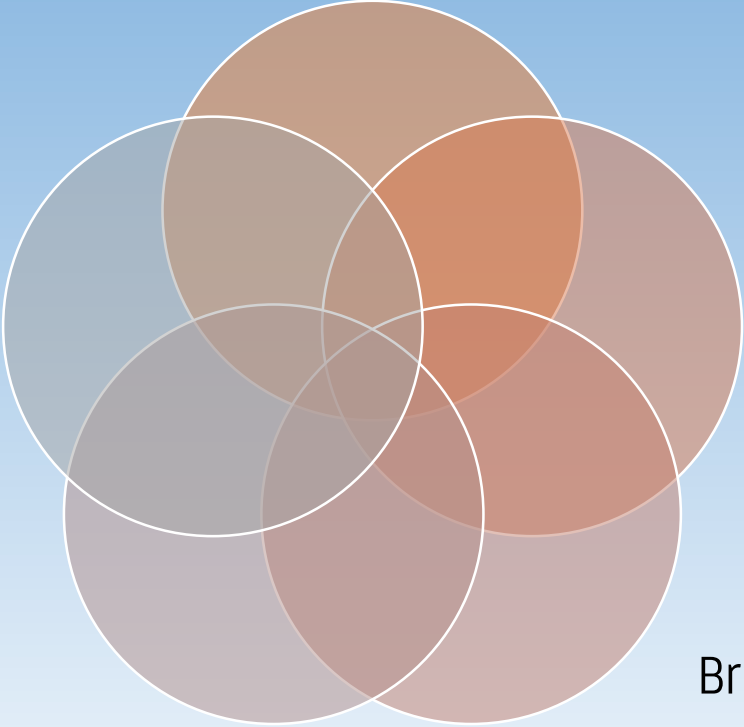
Human Resources Development and Employees Empowerment Strategy Implementation



Continuous
Improvement

Find the appropriate
reference

Hold a long meeting
to relay the
improvement goals
to the tasked team



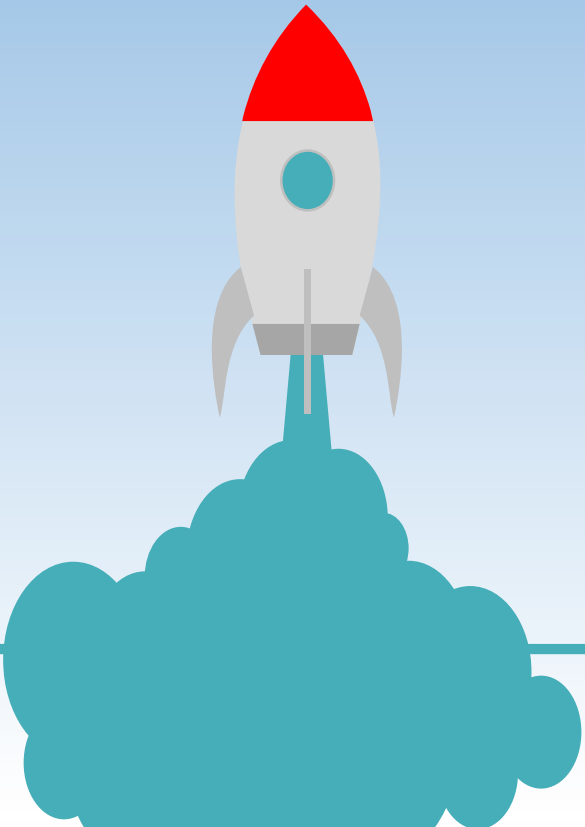
Define the areas
that the strategy
will cover

Broaden the base for
success

02

Hold a long meeting to relay the improvement goals to the tasked team

The ideas, directions, and goals that the administration wants to achieve (we refer here to the administration that adopts the idea of improvement in a specific field) may not necessarily coincide with the orientations of the team entrusted with it, and it is necessary to hold periodic meetings to ensure that all participating parties' orientations are consistent and clear.

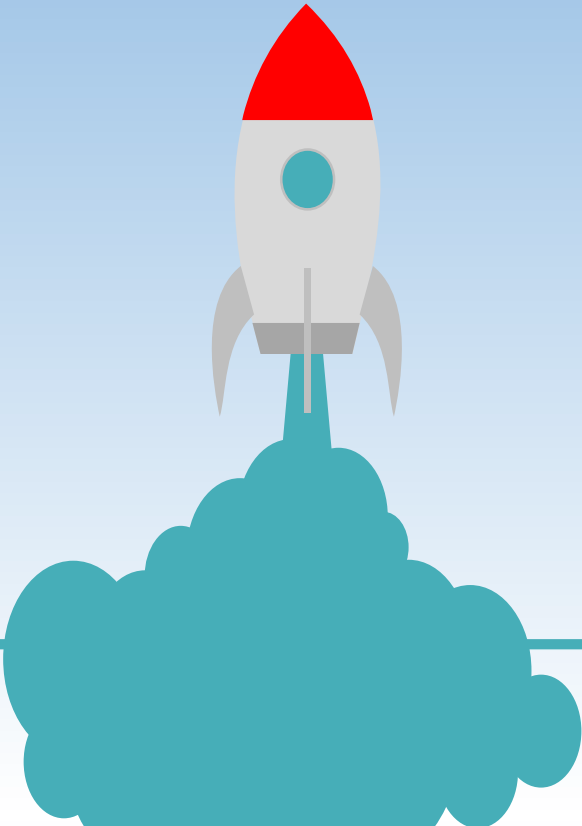


03

Broaden the base for success

This is achieved in the following ways:

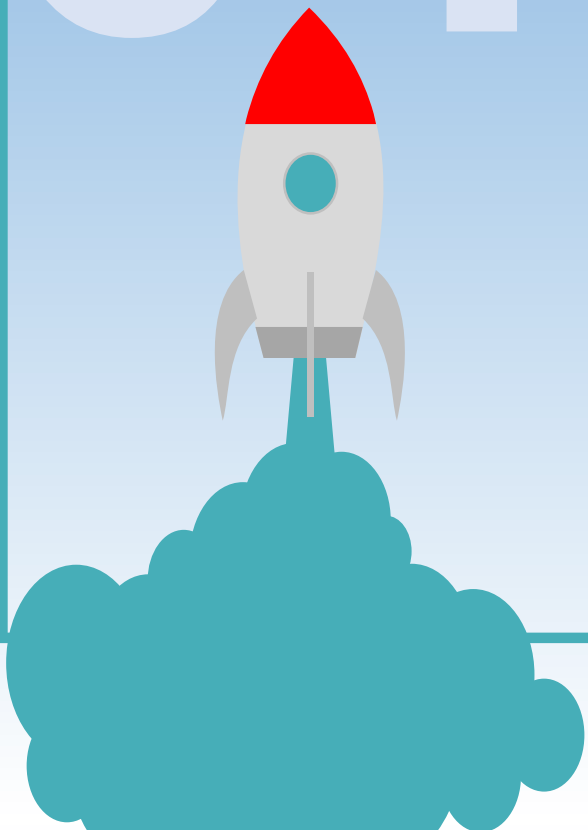
- Involving professionals in human resource development in the team's activities.
- Holding one or more team training courses. It could be useful to offer actual examples of half of the trials conducted by others (competitors).
- Participate in select team meetings with excellent personnel.



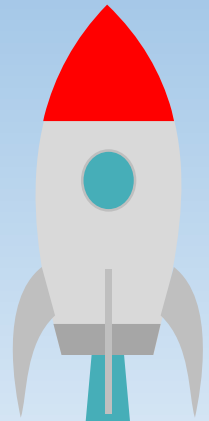
These regions are numerous, and their importance varies according to what is required by necessity. Among those to be noticed are:

04
Broaden the base
for success

1. Constant training.
2. Employees Empowerment.
3. Creating team relationships and reinforcing the meanings of brotherhood.
4. Motivation.
5. Brain development and talent development.
6. Encourage employees to feel a sense of ownership.
7. Selection and re-selection.



Broaden the base for success

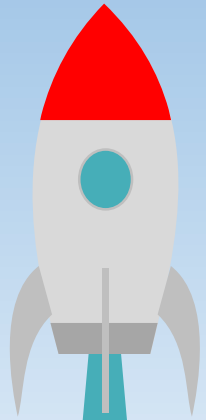


Continuous Training

Some managers have the notion that we train people who leave us to work with other parties, which leads to another issue that they may not notice: "we did not train at all, and the employees remained on top of their work."

Training should encompass both new and experienced personnel, and never accept the notion that "our employees are always ready... We have taken them sufficiently trained."

Broaden the base for success



Employees Empowerment

This includes allocating responsibilities and giving people with knowledge to assist them achieve, as well as open involvement and teamwork.

Broaden the base for success



Developing Team Bonds

This factor may result in the failure or success of an entire company. The work team should consider all options for strengthening these linkages, such as:

Monthly social gatherings outside of the company.

Family travels that are organized (such as Umrah trips and trips to tourist places).

Meetings and meetings are held on a weekly basis.

Meetings with employees in private to discuss their concerns and goals.

Broaden the base for success



Motivation is a powerful tool for motivating your employees, which is why this principle must be employed in managing individuals and guiding them to achieve the goals and objectives that the company/institutional seeks to achieve.

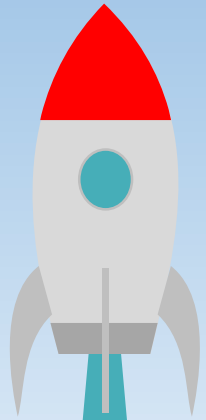
Broaden the base for success



**Developing minds and
nurturing talented staff**

All of the major companies' successes were built on the talented, which is why I am eager to develop a program for the development and care of the talented, and I am always eager to motivate them to continue learning and innovating, because they are the source of wealth for the company / or the institution.

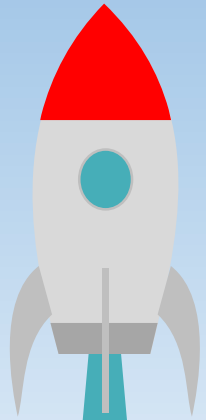
Broaden the base for success



**Developing the sense of
ownership in employees**

For example, someone who wants to invest his money in the company (shareholding) is allowed. This principle has been applied in many large companies, and this has contributed to enhance keeping the competencies of the employees.

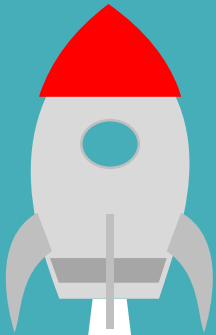
Broaden the base for success



Selection and Re-selection

This process is critical because it revisits the factors that contributed to the company's success or failure, and expands on how much of what has already been documented.

The Summary of Human Resources Development Strategy



Goals

- Increasing the organization's success through allowing employees to succeed.
- Boost both individual and group productivity.
- Keeping personnel and lowering turnover rates.
- Developing future leaders.

Summary of Human resources Development Strategy



Methods

- Working groups and committees.
- Companies and specialist professionals.
- Profit from the experiences of others.

Summary of Human resources Development Strategy

How to implement

Assigning responsibility for developing an integrated plan for the development of human resources in the organization to the appropriate parties and enabling them in all ways possible.





The End of the Second Session



Thank you very much