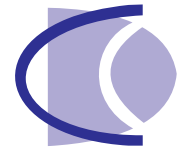


CONSULTANCY



V · I · S · I · O · N

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Quarterly Newsletter of Consultancy Development Centre (CDC), an Autonomous Institution promoted by Department of Scientific and Industrial Research (DSIR), Ministry of Science and Technology, Government of India

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OUR MISSION

"To be the National nodal point for the development and promotion of Consultancy"

OUR OBJECTIVE

"To strengthen consultancy capabilities and promote services, enhance consultant-client interaction and act as a policy facilitator"

CONSULTANCY VISION

is a Quarterly Newsletter of Consultancy Development Centre (CDC), Zone-IV(B), East Court, 2nd Floor India Habitat Centre, Lodhi Road New Delhi – 110 003
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From DG's Desk

Friends !!

As you may be aware, I have taken over the charge of Director General, CDC in addition to my role as Adviser (Scientist-G) in the Department of Scientific and Industrial Research (DSIR), Ministry of Science and Technology, Government of India, since June 1, 2005.

I am happy to inform you that CDC has conducted 22 programmes both at its headquarters in Delhi as well as its local chapters throughout the country during March-June, 2005. The events comprise of various workshops, seminars, EDP courses and I appreciate the overwhelming response from the consulting profession and its users for these events.

Besides Quality Management System leading to ISO 9001:2000 Certification, CDC has also started providing training and consultancy services on ISO 14001:2004 EMS and also for Laboratory Accreditation under ISO 17025:2005 Standard by NABL. Till now CDC has assisted 20 organisations for QMS Certification and 4 laboratories are getting trained for accreditation by NABL.

For the coming quarters we are also planning various interesting programmes in addition to the International Conference on "Challenges of Engineering Consultancy in the Asia-Pacific Region" being organized jointly by TCDPAP Secretariat (CDC) and the Association of Consulting Engineers, Sri Lanka in Colombo during 28-30 November, 2005. I would like to invite the consultancy organisations and other related agencies to participate in the forthcoming events.

I look forward to a similar response from the industry for this event.

With best regards,

Raj Kumar

Organism versus Organization

Rajni Kant Sharma

During a causal talk, I asked a twenty something youth working in a call center in Delhi, as to how can he describe his work. His answer was 3 Cs – Calls, Coffees and Cigarettes. His answer, though was a casual remark, stunned me and made me wonder about an obvious rift between the Worker and the Work.

Business Process Outsourcing is the Talk of Today. Ought to be, when the sector has shown a growth of 60% over the past 3 years and has provided employment to about 200,000 youngsters. More so, because the future estimates indicate a potential of employment for one million people over the next five years. Even more so, because numerous companies in the developed world, despite domestic debates on 'to outsource or not to outsource', see outsourcing of selected business activities (call center operations being top on their list) as an obvious area that provides the much needed cost effectiveness besides the opportunity to focus on their core businesses. And, India fits in nice in terms of Mills, Skills and Bills.

Substantial business is coming to India in the form of 3 party call center activity outsourcing from the developed world. Obviously, this is because, India has specific advantages over other countries. Large pool of English educated youth is at the helm because that titrates into low costs, ease in hiring and virtually no rights for the worker. But, from a long term perspective, it shall not be assumed that the 'Indian Advantage' will prevail without addressing to some specific issue which are cropping up – rift between Organism and Organization being one of them and probably an important one.

While everything seems to be going hunky dory in the sector from business angle, there are also growing anxieties from the human angle taking into account that there are rising incidences of Stress and Burnouts and there is a reported attrition rate of 30-40%. One of the logical inference, in this case is that, as of date, the human side of the business has not received the due attention from the organizations, leave aside a possible thought on the implications it might have on pushing the sector forward in the long term. Considering that the sector is still in its infancy in India and there exists a rift between the Organism and the Organization, harnessing the future potential will need concept crystallization on human aspects by the industry players to maintain competence, quality and sustainability of India in global context. In services marketing, it is proven that the body and mind fitness of the employees has a spill over effect on quality of service delivery. So, developing healthy service

organizations will be prime to sustain the competitiveness of India as a top outsourcing destination. The sector, definitely, will have to go through a transition on human aspects to retain its image.

A view of the various job advertisements for the call centers (which make a bulk of the BPO activity) project this to be the 'sunshine sector' and push all direct or indirect communication ranging from aesthetic offices, super working conditions, fun & work together culture, pickup and drop back transportation, same wavelength friendship circles, plush cafeterias and not to forget - better pay packages. The first appeal of such blitz to a city educated graduate (or even an English speaking non graduate) is 'Bingo' – the attraction being too overwhelming. But, the initial attraction and perceived career development dilutes soon as the reality bites.

The characterization of a typical call center work to be full of freedom, flexibilities, fun, organic team work and easy money is a sheer misconception, or, at best, one part of the story. The other part of the story being that, at its core, it is a virtually inflexible work organization, given the fact that there is no flexibility to work at your own pace or to have job variation or even to choose your work breaks. It is an atypical work organization where every perceivable aspect of the job is monitored – from total 'logged in' time to number of calls handled to average time spent per call to quality of interaction to attendance and what not. Add to this extended work hours, consistent night shifts, endless monotonous phone conversations, same posture, noise, tremendous pressure to work fast, and Voila – we have a job concoction where even the slightest endeavor to de-stress (not to mention pamper) your body or mind messes up with your performance indicators and eventual appraisal. The worker enthusiasm is bound to dampen and giving way to job stress. The symptoms might range from Coffee and Cigarettes to irregular sleeping, unhealthy food habits headaches, backaches, stomachaches, digestive problems, voice problems, lethargy, blood pressure, depression and so on. Unabated and Unmanaged Stress can lead to serious damage of body functions.

There are many reasons to remain engaged in a job even with stress consequences in a country like India. It may be the 'Opportunity Costs' in terms of stress of not being in job. It may be the society and culture aspects. And, it may also be what they describe as 'Golden Handcuff' by virtue of salary and perks that are more than in other sectors. Whatever may be the reason, the worker continues to be in job at the cost of tremendous 'Emotional Labor'. Clearly, all individuals are not alike, therefore, the ones with better Coping Capacity are able to at least keep doing better on performance metrics and stay put, but the others opt or get forced to exit. Attrition rate of 30-40% itself speak for the irony of the situation.

WORKSHOPS/ SEMINARS/ TRAINING PROGRAMMES

Taking into account the above facts, from a long term perspective, hiring and maintaining the projected 1 million non-stressed or de-stressed individuals is going to need, besides a concrete focus on part of organizations, a lot of resources as well. Call center operations take a lot of initial investment in terms of infrastructure and technology if it intends to get noticed as a serious player in the field and to attract lucrative third party business volumes. Having said that, the operators are under enough pressure to keep their operations costs low. It seems that the simple business equation is seen from an altogether different perspective. Instead of $P = C + M$ (P being price, C being costs and M being margin), it is expressed like $C = P - M$. It is a situation which depicts that the Prices are governed by the market conditions all right, but simultaneously, the operators are not ready to forego their margins at all. As a result the axe falls on Costs which do not have real implications on short term. Extensive Training, Stress Management Support and Developing Coping Capacities for employees, therefore are not on the priority list.

Moreover, sheer thrust on grabbing the current market opportunities, business growth and encashing upon the industry boom takes most of the time and efforts on the organizational front. And given the conditions of enough supply of labor and no real monitoring agency for implementing worker safety and health, Job Stress and High Attrition Rates are not provoking reasonable concern with the organizations yet. Meanwhile, on part of this docile workforce, the tradeoff between money and health continues. The bigger players might be committing some resources to tackle the human aspect of this non standard work organization, but certainly they are nowhere near 'enough'. The case amongst smaller players is definitely worse.

Certainly, much more needs to be done to bridge the rift between Organism and the Organization so that expression for 3 Cs becomes Calls, Cash and Commitment.

The author is Adjunct Faculty with Maastricht School of Management, Netherlands for MBA outreach programs in various countries in the fields of Marketing and Entrepreneurship and visiting lecturer with International Academy of Business, Kazakhstan.

He is presently engaged in research on Job Stress Management and will be keen in getting inputs on this article and the subject itself at gotork@rediffmail.com

- Workshop on “**Contract Management with Specific Reference to FIDIC Conditions and Dispute Resolution**” was held on 03.03.2005 at the office of Chief Construction Engineer (R&D), North, DRDO, Delhi. 17 Participants attended the programme.
- One day Workshop on “**Maintenance and Management of Assets for Achieving Cost Effective Operations**” was held on 04.03.2005 at the office of Chief Construction Engineer (R&D), North, DRDO, Delhi. 12 Participants attended the workshop.
- One day Workshop on “**Computer-Aided Project Management Techniques**” for the officials of DRDO was held on 10.3.2005. at the office of Chief Construction Engineer (North), South, Secunderabad. 17 Participants attended the workshop.
- Workshop on “**Economy through New Construction Technologies and use of Alternative Materials**” for the officials of DRDO was held on 11.03.2005 at the office of Chief Construction Engineer (South), DRDO, Secunderabad. 17 Participants attended the programme.
- “**First Asian Conference on soaps, Detergents & Cosmetics (ASDCC)**” from 13-16, March 2005 at Goa organised by Oil Technologists Association of India (OTAI), Western Zone (WZ) and supported by CDC.
- One day Workshop on “**Complexity of Services in Large scale projects**” was held on 23.3.2005 for officials of Civil Engg. Division, Dept. of Space, Bangalore. The workshop was attended by 40 participants.
- One day Workshop on “**Contract Management with Specific Reference to FIDIC Conditions and Dispute Resolution**” was held on 24.3.2005 for officials of Civil Engg. Division, Dept. of Space, Bangalore. The workshop was attended by 45 participants.
- One day Workshop on “**Technology Development, Challenges & Prospects in Agri Business/Horticulture/Food Processing and Allied Sectors**” was held on 24.3.2005 at

Bhopal. The workshop was organized by CDC in association with Madhya Pradesh Consultancy Organisation Ltd. It was attended by 75 participants.

- CDC Mumbai Chapter organised a workshop on **"Information System Security"** on 16 April, 2005 at Mumbai.
- M/s Tendersinfo.com organised twin Seminars on **"Bidding Procedures for World Bank Financed Projects"** and **"Arbitration and Alternate Dispute Resolution"** in association with Consultancy Development Centre (CDC) during 27-29 April, 2005 at Hotel Inter Continental, Delhi. 75 participants attended the Seminars.
- CDC jointly with Asian Development Bank organised a Seminar on **"Development of Domestic Consulting Services"** during 2-3 May, 2005 at Hyderabad. 19 Participants from government and private sectors attended the seminar.



- CDC jointly with Asian Development Bank organised Seminar on **"Development of Domestic Consulting Services"** during 5-6 May, 2005 at Chennai. 39 Participants from government and private sectors attended the seminar.

- On the occasion of **'National Technology Day'** on 11 May, 2005, CDC organised a workshop on **"Grow Diesel in Fields"** in association with M/s Growdiesel Ventures. 21 participants attended the workshop.
- CDC conducted a two-day **"Internal Quality Auditors' Course on ISO 9001:2000 QMS"** during 12-13 May, 2005 in New Delhi. 15 participants from various organisations attended the course.



- CDC and Construction Industry Development Council (CIDC) jointly organised Two day Executive Development Programme on **"Quality and Safety in Construction"** during May 20-21, 2005. 19 participants attended the programme.
- Two day Executive Development Programme on **"Quality and Safety in Construction"** was organised from 20-21 May, 2005 at Bhopal in association with CIDC. 19 participants attended the programme.
- CDC and Central Building Research Institute, Delhi Centre jointly organised a workshop on **"Fire Hazard Analysis"** on May 28, 2005 in which 12 participants attended the workshop.



- Workshops on **“Flue Gas Conditioning for Thermal Power Plants”** was organised at Mumbai on 10th June, 2005 in association with Chemithon Engineers Pvt. Ltd., Mumbai. 35 participants attended the workshop.
- CEP Course on **“Computer aided Civil Works Project Management New Materials and Technologies”** held during 15-18 June, 2005 at the office of Chief Construction Engineer (R&D), North, DRDO, New Delhi. Total 25 Participants attended the programme.
- Training Programme on **“Maintenance and Management of Assets for Achieving Cost Effective Operations”** held on 29th June, 2005 for officials of Directorate of Construction, Services and Estate Management, Department of Atomic Energy, Mumbai. 35 participants attended the programme.
- Awareness-cum-Implementation Course on **“Laboratory Accreditation under ISO 17025:1999 Standard”** was held during 29-30 June, 2005 in CDC. 30 participants from government/ private R&D laboratories and industry attended the course.

TALK SERIES

- A talk on **“Rehabilitation & Retrofitting of Distressed Buildings”** was delivered by Shri B.S. Gupta, Head, Structural Engineering Division, Central Building Research Institute (CBRI), Roorkee on 29th March, 2005 at CDC, New Delhi.
- A talk on **“Use of Ground Penetrating Radar (GPR) in Civil Engineering Projects”** was delivered by Shri J.N. Vaish, Deputy Director & Head, Geotechnical Engineering Division, CBRI, Roorkee on 26.04.2005.
- A talk on **“Electronic Waste”** was delivered by Dr. (Mrs.) Usha Dar President, Council for International Environment Relations, New Delhi on 26.04.2005.
- A talk on **“Development of Information and Communication Technologies (ICT) Consultancy for SMEs”** was delivered by Brigadier Sukhwinder Singh (Retd.), MD & CEO, SVJPA Techno Consultants Pvt. Ltd. on 31.05.2005.
- A talk on **“ERGONOMICS”** was delivered by Dr. Alokanda Banerjee, HOD-Physiotherapy and Rehabilitation, Fortis Hospital, NOIDA on 28.06.2005.

NEW ASSIGNMENTS

During March – June, 2005, CDC has been awarded the following study/ project assignments :

- Study on “Preparation of detailed Project Report for the proposed Marketing Development-cum-Business Centre on land measuring approx. 27000 sq.m” by National Small Industries Corporation (NSIC);
- Study on “Export of Promotion of Consultancy and Management Services from India” by Department of Commerce and DSIR;
- Facilitation Project for laboratory accreditation under ISO 17025:2005 by Regional Research Laboratory, Jorhat;
- Facilitation Project for implementation of QMS leading to ISO 9001:2000 Certification by M/s Indian Council of Forestry Research & Education and Forest Research Institutes (FRIs), Dehradun.

FORTHCOMING EVENTS

- CDC is conducting a two-day **Awareness-cum-Implementation Course on “Laboratory Accreditation under ISO 17025:2005 Standard”** especially for scientists from CSIR and its laboratories during **4-5 August, 2005** and **25-26 August, 2005** at CDC Conference Room, New Delhi.
- CDC is conducting a two-day **“Internal Quality Auditors’ Course on ISO 9001:2000 QMS”** on **8-9 August, 2005** especially for professionals from Military Engineer Services (MES) and Consultants.
- CDC is conducting a two-day Awareness-cum-Implementation Course on **“ISO 14001 : 2004 EMS”** for MES officials and consultants over 6-7 October 2005 in New Delhi.
- The TCDPAP Secretariat (CDC) is organizing the **International Conference on “Challenges of Engineering Consultancy in the Asia-Pacific Region”** in conjunction with the annual meeting of **Executive Committee of TCDPAP** jointly with the Association of Consulting Engineers, Sri Lanka at Colombo, Sri Lanka during **28-30 November, 2005**.

New Members

Following consultants/ organisations have been admitted as CDC members during the period March 2005 – June 2005 :

CORPORATE

Rail Vikas Nigam Ltd.

C-2/10, Safdarjung Development Area, AUBINDO MARG,
New Delhi-110 016

Mantech Synergies Private Limited

73, Sardar Patel Road, Guindy, Chennai-600 032,
Tamil Nadu

Matrix Business Solutions Limited,

AF, 4th Floor, Kences Towers, No. 1, Ramakrishna Street,
T. Nagar, Chennai-600 017, Tamil Nadu

Anugrahaa Qualitech Services Private Limited

43, I Main Road, SVS Nagar, Valasaravakkam,
Chennai-600087, Tamil Nadu

Cargo Channels Pvt. Ltd.

AGL Chambers, 150, Village Kapashera,
New Delhi-110 037

Wavecurrent Automotives Ltd.

177, SIDCO Indl. Estate, Ambattur, Chennai-600 098,
Tamil Nadu

Ultrafilter India Pvt. Ltd.

29/2, K.H.Road, Bangalore-560 027, Karnataka

Creative Solutions

D-903, Sanjau Tower, Gurukul Road, Ahmedabad-380 052,
Ahmedabad

Ador Welding Ltd.

Chinchwad, Akurdi-Village, Pune-411019, Maharashtra

Alpha Project Services Private Ltd.

1 B, Patriot complex, Race Course Circle,
Vadodara-390 007, Gujarat

CEAT Limited

Village Road, Bhandup, Mumbai-400078,
Maharashtra

High Energy Batteries (India) Limited

Pakkudi Road, Mathur Industrial Estate, Mathur,
Pudukottai-622515, Tamil Nadu

ICICI-West Bengal Infrastructure Development Corpn. Ltd.

2B, Gorky Terrace, Kolkata-700017, West Bengal

Minman Consultancy Services (Pvt.) Limited

Plot No.2, NCLNorth Avenue, Kompally, Post Hakimpet,
Hyderabad-500 014, Andhra Pradesh

Prasad Nayantara Consultancy Services Pvt. Ltd.

B-4, Sagar Apartments, 6, Tilak Marg,
New Delhi-110 001

PTC India Limited

2nd Floor, NBCC Tower, 15, Bhikaji Cama Place,
New Delhi-110066

Purna Design Engineers Pvt. Ltd.

No. 66, 5th Cross, Netaji Layout, B.C.C Colony, Attiguppe,
Vijaynagar, Bangalore-560040, Karnataka

Ratan Rathi & Company

Ratan Rathi & Co. Chartered Accountants,
Krishna Nidhi, Near Natraj Garden, Khamgaon-444303,
Maharashtra

Singhvi, Dev & Unni

SDU House, 12, Race Course Road, Madhav Nagar,
Bangalore-560001, Karnataka

Stony Carter

5-57, Street 8/24, Vivekananda Nagar, Habsiguda,
Hyderabad-500007, Andhra Pradesh

Vaman Industrial Consultants

628/A, IInd Floor, Above Canara Bank, Indiranagar,
Ist Stage, Bangalore-560 038, Karnataka

Zen Technologies Limited

#40,Radha Swamy Colony, Sikh Road,
Secunderabad-500009, Andhra Pradesh

INSTITUTIONAL**Tanstia-FNP e Centre**

Industrial Estate, Guindy, Chennai-600 032, Tamil Nadu

Rajalakshmi Engineering College,

Rajalakshmi Nagar, Thandalam, Chennai-602 105,
Tamil Nadu

President, ISHRAE Mumbai Chapter

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Mahalaxmi, Mumbai-400011, Maharashtra

Integrated Research and Action for Development (IRADe)

17, Teen Murti Marg, New Delhi-110 011

Velammal Engineering College

Velammal Nagar, Ambattur, Redhills Road, Chennai-110066,
Tamil Nadu

The Godavari Sugar Mills Limited

Fazalbhog Building, 45-47 M.G. Road, Fort,
Mumbai-400 001, Maharashtra

International Management Institute

B-10, Qutab Institutional Area, Tara Crescent,
New Delhi-110 016

Amrutanjan Limited

42-45, Luz Church Road, Mylapore, Chennai-600 004,
Tamil Nadu

K.V. Fire Chemicals (India) Pvt. Ltd.

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NRC Limited

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PI Industries Ltd.

503-505, Tower-A, Millennium Plaza, Sector-27,
Gurgaon-122002, Haryana

Rajasthan State Mines & Minerals Ltd.

(A Government of Rajasthan Enterprises), 4, Meera Marg,
Udaipur-313001, Rajasthan

Sudershan Biotech Limited

40100,C/9 & C/10, Doctors Colony, L.B. Nagar,
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“Consultancy Services in India: Perspectives and Export Prospects”

Author: Dr. S.P. Agarwal, Professor & Head CITT, IIFT, New Delhi.

Bookwell, 2005

In this book an attempt has been made to examine and analyse the perspectives and prospects of Indian consultancies and suggest policy initiatives for accelerated growth of consultancy exports from India. It is essentially based on desk study of consultancy status of India, field survey through questionnaires to consultancy organizations, large and small, spread over the country and field visits to some of these consultants in various parts of the country, besides specially-structured questionnaires to about 200 foreign consultants operating in India and replies received from some of them. Personal discussions have also been held with the chief executives of about 50 large and small consulting firms including foreign companies in India. Seven National Consultancy Congresses have held in New Delhi during 1998 to 2004 organised Consultancy Development Center. A pilot survey of consultancy services in UAE has been carried out in Dubai in December, 2001 to January 2002, which a view to assess the export potential of consultancy services from India to UAE. Some of the findings of this study have been included in technical papers, and books earlier.

The book reviews the status of consultancy services in India, identifies the sectors and services offered by Indian consultants, analysis the export statues and export potential of Indian

consultancy services, and the consultancy business potential, including export potential during the next five and ten years. Policies and incentives available to consultants in various developed and developing countries and impact of General Agreement of Trade in Services (GATS) has been analysed and examined extensively in this book. Suggestions have been given for better strategies and policy framework for accelerating consultancy services in India. An available target of total consultancy business of Rs.25000 crores per year, including Rs.5000 crores of exports by the year 2007, March is estimated as against the present estimated figures of Rs.7000 crores and Rs.1000 creres respectively. The corresponding figures for the year 2012 are estimated at Rs.50,000 crores and Rs.15000 crores from all sources of consultancy. Besides these achievable targets, new dimensions to consultancy services have been introduced.

The book may be useful to consultants, clients of consultants, policy makers, financial institutions and other agencies concerned with consultancy and export promotion activities in the country. The strategies and approach suggested would be helpful in accelerating our consultancy exports.

The book is available in CDC library for the reference of CDC members.

“Consultancy Vision” – Reader’s Views

“Consultancy Vision has given good information regarding various topics, which are quite useful for scientific communications. I am sure that communications of these type will be of great use to the scientific institutions.”

Dr. L.U. Joshi
Chairman, Goa State Pollution Control Board

19th IPMA World Congress on “Vision to Reality – the project management way” : 13-16 November, 2005, New Delhi, India

Today’s business scenario has redefined the term Project Management. Project is “projecting” a vision or strategy while Management is achieving time bound deliveries.

For the first time in 40 years, International Project Management Association (IPMA), a federal association for project management comprising 36 member nations has decided to hold the 19th World Congress on Project Management in India in November 2005.

This is a unique opportunity for India Inc, to interact with over 1500 professionals and experts from 80 countries, participate in a power-packed technical session featuring four streams and 25 sub-sections addressing various facets and dimensions of Project Management and join the numerous simultaneous and parallel events.

Congress sponsors include ONGC Ltd, as a Patron and Infosys Technologies Ltd, as a Co-sponsor. This unique congress is being concurrently promoted by the largest number of associates any IPMA world congress has ever had: two Indian states, 38 Indian industry associations, IIT-Delhi, 9 international associations and the 36 member associations of IPMA.

For details : 19th IPMA World Congress Secretariat, A-48, Sector-V, NOIDA 201 301 UP, India Email : pma1@vsnl.com, Web: www.ipmacongress.org, www.ipma.ch.

COMMUNICATION DETAILS

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Invitation for Membership

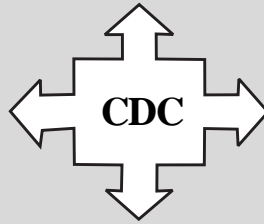
CONSULTANCY DEVELOPMENT CENTRE (CDC)

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For further details, contact :

Mr. S.K. Lalwani, Director, CDC, Zone-IV(B), 2nd Floor, India Habitat Centre,
Lodhi Road, New Delhi – 110 003 Tel: 011-24653316 (Direct)
011-2460-2601, 2915, 1533 (PBX); Telefax : 91-011-2460-2602;
Email: sklalwani@cdc.org.in ; Website : www.cdc.org.in

Consultancy Business Opportunities (CBO) – a Newsletter through Daily e-Alerts

CDC is forwarding tender information on consulting assignments by way of e-Newsletter titled "Consultancy Business Opportunities" (CBO) to its members. Contents of these emails are being stored in CDC website, which are accessible through individual username and password provided to all CDC members already. Please note that this username and password are different from the one we have issued for updating their profile on our website.

All CDC members are therefore, requested to kindly update their email address on our website, whenever they change the same, in order to enable us forward them email alerts regularly. Members' email addresses are downloaded on monthly basis afresh and used for forwarding CBO.

Individual username and password are also getting uploaded on the members' profile on our website.

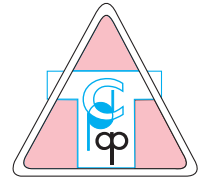
CDC Members may be in touch with Mr. Rajesh Parpyani, Deputy Director (TSU) or Mr. J. Suriyanarayanan for further details.

Email : cbo@cdc.org.in

Readers are requested to contribute generously for the forthcoming issues of this Newsletter by forwarding valuable articles of interest to consultancy profession.

Please also give your valuable comments and suggestions to enable us improve the performance of this Newsletter.

- Editor



Technical Consultancy Development Programme for Asia and the Pacific (TCDPAP)

International Conference on

CHALLENGES OF ENGINEERING CONSULTANCY IN THE ASIA-PACIFIC REGION

In conjunction with the annual meeting of

Executive Committee of TCDPAP

Jointly Organised by



The Association of Consulting Engineers, Sri Lanka

And

The TCDPAP Secretariat, India

Colombo, Sri Lanka

28-30 November, 2005



“Good Counsellors Lack no Clients”
Shakespeare

Empower yourself with a higher degree in consultancy management

- ✓ Enhance your consultancy skills
- ✓ Enhance your project management skills
- ✓ Enhance your skills for comprehensive problem solving

Birla Institute of Technology & Science (BITS), Pilani in collaboration with **Consultancy Development Centre (CDC)**, offers working professionals a unique opportunity to attain higher degree in **M.S. Consultancy Management**. This four semester degree caters to the requirements of consulting professionals and aims to help them tap the immense market potential in consulting business.

The programme is designed for **working professional** in business and organizations who:

- Provide consulting services to a client organization on a contract or project basis.
- Are individual entrepreneurial consultants
- Aspire to work as internal consultants.

The programme will be conducted at New Delhi by **BITS, Pilani** in collaboration with **CDC**. Regular contact classes will be held every Saturday and Sunday at CDC premises (**located at India Habitat Centre, New Delhi**), which has excellent library and computer facilities. Some contact classes may also be conducted at **BITS, Pilani**.

All candidates will be enrolled as students of **BITS** and successful students will be awarded the **M.S. (Consultancy Management)** degree.

This is perhaps the only program of its kind in the country. It is expected to be of great benefit to practicing consultants/managers as it helps to impart analytical approach for problem solving, better communication skills and interactive methods.

ELIGIBILITY

Working professionals located in and around Delhi, having an Integrated First Degree of BITS or its equivalent like BE, MSc, MBA, MCA, MCom, CA etc. Candidates sponsored by their organizations will be given preference.

For more information, please contact

Suresh Kumar
Programme Coordinator
Consultancy Development Centre
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Lodhi Road, New Delhi – 110 003
Phone: 011- 24682055 (D), 9811367775,
24602601, 24601533, 24602915
Fax: 011- 24602602
E-mail : ms@cdc.org.in
Website : www.cdc.org.in

CDC is an organization supported by Department of Scientific and Industrial Research, Ministry of Science and Technology, Government of India. This degree is being offered Under the off-Campus Collaborative Programmes of BITS.



CONSULTANCY DEVELOPMENT CENTRE (CDC)

provides

Training/ Consultancy on Management Systems (QMS/ EMS) and for Laboratory Accreditation

CDC has been conducting need-based training programmes/ workshops/ seminars in areas such as Quality Management System (QMS), Environment Management System (EMS), Project Management, Technology Management over a decade. Such programmes receive overwhelming response especially from the services sector and more than 1000 executives at senior/ middle level have benefited till now. Besides, CDC is also conducting in-house training programmes/ workshops for Military Engineer Services (MES), CSIR, DRDO, DSIR officials. Consolidating its strengths over the years, CDC started facilitating organisations for obtaining ISO Certification in the year 1995.

At present CDC is providing Training and Consultancy Services on the following areas :

- ø **Quality Management System (QMS) leading to ISO 9001:2000 Certification**
- ø **Environment Management System (EMS) leading to ISO 14001:2004 Certification**
- ø **Laboratory Accreditation leading to ISO 17025:2005 Certification**

The training and consultancy services include the following major activities :

- **In-house training on Awareness, Implementation, Documentation and Internal Audit;**
- **Status Audit / Gap Analysis to identify documentation needs for the QMS;**
- **Expert advice in system development and documentation;**
- **Expert advice in conducting Internal Audits and Management Review; and**
- **Conduct Mock Audit to give the Management a Status Report on the readiness of the organisation for Certification Audit.**

CDC has so far facilitated about 20 organisations comprising 3 major PSUs in the construction industry, 7 R&D laboratories under CSIR/ ICAR, 2 consultancy organisations, 2 academic institutions, 2 private companies and 2 Civic Bodies.

CDC is also a member of Scrutinizing Committee appointed by Ministry of SSI, Govt of India for the reimbursement scheme to benefit SSI Units in obtaining ISO Certification.

Interested organisations / individuals may be in touch with

Mr. S.K. Sharma, Deputy Director, CDC

Tel: 011-24603425 (D); Mob: 9810606235; Fax: 011-24602602; Email: sksharma@cdc.org.in

(or) Mr. J. Suriyanarayanan, Course Coordinator (ISO), CDC

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