

**A Report on the Training Programme
on
“INTERNAL CUSTOMER SATISFACTION
AND QUALITY SERVICE”
for
The Grade III Employees of KKHSOU**

Date: February 6 and 7, 2020

Time: 10:30 AM- 1:30 PM

Venue: Conference Hall, KKHSOU, Housefed Complex

Organized by
Centre for Internal Quality Assurance



Krishna Kanta Handiqui State Open University

**A Report on the Training Programme conducted for the Grade III Staff on
“Internal Customer Satisfaction and Quality Service”**

(First & Second Phase)

1. A Training Programme on “Internal Customer Satisfaction and Quality Service” for the Grade III Employees of the University was organized by the Centre for Internal Quality Assurance on two phases viz. on 6/02/2020 and 7/02/2020 each at the Conference Hall, KKHSOU, Housefed Complex.
2. The Resource Person for the Programme was Sri. Sanjeeb Kakati, Honorary Director, Third Eye Education Pvt. Ltd., Guwahati, who is a reputed faculty and has many years of experience in contribution towards developmental aspects in his field.
3. Hon’ble Vice Chancellor, Dean (Academic), and Director (CIQA) of KKHSOU attended the inaugural session of the programme which was very momentary as the programme was conducted as per tight schedule. The Session Plan is attached at **Annexure I**. After an introduction of the Resource Person and the purpose of the Programme by Director (CIQA) among the Participants, the programme commenced. The Programme was attended by 18 and 21 no. of participants on 06/02/2020 and 07/02/2020 resp.
4. The Programme commenced with a brief introduction of an Internal Customer. For the burgeoning of any organization, along with the External Customers, the satisfaction of the Internal Customers of the organization are also significant. An Internal Customer can be defined as anyone in an organization who needs assistance or interaction from another to fulfill their job responsibilities. Sri Kakati extensively explained the term Internal Customer and its related concepts with examples. Then the participants were asked to make a list of their Internal Customers in the University. Based on the type of work done by an employee, the needs of their Internal Customers can be parted into Stated Needs and Implied Needs, which were discussed by the Resource Person. Along with the Stated Needs, if the Implied Needs of an Internal Customer are also given equal heed, then it leads to the improvement of quality of work and reduction of wastage. Simple tools and techniques were expounded used to improve the Internal Customer satisfaction level. Sri Kakati presented a slide focusing on the term “Quality” which means doing the right thing the right way for the first time and every time. The key objectives of KKHSOU were also displayed for comprehending and appreciating the role of the employees in contributing towards fulfillment of the goals and objectives of the university. The noteworthiness of SWOC (Strengths, Weaknesses, Opportunities and Challenges) of an Institution was also

demonstrated. In that context, every participant was requested to point out few SWOC of KKHSOU and those were discussed on the programme.

5. At the end of the programme, a Form (attached at **Annexure II**) was administered for receiving the feedback of the participants and measuring the effectiveness of the Training Programme. The responses in the feedback form indicated that the programme was well received and was found beneficial by the participants.
6. A datasheet based on the received feedbacks of the Training Programme is attached at **Annexure III** and few photos of the programme are attached at **Annexure IV**.

Centre for Internal Quality Assurance (CIQA)
Krishna Kanta Handiqui State Open University
City Office, Housefed Complex, Guwahati- 06

Training Programme on Internal Customer Satisfaction and Quality Service

Date: 6th & 7th February, 2020

Time: 10:30 AM to 1:30 PM & 2PM to 5PM

Venue: Conference Hall, City Office, Housefed Complex, Dispur

Session Plan

TIME	Training Programme for Grade III employees
10:20 AM - 10:30 AM	Registration
10:30 AM – 10:40AM	Inauguration
10:40 AM – 1:20 PM	Discussion and group activities on <ul style="list-style-type: none">• Concept of quality and internal customer• Work culture, work ethics and quality• Simple tools & techniques to improve internal customer satisfaction• SWOC of KKHSOU
1:20 PM– 1:30 PM	Feedback and Closure
1:30 PM – 2:00 PM	Lunch
	Training Programme for Grade-IV employees
1:40 PM – 2:00 PM	Registration
2:00 PM- 2:10 PM	Inauguration
2:10 PM – 2:50 PM	Discussion and group activities on <ul style="list-style-type: none">• Concept of quality and internal customer• Work culture, work ethics and quality• Simple tools & techniques to improve internal customer satisfaction• SWOC of KKHSOU
4:50 PM – 5:00 PM	Feedback and Closure

Centre for Internal Quality Assurance (CIQA)
Krishna Kanta Handiqui State Open University
City Office, Housefed Complex, Guwahati- 06

Feedback Form for Training Programme on “Internal Customer Satisfaction and Quality Service” for Grade III Employees of KKHSOU

Date: 6th & 7th February, 2020

Time: 10:30 AM to 1:30 PM

Venue: Conference Hall, Housefed Complex, Dispur

1. How would you rate the overall effectiveness of the training programme?
a) Excellent b) Very Good c) Good d) Fair e) Poor

2. How would you rate the overall arrangement made by CIQA for the conduct of the training programme?
a) Excellent b) Very Good c) Good d) Fair e) Poor

3. Knowledge and information gained from participation at this training programme,
a) Met your expectations. Yes No Somehow
b) Will be useful/ applicable in your work. Definitely Mostly Somehow Not at all

4. Which topics or aspects of the programme did you find most interesting or useful?
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.....

5. Your comments and suggestions regarding future training programmes to be conducted by CIQA for the staff members of KKHSOU.
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Name & Signature (*optional*)

Feedback datasheet of Grade III Staff Training Programme

Q. No	Aspects	Excellent	Very Good	Good	Fair	Poor
1	Rate the overall effectiveness of the training programme	18	17	3	0	0
2	Rate the overall arrangement made by CIQA for the conduct of the training programme	16	19	3	0	0

Q. No	Aspects	Yes	No	Somehow	Data not available
3 (a)	Knowledge and information gained from participation at this training programme met their expectations	35	0	1	2

Q. No	Aspects	Definitely	Mostly	Somehow	Not at all	Data not available
3 (b)	Knowledge and information gained from participation at this training programme useful and applicable in work	24	8	1	0	5

Q. No	Most interesting and useful topics according to participants
4	<ul style="list-style-type: none"> i. Concept of quality and Internal Customer Satisfaction ii. Role in the University iii. Overall programme iv. Opportunities in technical section v. Internal aspects of the programme vi. SWOC of KKHSOU vii. Knowing of Internal Customers and its needs viii. Quality Improvement ix. Internal and External Quality x. Relationship with Internal Customers xi. Work culture, work ethics and quality xii. Techniques to improve Internal Customer Satisfaction xiii. Understanding of role and perform according to it xiv. Presentation style and useful practical examples xv. Difference between implied needs and stated needs xvi. Responsibilities in team work xvii. Doing the right thing, the right way, the first time and every time

Q. No	Comments on conduct of Staff Training Programme	Suggestions on conduct of Staff Training Programme
5	<ul style="list-style-type: none"> i. Useful Training ii. Will help in developing our skills iii. Innovative programme iv. Helps in fulfilling the needs v. Would like to participate again vi. Valuable experience vii. Good initiative viii. Very much satisfied ix. Motivates to work more effectively x. Useful for self-development xi. Knowledge enhancement xii. Fruitful training xiii. Eager to attend more such programmes 	<ul style="list-style-type: none"> i. It should be conducted more often in future ii. Same type of training should be provided iii. Minimum 2 times per year it should be conducted iv. Department wise training needed v. Training needed for translators vi. Same style with more practical examples vii. Training on technical knowledge viii. Training on office procedures needed

Few selected photos of the 1st and 2nd phase of Training Programme on 6th & 7th February, 2020 for the Grade III Employees of KKHSOU


