

**A Report on the Training Programme
on
“INTERNAL CUSTOMER SATISFACTION
AND QUALITY SERVICE”
for
The Multi-tasking Staff of KKHSOU**

Date: February 6 and 7, 2020

Time: 02:00 PM- 5:00 PM

Venue: Conference Hall, KKHSOU, Housefed Complex

Organized by
Centre for Internal Quality Assurance



Krishna Kanta Handiqui State Open University

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

A Report on the Training Programme conducted for the Multi-Tasking Staff on
“Internal Customer Satisfaction and Quality Service”

(First & Second Phase)

Based on the topic “Internal Customer Satisfaction and Quality Service”, a Training Programme was organised for the Grade IV employees of the University by the Centre for Internal Quality Assurance at the Conference Hall, KKHSOU, Housefed Complex. The programme was divided into two phases which was held on 06/02/2020 and 07/02/2020 each.

Sri.Sanjeeb Kakati, Honorary Director, Third Eye Education Pvt. Ltd., Guwahati, was invited as a Resource Person who is a reputed faculty member and has many years of experience in contribution towards developmental aspects in his field.

Hon’ble Vice Chancellor, Registrar, Dean (Academic), and Director (CIQA) of KKHSOU attended the inaugural session of the programme. As the programme was conducted as per tight schedule, the inauguration was kept very momentary. The Session Plan is attached at **Annexure I**. The Resource person was welcomed with a Gamosa by the Administrative Officer, CIQA. Director (CIQA) after giving an introduction of the Resource Person, explained to the participants the purpose behind organizing the programme, referring about SWOC (Strengths, Weaknesses, Opportunities and Challenges) of KKHSOU. The Programme was attended by 18 and 17 no. of participants on 06/02/2020 and 07/02/2020 resp.

Skills of a person can be parted into two types- skills disclosed to others and skills which are not known by others. The resource person tried to elucidate to the participants the importance of undisclosed skills and its significance in a person’s growth. Then a brief introduction of an Internal Customer was given. He tried to emphasize on the importance of satisfaction of the Internal Customers of the organization. An Internal Customer can be defined as anyone in an organization who needs assistance or interaction from another to fulfill their job responsibilities. Some allied topics of Internal Customers were explained with examples. Then the participants were asked to make a list of their own Internal Customers in the University. Sri Kakoty divided the needs of an Internal Customer into Stated Needs and Implied Needs, which were discussed comprehensively. For the improvement of the quality of work and reduction of wastage both Stated Needs and Implied Needs should be given importance. Simple tools and techniques were also discussed to ameliorate the Internal Customer satisfaction level. A video of the production house “Backwaters Production” was shown which theme was mainly based on the importance of satisfaction of a customer. The key objectives of KKHSOU were also exhibited for

comprehending and appreciating the role of the employees in contributing towards the goals and objectives of the university. The noteworthiness of SWOC (Strengths, Weaknesses, Opportunities and Challenges) of an Institution was also demonstrated. At the end, every participant was requested to point out some SWOC of KKHSOU and short discussion was made on the topic.

For measuring the effectiveness of the programme, a Feedback Form (attached at **Annexure II**) was also administered at the end of the Programme. The responses in the feedback form indicated that the programme was well received and was found beneficial by the participants.

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)
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Feedback Form for Training Programme on “Internal Customer Satisfaction and Quality Service” for the Multi-tasking Staff of KKHSOU

Date: 6th & 7th February, 2020

Time: 2:00 PM to 05:00 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 Multi-tasking Staff Training Programme

Q. No	Aspects	Excellent	Very Good	Good	Fair	Poor
1	Rate the overall effectiveness of the training programme	16	17	02	0	0
2	Rate the overall arrangement made by CIQA for the conduct of the training programme	15	17	03	0	0

Q.No	Aspects	Yes	No	Somehow
3 (a)	Knowledge and information gained from participation at this training programme met their expectations	32	01	02

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	27	06	02	0	0

Q.No	Most interesting and useful topics according to participants
4	<ul style="list-style-type: none"> i) Stated and Implied need ii) Importance of customer satisfaction iii) Discipline and Cooperation iv) Communication Process v) Attitude of the learner vi) Skill Development vii) Team spirit exercise viii) Improving skills and ability ix) Polishing performance x) Enhancing soft skill performance xi) Developing interpersonal relationships xii) Team work aspect xiii) Method of communication and soft skill development

Q. No	Comments on conduct of Staff Training Programme	Suggestions on conduct of Staff Training Programme
5	<p>i) Very good experience, useful, really helpful, very relevant, good learning experience, well conduct, developing team spirit, developing positive attitude,</p> <p>ii) activities are very effective, highly beneficial, highly overwhelmed to be a part of training programme, learnt new concepts, enjoyed a lot, excellent experience, , got good knowledge, got a good platform for self-development, special thanks to CIQA office, really effective and enjoyable, well organized</p>	<p>i) Request to conduct such workshop in near future</p> <p>ii) Expecting some more training programme in different aspects also</p> <p>iii) Training programme as per needs of the employees in practical aspects</p> <p>iv) More training programme should be conducted for the support staff</p> <p>v) Such training programme may be organized frequently</p> <p>vi) To be continued at regular interval</p> <p>vii) Duration of the training programme may be increased</p> <p>viii) Training on self-awareness and development of technical skills may be organized</p> <p>ix) Need training on developing personality communication skills</p>

Annexure IV

Selected Photos of the 1st & 2nd phase of Training Programme on 6th & 7th february, 2020 for the Multi-tasking Staff of KKHSOU


