

**“A STUDY OF BEST PRACTICES AND KAIZEN AND IT’S RELATIONSHIP TO HUMAN RELATIONS DEVELOPMENT AND MOTIVATIONAL LEVEL AMONG EMPLOYEES”**

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**1. Introduction:**

**Introduction to Research:**

This paper will investigate whether the best practices ( within the units – not are same as that of kaizen or they are different or whether they are complimentary to each-other. The paper investigate whether the kaizen lead to best practices and are they one and same etc..

The selected IT units are researched into the aspects where the best practices are recorded KM –bp server for everybody information and use and KAIZEN’s are implemented in all units for increasing the productivity to improve the way the process of work is being done.

**2. Literature survey:**

**2.1 Introduction to best practices :**

A best practice is a method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark. In addition, a "best" practice can evolve to become better as improvements are discovered. Best practice is considered by some as a business buzzword, used to describe the process of developing and following a standard way of doing things that multiple organizations can use.

Best practices are used to maintain quality as an alternative to mandatory legislated standards and can be based on self-assessment or benchmarking. Best practice is a feature of accredited management standards such as ISO 9000 and ISO 14001.

Source: Bogan, C.E. and English, M.J., 1994: Benchmarking for best practices: winning through innovative adaptation. McGraw-Hill, New York.

Projects, as a way to attain objectives, have been used since ancient times, generating important results to society and culture like The Great Wall of China, Ancient Roman roads, the first steam engine and many others. A project is a new, unique and temporary set of activities, with a defined beginning and end, which uses resources in a planed and organized way with the purpose of reaching certain objectives. The temporary nature of projects stands in contrast with repetitive or permanent activities.

**2.2 Kaizen -Make Continuous Improvement**

The Japanese term “kaizen” has contributed to this component. Kaizen believes that there are no limits to continuous improvement. This means that a TQM organisation will continuously strive to improve their product/service and increase the quality standards. A TQM organisation will also view change positively whether the change involves a process change or a change in customer needs and expectations. This is because changes will enable the organisation to develop and explore quality.

## **2. Research Objectives:**

The research objectives were designed after a sample study in the survey sample organisations . The broad objectives of the research could be listed as follows:

1. To study whether Kaizen and best practices implementation will bring better quality and power in HR practices in IT units
2. To arrive at suitable findings and conclusions useful for the IT units with regard to subject matter of research.

## **3. Hypothesis of the research :**

The below hypothesis have been framed by the initial survey to be investigated by primary and secondary research survey on the

**Ho<sub>1</sub>** The BP and Kaizen implementation will NOT bring change in HR power and quality in the organisation.

**Ho<sub>2</sub>** The Kaizen practices and motivation will lead to useful and significant best practices in IT units

These above envisaged hypothesis which were framed by the initial survey was investigated by primary and secondary research survey .

## **4. Research Methodology :**

The research focus on the survey study of three IT units at Mysore. The survey is conducted on the team leaders and software engineers in the selected IT units from three leading IT units operating at Mysore. The methodology also include besides this sample survey the secondary survey of Books, management journals, research organization records and research magazines, conference proceedings on Kaizen, TQM and BP and annual reports of the sample survey companies with additional information from web sources.

## **5 .Research interpretations, findings and conclusions:**

### **5.1 The findings w.r.to hypothesis:**

- a) The study showed that the first hypothesis of the research is disproved and the study show that the Kaizen and best practices implementation will bring better quality and power in HR practices in IT units.
- b) The study reveled that the second hypothesis is also disproved that the motivation and encouraging practicable KAIZEN's of It units lead to better , useful best practices which are stored in KM based server as general ware availability.

## 5.2 The major conclusions:

The usual kaizen which lead to best practices were identified as - design of general software – project management tips and general routines and the better software methods to speed up the software development , the standardized (menus , pop-up and pop-down options and software frontend designs and graphics ) development frontend routines will prove enormously important and useful in reducing the

- a) software development time
- b) execution time of programmes
- c) software space – memory space occupation ( constraint is also addressed properly)
- d) software execution time ( constraint is also addressed properly)
- e) The object orientation and structuring time these will reduce the monotony of re-development of routines which are already there in some corner of the organisation and the duplication in software development work and projects in the It units.

The frontend routines such as

- a) major menus,
  - b) popup and pop-down menus
  - c) front page graphics and designs  
*which need only marginal make-ups and small changes to suite to other software-projects and development*
- and backend routines like
- a) Standard sorts ,
  - b) searches,
  - c) relational database management systems
  - d) log-book management systems,
  - e) cloud connecting protocol management,
  - f) the internet and intranet embedding software routines to connect the software of any organisation online applicable
  - g) intranet protocol management software systems
  - h) encryption and decryption systems
  - i) communication protocol system based on TCPIP\* and organisation specific non-TCPIP based (\* transfer control protocol and internet protocol )
  - j) security system routines

*These software routines which are developed as kaizen with object oriented and structured software segments will really help to reduce duplication development cycle of the software development for all projects as these routines are common to all-most all projects like banking, multinational manufacturing corporate , multinational marketing companies, and service sectors like internet enabled services in couriers, health care, hospitality sector, etc..*

These confidential routines of each projects when put with standardised systems in the shared pool of KM server as KAIZEN then these lead to best practices for that organisation.

These KAIZEN's and best practices which are encouraged, motivated by reward, award and increment HR policy the KAIZEN's of projects will come in general pool as “ money is power and money has become a major motivating parameter of IT remuneration and retention system “ and will become useful to bring real increasing productivity and augment the HR power and quality showing better time based project completion and avoidance of duplication of similar documentation and routines developments in all projects of units and improve the overall development systems.

**5.3. Major Suggestions:**

- A) The training addressing and aimed at sharing of best practices and kaizen is a must to empower the productivity in IT units.
- B) All the units top-level management has complete awareness about kaizen and BP and utility and usefulness in IT units.
- C) There is need of better and effective training focussed developing good human relations between software engineers in which KAIZEN's leading to best practices are freely shared and stored voluntarily in KM-BP servers..
- D) The Top-management should sincerely try to build an environment of mutual-trust and belief among employees to motivate knowledge sharing .
- E) The KAIZEN's such as efficient routines and modules should be cross checked and standardised by experts and expert system software.
- F) Awards, rewards, wage revision , promotions and increments needs to bring better kaizen which are really useful to development process .

**6. Final conclusions of the research :**

The study conclude that kaizen will lead to useful and practicable best practices that lead to the organisational environment quality and power to augment to bring about “ world class HR based corporate” in the IT units . The IT units by this implementation will be able to better understand the IT software engineers better and change the organisational HR environment and bring a better working comfort zone for employees to augment the Hr power and quality to build a world class It units in India.

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