

Work culture: → It is the environment that you create for your employees. It is the mix of your organisation's leadership, values, traditions, beliefs, interactions, behaviours and attitudes that contribute to the emotional and rational environment of your work place. Work culture refers to the environment you create for your employees and how it determines their performance at work, work satisfaction, relationships and progression; it is the environment that surrounds you at work all the time.

Human Relationship and Performance in organisation

A human relation is the relationship between human resources of the organisation. It incorporates management-employees, employees-employees relationship. It also consists of relationship between the organisation's human resource & outsiders (such as clients, suppliers).

Def. of Human Relations: → According to MacFarland, "Human relations is the study and practice of utilizing human resource through knowledge and through an understanding of activities, attitudes, sentiments and interrelationships of people at work."

In literal terms, 'human relations in industry' is a term generally used for organisational behaviour.

The Importance of human relations is as follows:

1. Performance and Productivity

- 2- Job Satisfaction: Free flow of communication, ⁽²⁾ Unity and understanding between employees increases their job satisfaction level and morale. Job satisfaction ultimately on higher productivity and performance.
- 3- ~~Decreases~~ Employee's Turnover.
- 4- Reduction in Disputes.
- 5- Innovation: Good relations at work place facilitate exchange of ideas and information.
- 6- Develops informal Relations: Development of informal relationships between human resources of the organisation reduces stress and work pressure on employees.
- 7- Increased Employee Participation: Healthy relations with co-workers and superiors at workplace boost morale of employees.
- 8- Understanding human Resources.
- 9- Optimum Resource Utilisation.
- 10- Miscellaneous Benefits: To develop team spirit, to reduce wastage, improve corporate image in the market etc.

Factors influencing Human Relations in an organisation:

- 1- Work environment
- 2- work group.
- 3- Individual
- 4- Leader.

Performance in organisations: It involves analyzing a company's performance against its objectives and goals. ③

Three Areas of organisational performance:

1. Financial Performance: → It refers to measuring a company's operations and policies in monetary terms.
2. Market Performance: → It measures how well a company or product performs in the market place.
3. Shareholder value: → It looks at how much a company enriches its shareholders.

Relation with Peers, Superiors and Subordinates:

1. Peers: → A person who is the same age or has the same social position or the same abilities as other people in a group. They are typically the same level as us either in intelligent quotient or status or family structure or in any other way at par with us. For example, colleagues in office, friends, cousins, social circles etc.
2. Superiors: → The teacher, mentors, bosses, etc generally fall in the category. They are the ones who are higher than us as far as the knowledge or experience or relationship goes. They expect a certain kind of respectful treatment from us, while we deal with them.

For examples, uncles, aunts, bosses of bosses, mentor, senior positions etc.

3- Subordinates: → They are lesser either by age, experience, knowledge or relationship and that's why we feel good dealing with them and sometimes even show them off our seniority.

TQM Concept: → Total Quality Management (TQM) describes a management approach to long term success through customer satisfaction. The basic concept of TQM are customer-orientation (bot internal and external), never-ending improvement, statistical control of business processes, participative management, cross functional management and committed leadership.

Elements of TQM: →

- 1- Customer satisfaction.
- 2- Employee involvement.
- 3- Morale of employees.
- 4- Quality control circles and suggestion system.
- 5- High revenue.
- 6- Lower cost.
- 7- Quality control.
- 8- Control of production.
- 9- Quality planning.
- 10- Quality improvement.
- 11- Quality implementation.
- 12- Quality assurance system.
- 13- Vendor control and quality procurement.
- 14- Customer relationship management.
- 15- Total organization involvement.
- 16- Measurement information analysis.
- 17- Quality education and training.
- 18- Strategic quality management.
- 19- Leadership.

Basic Concepts of TQM :

(5)

1. Quality: → The totality of features and characteristics of product or service that bears on its ability to satisfy stated or implied needs of a customer.
2. Quality Policy: → The overall quality intentions and directions of an organisation as regards quality formally expressed by top management. The quality policy forms an element of the corporate policy and is authorized by top management.
3. Quality Management: → It includes strategic planning, allocation of resources and other systematic activities for quality such as operations and evaluation.
4. Quality Assurance: → Those are planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy requirements of a customer.
5. Quality Control: → These are operational techniques and activities that are used to fulfill requirements for quality.
6. Conformity → Judgement of supplier/manufacturer of a product or service.
7. Quality Circle: → It is a small group of employees in the same work.

Principles of TQM:

(6)

- 1- Customer Focus, 2- Leadership, 3- People involvement
- 4- Process Approach, 5- System approach to Management.
- 6- Continuous improvement.
- 7- Factual Approach to decision making.
- 8- Mutually beneficial supplier relationships.

Features of TQM.

- 1- Customer oriented.
- 2- Employee involvement and empowerment.
- 3- organisation-wide.
- 4- ~~Continuous~~ continuous improvement
- 5- Strategic focus.
- 6- Process Management.
- 7- Change in corporate culture.

Quality System: → It is a specific implementation of quality concepts, standards, methodologies and tools for the purpose of achieving quality related goals. When implemented, a quality system will be unique to an organisation.

Definition of TQM

Total Quality Management is defined as a customer-oriented process and aims for continuous improvement of business operations. It ensures that all allied works (particularly work of employees) are toward the common goals of improving product quality or service quality, as well as enhancing the production process or process of rendering of services. However, the emphasis is put on fact-based decision making, with the use of performance metrics to monitor progress.

The key principles of Total Quality Management

Commitment from the management:

- Plan (drive, direct)
- Do (deploy, support, and participate)
- Check (review)
- Act (recognize, communicate, revise)

Employee Empowerment

- Training
- Excellence team
- Measurement and recognition
- Suggestion scheme

Continuous Improvement

- Systematic measurement
- Excellence teams
- Cross-functional process management
- Attain, maintain, improve standards

Customer Focus

- Partnership with Suppliers
- Service relationship with internal customers
- Customer-driven standards
- Never compromise quality

Process Oriented

- Thinking about the process

- Handling of the process
- Processes which are result oriented

Decision Making Based on Facts Only and Not on Opinions

- Integrated, strategic and systematic approach to ensure the entire organisation is aligned
- Communication must be open and at all levels of the organisation.

Accidents and Safety:

Accident: → An unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury.

Safety: → It is a state of being protected from potential harm or something that has been designed to protect and prevent harm. Safety is the state of being 'safe', the condition being protected from harm or other non-desirable outcomes. Safety can also refer to the control of recognized hazards in order to achieve an acceptable level of risk.

An accident is a unplanned and uncontrolled even happened results in injury.

Causes of Accidents

- 1) Plant - A faulty layout, electrical and chemical hazards.
- 2) Equipment - a defective guard, incorrect equipment.
- 3) Environment - High noise, insufficient light and ventilation.
- 4) People - Careless, untrained, overstressed.
- 5) Systems of work - Poor procedure, Bad housekeeping.

Causes of Accident

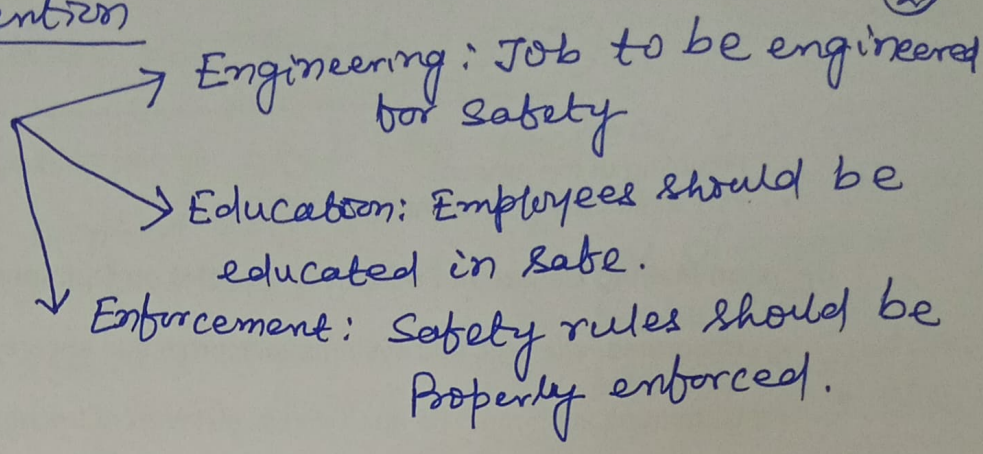
- 1) Technical cause → Unsafe condition
 - Mechanical Factors.
 - Environment factors.
- 2) Human cause → unsafe acts → Personal Factors.

Personal Factors: →

- ① Age, ② Health, ③ Lack of knowledge & skill, ④ Improper attitudes towards work, ⑤ Mental worries, ⑥ Non use of safety device, ⑦ Working and unsafe speed, ⑧ Improper use of Tools.

Accident Prevention

Three E's



General Safety Rules: →

- 1) Keep work areas clean.
- 2) Use the proper tool for the job.
- 3) Always wear the proper PPE for the work task.
- 4) Never work on live equipment.
- 5) Make sure chemicals are properly labeled and stored.
- 6) Communicate hazards to other personnel.
- 7) Stop work when needed to address hazards.
- 8) ~~Report~~ Report all near misses, incidents, injuries and illnesses immediately.
- 9) Be alert and awake on the job.
- 10) Ensure a clear and easy route to emergency exist and equipment.
- 11) Always follow the correct procedures.
- 12) Eliminate Fire hazards.
- 13) Avoid Tracking hazardous materials.
- 14) Inform Supervisors of unsafe conditions.

Personal Protection Equipment (PPE)

Unit-7 ③

It is a precautionary step to protect yourself and the people around you. It is specialized clothing or equipment worn for protection against dangerous or infectious materials. PPE refers to protective clothing, helmets, gloves, face shields, facemasks, and/or respirators or other equipment designed to protect the wearer from injury or the spread of infection or illness.

Def: PPE can be defined as a specialized clothing or equipment worn by an employee for protection against infectious materials." (OSHA) Occupational Safety and Health Administration.

Types of PPE

1. Gloves - Protect hands.
2. Gowns/aprons - Protect skin and/or clothing
3. Masks and respirators - Protect mouth/nose.
Respirators - Protect respiratory tract from airborne infectious agents.
4. Goggles - Protect eyes.
5. Face shields - Protect face, mouth, nose, and eyes.

Common Types of PPE

- 1) Head
- 2) Eyes.
- 3) Face
- 4) Hands.
- 5) Feet
- 6) Body
- 7) Hearing
- 8) Respiratory.

① Eye PPE : It is required of causing eye injury from physical, chemical or radiation.

Exp: of Hazards:

Machines, Lasers, Impacts, Heat, Tools, Dust,

Eye Protection: Electric work, Chemical handling.
Use of Safety glasses.

② Face PPE → It protect facial injury from physical, chemical, or radiation agents.

Exp: → Contents under pressure, Flying objects/Particles, Electrical work.

Face Protection → Face shield, Welding shield.

③ Hand PPE → Exp: Absorbing harmful substances, sharp objects of causing cuts, punctures, chemical/Thermal burns.

Electrical work, High/Low temperatures.
Hand Protection: → Gloves.

④ Feet PPE → Exp: - Falling objects, Rolling objects, cutting injuries, Electrical work, Chemical exposure.
Protection - Shoe.

⑤ Hearing PPE → Exp: → Mechanical rooms, Shops, Construction site, Working with Machinery/Power Tools.

Hearing Protection →

Ear Plugs.

Ear Muffs.

Conical caps.

⑥

Respiratory PPE : EXP : →

⑤

working with uncontained chemicals.
working with highly toxic chemicals.
working in dusty environment,
painting, welding.

Protection : → Dust mask, $\frac{1}{2}$ mask, Full mask,
powered Air Purifying respirator (PAPR)
Self contained Breathing Apparatus (SCBA)