

CIVIL SERVICE TRAINING CENTRE

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Topic: Productivity at Workplace

What is productivity?

1. It is the effectiveness of labour and capital in the creation of wealth. (British Institute of Management)
2. {National Productivity Board, Singapore}: Productivity is an attitude of mind that strives for and achieves the habit for improvement. - (Better today than yesterday and better tomorrow than today)
3. The will to improve.
4. The elimination of waste.
5. Reduction of waste.

SINGAPORE PRODUCTIVITY MOVEMENT

The relationship between productivity, output and input:

$$Pr oductivity = \frac{Output}{Input}$$

****Let's go with the notion of “**delighting customers**” as we work in the civil service!**

****When you appreciate something, you place value on it.**

RESOURCES – 8M's

- i. Money
- ii. Mansion
- iii. Manpower
- iv. Materials
- v. Machinery
- vi. Moments
- vii. Methods
- viii. Market

PERSONAL PRODUCTIVITY

All the virtues an effective employee has. These include:

- i. Learning
- ii. Personal organisation
- iii. Time management
- iv. Stress / Mental control
- v. Creativity
- vi. Decision making

Organisational Productivity: The capacity of an organisation to generate the desired results with minimum expenditure of energy, time, money, manpower and materials etc

National productivity: Productivity is the cornerstone of a country's economic wellbeing.

- Rehabilitating the economy
- Necessity to solve balance of payment problems
- Combat growing unemployment

EFFECTIVENESS AND EFFICIENCY

- Doing right things and doing things right results in "productivity".

Increasing Productivity of Man:

- i. Motivate
- ii. Discipline
- iii. Politeness
- iv. Courtesy
- v. Training
- vi. Equipment

PRODUCTIVITY IMPROVEMENT

Clean Desk:

$G - U - T - S$

G – give it out when you're not using it

U – use it when you need it

T – throw it away

S – store

Productivity Improvement Tools:

- KAIZEN process
- Lean working
- Waste elimination

The KAIZEN: This is a Japanese management concept for “continuous improvement”. It involves a gradual and continuous change/improvement whiles reducing waste. The KAIZEN is the reverse of the western system: “if it isn’t broken, don’t fix it”.

Lean Working: Create the most value with least resources. It also involves defining value from the customer’s perspective.

Waste Elimination: Waste (Muda) is anything other than the minimum amount of office resources (8M’s).

Examples of Waste:

- i. Errors
- ii. Excess inventory
- iii. Waiting
- iv. Doing unnecessary things
- v. Underutilizing staff
- vi. Excessive people motion
- vii. Over processing
- viii. Excess transportation