DEBERE BIRHAN POLYTECHNIC COLLEGE

Database Administration Level IV

MODULE TITLE: <u>**Planning and Organizing Works**</u>

LO1. <u>Set objectives</u>

1.1 <u>Introduction to management roles and functions</u>

Management defined as the organization and coordination of the activities of an enterprise in accordance with certain policies and in achievement of clearly defined objectives

I.e.: It is the act of coordinating the efforts of people to accomplish desired goals and objectives using available resources efficiently and effectively.

The Role and Function of management includes:

- Planning
- Organizing
- Leading
- Controlling

- Decision making
- Staffing
- Communicating
- Motivating

1.2 <u>Introduction to planning techniques and procedures</u>

Planning techniques may include:

❖ Organize the activities into common groups

❖ Identify people and other resources needed to get the work done

❖ Document all the activities you need to do

❖ Collaborate with the right people to get the right things done

Procedure is step-by-step sequence of activities or course of action (with definite start and end points) that must be followed in the same order to correctly perform a task.

- A procedure explains how to and who will implement the policy.

Policies and Procedures are essential when a company requires consistency in its daily operations. A properly written policy and/or procedure allow employees to understand their roles and level of responsibility and conduct their job by making decisions within predefined boundaries.

1.3 Understanding organizational aims/goals, policies and standards

1.3.1 Characteristics of objective

An **Objective** is defined as a basic tools that underlying all planning and strategic activities.

Good objectives should include the following:

1. **Specific** – The task should be specified well enough.

2. **Measurable** and **tangible** – If you can't measure your progress, how do you know when you're finished?

   - A simple done/undone task must be measurable.

3. **Achievable** –

4. **Realistic** (down-to-earth) – For a task to be realistic, it needs to be something that you will actually do.

5. **Timely** –A timely task is one that you have assigned a deadline.

1.3.1.1 Consistency

Consistency means: - Logically ordered and/or following the same pattern.

   - Unchanging; steady.

   - Being in conformity with a set of rules, guidelines or policies.

1.3.1.2 Time frame

Timeframe is a time period in which certain things are expected to occur.

- It means "within a specified time".

1.3.1.3 Commitment of team member

The commitment of the team member is the depth of the commitment of team members to work together effectively to accomplish the goals of the team.

The **Three Types of Team Commitment**:

- **Shared Responsibility**
  - Committed team members realize the work team and the organization benefit when the team's work is completely thoroughly and accurately.
- **Retention**
  - Retaining top employees is a common concern for organizations. Getting commitment from team members in your organization can improve your retention.
- **Bottom Line Results**
  - The major benefit of team commitment is improved bottom line results. Committed employees make decisions that benefit their colleagues, team and organization. Collaboration on projects and work usually leads to better ideas and more effective performance.

Characteristic of good team member:

- ✋ Cooperative
- ✋ Proactive
- ✋ Adaptable
- ✋ Committed
- ✋ Respectful
- ✋ Listen Attentively

- ✋ Communicate effectively
- ✋ Dependable
- ✋ Enthusiastic
- ✋ Solution oriented
- ✋ Prepared
- ✋ Supportive

1.3.1.4 Realistic and attainability

Having an attainable goal means the ability or skill or talent the discipline to achieve that goal.

Realistic means aware or expressing awareness of things as they really are.

LO2 Plan and schedule work activities

2.1 Allocating resources

Resource allocation is the distribution of resources – usually financial.

It is used to assign the available resources in an economic way.

Resource allocation is the process of determining the best way to use available assets or resources in the completion of a given project.

2.2 Scheduling work activities

Scheduling is the process of deciding how to commit resources between varieties of possible tasks.

Scheduling work activities means assigning an appropriate number of workers to the jobs during each day of work.

2.3 Preparing Work/Operational Plan

After the plan is developed, we *DO* it by putting the plan into action and then *CHECK* to see if our plan has worked. Finally, we *ACT* either to stabilize the improvement that occurred or to determine what went wrong if the gains we planned for did not materialize.

PDCA is a continuous cycle; any improvement realized by carrying out one PDCA cycle that will become the baseline for an improvement target on the next PDCA cycle. The process of improvement (PDCA) is never ending.

The PDCA Cycle
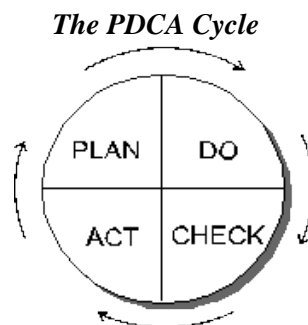
2.3.1   Context, Formats and Standards

When preparing work/operation plan, we have to check the context, format and standard of the plan

- ❖ **Context** is the circumstances that form a setting for an event, statement or idea and in terms in which it can be fully understood and assessed.
- ❖ **Format** refers to the size, shape and orientation of your presentation or design/layout.
- ❖ **Standard** is an agreed, repeatable way of doing something. It is a document that contains a technical specification or other precise criteria designed to be used consistently as a rule, guideline, or definition. Standards help to make life simpler and to increase the reliability and the effectiveness of many goods and services we use.

2.3.2   Setting Goals and Objectives

Goals are things you set to accomplish either in a long period of time or a short period of time.

Setting goals and working toward them can help you turn your dreams into reality.

Type of goals

- • Short Term Goals: goals that can be accomplished within a short period of time.
- • Long Term Goals: goals that can be accomplished within a long period of time.

2.3.3   Setting Targets and Timeframes

The most well known method for setting objectives is the S.M.A.R.T. S.M.A.R.T refers to the acronym that describes the key characteristics of meaningful objectives, which are:

- ❖ **S**pecific (concrete, detailed, well defined),
- ❖ **M**easurable (numbers, quantity, comparison),
- ❖ **A**chievable (feasible, actionable),
- ❖ **R**ealistic (considering resources)
- ❖ **T**ime-Bound (a defined time line).

SMART objectives are the stepping stones to the achievement of our goals.

Setting realistic and achievable goals helps a business:

- ❖ Motivates the Workforce
- ❖ Attracts New Clients
- ❖ Helps Stakeholders
- ❖ Aids Performance Evaluation
- ❖ Meet Financial Targets

2.3.4   Budget / Financial Requirements

Financial budgets are financial plans that are structured to detail projections on incomes and expenses on both a long-term and a short-term basis.

Before you begin to create your budget it is important to realize that in order to be successful, you have to provide as much detailed information as possible.

- ❖ Gather every financial statement you can.

- ❖ Record all of your sources of income.

- ❖ Create a list of monthly expenses.

- ❖ Break expenses into two categories: fixed and variable.

  - ✓ Fixed expenses are those that stay relatively the same each month and are required parts of your way of living.

  - ✓ Variable expenses are the type that will change from month to month and include items.

- ❖ Total your monthly income and monthly expenses.

- ❖ Make adjustments to expenses.

- ❖ Review your budget monthly.

LO3. Implement work plans

3.1   Work Methods, Practices and Standards

Efficient work methods or efficient work practices consist of:

1. Effectiveness and Efficiency

Everyone wants to achieve success by accomplishing one's goals in a short period of time with minimum resources.

2. Goal Setting (Target Setting)

- ❖ Goal or target setting is done on short term, medium term and long term basis. In the context of personal goals, one can even think of setting up life time goals.

- ❖ When setting goals, you should follow the sequence: see it, say it, write it down, do it.

- ❖ Goals Should Be SMART: specific (S), measurable (M), agreed (A), realistic (R) and timed (T).

3. Daily Management

❖ Daily plan is the set of tasks and activities to be executed during the day as per a decided sequence on a time line.

4. Time Management

❖ Prioritizing your tasks.

❖ Task prioritization should be done based the importance of the task.

❖ People who practice Time Management are normally relaxed, effective and efficient.

5. Problem Solving

Problem solving is an integral part of day to day working. Problems may keep coming and you need to know how to solve them efficiently.

Process of problem solving consists of:

❖ Recognize the problem.

❖ Take ownership of the problem.

❖ Analyze the problem and set goal.

❖ Conceptualize the situation, identify causes and generate solutions.

❖ Evaluate solutions, implement and monitor.

❖ Review the outcome.

6. 5S Housekeeping

If you really wish to be efficient by being organized, neat and tidy, start following "5S Housekeeping":

5S is the name of a workplace organization methodology that uses a list of five words which are:

❖ Sorting - identifying.

❖ Straightening or setting in order / stabilize - storing the items used

❖ Sweeping or shining or cleanliness / systematic cleaning

❖ Standardizing- maintaining the area and items.

❖ Sustaining the discipline or self-discipline.

The list describes how to organize a workspace for efficiency and effectiveness.

5S provides the foundation for improving performance through continuous improvement.

It focuses on:

- ❖ Increasing quality by removing waste from the workplace.
- ❖ Provide reduction in operating costs by reducing non-value added activities.
- ❖ Improving delivery by simplifying processes and removing obstacles
- ❖ Improving safety through improved housekeeping and identification of hazards
- ❖ Provide an environment where continuous improvement is embraced through workers problem solving and suggestions, thereby improving morale.

Work is best if the implementation of the program is based on the 5S Performance Improvement Formula:

P=Q+C+D+S+M

Where;

- ✍ **P** - Increase productivity.
- ✍ **Q** - Improve product quality.
- ✍ **C** - Reduce manufacturing costs.
- ✍ **D** - Ensure on-time delivery.
- ✍ **S** - Provide a safety working environment
- ✍ **M** - Increase worker morale.

7. Cost and Waste Control

Make sure that while carrying out your day to day activities or tasks, the cost of doing them must be continuously minimized. Also you must exercise a strict control on the wastage of any kind.

Work practices

Work Practice Development is responsible for the development and documentation of compliant work practices, procedures, processes and guidelines.

Standard:

- Standard is guidelines for producing documentation
- It is also used to provide consistency and quality of documentation.

3.2 Implementation and Mobilization of People

- **Implementation** is the realization of an application, execution of a plan, idea, model, design, specification, and algorithm.
- **Mobilization** refers to stimulate, prepare, or coordinate the people to perform activities properly.

LO4. Monitor work activities

4.1 Introduction to Performance Management

4.1.1 Monitoring work activity in accordance with set objectives

Work activities must be monitored and compared with set objectives.

4.1.2 Monitoring work performance

Performance is the results of activities of an organization or investment over a given period of time.

It is important to monitor performance at work so as to know the employees progress and identify errors in work activities.

Monitoring work activity enables you to measure performance and give feedback to the workers.

The key to effective performance monitoring include:

- ❖ Identify work objectives and priorities.
- ❖ Schedule the time.
- ❖ Contingency plans to deal with a range of potential problems.

4.2 Techniques and Procedures in Monitoring Work Activities and Performance

4.2.1 Report and recommend deviations of work activities in accordance with set standards

Deviations from work activities are reported and recommendations are coordinated with appropriate personnel and in accordance with set standards

- ❖ Reporting requirements are complied with in accordance with recommended format

- ❖ Observe timeliness of report

- ❖ documents must be established and maintained in accordance with standard operating procedures

LO5. Review and evaluate work plans and activities

5.1 Evaluating Work Processes and Systems

❖ Work plans, strategies and implementation must be reviewed based on accurate, relevant and current information.

❖ Review must be based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback

❖ Results of review must also be provided to concerned parties and formed as the basis for adjustments/simplifications to be made to policies, processes and activities.

5.2 Review and Modification of Work Activities, Policies and Processes

A **policy** is principle or rule adopted or proposed by a government, business or individual to guide decisions and achieve rational outcomes.

I.e.: A policy:

❖ Is a set of basic principles and associated guidelines, formulated and enforced by the governing body of an organization to direct and limit its actions in pursuit of long-term goals.

❖ Varies from institution to institution or organization to organization.

❖ Focused on action, stating what is to be done and by whom

A good policy is a tool which makes administration easier, and allows people to get on with the organization's core business more efficiently and effectively.

5.3 Implementing Performance Evaluation / Appraisal

❖ Performance appraisal must be conducted in accordance with organization rules and regulations

❖ Performance appraisal report must also be prepared and documented regularly as per organization requirements.

5.4 . <u>**Problem Solving and Decision Making Techniques**</u>

Problems may range from simple to complex. Often, the hardest step is identifying the real issue.

Example: The doctor may ask a patient, 'What's wrong?' The patient describes a range of symptoms and the doctor uses that information, along with their knowledge, skills and observation, to diagnose the problem.

Like a doctor, you may find out the problem. You need to carefully note the symptoms, and then use your knowledge and skills to work out what the actual problem is.

Solving a problem involves the following steps:

- ❖ identifying and analyzing the problem
- ❖ Establishing the criteria for solutions/establish the cause of the problem.
- ❖ listing possible solutions
- ❖ exploring and evaluating each possible solution
- ❖ selecting the best solution
- ❖ implementing the decision/solution
- ❖ Evaluating the decision/result of the solution.