



KYC- KNOW YOUR CUSTOMER

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KYC means **Know Your Customer** and sometimes Know Your Client.

KYC or **KYC check** is the mandatory process of identifying and verifying the identity of the client when opening an account and periodically over time.

In other words, banks must make sure that their clients are genuinely who they claim to be.

Banks may refuse to open an account or halt business relationship if the client fails to meet minimum KYC requirements.

IMPORTANCE OF KYC

KYC procedures defined by banks involve all the necessary actions to make sure their customers are real, assess, and monitor risks. These processes help prevent and identify money laundering, terrorism financing, and other illegal corruption schemes.

KYC process includes ID card verification, face verification, document verification such as utility bills as proof of address, and biometric verification.

Banks must comply with **KYC regulations** and anti-money laundering regulations to limit fraud. **KYC compliance** responsibility rests with the banks.

In case of failure to comply, **heavy penalties** can be applied.

DOCUMENTS NEEDED FOR KYC

- Pan card and passport size photo
- Identity proof
- Address proof
- Income proof
- Account linking- cancelled cheque

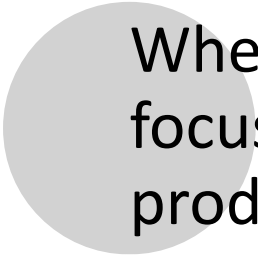
Productivity Benefits




Introduction



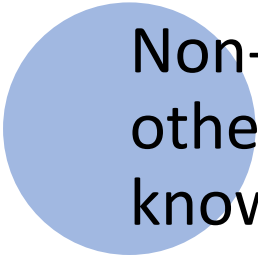
For every organisation to succeed, a productive and motivated workforce is essential.



When the employees are benefitted, they stay focused and avoid stress which results in more productivity.



There is a saying that “If you treat your employee well, your employees will treat the company well”



Non-wage compensation or additional benefits other than their normal wages or salaries is known as Salary Package or Salary Exchange.

Salaries, wages and Monetary benefits

EPF- Employees Provident Fund

EPS- Employee's Pension Scheme

Gratuity

ESOP- Employee stock ownership plan

Organization's profit-sharing scheme

Incentives and bonus

Overtime pays and shift allowances

Leave encashment facility



Health care and wellness benefits



Group Insurance

ESI facility

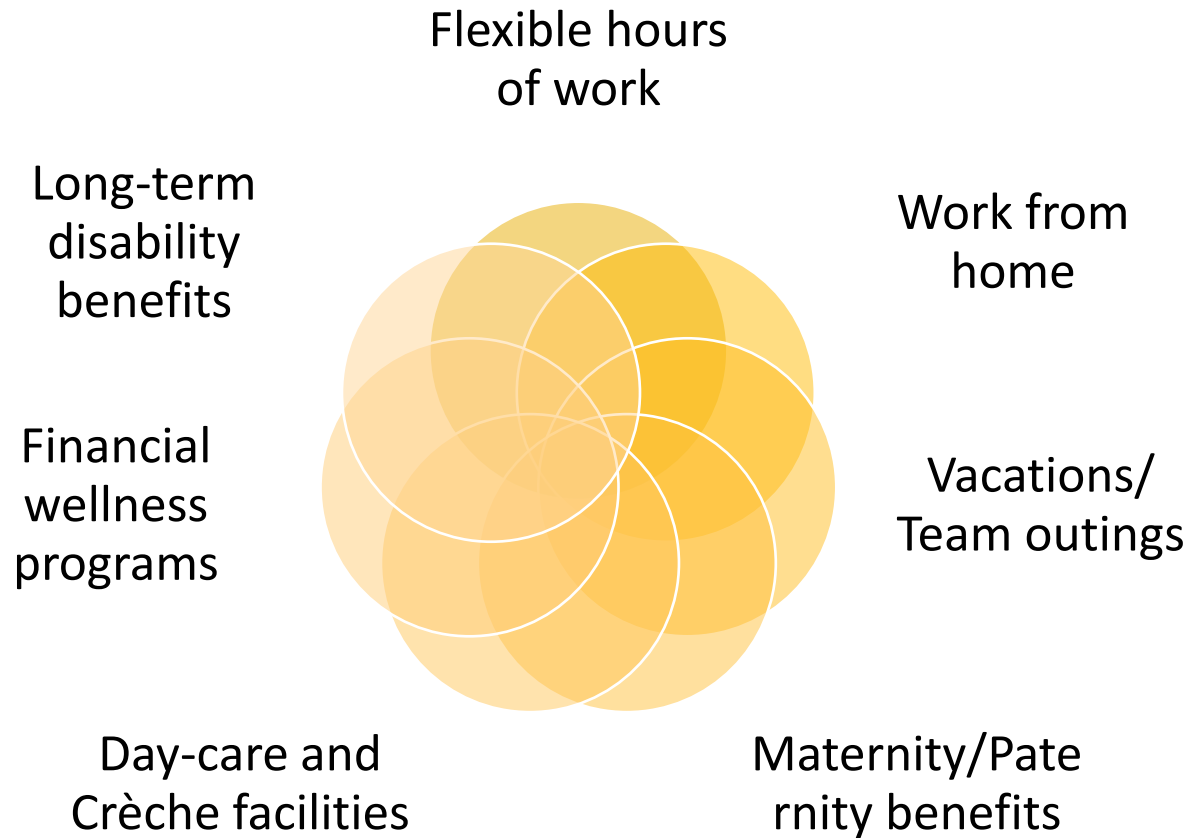
Reimbursement of medical bills

Health and dental check-up
programs for employees

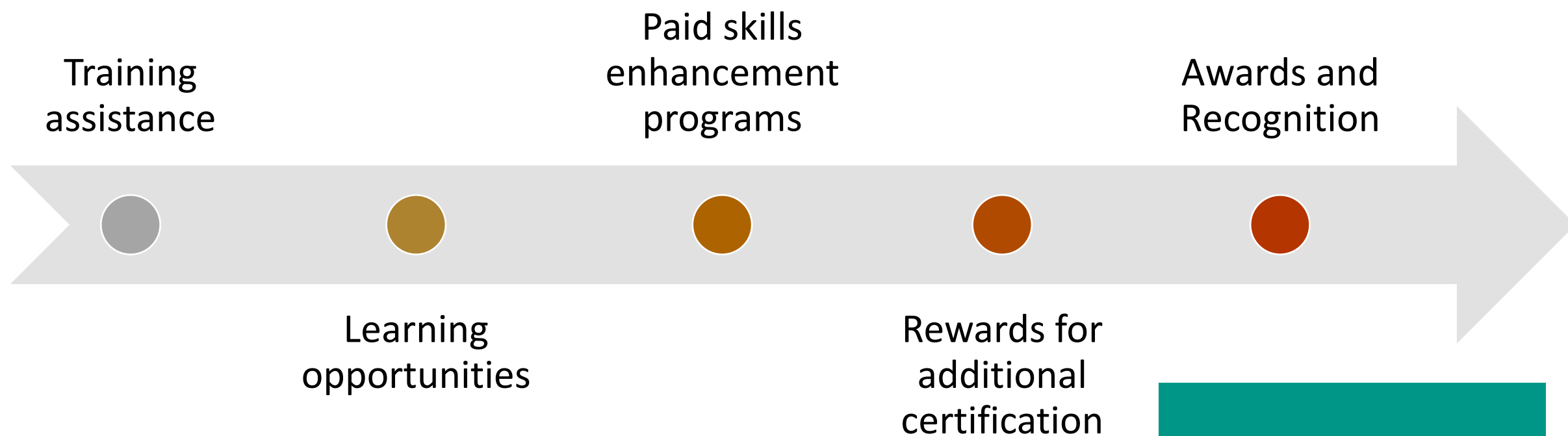
Gym, yoga and meditation service

Physiotherapy sessions

Work-life quality benefits



Career growth benefits



Leave Allowances



Paid holidays

Leave with pay

Sick Leaves

Privileged leaves

Maternity/Paternity
leaves

Leave encashment

Additional benefits

Food coupons/ Free meals



Shuttle or cab services/
Transportation reimbursement



Housing allowances

Furnished/Unfurnished/semi
furnished home



Servants/ house help facility

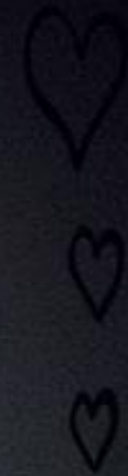
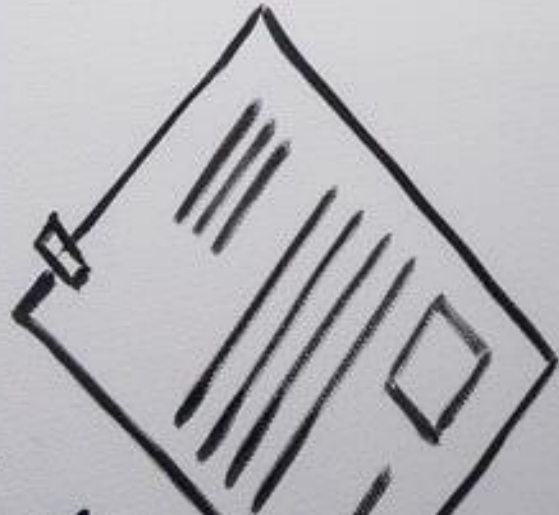
Occasional gifts





Image Courtesy: Google

PRODUCTIVITY



AFFECTING FACTORS PRODUCTIVITY

Factors affecting Productivity

There are a few factors that play a major role

- These influencers determine how many sick days your employees take, their attitude toward daily tasks and larger projects, and how they feel when they come to work every day.
- It is no secret that happier employees are more productive and more likely to stay with the company longer.
- Some factors are money, recognition, health, management, skills and traits.



What are Productivity Skills?

For enhancing efficiency and performance, productivity skills come in play.

- To extract the best out of their employees, businesses need to build a positive work environment inside the workplace.
- A set of soft skills could help businesses to establish an engaging work environment in an office.
- Apart from technical skills, a wide range of soft skills is beneficial to motivate a whole team of workers inside an organization.
- Some of the vital soft skills can be **communication, time management, emotional intelligence, planning**, etc.


How skills affect Productivity?



Do employees have the proper skills for the jobs they do?



Sometimes someone who was impressive in interviews is a letdown on the job.



This small effort can create a noticeable impact on the productivity of the organization

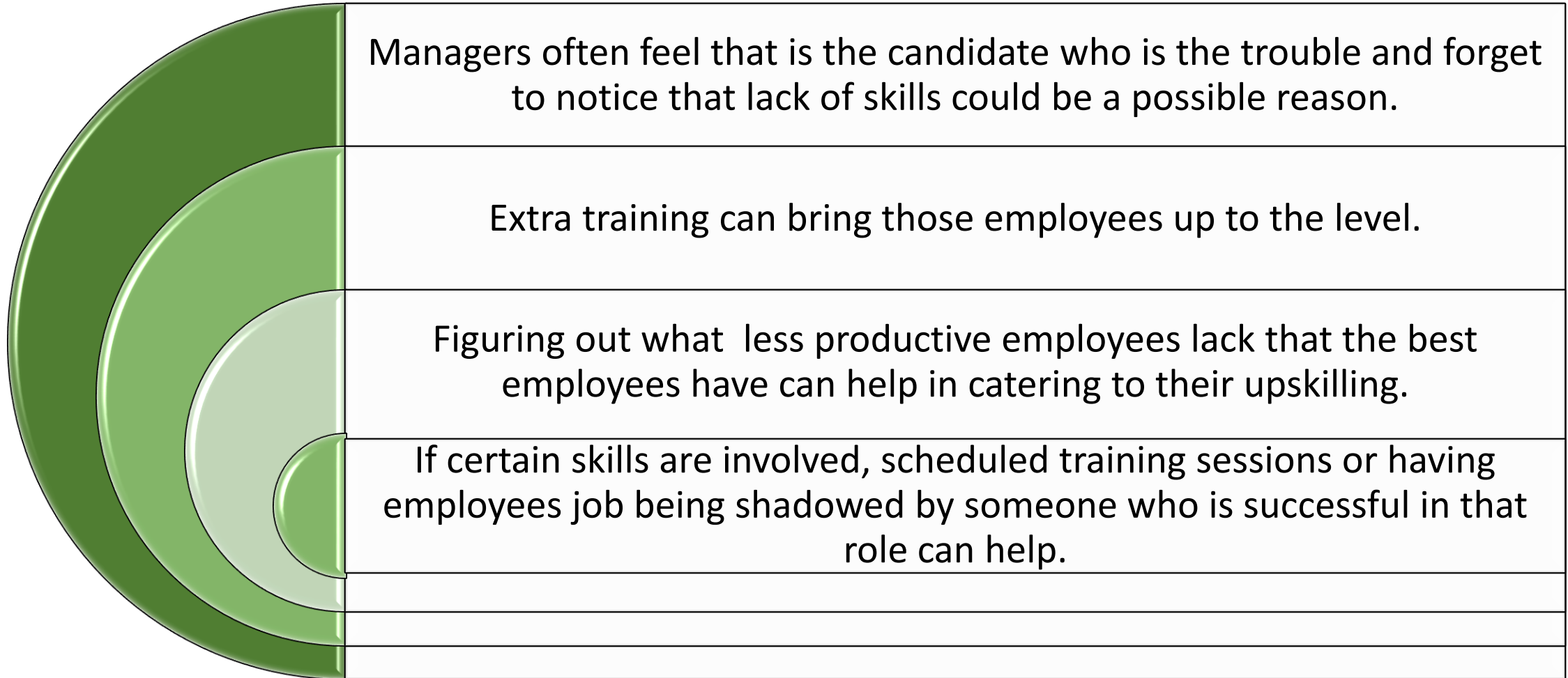


Perhaps they talk a good line but do they also have the skills to follow through.



Workplace skills are an important factor for improving or enhancing Productivity.

Skills for better Productivity





Important Productivity skills

Problem Solving Skills

This is a very impactful attribute of an employee and can create a positive impact on any organization to achieve specific goals.

Employees with excellent problem-solving skills will be able to share their idea in difficult situations of organization.

This will be beneficial for their personal growth inside the organization as well as the growth of the company.

Staff with proper research and analytical skills can solve specific problems by implementing certain ideas.

The employee should have some risk management skills, which are also an essential part of problem-solving.

Communication Skills



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Good Communication Skills

An excellent employee, having reliable communication would be a unique attribute for career growth.

An employee should be able to communicate effectively with the higher management as well as, the lower division staff.

To achieve good communication skills, an employee must work on developing self-confidence and try to become the center of attraction.

As an employee, one should remember that everybody would listen to a good speaker.

Time Management Skills



Time Management Ability

Every organization working on different projects and consignments strictly follows a schedule and employees must know time management.

All the employees should be able to perform their assigned tasks within a particular deadline without any failure.

For every organization, time is equivalent to money, and they follow strict deadlines to meet a particular milestone.

So, when you know the right time management skills, you will be able to do more tasks in the same time duration, and hence, your productivity will for sure be optimized.

Team Working Skill



Team Working Skill

This is an essential attribute related to soft skills, and every employee should know how to work as a team.

There can be many professionals in a company performing different tasks, but they share a common goal.

In a company, there are so many different groups performing different kinds of tasks.

A company is formed by its workforce. An teamwork brings efficiency.

Decision Making



Which way to go. What steps to take. What is the decision?

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Decision Making

One can improve the decision-making skills of an employee by allowing them to participate in high-level decision making.

An employee could get a broad knowledge of the investment of the organization and to know their responsibility more clearly.

Many recruiters are looking for this attribute while they hire new employees for their organization.

It will always help a company to give tough challenges to the competitors in the market.

And hence, the total productivity of the organization will get optimized.

Stress Management Techniques



Stress Management Techniques

Reducing multitasking can enhance your skills

Exercising to manage the stress is important. Stress can also effect our decision making ability.

Thinking positively during the hard times ca give a lot of boost to self an dour team.

Ensuring to work smartly and diligently is important but sharing your work will help in better productivity.

Working Aids

Working aids are used in most professionally run factories in the world to reduce the workload on an operator and handling time which allows to control and maintain quality and productivity of work. can be enhanced.

Working aids may be:

- Guides
- Compensatory devices
- Hearing aids
- Visual help

Working aids

Some of the working aids include:

- Hearing aids to help people with impaired hearing and speech
- Technological help to ease the work of people who may be visually impaired
- Having wheelchair tracks to assist people who have difficulty walking

Example- Working Aids of Sewing machines

- Compensating Foot
 - To reduce stress on feet
- Specialized pressure foot
 - To ease the stress
- Rack Guide
 - To help reach the required items
- Elastication
 - helps to join elastic to the garments easily and at a higher speed.

How to Optimize Productivity Skills of your Organization?

1. Greet The Employees Well
2. Praise The Employees
3. Engaging Employees In Fun Activities
4. Conduct Training Programs
5. Provide Wide Space To Work
6. Arrange Short Trips Occasionally
7. Collect Feedback From Employees



Image source: Marketing91.com

Strategies to boost Employee Productivity

1. Equip your team with the right tools

- Time and productivity tracking apps
- Collaboration tools
- Communication apps

2. Improve cultural fit with better recruiting

3. Improve employee skills with training

- For both new and existing employees

4. Encourage autonomy by not micromanaging

- Manage less and get better results.

5. Focus on the future with clear communication

Strategies to boost Employee Productivity

6. Boost productivity by encouraging self-care

- listening to employees
- offering constructive feedback
- giving employees challenging, meaningful work
- establishing clear parameters for success

7. Get more done with remote work

- Remote workers are more productive.

8. Balance is the key

- Balancing between work hours and leisure hours is important

Strategies to boost Employee Productivity

9. Increase employee satisfaction with great perks

10. Gain insight by measuring productivity

11. Get higher-quality work by fostering morale

- When ingredients like open communication, a focus on self-care and autonomy, and the basic human needs of trust and respect are put together into a company culture, the result is **better employee productivity**.

A close-up shot of a white, humanoid robot with large, expressive blue eyes and a small black dot on its forehead. The robot is holding a dark tablet in its hands. The background is a blurred indoor setting with wooden paneling and a metal grate. The word "AUTOMATION" is overlaid in a large, black, stylized serif font across the middle of the image.

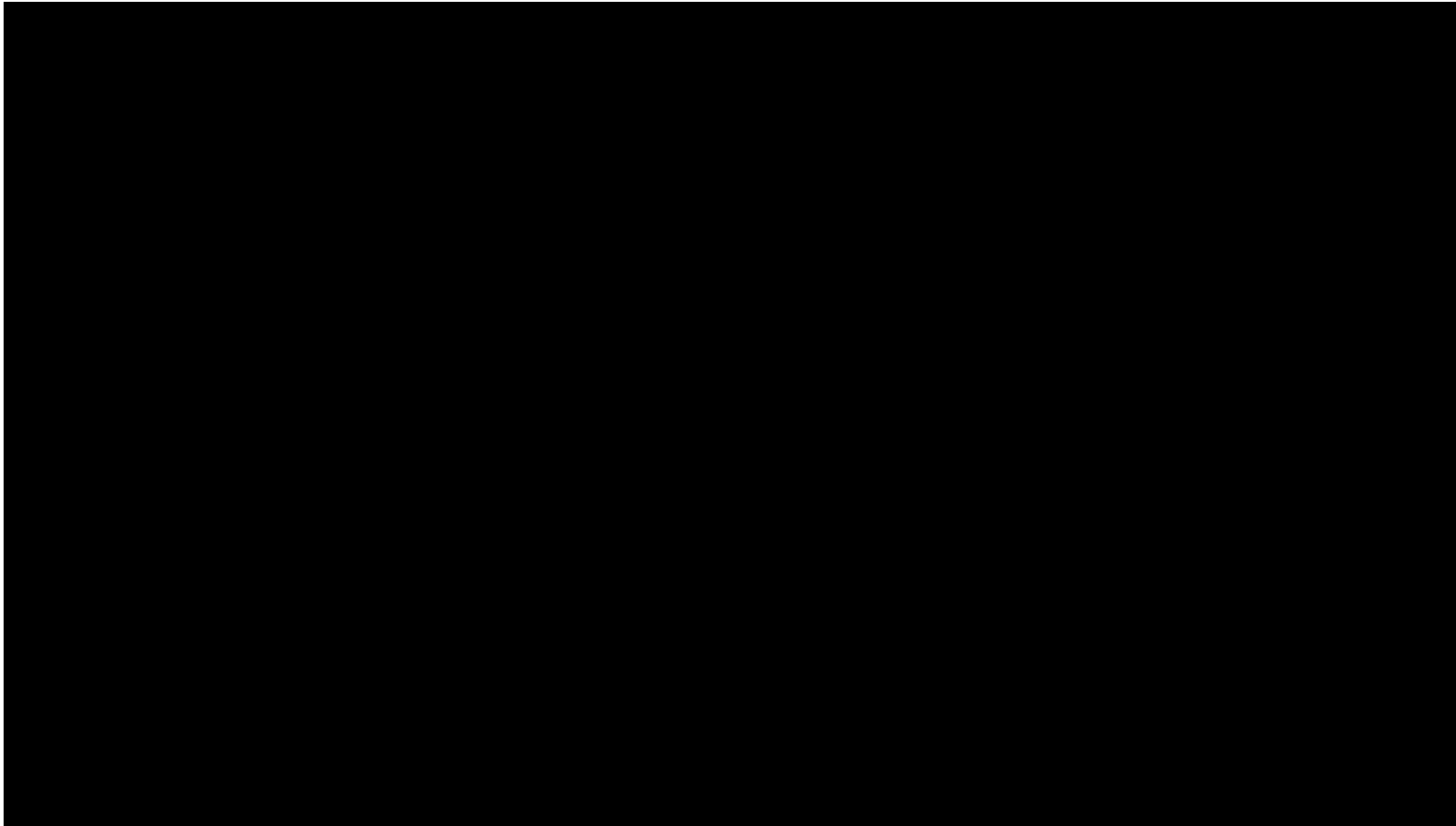
AUTOMATION

Automation

Automation refers to the process of **automatically producing goods** through the use of robots, control systems and other appliances with a minimal direct human operation.

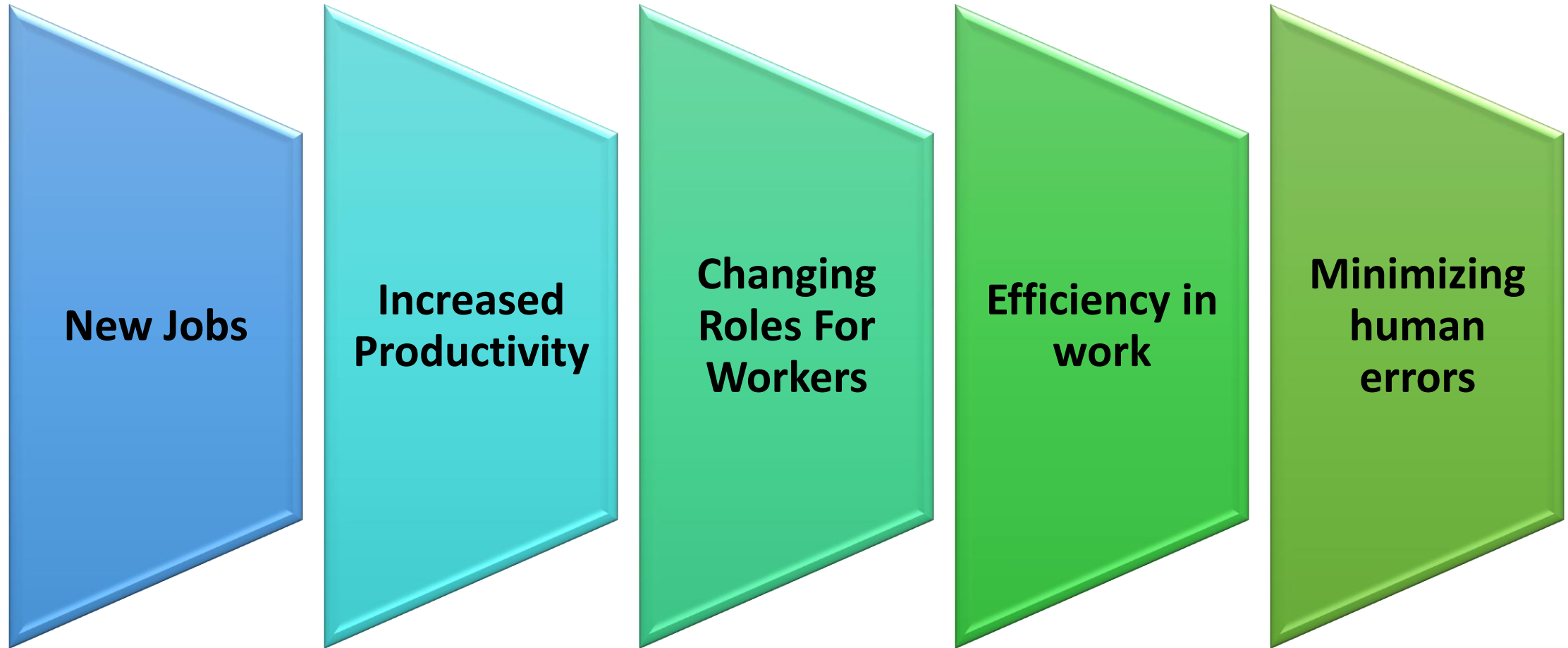
- Within manufacturing industries, automation has led to increased labour productivity as fewer workers are needed to produce the same number of manufactured goods.

What is Automation



Video Source: YouTube.com By "RealPars" Published on March 21, 2018

The Upside Of Automation





Industrial automation for productivity growth

Image Source: Faistgroup.com

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Benefits of Automation

**Improved worker
safety**

**Lower operating
costs**

**Reduced factory
lead times**

**Ability to be
more competitive**

**Increased
production
output**

**Consistent and
improved part
production and
quality**

**Increase system
versatility**

Benefits of Automation

Smaller environmental footprint

Better planning

Reduce need for outsourcing

Optimal utilization of floor space

Easy integration

Hardware, software and controls

Increase productivity and efficiency

The Robot Revolution



Video Source: YouTube.com By “Wall Street Journal” Published on Feb 1, 2018

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WORK ENVIRONMENT



Work Environment

The term work environment is used to describe the surrounding conditions in which an employee operates.

- The work environment can be composed of physical conditions, such as office temperature, or equipment, such as personal computers.
- It can also be related to factors such as work processes or procedures

Where do you work best?



What kind of workspace are we comfortable with?

Is it a closed space with minimal noise or an open cubicle?

Monitoring the level of activity around you to determine whether or not you can keep your attention directed towards your task at hand is a key factor.

It is important to stay focused, but also find a space that allows you to work for a long period of time.

If you are in a workshop, are you taking enough steps to stay focused despite the sound.

Where is your 'work only' zone?

- 1 Where is that space where you spend uninterrupted time working.
- 2 That space with minimal distractions.
- 3 Visiting a particular space, that is allocated as work environment, will keep you focused and productive.
- 4 Many office workers may already work at the same desk every day but you can add your own type of rituals to your work environment by using the same coffee mug every morning to start your day.

What do you really NEED at work?



What does your space look like?

What are the items available at your space? Are they only work related?

Even as you start to personalize a space, you have to be wary of going overboard.

Don't start filling your desk with trinkets and tacky items that detract from the cleanliness and simplicity of your work environment.


Have only what you **need** around you.

Save yourself some time and be more efficient by placing all of your work tools within reach.

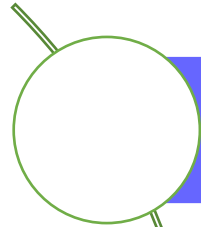
Keep Your Work Environment Sterile

- 1 Your health is important to staying focused and maintaining a positive attitude while working.
- 2 To prevent yourself from becoming ill, be sure that your work environment stays sterile.
- 3 How often do we clean our work space?
- 4 How often do we sterilize it?
- 5 In a manufacturing unit, do we use clean and disinfected clothes?

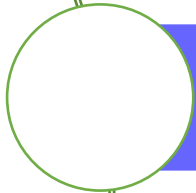
Schedule Breaks Without a Clock

- 
- 1 How often do you take breaks while you are working?
 - 2 Be sure to take little breaks and look away from your screen, for even a moment, before heading back to work.
 - 3 Look around you and increase your awareness of your surroundings.
 - 4 It is important to periodically check the time when you are working with tight deadlines
 - 5 If you have a tight schedule and cannot afford to take a longer break, simply switch between work tasks and assignments.

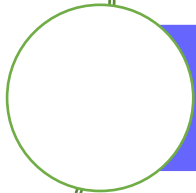
Use a Calendar



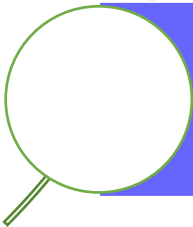
Do you use a calendar? It is a must



Calendar helps you track your deadlines.



Calendars can be different from to-do lists because they allow you to create entire schedules, with more details, over longer periods of time



Calendars can help to promote teamwork and communication skills between coworkers and employees

Neck Pain and Back Strain

- It is more important to be comfortable and find yourself in a position that maintains good posture.
- Posture is important.
- Have a comfortable work chair.
- If working in a workshop, ensure to sit and stretch your body at regular intervals
- Ensure to use the right body equipment when needed

Water and Snacks

- Do you drink that classic order of 6-8 cups of water a day?
- More often or not we neglect taking enough water during the day. Schedule yourself water and snack breaks
- While regular meals are a must, a snack or munch at the right time is also important.
- Staying hydrated is not only important for you overall health, productivity, and increases your memory, it also keeps you refreshed.
- It can be easy to forget to eat or drink anything if you become engrossed in your work
- A hungry mind is not a focused mind. Keep snacks within reach.

Best Words to Describe Company Culture



- 1. Fun
- 2. Challenging
- 3. Friendly
- 4. Engaging
- 5. Rewarding
- 6. Collaborative
- 7. Flexible
- 8. Supportive
- 9. Exciting
- 10. Caring
- 11. Family
- 12. Professional
- 13. Busy
- 14. Fast-paced
- 15. Innovative
- 16. Teamwork
- 17. Motivating
- 18. Positive
- 19. Comfortable
- 20. Integrity

5 Dream Companies with the Best Work

Environments



1. Valoso Hub



2. Google



3. Groupon



4. Spotify



5. Facebook

What is Motivation?



It is a reason or behavior that provides you the willingness, desire, zeal or enthusiasm to fulfil a task or responsibility.

Motivation

Motivation is the word derived from the word 'motive' which means needs, desires, wants or drives within the persons. It is the process of inspiring people to actions to achieve the goals.

In the work goal background the psychological factors motivating the people's behavior can be-

- Job-Satisfaction
- Achievement
- Term Work
- Money or financial rewards
- Respect

Need for Motivation

- Motivation occupies an important place and position in the whole management process.
- This technique can be used fruitfully for encouraging workers to make positive contribution for achieving organizational objectives.
- Motivation is necessary as human nature needs some sort of inducement, encouragement or incentive in order to get better performance.
- Motivation of employees is one function which every manager has to perform along with other managerial functions.
- Motivated employees are inclined to be more productive than non-motivated employees.

Factors to Encourage Motivation

- Management and leadership actions that allow employees,
- Believe about your employees strengths!
- Inquire employees what they want
- Teach employees to measure their own success.
- crystal clear & regular communication about factors important to employees,
- Treating employees with respect,
- Providing regular employee respect,
- Feedback and training from managers and leaders,
- Industry-average benefits and recompense,
- Carry an idea notebook
- Explain your reward systems.
- Inquire employees for information about their performance.
- Communicate!
- Stop Distracting Employees

The effects of Motivation

1. *Motivated Employees Are More Productive*

- If employee will satisfied and happy then they will do their work in a very impressive way.
- This will result in productive work outcomes.
- Also motivated employee will motivate other employees in office

2. *Decision-making and practical Expectations*

- It is important to engage employees in the decision-making process, but create realistic expectations in the process
- More motivation, better the ability of an employee to think out of the box and take risks or convey the risk factors to the superiors

The effects of Motivation

3. Job Description

- Employee doing the right job for his personality and skill set, and performing well at the job greatly increases employee motivation and satisfaction.

4. Work Environment and Flexibility

- A safe and non-threatening work environment is necessary to maintain a high level of employee motivation.
- Flexible human resource policies, flexible time, work from home, childcare also be liable to have happier and more motivated workers.

The effects of Motivation

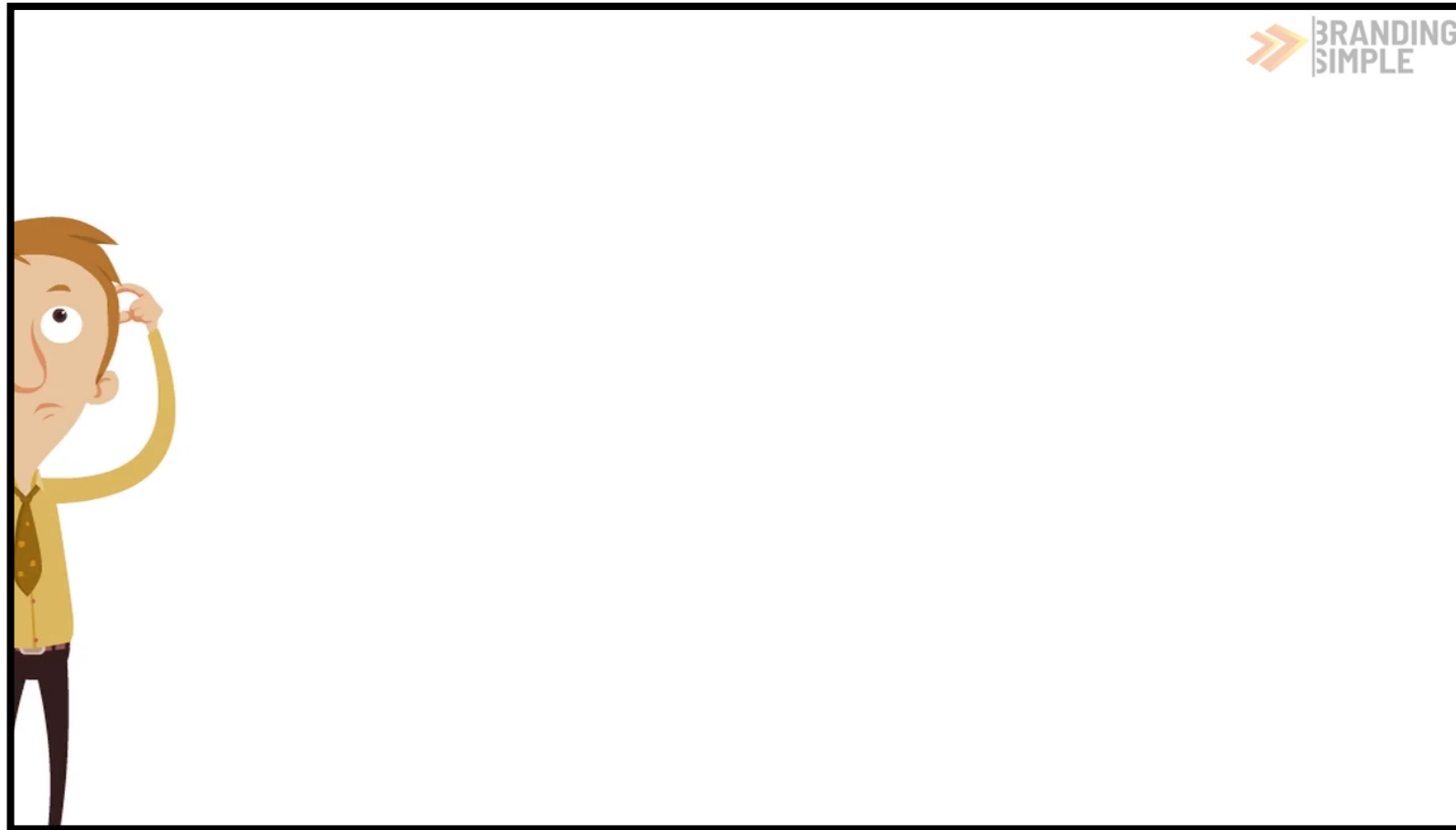
5. Pay and Benefits

- Keeping employees motivated with good benefits is easy, but ensuring their financial needs are being addressed as well is important.
- Bonuses are one of the ways to keep staff motivated

6. Company Culture

- Creating a positive and employee-friendly company culture is a great motivational tool.
- Ensuring all the staff members are sensitive to each other's cultures and sensitize each other's thoughts is very crucial

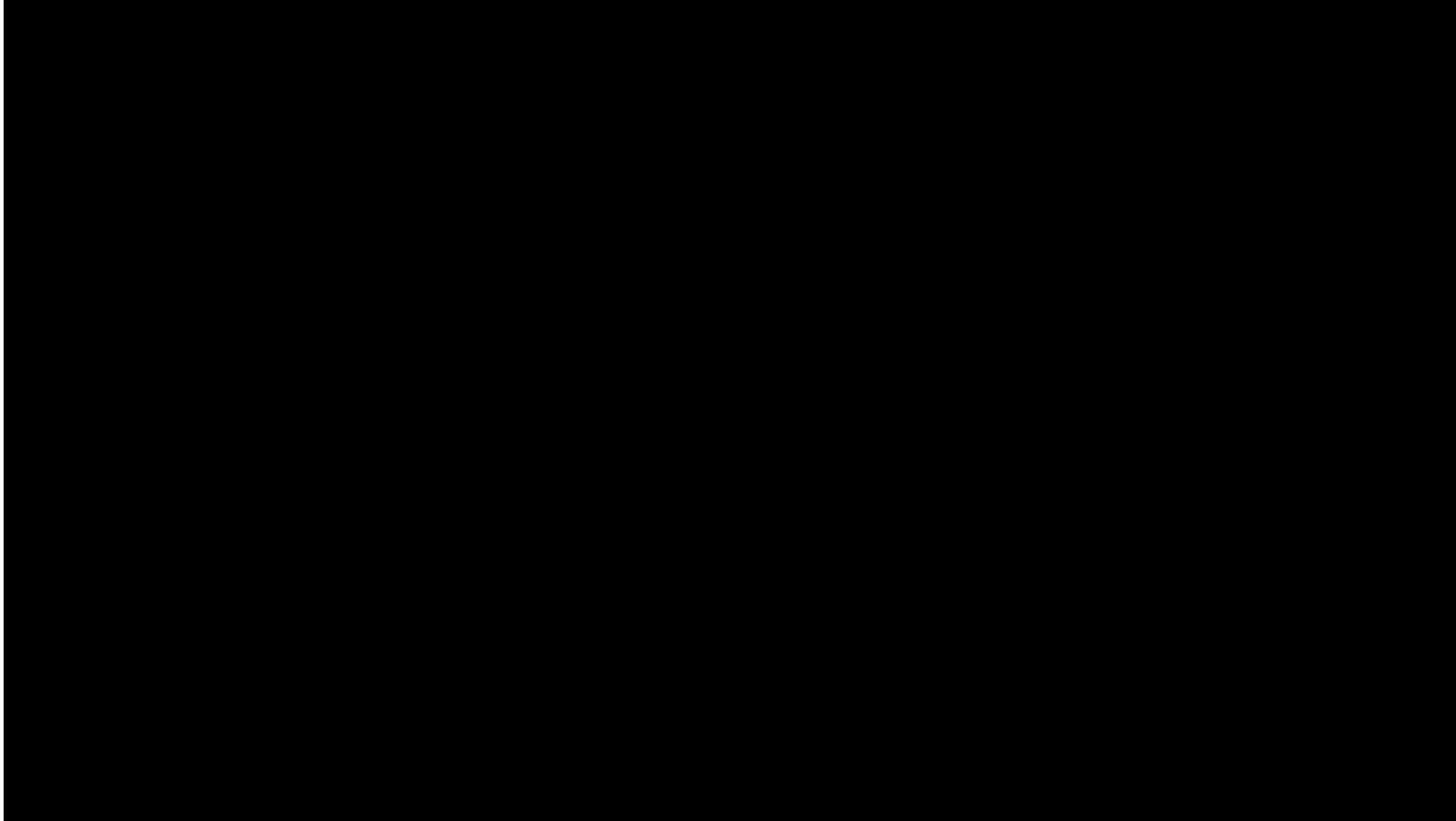
Why Motivation at workplace?



Video Source: Youtube.com Published Nov 16, 2019 By “*Branding Simple Channel*”

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How to motivate your team?



Video Source: Youtube.com Published July 27, 2017 By “Miss Audio Video”

What is important?

While motivation is a crucial factor, there are other things to remember.

- Saying away from motivation killers or demotivators
- Not being effected by people who brag about self
- Keeping self motivated and believing in self

INSURANCE

INSURANCE

Protection against loss for which you pay a certain sum periodically in exchange for a guarantee that you'll be compensated under stipulated conditions for any specified loss by fire, accident, death, etc

WHY DO WE NEED INSURANCE?

Nowadays, everyone is covered under an insurance or premium but even then not everyone is aware of this kind of security. But why is it important? Insurance brings along financial security against an uncertain loss. If the man or woman of the house who is the sole earner dies then this protection gives you financial assistance as per the agreement signed. Their business or family will get benefits as written in the policy.

TYPES OF INSURANCE



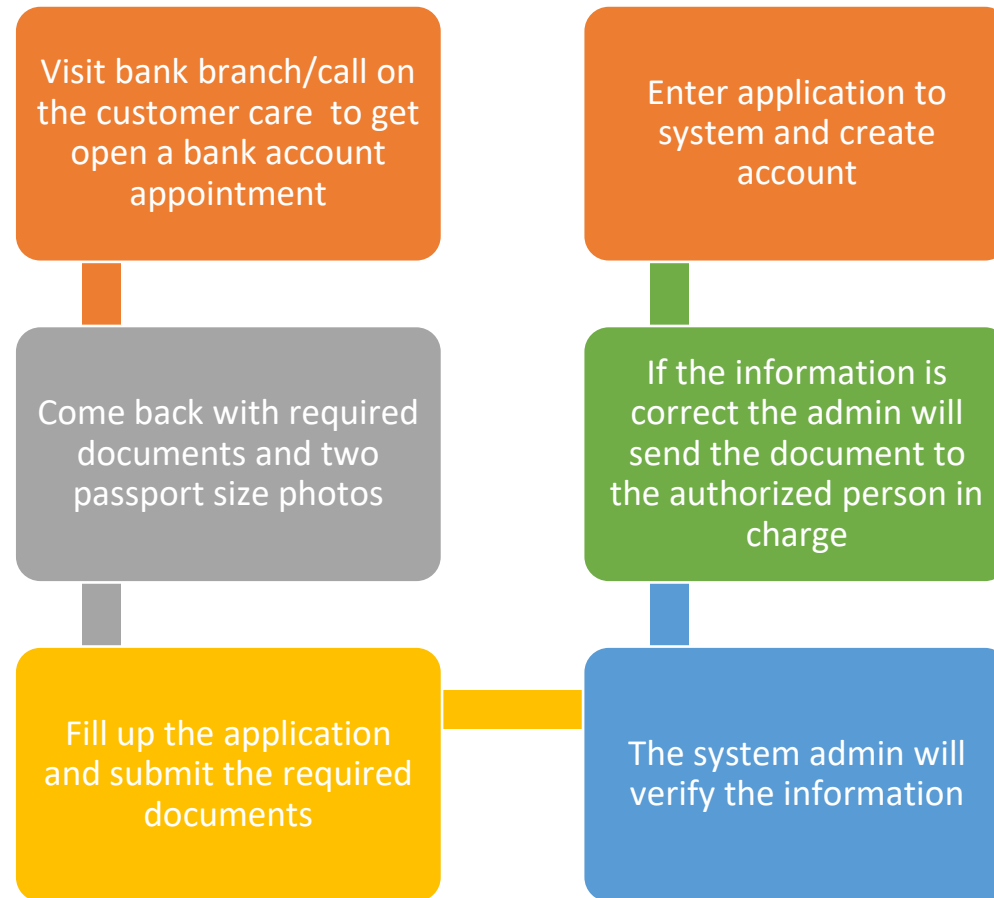
DEFINITION

Personal Financial Management is a process of maintaining and managing your personal financial activities for instance how much do you earn, how much money do you spend, how much do you save, in simple words it is called budgeting.

BANKING PROCESS

Banking flow charts are used to capture the sequence of activities take place while performing a specific activity for instance opening a bank a/c or applying for a loan. Banks use this as a tool to enhance employee productivity, customer service etc. This helps the bank to identify **automation opportunities** for instance you can now open a bank account online, you can apply for loan online, KYC etc. If, flow charts are made properly, it gets easy for the bank to identify where automation can be used to complete heavy processes to avoid human errors. Removing a few human interventions can help standardize the work and **mitigate possible risk**.

TO OPEN A BANK ACCOUNT



AUTOMATED TELLER MACHINE



AUTOMATED TELLER MACHINES - ATM

AUTOMATED Teller Machine is an electronic machine which is operated by the people themselves to deposit or withdraw cash from the bank. For operating an ATM the user must obtain an ATM card and its PIN from his respective bank.



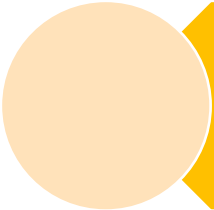
ADVANTAGES OF ATMs



Easy money deposit
and withdrawal



24/7 service



Account balance
enquiry



Security



Online services

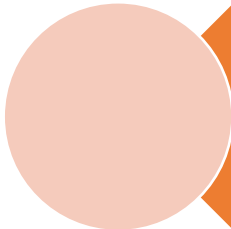


Easy fund
transfer

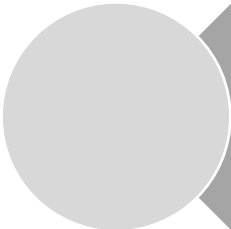
DISADVANTAGES OF ATMs



ATM theft



Possibility of
miss usage
ATM card



Chances of
forgetting ATM
PIN



Illiteracy



Limitations on
cash withdrawal



Online fraud

TIPS FOR HANDLING ATM

- Memorize your ATM PIN.
- Do not share your ATM PIN with anyone.
- Do not let anyone see you while making a transaction.
- Press cancel key after completing the transaction or before moving away from the ATM machine.
- Collect transaction slip.
- If you find any discrepancy or you lose your ATM card, immediately inform your card issuing bank.