

## **Productivity**

The word 'Productivity' has recently become popular and familiar too. But it was a historically used word in the field of industry. Japan was the first country in Asian region that focused the attention on productivity. Japan which fell into a severe inflation due to war used the concept of productivity for their economic prosperity. Sri Lanka focused its special attention on this concept after declaration of productivity decade from 1997 to 2006. Asians as above set up a Productivity Association to formulate policies, introduce and implement strategies in order to improve productivity in institutions. Sri Lanka is also a member of it. Productivity Association gives us various technical aids to enhance the productivity.

Every sector can contribute to improve productivity institutionally. Contribution of employees is critical here. Managers and administrators can participate directly. Productivity can reduce high cost of inputs, minimize wastage and improve quality of working time and service. We can make the service and labour force more efficient by way of using productivity.

Productivity means achieving highly valued output out of every input unit used such as money, raw material and labour.

$$\text{Productivity} = \frac{\text{Output}}{\text{Input}}$$

According to this ratio, to enhance productivity higher output should be obtained with lower inputs. All production resources, technology and capital are included in inputs.

### **Steps to be followed to enhance productivity**

- \* Achieving high amount of output by using low amount of inputs.
- \* Minimizing inputs and maximizing outputs
- \* Increasing outputs at a higher rate than inputs
- \* Achieving higher amount of output with low inputs
- \* Reduction of outputs must be kept at a lower rate than inputs

Productivity can be applied for every place such as domestic affairs, schools, offices, work places, factories. Wastage has to be minimized to get a higher productivity. Factors to be considered as follows;

- \* Over - Production
- \* Wasting of time due to non planning
- \* Over - Stocking
- \* Wasting due to improper production
- \* Excessive movements
- \* Excessive transport

Productivity could be raised to a high standard through positive attitudes. In planning of work, implementation, problem solving and decision making participation of all workers can be obtained. It will result a bond between employers and employees. Their trust will go up through the change in attitudes and they perform their duty with high responsibility.

One can be a very useful man in the society if positive concepts are practiced since childhood. This productivity improvement starting from home will spread throughout the whole society. By this the whole society can be filled with good thoughts. This will cause a high living standard of people in the country. It is not a surprise to become a well developed and prosperous country with people who are disciplinary, law – abiding, well organized and productive. The people in countries such as Japan and America have developed their living standard today through positive attitudes rather than Sri Lanka. By that they have reached the development in a very short period of time. Those who worked productively became very rich while the others who did not do so haven't become upto that position. That is due to wastage of resources. Wastage should be minimized by either identification or proper management. Resources should not be wasted and maximum benefits must be achieved.

Success could be obtained through the concept of productivity. Improvement of the quality of products and services, diminishing of price of goods due to reduction of cost of production, increase of demand for goods and services and consumer satisfaction can be afforded. As far as wastage is concerned, productivity can be defined as follows.

$$\text{Productivity} = \frac{\text{Production}}{\text{Input} + \text{Wastage}}$$

If inputs increase, production will increase but not the productivity. Therefore, wastage of resources has to be reduced in any way.

By applying productivity following benefits can be obtained.

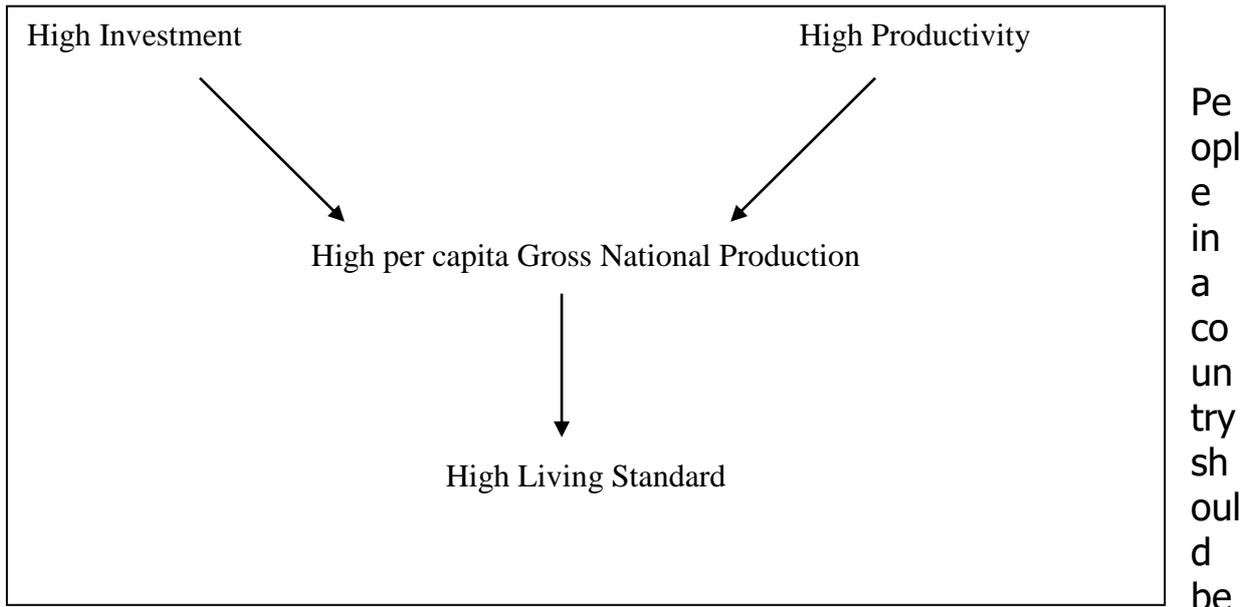
- Good service and quality products
- Increase of workers salaries
- Maximum benefits for capital
- Increase of people's wealth
- Improvement of self confidence and enthusiasm of people

To improve the economic status of a country, people who live there should be able to consume more goods and services. Productivity is a key factor for that purpose. It is essential to have a proper plan to enhance productivity.

In developing countries they have used a proper plan and method to increase productivity from long time. They never use a large number of workers instead try to increase the productivity by using present workers and resources. Sri Lanka, as a developing country could enhance productivity as follows.

- Inclusion of productivity concept in the National Schedule
- Developing thoughts on productivity in the minds of people.
- Making people trustful to get the benefits of productivity
- Developing concept of productivity in the minds of people
- Creating people with productivity mind
- Using productivity to improve economic welfare
- Consideration of productivity as a common objective

**Correct way of building a better working environment**



able to manage the economy by consuming goods and services highly. That is the major function of economy in the country. We can reach this goal by improving productivity through proper planning and efficiency. Productivity is a good welfare in a country. It results a higher living standard of people who live there. As a result of this social revolution following benefits can be obtained.

- Improvement of quality of goods and services
- Reduction of cost of production and price
- Increase of demand for products
- High consumer satisfaction
- Spending leisure usefully
- High pension returns

Productivity causes a disciplined society because of mental satisfaction in people wastage must be minimized for higher productivity. Maximum efficiency should be obtained with raw materials (Outputs and Inputs). How large the amount we waste at home! We haven't quantified the waste occurs by ways of excess production of food per day, improper preparation undue consumption of electricity and waste of water. How much is this per year?

$$\text{Productivity} = \frac{\text{Output}}{\text{Input}}$$

$$\text{Value added} = \text{Contribution of inputs}$$

$$\text{Cost of Inputs} = \text{Wastage}$$

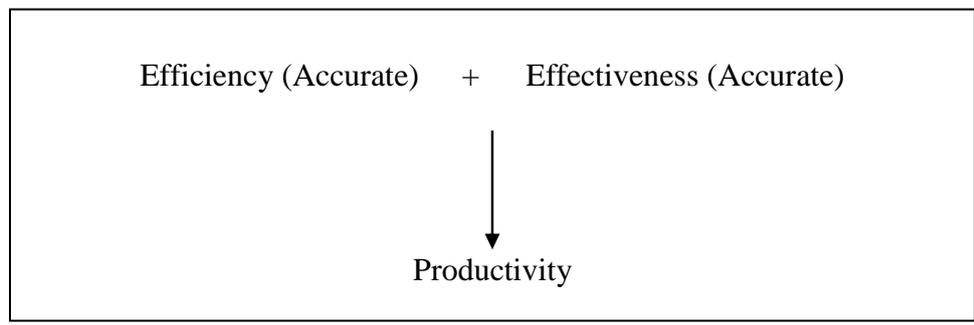
$$\text{Productivity} = \frac{\text{Outputs}}{\text{Wastage of Inputs contributed}}$$

It is clear that there is a very strong relationship between productivity and wastage. We should utilize natural resources productively. For an instance, as far as the earth is concerned it should be used productively. In the use of labour, time, efficiency and quality of labourer should be considered. When we consider our country a family has only one or two labourers. Therefore, labour of others gets wasted. But the situation is different developed countries. Since their childhood they spend their labour and try to achieve economic growth.

Wastage of energy is a barrier for economic development. Prevention of energy wastage such as electricity should be a habit since childhood. How large the wastage of electricity in house and office.

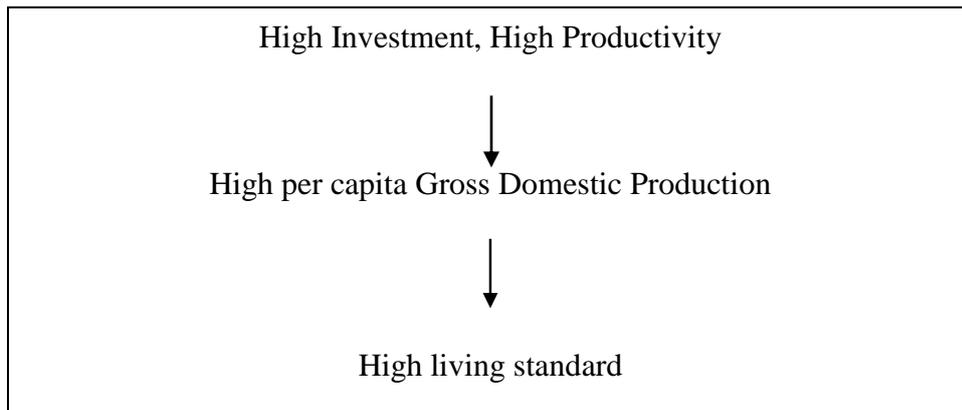
We have to minimize wastage of financial resources. In purchasing consumer goods we should not over stock them. Purchasing should be done according to the priority. Goods have to be produced only for market requirements.

By improving productivity with a proper plan within five years, development can be obtained. Structure of organization, culture and attitudes of workers are critical here.



### **Need of Productivity**

We can discuss about productivity in personal level, institutional level and national level.



Productivity could be used to develop economic welfare. There is no criteria or procedure to promote institutional or personal productivity.

They should create their own strategies in conformity with workers' attitudes and the environment.

Human factor is very important in improving productivity in a small scale industry. It needs the fullest corporation of all workers. It is important to consider this as an institutional and national requirement too.

Subsequently process of management is very vital. The main responsibility of management is to create a basic background capable of getting fullest corporation of workers and implementing 'kaisan method' to proceed that. Managers must do that to promote productivity 'kaisan method' is continuous improvement.

Another important factor is training and distribution of benefits. Programmes should be conducted to promote and enhance productivity by internal training units set up in National productivity Institute and other relevant institutions too. The main objective should be to share experience, new strategies, knowledge, attitudes and skills with other institutions. We should pay our attention on barriers meet in improving productivity and experience gained have to be used for future planning.

### 01. The Basic Approach

Investment to make a large scale production through identification of new plant species and modern machinery and the invention of modern technological apparatus. It is vital to produce a high quality product in the process of producing a large number of products related to the improvement of productivity. It results in minimizing the cost of goods and services.

### 02. Capital Benefits Approach

What is expected here is the method which is used to enhance the effectiveness and efficiency in the resources which are utilized in the production. The productivity of resources are hereby increased. This result in the enhancement of capital benefits.

### 03. Sound Management Approach

The productivity is observed from different angles. Human factor is specific in this regard. Moreover, the attention is drawn to the physical factors. We should protect the environment to create productivity.

- \* A productivity culture should be established in order to enhance productivity. A proper discipline should be established in each section/branch in order to establish a self discipline within the institution.
- \* Team spirit should be planted in each and everyone. It can contribute to a better service, or a product with minimum defects.

- \* One's motive should be directed to make the client happy by fulfilling the necessities of the customer / client.
- \* An Employee etiquette should be formed.

To enhance the quality of the working environment a sufficient amount of light, ventilation and temperature should be there. Ways and means should be used to let the employees to use their leisure properly, to express their views and to let them work happily. They should work also. In this regard using appropriate instruments, laying out a plan which enhances the employee relations, proper building planning and in decision making related to labour productivity enhancement should be in accordance with

What?

How much?

How?

Whom?

Where? and should be clarified using 5W and HI method.

The fire is' concept that can be utilized for the domestic management and security of the factory. Welfare facilities should be increased for the labourers. International standards should also be introduced for labour security.

It is identified that the productivity concept which is aimed at productivity becomes more effective when it is commenced in small scale at the outset and developed gradually. (Page 15)

There are several steps which can be followed in this regard.

- (\* Always think about productivity
- (\* Firstly start the fire fold concept
- (\* Act thinking I am a super genius
- (\* Restrict the meeting to an hour
- (\* Restrict a note to a page
- (\* Restrict a phone call to a minute
- (\* Think productivity and then write
- (\* Start enhancing productivity with morning activities
- (\* Contribute yourself to the enhancement of productivity in the office, institution.

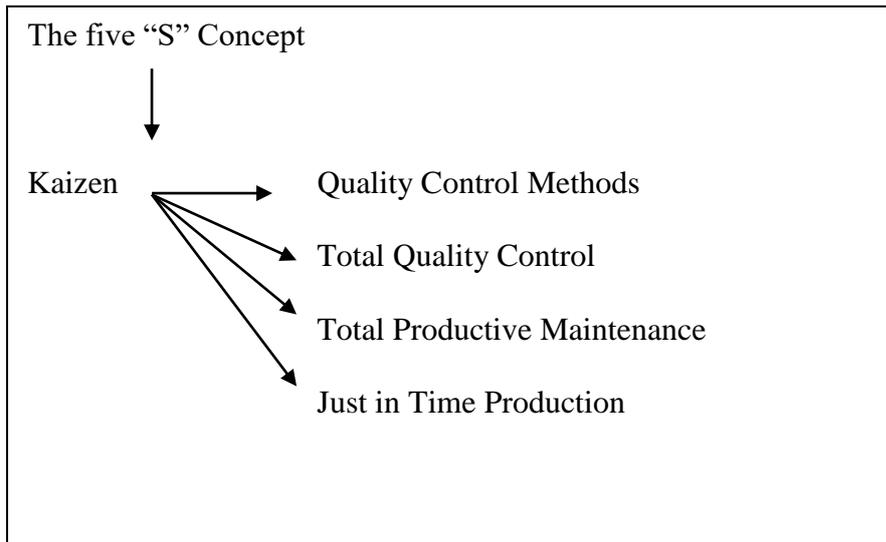
Cooperate for a national level productivity. Enhancing the productivity of our highways, enhancing the productivity of the services. Thinking of getting done multiple tasks from a limited budget, maximum use of the space, using minimum resources for production can be done in this regard.

The gradual developing approach in practical wage of productivity is called "Kaizen". The approach with a long jump is the rule of the new type. Many things can be developed through kaizen. It paves a way for continuous development of the personal life. We are gifted this Kaizen method from Japan. Through this method they have achieved the Zenith of Development in both national and international level by enhancing the productivity. It is revealed that the Kaize, the gradual development scheme is more fruitful than the approach with a long jump used by the Europeans.

Several approaches based on Kaizen have been used by Japanese companies in → productivity development 5S five "S" concept.

5S	→	five "S" concept
KSS	→	Kaizen Suggestion scheme
QCC	→	Quality Creative Circle
TPM	→	Total Productive Maintenance
TQM	→	Total Quality Management
JIT	→	Just in Time Production

All the above is included in the Kaizen programme the commencement is the Five "S" concept and these are inter connected. There is a flow in it Immense benefits can be obtained through this Japanese suggestion scheme.



There should be an agreeable environment to get do an activity in the highest standard within the place it is done. This methodology was used by the Japanese factory owners in the first half of the 1980 decade for the quality development and the productivity development. The concept "There is an importance my related environment" had been accepted in Japan since ages. Moreover, they worked understanding the importance of keeping the surrounding of their homes, school in a classy condition.

This five" S " methodology is the secret of their instant development.

The five "S" methodology, the comprehensive continuous system is the foundation of their economy as well as the whole life style.

Five "S" is the concept manifested by the five words Seiri. Seiton, Seiso, Seiketsu and Shitsuke, starting from the "S" sound.

Fail is the waste of results  
Thus, there is nothing called fail  
but the results only.

## **02. Introduction to the five "S" concept.**

Are you satisfied with the house you live, the place you work? What do you think of its productivity? The time passes in a strange rapidity without our knowledge. We are in being, busy battle with the time. Is the salary you earn enough? There's almost no rest from the time you woke up in the morning. As a result, You happen to delay most of the things that should be done during the day perhaps you are wrapped by mental stress and disappointment. The irregularity sans a plan is the reason for this.

The well developed countries in the world started to follow various methodologies in searching solutions for this issue. Japan which has reached to the zenith of productivity has found a successful remedy for the above issue. At present, this concept has been utilized through out the world and every country is entertaining its great results. The theme of this concept is to organize regularly a house, a school, an office factories or any place to gain more productivity.

The history of this concept runs back about 30 years back. The Sz system which was initiated to establish regularity by the Japanese Government owing to the manive number of accidents took place in dockyards in Japan due to disorderliness has been improved as S3, S4 and at present to S5. Its well as this concept has been introduced as the "Domestic" Management concept". We call this concept the "5S concept in order to familiarize it with our. This highly result oriented 5S concept can be divided to five stages. The 5S of the Japanese language can be explained as mentioned below.

Make it a habit to look at the  
Life with wonder. I am ready to  
share the boundless happiness. I gain through  
it with you

1. SEIRI (Tidiness) Sorting out / discard unnecessary items
2. SEITON (Orderliness) Orderliness / Arrangement
3. SEISO (Cleanliness) Cleaning / Inspection
4. SEIKETSU (Standardization) Maintains high standards, quality or regularity
5. SHITSUKE (Discipline) Discipline and Training

You can achieve the following benefits by the implementation of this concept.

1. Ability to minimize the wastage through less labour
2. Ability to save your valuable time
3. Ability to save your precious money earned amid lot of difficulties
4. Ability to minimize the accidents
5. Ability to minimize both mental and physical stress
6. Ability to provide an improved customer – care service
7. Facilitate the activities
8. The ability to do tasks with high efficiency during a minimum period of time
9. High standard of cleanliness
10. Ability to get out of depression

Moreover through the introduction of this concept the following can be witnessed.

- \* Improvement in the team spirit
- \* Improvement of encouragement and persuasion
- \* Improvement of the job satisfaction or the satisfaction of the work that is being done
- \* Improvement of productivity and security
- \* Ability to have a healthy life style
- \* Ability act with a high sensitivity
- \* Ability to work with an objective and determination

Victory is there where  
Training, experience and  
Enthusiasm are

What is being always thought become a memory, memory becomes a habit, and habit become a belief, thus adjusts the life.

## 2.1 Seiri - Sorting out And discarding

Just think a moment to see how many things you have filed up in your home and at your work place you have already bought unnecessary items. You will be able to achieve mental relief through saving your time and labour by arranging the necessary items orderly to easily access them when required. It may be unpleasant for others to see your always angry and depressed face. As well as if you get "seiri" or sorting out done regularly, you will definitely become a pleasant person at home

and work place. So, immediately discard the unnecessary items and keep the first step of the "5S" concept.

" The person who dares to do a useful task even in small scale, can not be an unsuccessful one."

Seiri- What should be done to discard the unnecessary items?

- \* Removing the items which are not at all needed or used from the relevant place by discarding, selling or from any other way. (Remove the things even if you ardently like them if not needed) If not give someone who has a use of it.[ex Old cloths, shoes].
- \* Remove all the old stationary, machines, goods furniture which has been removed from use in the previous year.
- \* Remove all the unwanted items from the places where one keep one's handbag, keys, diary drawer, **Mariah** etc.
- \* To differentiate the things to be removed, put a red label on then or a mark equal to the above.
- \* Always follow this as an constant activity.

Now, let us discuss in this regard. We shall simply think about a house. Let's take the kitchen which is considered pragmatic in a house. Some attests are often required compared to the rest. Keep the near at hand, so that they are accessible. Some utensils are used at specific occasions, keep them at fair distance arrange the huts, utensils or machines which are used seldom in a separate place. Remove the things which can be immediately removed out of them. If there are things or unwanted bottles that can be removed by selling take steps to do so.

### **Arrangement of spices**

Many house wife take two, three hours to arrange a meal. The main reason is that improper placement of required goods. For example, let's consider preparing a coconut sambol. The refrigerator is kept in the living room in some houses. The grinding stone is some where else. The spices are kept another where. It takes more time to find required things and bring them to the correct place more than the making of the

sambol. Most of the time, not only your time and labour but also money. Meanwhile it is vital to consider one's own security in doing some thing.

As an alternative, it is appropriate to arrange the things which are often required as shown in the picture. The racks can be arranged on the either side of where the gaz store is placed. Plastic or glass bottles can be used in arranging spices. Further, they can be labeled too.

### **The Kitchen Table**

After removing unnecessary items from the kitchen now you should keep it arrange rest irems cleaning in this step. Label also the bottles of spices. You can save yur valuable time by it and it will be easy for you to get them seperately. Decid about the places that should keep common items of the home by discussing all the family members. Clean and arrange all the water bottle, luch boxes etc on the previous day itself. You who go to work can arrange the meals to cook o the previous night itself that need for the following day. For example you can wash and cut the vegetables.

The following picture shows a rack that can keep the kitchne utensils. Than keeping the materials that wanted for cooking here and there, by keeping knief, vegetable chopping board and chillies , onions etc on a table like this, you can save your time and toil, and you can finish the task at one and same place. As well, by this productivity also is increased.

### **The Cup Rack**

Arranging a cup rack like this to flow out the water, after washing cups, avoids being untidy the hose with water. The other fact is that, by setting a method as this no cups would be gathered to wash. So that it would not make disorder of the kitchen and well management will be occured. After cleaning, it is easy to keep them some what near and up to the washing place. It is explained by the picture above.

### **The Gas Cylinder Locator**

Normally we used to keep the gas cylinder near the gas cooker in the kitchen. If gas leaks, causing any reason gas would be spreaded all over the ktichen and home. If there would be a fire on such occasions whole

house might be damaged. We can't prevent and property losses and can't protect from the harm the bursting of cylinder.

If you keep the gas cylinder outside of the kitchen as the picture below, and arranging only the gas pipe to enter the kitchen, you can reduce the terms to occur such accidents ( incidents )

To protect the gas cylinders from thieves you can prepare a low cost arrangement as the picture. As well as binding the gas cylinders from the entrance of the home to the kitchen, might cause damages for wall and floor, and so it is better to take them from the outside of the home than taking from the entrance.

When utilizing gas, you should be aware of one more important thing. If you cook by gas, imagine that you use clay pots. A vast amount of gas will be wasted from that. By using aluminum pans to cook you can save gas. Some people normally burn the gas cooker and then chop onions etc. Don't you think that a huge amount of gas will be wasted ? Before burn the cooker prepare the need and after that burn the cooker. Then you do not have to face any troubles or any fuss.

## **Bath Room**

Bath room is also an important place of our daily routine. It is important to clean it daily as we do for our body. According to the following picture you can hang the bath room items on the wall as the items shapes. So that everyone understands the way of keeping them and can clean immediately as possible. Hence the bathroom might be always clean and free of germs.

In the toothbrush rack there may be expired and out of use items too in the bathroom. Remove them soon. Then you can save your time and toil. Do this to your soap as well and for the shampoo bottles too etc. Remove the damaged and leaking water tap. You can decrease the amount of water bill and it would be an uplift for your economy ( budget ) and rest for your heart.

"Don't forget to exceed your exertion ( effort ), if your problems are touch "

## **Clothes Rack and Shoe Rack**

Imagine that one of your family member has died. Are there any of his or her clothes at your home still? They have become residences to moths, cockroaches and rats. Haven't it? What is the use of keeping them so far. If you or any other of your home can't use them. It is suitable to offer them any poor person.

How long would you take to find your child's sock in the morning? How many expired ones there? It is a bother for you to find the correct one for him and you always missed them, don't you? Remove the old socks and arrange the rest. Feel the comfort then. The other thing is that, you waste your time normally to find shoes of your child in the morning. Isn't it? As the following picture keep (locate) school uniforms and other materials together in a same place, it would be easy for you surely. Habituate your child to keep uniform, shoes, socks and other in the right place for them from the beginning. It would be an easy effort for the tomorrow. Arrange a nice place to keep shoe racks and socks as well as to keep umbrella and to hang hats and caps. You can save your time and toil.

We can merely see that in an entrance of a place, there are so many shoes, slippers and sandals here and there both orderly and disorderly. So that it is built an unpleasant environment and it makes stressful. That is not a good habit and block the space. Here we should follow a proper manner. This picture shows you a place that follow that system, by keeping shoes in an order. It has been allocated a certain place to keep shoes.

Here one can put their shoes here and there as they want. Specially all must be aware of this and should have sound apprehension. Here each have a separate place to keep their shoes. According to the picture the places are being numbered regard the person and that numbers are represented. So that this task is more easier, moreover if we keep a chair near that place, a person can easily wear the shoes and we should keep a brush too, to brush the shoes. So a person can finish all at once. It would make a pleasant area.

Normally we wear shoes for the protection, but at present it has become a fashion. Because of that it is not a wonder that a person having several pairs of shoes. But it is a must to arrange them all properly. Then it is easy to select the suitable pair goes with the event and easy to find. It would be more efficient if we keep a shoe rack as the picture

below. It is also an effort of implementing productivity. There are several shoe racks below as above mentioned way.

### **Keeping Caps and Hats**

The above image shows a way of arranging helmets of a firm that used when involving in a duty. By using such method, it is expected mainly to build the discipline of the workers. It has been created to seek for their guard equipments immediately too when they exit the place.

These helmets have been numbered and in the located place the relevant persons name also indicated. He must bring his hat when he goes for the duty and after that locate it in proper place. If any item seems misplaced, it can be solved soon because of this method.

Unnecessary time or toil wasting is also prevented from this method and it will be productive more to the institute.

### **Ironing Place/Board**

This picture shows a table with a cupboard that used for ironing clothes in a productive way. In this cupboard the ironed clothes and other goods can also be kept.

Specially the possibility of electricution can be reduced by using a rubber mat on the floor near this place.

There is an other fact too, that you should be aware of here. Remember the way you iron clothes. You iron them several times a day, don't you? Imagine how much it would waste the electricity power. As a solution for that you should iron the clothes, needed for about a week in one term.

Normally you used to keep the iron vertically, while you are ironing, don't you? By that the heat of the iron mixes with the air & waste the power of electricity. So do not forget to keep the iron horizontally. For that using a board like aluminum is very useful.

The other fact is that, to dry the clothes, that you wash daily, perhaps it may take 2 or 3 days. Because there are some occasions that we are unable to dry washed clothes. (As rainy season) To solve it, as the below picture we can suggest a method to dry them. In that no shrivel of clothes & water flows down. So that clothes would be dried soon & because of no shrivels we can pile orderly. We are able to arrange such hanging places in the balcony or in outside of the home.

## **2.2 Seiton - Arrange in order**

Basic idea of Seiton is to keep in order or arranging everything in a methodical manner. Neatness is another English word for it. You can easily find what you need, saving your valuable time and labour if everything is arranged orderly.

When you leave home for work in the morning, you have thousands of duties and responsibilities ahead of you. You have to prepare your children for Schools while attending to household chores. In the meantime, suppose if you have to waste your time searching for something what would be the feeling of stress? Tension originated at home will disturb you on your way to office and also disturb your office work too. You will not be in a clear and sound mental condition to carry out your responsibilities.

When you consider the facts what has gone wrong, who is responsible, is it not you? Your comb, bottle of cream, shoes, socks are disarranged. With the pressure of work don't you bother over this situation? Children who are preparing for Schools in the morning, searching their things and behave in an unruly manner. You have already stressed over the wasting time on searching something for them. Keep everything in allotted places. If you have separate places for your books etc and if you have arranged what you require for the morning in the previous night, it would be possible for all of you to leave home happily. If you have kept your socks in a separate place, you do not have to run around for them in the morning. Polish your shoes and keep in the rack. Keep separate places for water bottles, umbrellas etc. Arrange everything such as childrens' hair ribbons, handkerchiefs, clothes, underwear etc in suitable places.

Teach your children also these good habits. Implement Seiton method today itself and see the difference. Gradually you will be able to save time and keep you in sound mental alertness. You can leave home on accurate times. You will be able to avoid red line in office and also it will ease your work in office.

We have more than enough methods. In the event you follow these methods you will definitely be able to save your valuable time and labour. We collect every day various data on different subjects and as a result we create a complicated mental structure. As such we cannot attend to our day to day activities and we become stressed and disturbed.

Accordingly our day to day functions and activities get disrupted and we generate impermanency. This is a problem faced by individuals as well as organisations in present society. This situation affects individuals as well as economic development. Therefore following these methods we can avoid the obstacles and make a steady progress. Satisfaction create in individuals and organisations will contribute to the development and productivity. Through Seiton you can provide a quality service.

***"Only you can believe that you can"***

### **( Seiton ) What you have to do in order to keep everything in order**

- ❖ The things we described in the earlier paragraphs to be categorized. You must be able to recognize them at a glance.
- ❖ The things you require frequently must be kept at finger tips.
- ❖ The things you do not require frequently but need as and when must be kept at a certain distance. You have to store the things you require later should specifically be marked.
- ❖ You have to store stuff receive first can be issued first ( Fifo Method )
- ❖ Mark the locations which store everything in a methodical manner.
- ❖ Store everything enabling you to reach the things without difficulty. It is better to have open stores than closed ones.
- ❖ Mark the things with colours and write clear codes to recognize them easily.

- ❖ You have to train your mind to store horizontally or vertically. Notice Boards, Key Boards etc must be kept in a simple line up.

***"Service, humility, meritorius deeds shows your greatness to the world"***

## **Storing Fire Extinguishers**

\* \* \*

You have to use appropriate colours for fire extinguishers and equipments and locate them. You have to keep them in such a manner to take them out in 2 - 3 seconds. It is very important not to store them in places far above the ground. It should be possible to reach easily the places where fire equipments are kept. It should also be visible the way how to handle them in different fires. Expiry dates of fire extinguishers specifically to be mentioned. You can understand about this from the above picture.

\* \* \*

In a rainy season we frequently notice umbrellas are kept everywhere troubling and disturbing us. The water dripping from wet umbrellas spoil the ground of the institution. To avoid this disturbing trend, we have to find a location specially for umbrellas and anybody must be able to recognize the place at a glance. Then we can avoid the disturbances caused by wet umbrellas. You can notice such a umbrella holder from the above picture.

***"Stop forthwith doing anything carelessly. There is no good from carelessness for you or the country."***

## **Arranging Files**

You can manage your files according to different systems. If you do your filing methodically which will avoid any difficulties with regard to files arising in your organisation. You can follow different filing systems. Important factor is to carry out your duties in a less time duration and also accurately. You can save lot of time if you can find a required file in 10 seconds.

You can notice from the above picture a cupboard used for storing files. Description of the contents of the cupboard is indicated in the front. It is important to mention the number of the key and opening direction because it should be done correctly. In this cupboard maximum usage of the space is

ensured. When we purchase such cupboards we can get it made out as we want it.

\* \* \*

Above picture shows the way files are stored in a cupboard. Front name board indicates the contents of the cupboard. It is important to note that the way colours have been used. You can use different colours of files for each cupboard. In that way you can find a file quickly and also you can store them in accurate places. It will help to improve the productivity of the office.

Further files are stored in different racks and space has been used in a maximum way and through numbering and naming files you can find what you need in few seconds without any difficulty. Furthermore, in order to give clear status of stock level green, red and yellow colours have been used. It indicates under Green colour the stocks to be maintained, under yellow decreasing stocks and under red colour also indicates decreased stocks to be filled immediately.

Most important factor of filing is, you will be able to find a file in ten seconds. This is significant to increase the productivity of an organisation.

***"In order to stop the unwanted thoughts, cling on to positive thoughts. It is meditation."***

## **Keeping Stationery**

This picture shows a rack prepared for the purpose of keeping all stationery at your fingertips. This is very useful for an Institution. A person who is working in an office requires stationery from time to time. On such occasions the person has to get up from the seat and walk here and there wasting time and energy. Solution is to make a rack enabling him to be seated and stretch his hand and get what he wants. This is a significant fact to increase the productivity.

## **Maintaining Files**

\* \* \*

It was problematic to maintain files in previous year. But it is necessary for us to allocate a place for it. We have to select necessary years as we require. Accordingly we have to reserve each year files and arrange them methodically. Then we can find previous files easily when we require them. The above picture shows the way such files have been stored.

## **CD Holder**

The below picture shows a rack made out for CDs containing data is stored separately. There is an indication in the outside of the rack what type of data is stored in each CD. So that it is very easy to find the required CD containing necessary data.

***"Beginning is the most important factor in any task"***

### **2.3 ( Seiso ) Cleaning**

In day to day living we engage frequently in cleaning. We clean our environment, working place or any other location. Can we satisfy with the manner in which we do our cleaning ? In the event you follow Seiso method, you will be able to carry out your cleaning systematically and in the same time you can gain mental satisfaction. If your home or working place is unpleasant with cobwebs and garbage is it not very uneasy to stay in such a place ? If we want to live our life in a pleasant way we need to keep our environment in clean and tidy manner. Developed countries such as Japan and Singapore have reached that state because they have instituted discipline and systematic ways in their homes and work places. They are successful in developing their countries economically as well as mentality of their people. We also must endeavour to reach such a development.

Think of the cleanliness of your environment. You know the uncleanness of your home, working place, environment and whole society. Think a moment. Our environment is heaped with garbage. Our people are not disciplined enough to keep the environment clean even though the Urban Council and Pradeshiya Sabha is doing utmost to keep the environment clean. They think only about themselves. They are accustomed to throw garbage everywhere. We have to teach our younger generation from their childhood about cleanliness and discipline.

Our own people have polluted important places ( Adam's peak, World's end , Ancient cities ) where tourists are visiting. Why these things happen, is it not because of lack of discipline ? We have to consider the way the people of developed countries who are well disciplined and looking after their important places. We must be disciplined to make our environment clean in order to create a pleasant atmosphere.

It should not be a large scale project to begin with the cleanliness. Firstly it should be included in day to day activities of individuals'. In a simple manner after going to wash room, we are used to clean our hands with soap. But

how many people are doing it properly ? Teach it to your small child from the beginning. Teach the habit of washing their hands before meals. Discipline together with good habits will make them good citizens in the future.

You remember , we mentioned earlier Seiso to be initiated at home. In some homes after meals unwashed dishes are piled up in the kitchen. You get up

in the morning with its natural freshness of the day, what you have to see in the kitchen ? Unpleasant smell coming out of unclean dishes will spoil your day. You could have avoided this situation if you have washed the dishes after meals instantly. Don't you think that some diseases are spread as a result of rats and cockroaches. Teach your small children from the beginning to use your wash room in the proper manner. After usage of the wash room it should be suitable for another person to use. You be kind. Initiate the cleanliness drive at home and take the message to the society. If there is no dust in your working place, your work would be an enjoyable experience. Do not allow to have dust in your equipment, walls or roof. If you can reserve at least five minutes for a day to clean your chair , table and equipment you use it would be very helpful.

If there is a small piece of paper fallen in the ground of your working place, use to remove it immediately. Keep dustbins for waste. How to store the cleaning equipments ? How to evaluate cleanliness after the cleaning process ?

## **Seiso - What you have to do for cleaning**

- ❖ Everyday before the commencement of work cleaning the work place should be compulsory.
- ❖ Everybody must be informed that working place should be clean without any dirt marks and this is the starting step of quality control.
- ❖ Every day reserve 5 - 10 minutes time duration for cleaning.
- ❖ Each person should be entrusted with the responsibility of cleaning each equipment.
- ❖ Collaborate with everybody for the cleaning process all the time.
- ❖ Introduce a Cleaning Programme once a year or twice a year for the whole Institution.

- ❖ Section heads must set an example to others and also monitor the cleanliness and dedicate to continue cleaning process.

### **Keeping the equipment use for cleaning**

It is very significant to have a proper cleaning shedule for each and every institution. Cleanliness is extraordinary for human society. Cleanliness will refresh the invigorate the human activities. Therefore it is obligatory to clean everything that we are using.

Generally there are various equipment for cleaning. Everywhere we see these equipment are being used but frequently these equipments are scattered in a disorganized manner. This is very ugly. As a result of this negligence when you require the equipment, you will have to spend lot of your time and energy. Reason for this is , those equipemnts are not kept in proper places. You have to take effort and waste labour hours to find them. There is a very simple method to avoid this wearisome situation. What we have to do is to collect all cleaning equipment to one location.

You will notice from the below picture a place specially reserved for keeping cleaning apparatus. All cleaning equipment are stored in a methodical manner. It is important to hang up all utencils. Reason for hanging is , when you keep broom on the ground it can fall. It is a problem. You must keep these equipment in close proximity in order to get them at ease. Speciality of this is, a sample of the equipment is exhibited in the reserved place. As a result if the equipment is missing, you will notice it effortlessly and also if you need it you can easily find it for usage. Through this process , a person will get a good picture of the equipment and it won't go missing. Everybody must cooperate on this practice and it will be possible to find instantly the equipment you require.

### **DUST BINS**

Garbage is something we want to get rid of after human activities. Those are the things that are left behind by people. If we do not take effort to manage our garbage, it will directly affect the environment. Human beings will have to face the consequences of pollution. Pollution has caused grave predicament at present. If every body take time and effort to manage their garbage, it will be a great service to the environment and to the society. Unfortunately this is not happening in most of the places. It is the obligation of everybody, because it will cause environmental problems as well as hygenic problems. Therefore we have to get rid of our garbage in a

systematical manner. We have to categorize our garbage. pieces of glasses and iron, things that are obliterated and things cannot be destroyed.

According to this method, garbage should be categorized in your own place and keep separately. Dust bins of suitable sizes must be placed in every required location in an Institution. Everyday there must be a time to remove garbage from the dust bins. It is appropriate if you can appoint a responsible voluntary worker for this purpose. Even in outdoor locations you can keep dust bins. After removing the garbage from dust bins, garbage must be categorized. You will notice from the below picture a place where categorized garbage is located. It is necessary to put pieces of glasses to one bin, pieces of iron to another bin and garbage which are not obliterated into another bin.

\* \* \*

Another important aspect is to keep a little larger dust bin and put all things that are obliterated into it. It should be open to the environment. Through this process you can make compost fertilizer for your gardening purposes of flower beds, vegetables and fruits etc. As shown in the above picture, you must have a window in your dust bin in order to take out the manure. There must be a notice pasted to the bin informing the dates the manure to be collected. At present you can generate revenue from the above mentioned three dust bins. There are outlets which purchase glasses, plastics, iron and polythene. You can earn a considerable amount of money monthly from the garbage collected on above bins. If it is an Institution, the revenue can be used for the purpose of staff welfare. If it is in your home, you can use that revenue to pay monthly electricity bill or water bill. Therefore this is a profitable venture.

We use number of equipment to beautify the garden in an organisation. We put these equipment in various places disorderly manner and this will give a ugly look and also it is very difficult to find the equipment that we want and we waste our time and labour to unnecessarily. This is a nuisance and we have to reserve a suitable place for garden utensils. Then it will be very easy for us to get the equipment we want without any disaster. Therefore we have to recognize the necessary equipment, locate them in suitable places methodically and also we can maintain them in a proper manner.

## **GENERAL CLEANING DAY**

In an organisation there must be small groups to clean various sections and you have to give them the responsibility and as a result the relevant group become responsible for cleaning the relevant section. You can motivate the

people by selecting the best performer in cleaning and give him or her a present in an annual prize giving. For that purpose, you can prepare a chart shown as below. From this chart, you can monitor the performance of people who are involved in cleaning. It is important to have this chart in your Notice Board.

### **Cleaning Chart**

<b>Section</b>	<b>Responsible Person</b>
Removing of Dust Bins	Piyathissa
Drains	Samantha
Toilets	Kamal
Garrage	Wasantha
Security Hut	Namal
Computer Room	Madhuri
Stores	Nalaka
Office	Induwara
Staff Recreation Room & Kitchen	Rathnapala
Gutters	Gunaratna
Compound	Tissa

Date to be removed :

Person Responsible :

### **Daily Cleaning Schedule**

Name of the responsible person	Date						
	01	02	03	04	05	06	07
Piyathissa							
Samantha							
Kamal							
Wasantha							
Namal							
Madhuri							
Nalaka							
Induwara							
Rathnapala							
Gunaratna							
Tissa							
Signature of Officer in Charge							

Very Good

Good

Weak

Absent

Date to be removed:.....

Person responsible :.....

## **Functions of General Cleaning Day**

"Seiri" and "Seithon" deeds must be carried out methodically on General Cleaning Day. Through all workers corporation and active participation, everything must be done as planned.

Wealth of the Japanese economy is the continuous journey to excellence. This is introduced as "Kaizen".

To continue with what we have developed up to now and the status we have reached, we have to take following actions.

1. Within a scheduled period of time, with the assistance of S-5 appraisal committee, evaluate the working place.
2. Organize S - 5 competitions among departments of the Institution.
3. Organize S - 5 competitions among Institutions.

We can discuss a lot of things about the five-fold concept of cleaning. You also must do all cleaning activities properly. At the end of the third step of Five Fold Concept, you will have the pleasant feeling similarly after a hair cut, a shave a bath followed by a cleaned dress.

## **2.4 ( Seiketsu ) Endorsement**

If we describe this in a simple way, it is keeping the things we use in a tidy manner. Do you keep in proper places the utensils you use at home after their usage? To begin with keep your brush, comb in proper places after use. When you get up in the morning, keep your bed sheets etc., folded in an orderly manner in your bed room. Unnecessary brushes, combs, shoes, shocks etc were removed as the first step of Five Fold Concept. Now we learn how to keep necessary things in a methodical manner.

***"We cannot change the way wind blows. But according to the wind, we can change the direction of boatswain."***

## **( Seiktsu ) What you have to do for endorsement.**

- ❖ Vision controller to be introduced and in order to do everything as accepted norm, ensure to have a Check List.
- ❖ 5 - S competitions must be conducted by higher management.
- ❖ In order to avoid slip-ups by the operator, use colours and codes.
- ❖ Point out the places where to keep various goods.
- ❖ Display instructions and directions.
- ❖ Display examples to clarify the correct way of doing certain actions.

## **Usage of Colours**

Keep the equipment you use in your Organisation or working place in an appropriate manner so that you can reach them without difficulty. You must have a separate place for cleaning apparatus. Instruct your workers to keep them in the same place after using them. Keep files and books in a suitable place in your office enabling you to collect them in few seconds. You will be able to collect what you want in few seconds if you use colours, symbols and codes. In this it is suitable to make use of colours accepted by the British.

For pipeline

- A - Water Pipelines - Green Colour
- B - Steam Pipelines - Silver, Ash Colour
- C - Oil Pipelines - Brown Colour
- D - Dust Pipelines -Purple Colour
- E - Gas Pipelines - Yellow Colour
- F - Electricity Pipelines - Orange Colour
- G - Pipelines for Other fluids - Black Colour

Colours have been used in different manner. There is an internationally accepted standard to demonstrate various sections and various categories. Therefore when we use those methods in the same way, we can increase

our knowledge and also we can distinguish what it is and what is within. This is different from reading and understanding something but through this method we can apprehend something at once. Using the colours, we can allow others to categorize and realize each differently.

Production area - Green Colour

Inside roads etc - Red Colour

Boundary lines for opening doors - ( 5 x 5 cm ) Yellow dotted lines

Dangerous area ( Tiger Mark ) - Yellow, Black ( 7.5 cm )

Fire Extinguishers and Electric Panels - Red/ White lines ( 5 cm )

Trolleys, Trucks and Forklifts - Sky blue/White ( 5 cm )

## **Marking the boundaries**

When you mark the boundaries, all locations and goods of the organisation must be clearly indicated. As an example, all goods belong to the organization ought to be marked in yellow colour. Tables, chairs and cupboards etc., must be located in the proper place and mark them accordingly.

You will notice from the below picture relevant goods are separated and marked accordingly. Through this way, you can create a systematic environment. Even a visitor can make out the location not only one thing but everything if properly demarcated. As a result you can clear everything not making matters worse. Therefore without any contribution from others, it will become a habit to keep things in proper places resulting a person gains management skills and understanding. From the Yellow squares of 5 X 5 cm shows an area where covers when a door is open or close. So that anybody can easily understand that it is not appropriate to keep any goods in that

area because it will affect the movement of door. Thus demarcation in all activities of human life is essential.

\* \* \*

If Tiger Marks are inserted in unsafe or insecure places anybody can realize the situation. That will help to avoid any accidents.

\* \* \*

If we have put this type of marks in areas where doors are open and close then we can position goods accordingly. As a result we do not want to waste our time or energy.

\* \* \*

From the above picture you will notice the way demarcations have been marked for chairs. This is ideal for an Institution. Through this method, workers as well as customers will be disciplined.

***"Do not allow any obstacle to be an excuse"***

### **Colours for directions ( Roads )**

Whether it is location or Institution, clear method to display directions ( Roads ) is necessary. You can use relevant colours and codes, arrows, straight strips or dotted strips in same length and width. According to the locations you can use colours and codes and always follow the accepted process by all.

Normally to show road directions Yellow and white colours are used. It is only yellow strips are used to divide the roads while only yellow strips of 10 cm is used to mark the roads. The other important factor is, in whole institution the process of colouring and sizes must be the same.

Dotted strips of yellow colour can be used to divide the roads. Accepted dimensions can be used. It is 7.5 cm width is enough. You can change the dimensions according to match into the location.

Generally colours and codes which are used, as standard colours and codes in Great Britain and they are accepted internationally. When using arrows relevant directions must be shown in suitable places and we can organize one system which is the most suitable one for the institution and accordingly we have to locate and mark them.

\* \* \*

Frequently codes, colours, symbols in arrows are used in marking roads or directions. It is appropriate to use white colours for arrows. It is important to have all arrows in the same sizes in the whole institution.

\* \* \*

## **2.5 ( SHITSUKE ) DISCIPLINE AND TRAINING**

Through this method people who are living in your home, or working in your institution can be disciplined. This is a concept which can discipline all from lowest rank to the top without discrimination. As such, all must have information of this system. According to the SEISO, if you implement cleanliness with the cooperation of all, during a certain period of time your environment become clean, tidy and pleasant. We must first consider the protection. It is more important.

If you follow the highway regulations, you can avoid accidents. How many accidents happen at home due to negligence. If you think of protection together with discipline, you are ahead of others. You can give an example by displaying the motto of five fold concept.

### **( SHITSUKE ) WHAT YOU SHOULD DO FOR DISCIPLINE AND TRAINING**

- ❖ Listen carefully and be aware of the instructions.
- ❖ Always behave in a pleasant manner.
- ❖ Constantly work towards unity, harmony, cooperation and teamwork.
- ❖ Carry out your duties perfectly with dedication as scheduled.
- ❖ Keep your working place clean and tidy
- ❖ Keep always in mind you represent an important organisation

DISPLAYING OF BOARDS

Displaying of boards can be described as a way of showing the people who visit, all necessary information on each and every section of an institution. It is

## **2.5 ( SHITSUKE ) DISCIPLINE AND TRAINING**

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## **DISPLAYING OF BOARDS**

Displaying of boards can be described as a way of showing the people who visit, all necessary information on each and every section of an institution. It is

an art which distribute knowledge on different topics, including vision and concept of the institution and also for motivation on environment. Further it can encourage to do daily functions with ease. Entrance and exit as well as

other places can be illustrated through this. If you use appropriate sizes of letters, then it would be methodical. You can realize this from the following pictures.

\* \* \*

Further can photographs of five fold concept prior to implementing it and also after implementing. You can demonstrate the progress through these photographs. Appraising the progress periodically, you can motivate your workers. You can organize competitions to choose best section or best part. Through this process, you can increase the productivity. You can put five fold concept on auto pilot and keep an eye on it. You have to develop good practices within the Institution. Answer incoming calls properly. Listen carefully. Educate all to work as a team with corporation and also on time. Always consider about protection. Determine to uplift your Institution to a better place in society with dedication and discipline.

Arrange meetings and have proper guidance and also engage investigation teams to motivate the implementation. Auditors must be employed to review the situation. All activities of the Institution must be well organized, cleanliness of equipments and maintenance, protection, proper storage of goods, engaging workers continuously for cleaning, dressed in uniforms and pleasantness of staff, enthusiasm to care for reputation of the Institution are important factors.

Now we have discussed all aspects of five fold concept. Up to now we have put forward lot of facts about five fold concept. Put five fold concept into practice. Ultimately you will realize the progress you have made in increasing productivity. One method to measure your success is to organize competitions for relevant sections. You can offer prizes for winners and that way you can motivate people to improve their capabilities.

### **Competitions which can be organized at the end of the year**

- ❖ Person who has given highest number of proposals
- ❖ Most capable person
- ❖ Best attendance
- ❖ Person who has special abilities
- ❖ Most disciplined person

- ❖ Best proposal
- ❖ Best design
- ❖ Person who has contributed to minimize wastage
- ❖ Best Household which implemented 5 S
- ❖ Best Creative person
- ❖ Best socialized person
- ❖ Best clean
- ❖ Best Cleaner
- ❖ Best Invention
- ❖ Best individual who uses specialized systems
- ❖ Best circle of status
- ❖ Best slogan
- ❖ Best Art
- ❖ Debates on 5 S
- ❖ Dramas on 5 S

***"An individual has taken one brave step forward in every successful story"***

### **Necessity of 5 S Method**

- ❖ Loads of unnecessary items accumulated and they are piled up in disorderly manner.
- ❖ In order to do some work or to obtain something unnecessarily more energy has to be wasted and roads within the institution are not defined properly.
- ❖ Proportion of all activities is of no use.
- ❖ Plenty of negligence and high percentage of failure.

- ❖ Lot of functions have to be repeated and delay in handing over resulting more overtime work.
- ❖ Office equipment/machines use for production are in dirty condition and no proper maintenance resulting more break downs and become less usage period of such equipment/machines.
- ❖ Floors, walls, windows and illumination equipment are in unclean condition and as a result rooms turn out to be gloomy.
- ❖ No protection in the Institution due to frequent accidents and mishaps.
- ❖ Common facilities ( dining rooms bathrooms and toilets ) are not in healthy condition.
- ❖ Unsatisfied workers, no job satisfaction and loss of confidence.
- ❖ Workers have no adequate job knowledge

***"You need seventeen muscles to smile but you need forty three muscles to worry."***

## **Official announcement of Step 1**

Announcement of commencement of 5 S method by Chief Executive Officer. It is ideal if the time duration is one year or two years in order to complete the programme.

Duties and responsibilities for each person, announcement notices, Notice Boards and divide the institution into sections and handing over responsibilities and duties accordingly.

Through hand bills, posters, notices and flags to popularize the system within the institution.

***"Still you are alive so be happy"***

## **Step 2 General Cleaning Day**

- ❖ After the commencement of 5 S by Chief Executive Officer , organize a General Cleaning day.
- ❖ Divide the Working place into small sections and hand over the responsibility to small groups.
- ❖ Supplying adequate equipment and things necessary for cleaning.
- ❖ Organize at least two general Cleaning days per year.

***"If the obstacle is below you, jump over it. If the obstacle is over and above you, creep through it."***

### **Step 3 Commencement of Seiri**

- ❖ Institute standards of removing unnecessary things
- ❖ Implementation of things introduced by concept of Seiri
- ❖ Cooperate with all and decide what dirty things and equipment to be removed.
- ❖ Recognize the grounds on which accumulate unnecessary things.
- ❖ Implementation of basic concepts of Seiri , Seiton and Seiso.
- ❖ With the participation of all, creative strategies to be used to implement Seiton.
- ❖ Follow Seiri, Seiton and Seiso at least 5, 10 or 30 minutes after and before commencement of work

### **Step 4 5 S Audit**

- ❖ Incentive programme to evaluate 5 S and implementation of same
- ❖ Duly appointed examiners to audit relevant sections
- ❖ Select an individual/Group who implement best practices of 5 S and offer rewards

- ❖ Organize competitions among groups
- ❖ Observe the implementation of 5 S in other institutions and follow the good examples

**"There is no use of praying to God or reciting stanzas but make an effort to come out of the pit you have fallen"**

### **Following to be considered by Auditors/ Heads of Institutions**

- ❖ Whether Chief Executive Officer and Higher Management cooperate and help to implement 5 S method
- ❖ Whether working place is clean and well organized
- ❖ Whether working place is secured.
- ❖ Whether machines and equipment are properly maintained and cleaned.
- ❖ Whether anything can be found, when necessary, easily and within a short period of time.

Machines and tools are stored properly paving the way to handle them efficiently.

Whether Stores facilities are available to issue first receive first basis ( FIFO )

Whether things are dusty.

Whether Uniforms of workers are clean and in good condition

Reputation of the Institution is epitomized from the workers

*"Victory and defeat is the nature of life. Person who prepared to face either victory or defeat is a progressive individual"*

### **03. Practical approach to increase productivity**

\* \* \*

The above picture displays official stamps of different status and locations. You have to observe thoroughly one by one in order to understand the authenticity. As a result time, energy and money are wasted. Fine solution for the above problem is to have a Seal holder and numbering each seal. Relevant numbers should be written in a piece of paper and display it close to the seal holder. Thus you do not have waste time repeatedly searching for a seal but very easily you can find the seal you require.

Usually it takes about 16 seconds to put a stamp on paper. Generally everybody who wants to put a stamp, put it in an another piece of paper to ascertain the right one. Then it takes about 16 - 25 seconds. It can be done within a period of 2 - 3 seconds.

***"You have many number of abilities that you do not know. At least develop one ability from them."***

### **Keeping objects in a drawer of a table**

\* \* \*

The above picture displays the way the things such as pen, pencil, eraser, calculator are kept in a drawer. Everything has a separate place in the drawer. Through this system, you can realize within 2 seconds if one object is missing. Thus you can fill the empty space as soon as you notice it. Such a drawer can be made out using a MDF Board or similar raw-material. You have to get rid of unnecessary things and keep necessary things in order to increase efficiency and make your life easy.

### **Arranging a Table with Books**

How orderly is your table keeping books? Find out instantly what time duration you need to find your maths book. Can you do your studies with a clear mindset after finding the book? Daughter, Son, if you keep your books, pen, pencil etc in an orderly manner in separate places, you can use your valuable time like gold for a useful purpose. With a clear mindset you

can do your tasks well and you will definitely be successful. Sometimes some of your books may not be necessary to keep them on your table any longer. You can save money by way of selling unnecessary books and old newspapers. Think for a while, in one way you will earn money by doing this and on the other hand others will also be benefited.

\* \* \*

The above picture shows a well organized table

\* \* \*

Bookshelf fix to back of the door

\* \* \*

Well organized table for studying

## **Key Boards**

Every organisation has number of keys for different doors and locks and normally all of them are kept in one key board. When you want to find a key, you have to waste your time going through one by one in order to find the correct key. This is a real problem. Because of unnecessary trouble, you will be stressed and you create confusion in your mind. That is an obstacle to increase productivity. As a solution, you can make a well organized and secured key board as displayed in the picture. Further you can make another similar key board for excess keys. Only the keys of the key board must be kept securely. You can categorize keys such as keys of Gates, cupboards and doors and you can reserve separate colours for each category. Each key can be given a number and separate place in the key board. As a result, you can easily ascertain what keys have been removed and who has removed the key etc. Through this process it is very clear if one key is missing and where to find it. It is necessary to keep a note on relevant colours and numbers outside the key board. Then anybody can collect easily the key that is required.

## **Storing Equipment**

Priority is given for equipment in any organisation or in any working place. Reason for above is equipment are necessary requirement to ease certain tasks. Equipment is a must for some jobs.

Therefore it is necessary to maintain and keeping equipment properly. The picture displays a place where equipment are stored. Equipment used for different jobs are stored in an orderly manner. Through this method, you can avoid situations such as misplaced equipment. It is also very easy to collect

the equipment that is required. The below picture shows a cupboard for keeping equipment.

***"Be brave, make changes, be first, that is the success of business"***

\* \* \*  
\* \* \*

A cupboard displays equipment

The above picture shows that all equipment have been taken into one place, number them and draw the image on it. This can be done as you want. you can add your creative ability to develop it further. You can notice that equipment required for all activities are stored in an methodical manner and also easy to recognize them seperately. You will know at a glance if one equipment is missing. Each equipment has a tag which indicates the name of the person who uses the equipment and there must be another tag in order to remove it from the stores. Then you can realize very easily who has removed the equipment. Again the equipment shoud return back to the proper place so that it is very easy to attend to day to day activities.

The below picture shows a Equipment stores of a House. Think for a while how empty space of a house such as this can be transformed into very useful place. How easy and methodical wihtout running here and there in the house finding an equipment ?

\* \* \*

The empty space beneath the stair case has been used.

\* \* \*  
\* \* \*

All equipment necessary for a house is stored inside the door.

***"Experience which cannot be put into practice is not an advantage but disadvantage."***

## **Storing**

Keeping excess goods in a house or in an institution is called storing. It is more goods to be stored in an institution than in a house. Therefore, it is important to store them perfectly. Otherwise goods can be wasted or misplaced. It is important to store certain items which are used frequently at fingertips and ccertain items which are not used freuently at a certain distance. You can also store seperately the items which are used randomly.

It is also important to store heavy goods in lower racks of the stores. Through this, you can collect them easily and also you can minimize accidents. It is better if you can identify the status of actual stocks in 10 seconds. Fine example for it is in the below picture.

\* \* \*

It is important to observe the status of stocks in the stores. Storing and removing items from a stores should be done in a methodical manner. As a step by step process in which stocks received first, second, third and finally must be used systematically. This practice is important to a place where medicine or food items are stored. We introduce this as "First in First out". Following picture gives a clear example.

Numbering 01, 02, 03 indicates first received, second received and third received. According to this, it is very important to mention here, when removing items, if excess items are in the third stock, new items are filled into the first stock. Therefore, no expiration of items will happen and before expiry dates items can be used. It is significant to consider above facts when storing items.

\* \* \*

Another signifiant aspect of storing is Storekeeper or any person who stands in front of the stores, must be able to see all the goods in the stores. Deviding goods in the stores as frequently used items and randomly used items and colouring them in differnet colours, we can easily find and remove the reuired items.

Further we can paste labels giving names of different goods on the racks in order for us to recognize them instantly.

Generally taking a stock, what we do is remove all items from the stores and count them all one by one. If there are 300 items in the Stores and remove only 25 items, we have to remove all the other items to count them. This is utter wastage of time and labour. There is the posibility that good also can be broken in the process. Fine solution is to have numbering system as dispalyed in the following picture.

\* \* \*

Numbering can be done after the last number upto the first as shown in the picture. Then you can count the items left in the stores easily and it would only take about 10 seconds and it is also very effortless to remove the items from the stores. This is an excellent tactic to increase the productivity.

***"Knowledge is useful only when put knowledge into practice."***

\* \* \*

Further we can store items according to the shapes of items. Final result of all the points described above is to enable you to find the required item within 10 seconds from any stores and also you will be able to know the stock position instantly.

***"If the World and man are controlled by planets, then a religion is not required."***

### **Storing of spoiled Goods**

Spoiled goods or goods cannot be used, be able to store in a different location in a house or in an institution. This stored is named as "Spoiled Goods Stores". When spoiled goods are stored in a separate place, house or institution will give a methodical look.

We can use the tag system for this purpose. Tag system is very useful to an institution. Until a system is formulated to remove spoiled goods from a house or institution, they can be stored in Spoiled goods stores. The other important fact is, sometimes, we require even spoiled goods also for some purposes in day to day activities.

We can give colours like goods which may require in three months time with tags in colour yellow, goods which may require in six months with tags in colour green and goods which absolutely cannot be used with tags in colour red.

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Further we can colour the racks which contain such goods in colours of green, yellow and red. If it is necessary, you can mention the date spoiled good to be removed from the stores in the tag. It is more useful. You can hang a list of goods in the stores in one corner of the stores.

From all these steps described above, methodically you can increase the productivity and develop institution.

***"Nobody knows his or her competence to achieve, until initiate some task."***

### **Storing Inventory Goods**

It is important to store all inventory goods in a noticeable manner in your institution. Identification of goods institutionally, section wise or unit wise is significant. All inventory goods of the Institution must have a proper place and through this process misplacing of goods can be avoided. The other

important factor is to store all items in a manner in which able to be seen and to be removed instantly. There must be a system to find out an item located in a special place which has been misplaced. The solution is, If the item is hanged on the wall, the image of the same item must be drawn on the wall.

\* \* \*

## **Handling Tools**

The above picture shows how equipment for essential services are stored. All equipment have been brought into one place and stored in close proximity for easy access. Every equipment has a number and according to numbers, names and amount is mentioned in the picture. Through this, anybody can apprehend the nature of the equipment, and it will help to ease the task at hand. Specially when the shape of the equipment is drawn in the wall and as a result if the equipment is missing, you would notice it at a glance. Not only that, as described above, through identification tags, you will know instantly who has taken the equipment. When you practice this system, self dicipline is prerequisite to continue orderliness.

*"Due to unhappiness, insanity follows . You have received this precious life not to insult and suffer. There is no good for you or others condemning Life as suffering ."*

## **TSS, FSS AND MSS METHODS - INTRODUCTION TO STORING**

Without using complicated, time consuming and documented storing, it is necessary to go for productivity, efficienecy and accurate storing system on the basis of measuring in day to day activities. It is appropriate that in order to go for great development drive TSS, FSS and MSS as briefly quoted discernible control system is a priceless structure to practice. As a first step Customers' Centre in Lindula of Ceylon Electricity Board has commenced functioning of my system and in the near future this attractive system will open the gates for a new world.

I am introducing in this letter this attractive and simple measuring methods created by me not only in Sri Lanka but to the World in order to increase the productivity. TSS, FSS and MSS are concise names for the system.

## **TSS METHOD**

TSS or Ten second System is one of the above systems. Generally in any Stores there are more than 100 goods and they are stored in a disorderly manner. It takes a long time to find a good from the stores and this is utter wastage of time. Further, once stock is over, there is no proper way of assessing it. This is a real trouble in carrying out duties.

I have introduced this TSS system as a solution for similar problems.

In this process we calculate and find out the minimum stock level for each and every good for a period of three months.

- I. Goods which are not in demand ( unnecessary goods ) are removed from the Stores.
- II. A small number of slow moving goods are stored. ( It is important to calculate for 06 months and store only that quantity )

After that consider the following facts prior to storing goods in the stores. Racks in the stores must be changed according to the shapes of the goods.

- I. It is important to keep fast moving goods at fingertips in order to remove them easily.
- II. Weighty goods should be stored on the ground level.
- III. Slow moving goods to be stored in a separate place.
- IV. Goods to be categorized before storing. Special care should be taken when goods of high value, liquid goods and toxic goods are storing.
- V. Storing must be done in an appropriate manner such as goods received first must be able to use first. It is the FIFO method. ( First in First out )
- VI. Relevant racks must be coloured on necessity.
- VII. Storekeeper or anybody who stands in front of the Stores must be able to see the entire stores.

VIII. It is very important the location where Storekeeper's table is placed. Storekeeper must be able to see the entire stores while seated on his table.

Another very important fact is the storing of items on the above method pave the way to ascertain stock levels instantly.

Physical stock of any kind of goods must be able to ascertain within 10 seconds. For the purpose of stock taking, goods must not be touched or removed and stock taking should take place in a observable manner.

- I. Practicing TSS or Ten Second System, following advantages can be obtained.
- II. Physical stock level can be ascertained within 10 seconds.
- III. Observation of stocks can be done within a very short period of time. Ordering of goods can also be done as scheduled or on time. All required items can be preserved in the stores.

Unnecessary items are heaped in a stores means money is idling. It is utter wastage of national resources and also adversely affect the economy of the country.

You can save time, money and labour by practicing the TSS or Ten Second System I have introduced as above.

## **FSS METHOD**

Another method I am introducing here is FSS or Five Second System. This is a special method which can be used for storing stationery items. I have introduced this system and through this, at any time within five seconds you can ascertain the stock level of stationery.

This is a very useful system to store stationery in an office. Much care must be taken when storing stationery items in an office. Using above mentioned explanations, a system should be planned to enable you to check the stock position in 5 seconds.

- I. A system to be discovered to issue goods which received early.

- II. As much as possible follow discernible control system
- III. It is important to use numbering or colouring system to ascertain stock level instantly.

Another important factor is when storing stationery, it should be done in an attractive manner. Practicing FSS or Five Second System, you can save time, money and labour.

## **TMS METHOD**

The other important system of storing is TMS. Meaning of TMS is Thirty Minute System. As there is no proper way of ascertaining inventory goods within a short period of time in office or any place, I have introduced TMS method. Through this method,

- I. There must be a suitable place for all the goods
- II. In any circumstance, easy to recognize, discernible control system should be followed.
- III. Spoiled and unable to use goods should be removed from stores immediately
- IV. Spoiled goods can be stored in a separate place with a red tag.
- V. As much as possible tools must be kept close to the working place.
- VI. Weighty goods always to be stored near to the ground.

Even a huge organisation is divided into sub sections. The practice is to maintain separate inventory books for each section. In any section all inventory goods must be able to search within 30 minutes.

You can follow a system to recognize the person who has removed an item using a tag. Frequently used goods must always be kept at fingertips. Follow the TSS method and store the inventory goods too.

When storing inventory goods numbering, colouring, using images, codes, signs, transparent cupboards with glasses and discernible control system to know at a glance etc can be considered.

I have introduced TMS method to maintain inventory goods and you can save time, money and labour.

I have used FIFO ( First in first out ) measurement for all the three TSS, FSS and MSS methods which I have described in detail as above. This system will help to use first received stock first. As a result there will be no room for expiration or wastage of goods and stationery. It is a discipline to be followed in this process.

This is not an imaginary system with a possibility but I have practiced this in my office for the first time in the World and I have experience in increasing productivity and efficiency.

## **RACK FOR GOODS**

Basic idea is to ease the difficulties caused by keeping frequently used goods and frequently not in use goods together. According to the following picture, it is advantageous to have a rack in far above the ground for storing goods which are not frequently used.

\* \* \*

Look at the cabinet in your home. How many new plates and cups in the cabinet? You have purchased more of them from displaying sales outlets and they are needless for home. Sometimes you would not use them for your whole life time. You take a decision after scrutinizing the space used for these unnecessary items. You will realize by purchasing them you have only poured out your wallet. It has caused difficulties to find out required items.

Now it is the practice to rent out plates and cups when there is a function at home. Therefore the plates and cups in your cupboard will not be of any use. Then why did you purchase them? Only for a display? Think twice about goods you purchase as price is low. Determine today itself to purchase only necessary things.

Space is limited in your kitchen as a result of keeping unnecessary things. You can earn extra cash by selling old bottles, pieces of iron etc.

## **DISPLAYING OF CERTIFICATES**

There must be a proper way of displaying certificates, awards and rewards won on relevant or irrelevant subjects by an Institution. In most of the institutions we notice that the certificates are being placed in inappropriate places. It shows the disarray of the institution. It will also undervalue the institution. Therefore it is necessary to keep an eye on such displaying. It contributes to the reputation of the institution. As per the following picture certificates, awards and rewards in different fields must be separately displayed. Displaying certificates in same distance and also on eye contact level will give a better impression.

### **FIRST AID BOX**

First aid box is an essential item for a house or an institution. That is because we are not certain and accident can happen at any. Therefore first aid box with necessary features is a must. List of items for a first aid box is given below. The picture depicts such a first aid box. It is significant to keep it in a protective suitable place in order to take items instantly in an emergency. This first aid box should not be locked. It should be located for anybody to reach it.

\* \* \*

### **Contents for a First Aid Box**

1. Sterile Gauze
2. Unsterile Gauze
3. Crape Bandage
4. Plasters in large sizes
5. Plasters in small sizes
6. Few Triangular bandages
7. Packet of Cotton
8. Soap
9. Detol bottle
10. Gloves ( Recycle or unable to recycle )
11. Scissors
12. Box of matches, candle ( Torch if possible )
13. Pen, papers and a note book
14. Few packets of Jeewani

### **Remote Control Hanger**

Remote Controller is an another important item. Sometimes when you want to watch your television, you will have to waste your time searching for remote controller and you are annoyed on such occasions. If you take the time to make

a Remote Control Hanger using a old piece of cloth as shown in the picture, is it necessary to waste your time and suffer like that ? Not only you will enhance your creative ability and your capability.

\* \* \*

### **Displaying of Notice Boards**

When you display notices on a Notice Board, you have to use papers of the same size ( A4, letter size, legal size ). It is appropriate to have notices on horizontally or vertically. Another point is to mention the name of the person who is maintaining the Notice Board in a corner of it. When you allocate one person for the notice board, it will not appear old notices and he will have a responsibility to update the notice board from time to time. Therefore it is important to have one person to maintain the notice board.

\* \* \*

\* \* \*

*"Be happy with your life. How much time it has taken to make the man into present level by the nature ? "*

### **Suggestion Box**

\* \* \*

Suggestion box is an essential item for an institution. There are so many ways to know the customers' satisfaction and their problems. But if there are no tangible results, we cannot satisfy with them. Through them, there is no way of knowing the real difficulties faced by the staff. Then it is impossible to know whether the institution is on the right track and it can cause loses to the institution. That is why it is appropriate a proper system to be followed. You observe from the above picture, the suggestion box is located in a place where anybody who visits to the institution will be able to notice it instantly. It has given an attractive look. It motivates to make suggestions, complaints, and accusations according to the location and attractiveness of the suggestion box.

The key of the suggestion box must be kept with the Head of the Institution or otherwise with a representative of the Institution Head. It is appropriate to mention date on which the suggestion box is opened and also who will open it. It is useful to record in a register the suggestions or complaints received. It is also important to locate it in a place where anybody can reach it.

*"Do not forget, if your problems are severe, you have to raise your enthusiasm too."*

## **Usage of your Telephone**

There are so many misunderstandings take place in a telephone conversation between the receiver of the call and the person who takes the call. Specially as a result of correct information is not passed, time, money and labour are wasted. This situation generates losses to all parties. Suppose a caller asks a telephone number of co-worker in the same office. Then the receiver of the call is distressed. He wastes his time searching the telephone number in his wallet or asking from somebody else. It is a minor incident. But as a result, both the receiver of the call as well as caller waste their time, money and labour.

There must be a list of telephone numbers of important people close to the telephone in an institution is a solution for this problem. In this list you must have office numbers, staff of the institution and branches, land numbers as well as mobile numbers then telephone numbers of hospitals, Schools, religious places, police and main private companies. You can use different colours for identification. Through this, you can avoid confusion and wastage ( time, money and labour ). Following picture displays such a telephone numbers list close to the telephone. As such you can find the telephone number you need within few seconds.

\* \* \*

Another vital tip about your telephone. Are you always blubbering about high cost of your telephone bill ? Don't you think of a way to decrease it ? This is an opportunity for it.

Take a telephone call to ascertain whether the number you want to dial is correct. If there is any doubt, check again. Otherwise you waste your time and money but also the person in the other end has to stop all his or her activities, wasting time and come to answer the telephone. Your call can be a nuisance to the person in the other end.

It is important to have a pen and a note book close to the telephone. Otherwise when there is a message from the other end, you will have to run here and there searching for a pen and paper. Will you realize that you waste your time and money in this manner?

Prior to taking a call be prepared. To whom you have to call ? Why should you call ? What are the reasons ? Think about few seconds of what you have to

tell the other person. Some people when they take a call discuss so many things about breakfast, lunch and the way the food is prepared etc etc. Otherwise they talk and talk until it comes to mind what has to be informed. Don't you think by that way not only you waste your time and money but also other person's time and money.

- Limit your telephone call to one minute. If you cannot comply with on the first occasion, at least try to limit it to three minutes. If you practice this method when you are taking calls, definitely you will be able to limit your call to one minute.
- Keep a small booklet for telephone numbers. Write the telephone numbers in alphabetical order. Then you can find the required number in few seconds.
- You can keep essential numbers enabling you to speed dial and by that way you can save your time. Write telephone numbers of Police Head Quarters, Fire Brigade, Hospital etc on big letters even for a small child to read them.
- When you want to take a call, if it is not necessary to call at the time, put off it to off peak hours or to a Sunday. By that way apply ways and means to reduce your telephone bill. Suppose you take a call to your home once a week. If you can take that call on a Sunday, it will help to reduce your telephone bill.

If you have been provided a telephone in your office, there are few things to be considered. When you speak over the telephone your voice portrays your personality. Your enthusiasm, honesty and politeness will have an effect on the other person. Following instructions are important to show your kindness and courteousness to the person in the other end.

- Voice must be clear and speak honestly and eloquently.
- Politeness and good manners are important, address people by their names, excuse for mistakes and delays, listen carefully and concentrate on your work and provide your services courteously.
- Start the call as planned, write the telephone numbers accurately, introduce yourself first, explain the reasons for call and disconnect the call politely.

- When you take a call, first introduce yourself. Reply all questions graciously and note down necessary things. If you have promised anything keep your promise.
- When answering a call, reply immediately and introduce yourself. Always offer to help. Take a message, name of the caller accurately and pass it to the relevant person as soon as possible.
- When there is a complaint, listen carefully. Emphasize your interest and understanding. Avoid allegations and note down cautiously.

***"Do not think of setbacks and failures of yesterday or in the past. Excited about the task ahead."***

## **Electricity Consumption**

When you purchase electrical devices for your home, you have to purchase only necessary appliances and also suitable ones for the members of the family. In some houses there are only four members. But they use a double door refrigerator. It will waste a lot of electrical units. There are various things to be considered when using a refrigerator. Do not open and close the door frequently. If the beading is damaged or run out, repair it immediately. If ice is amassed within the refrigerator, doors are not properly closed. You have to repair the beading.

There is another point to be considered. It is about your television. Correct television should be selected according to the size ( 10' X 12' ) of the sitting room of your house. Some people use 24" television for such a small house. This is utter wastage of electricity as well as money. It can also be harmful to the eyes. Think of a small room. Think of the quantity of watts in light bulb for such a room. You have to use a suitable light bulb. Some people put a 100 W bulb for a small room. You are wasting electricity. Use a fluorescent or CFL bulb for your sitting room and kitchen where always you need to light up. Through this, you can save energy. In the event ceiling of the house is high, you droop the bulb little downward. Through this, illumination will not be wasted. Painting your ceiling in colour white, you can amplify the glow.

Do you plug your Geyser to the current in all twenty four hours? Then what happens is water is heating and cooling continuously. Think the way electricity is wasted. About one or two hours before you want to take a bath, connect your Geyser to electricity. Again after the bath, disconnect the Geyser.

Do you boil full kettle of water in order to make a cup of tea ? Use only the quantity of water you need. By that way you can save electricity. You boil full kettle of water and make a cup of tea out of it and fritter away the balance. If you need again a cup of tea, you fill the kettle again with the remaining water and boil it again. Do you think about the wastage ? Don't you think it is better to add the remaining water to your filter or plask. Not only you, but teach this to your servant or servant woman too. When you minimize wastage, you save money and also resources of the country. It is a future investment too.

Think about the time you prepare your meals. It begins the preparing of food at about 9.00 a.m. if the family take their meals around 1.00 p.m. Is it not necessary to heat the food before eating? As a result you waste your time, nergy, gas and electricity. Then what you have to do is to prepare your meals just before consuming.

The other thing is the water motor fixed in your home. If it is larger than your requirement, you waste electricity. Look at it carefully. Look you have considered the distance between the well and your water tank and fixed the water motor. See whether there is any leaks in pipelines. Even if it is slight, result is wastage of electricity.

Further when you are washing your clothes in your washing machine, put only the required number of pieces. Do not put less or more clothes. Put only the required amount of soap powder. Use a small spoon in the bottle of Soap powder for that purpose. If you put more quantity of soap powder, clothes can be decayed quickly. When you add more soap powder, you need more water to remove soap from the clothes. Do you know you have to operate your washing machine number of times ? Think about some mistake you have made when operating the washing machine. Loses can be briefed as follows:

- When you put more soap powder, you waste them. It is a loss. Clothes are decayed.
- You have to use more water to wash away the soap powder. So it is waste of water.
- Your electricity bill will go up as you have to operate the wasing machine several times.
- You waste your valuable time and labour.

- It will reduce the usable duration of the washing machine.

You make mistakes due to number of reasons. See the damage caused by negligence and slip-ups. You have to think about losses caused when preparing meals in the kitchen. You will add coconut milk to reduce the taste of salt. Our housewives used to add coconut milk again when more chillie taste in curries. Think about the losses due to negligence. When you work, concentrate on your work to avoid mistakes.

## **Consumption of Electricity in a factory**

Electricity usage in a factory must be done with lot of care and attention. That is because lot of people make use of electricity in a factory. All must be trained to use the electricity minimizing wastage. It is important to select a person who has knowledge on electricity as the trainer.

You have to identify the places where electricity consumption is high and find solutions. As an example suppose there is a loose connection in a large switch. If that place is not connected properly again, it becomes hot. It is wastage of electricity. If it is too hot, there is the possibility of a fire in the factory. Do you know on such an occasion, KVA Meter of the factory is increasing? Do you know that you pay more or less Rs. 700.00 per KVA unit? Do you know it will increase more together with the taxes?

Look whether a Capacitor bank is fixed in your factory. If it is fixed, observe whether it is working properly. If you fix a capacitor bank in your factory, you can decrease 40% of your KVA units.

See whether electricity supply has been given to offices, homes and other places from extensive meter electricity supply provided to your factory. Factories are provided with electricity supply on different payment scheme. Killo Watt Hour meter has been fixed in factories and additionally Killo Watt Ampere meter is also fixed. If you have given electricity supply to other places from the factory all those bills will be charged according to factory payment scheme. Do you know you are paying unnecessary money through this way? Obtain electricity supply to offices, houses and secured places surrounding your factory on homes payment scheme. Eventhough you have to pay a lump sum, it would be beneficial on long run.

I thought of telling something about low quality cordages you have fixed for homes and offices around your factory. It is dangerous and also wastage of electricity.

It has become a habit sometimes machines of the factory are in operation, even though raw materials have not been inserted into the machines. This trend must be taken under control.

Be mindful when electricity supply is disconnected and when re-connecting, do not start all the machines together. Inform the way to restart the machines to workers as well as officers. Give a practical lesson to all displaying the way your KVA meter unit is increasing when you restart all the machines all together. An expert on the subject must be engaged to give these lessons. Always keep an experienced electrician in your factory. He will observe and identify the problems pertaining to electricity and find solutions in order to reduce the electricity bill.

Do you think of the electricity wastage due to negligence and as a result wastage of money? Forget about the money and think about the wastage of electricity units. Do you know that another person can use those units of electricity? Therefore it is your responsibility to use electricity cautiously as it is a national resource.

Suppose if a damaged one is caused to one of your motors due to high voltage. But the motor is functioning. Then repair it immediately. Otherwise there is the possibility of wastage of electricity. Further minor repair is not done promptly, there is the possibility of burning out the motor. It would be a great loss to you. Electrical appliances must be tested by an electrician at least once in six months. Through this you can minimize damages to machines and other equipments.

You have seen in some factories a lot of bulbs are lit through one switch. If one person is working in one place he or she needs only one bulb to be switched on. But that person will switch on a number of bulbs in order to find the correct bulb he needs. This is wastage of electricity units. You can minimize the wastage by using one switch for each bulb.

There are various bulbs and switches in an institution. Sometimes in one switch board there are several switch boards. As an example in an office, each clerk has a bulb over his table.

\* \* \*

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\* \* \*

All switches are switch on by the said person in one location in order to switch on one light. But need is only to switch on one bulb. After that the said person will switch off all the lights keeping only one. The said person has to suffer to carry out his duties and waste his time and electricity power and also causes financial losses to the institution. We have to realize the gravity of this situation. There is the possibility to do correctly what we need in few seconds. Colouring and numbering system can be introduced to switch boards. The other thing is all light bulbs could be seen near the switch board. Accordingly you have the possibility to switch on the correct bulb without difficulty. It gives you boost to your day to day activities.

When an office or home is designed, you have to make the plan to obtain full of natural light. In some institutions, windows are covered with cupboards. Then as there is no natural light, bulbs are lit in order to carry out the duties. This will increase your electricity bill. Another thing to mention here is unnecessary fans which are rotating all the time. There are instances where office is closed but the fans are working. What a utter wastage of electricity ? This is a point to be considered.

### **Using a vehicle**

Have you seen some people starting the vehicle as well as stopping it, tread the accelerator several times ? It is not necessary. You will not gain anything from that. It will cause losses to you due to waste of fuel.

Suppose if there is a small problem in the motor. If you are not doing the repairs instantly and postpone it, motor can break down. Until the repairs are done, vehicle could not be driven. You can save fuel too.

Some people when they go on shopping or going for duty, they forget to take necessary things. As a result you have to come back several times. It wastes your time and money.

Before you leave home, think few seconds of what you are going to do today. Remember to keep a small booklet. Keep few notes in the book about what you have to do. Then you can avoid negligence to a certain extent. Further you can divide your book into four sections as per the following diagram.

1	2
3	4

You can divide your diary also in the same manner. You have to write details under 1, 2, 3, 4.

### **No. 1**

You have to write urgent works which has to be done today itself under this column.

### **No. 2**

Not so urgent works to be written under this column.

### **No. 3**

Write other duties to be done today under this column.

### **No. 4**

Other duties to be done if time permits. ( to give a call to a friend etc )

Tools you need for services of your vehicle must not be shattered everywhere but keep a small box in a separate location in the garage. It will make it easy to do the services of your vehicle and also save your time.

\* \* \*

It is important and necessary to mark the areas where to park the vehicles within an institution. There must be parking areas reserved for vehicles belongs to the institution. It will ease the traffic jam within the institution and also displays orderliness of the institution. It is appropriate to have the number of the vehicle displayed in front of the parking area. This is a common practice to all organisations.

***"If a person admits mistake, it is bravery."***

### **Bed**

\* \* \*

This picture shows a bed which is fitting to increase productivity. There are four drawers fixed to the bed. Two small tables have been fixed to the bed in both sides. Two tables and four drawers can be pulled out or closed as and when necessary.

Reason behind to create such a bed is, in some homes we have seen, there are lot of junks such as old newspapers, boxes, pieces of iron are stacked under the bed. Therefore it is very difficult to sweep under the bed.

\* \* \*  
\* \* \*

Further, if you make such a bed, you can save money and space necessary for a cupboard. In this, drawers are fixed in one side and open them to put pillows, mats etc. From this, you can save money and also space of the room is also not impeded.

\* \* \*

*"Every end is a beginning"*

### **Rack fixed to Door**

\* \* \*

The above picture shows a rack fixed to back of the door and how to keep goods in it. After ironing clothes, they can be hanged in this manner in the rack as displayed in the picture. In the next shelf of the rack, you notice the shocks are folded in an orderly manner and kept. In the next layer of the rack, you can keep small things such as handkerchiefs, serviettes etc. In the three bottom shelves reserved for shoes, sandals etc which are used every day. All six shelves are inter connected and in one rack. Only four nails have been used to fix the rack to the door and as such no damage caused to the door.

### **Fancy goods holder**

\* \* \*

You can make a rack for fancy goods as displayed in the picture and by that way you can make your home nice-looking. Speciality of it is there is no much space is required. This is fine because it will not obstruct the way when you walk here and there in the room. As it is covered with a glass, anybody can observe it but cannot touch the goods.

## **04. Introduction of Standard circles.**

Several companies in Japan commenced productivity circles in early parts of 1960s. Mizuyama Career Equipment Circle started by Nippon Telegraph and Telephone Company is the first Standard Circle. This circle was registered in

May 1962 in Productivity Circles Registration Centre. First Productivity circle in USA was inaugurated in 1974 in Lockheed Missile and Astronaut Company.

At present Productivity circles have been started in USA, Canada, Taiwan, Singapore, India, Brazil, China, Philippines, Thailand, Malaysia, Sweden, Finland, Italy, France, Netherlands etc.

Any number of Productivity Circles can be operated in Government or Private sector production or services fields or in any organisation. It is not a novel idea to acquire the contribution from employees in order to reach targets of an organisation. This subject has been studied during number of decades by Socialists, Managers and Administrators. In these studies, importance was realized to give more responsibilities for workers, decision making opportunity to be vested with them in relevant fields, building cooperation among workers, increasing efficiency and productivity.

Productivity circles are a system to provide an opportunity for the workers to find solutions for their problems with regard to their duty in an organized manner. Concept of Productivity circle is based on providing solutions for financial and psychological needs, therefore you can create the idea to fit into any culture. There is no doubt that Sri Lankan workers who have inherited synchronization and high literacy rate, contribute to the productivity circles in a creative manner.

### **What is a Productivity Circle ?**

This means understanding the problems with regard to duties. Workers who come forward voluntarily and meet frequently as a small group ( 4 - 10 ) and discuss expenditure etc and **analysis the situation.**

### **Why is it necessary to increase productivity ?**

Man is engaged in certain tasks with a view to fulfill his necessities first, then to his family requirements and finally to do some service to his motherland. Accordingly through a Productivity Circle a person hopes to increase his productivity first and after that circle members to be benefited or otherwise it is not productive to continue the process. Therefore productivity must contribute to benefit of all, workers, managers of the institute and general public and if benefits goes to all three groups in that manner, concept can be useful and can be continued.

### **Reasons for failure of productivity**

1. No dedication from managers
2. No benefit to General Public.

It is necessary to have a vision on productivity. Until comprehension of this fact, there will be no understanding from workers, managers and general public on productivity. Two sides of productivity are as follows.

1. Participation management
2. Humane management

### **Participation management**

This is beneficial to workers, management and general public. Institute is benefited by cooperation of all and find solutions for problems.

### **Humane management**

Management should be an innovative activity of man. Human and physical resources are necessary in order to increase productivity. In productivity, man is recognized as an energy and not as a resource. This is beneficial to all three groups workers, managers and general public.

### **Benefits of Productivity circles**

1. Human Resources Development
2. Improvement in Creativity
3. Intelligence demeanor
4. Leadership training
5. Training to face hardships

### **Improvement in Creativity**

Skills and abilities hidden in man can be used for success with creativity. Skills of different people working in an institution can be directed to accrue benefits to the institution as well as to the general public.

### **Intelligence demeanor**

All 08 hours is dedicated to duties is intelligence at work.

### **Leadership Training**

Leadership training is provided by Productivity circles. Priority must be given to the leadership training.

Training to face hardships

It is natural for man to face different kind of problems in life. It is through Productivity Circles man is strengthened to face problems.

1. Ways and means to respect the man

- Keeping confidence
- Honouring ideas
- Honouring solutions
- Honouring participation.

The above facts are important for a manager. Keeping confidence, honouring ideas, honouring solutions and honoring participation, a manager can get the cooperation of all in order to make progress in his activities.

## **2. Workers' desirability**

As people are working to satisfy their needs and if their needs are fulfilled they will work willingly. If people work willingly, they dedicate themselves to the work and as a result success of the institution can be achieved. It must be considered that the environment is appropriate to build positive thoughts in workers.

## **3. Social and cultural changes**

## **4. Ways and means to develop skills and scientific knowledge**

- I. Technology to vibrate intelligence ( With regard to institutional problems )
- II. Deciding priorities of problems
- III. Development activities
- IV. Fit into changing environment
- V. Introducing new concepts and ideas
- VI. Introducing inventions
- VII. Introducing new changes
- VIII. Accomplishment of new changes
- IX. Productivity is based on organizational structure
- X. Through five fold concept paving the way for excellent structure

## **Technology to vibrate intelligence**

Technology to vibrate intelligence can be introduced as a way to induce creativity and skills in individuals. First environment changes are necessary to vibrate mind and intelligence to take out creative ideas and hidden talents. Vibrating intelligence is a system to understand institutional problems and to find solutions for them in a short period of time.

## **How to do the vibrating of intelligence ?**

This is a system to obtain more ideas from people in a short period of time. If Head of the Institution or the staff has no solution for a problem or they have no concern over it, you can get ideas from others to find a winning solution. As an example, when Kelani Vellye railway line was building, one worker who engaged in the same task gave an excellent idea to widen the railway line keeping two existing rails in the same manner and fixing another rail. This is the way to successful productivity.

## **Benefits of technology to vibrate intelligence**

- a) Technology of vibrating intelligence induce connection and contribution.
- b) Originate lot of ideas in short period of time.

## **Using technology to vibrate intelligence**

- I. To recognize problems
- II. To find out cause and effect
- III. To originate creative solutions

## **Profits of Productivity new achievements**

### **Quantity of Profits**

- I. Development of standards
- II. Increasing production
- III. Increasing efficiency
- IV. Reduce the absenteeism of workers

## **Responsibilities of Guard**

- I. Be an active member of operational committee
- II. Training of leaders and members of productivity circles
- III. Coordination of circles
- IV. Participation of circle meetings
- V. Be an advisor for circles
- VI. Developing the circle
- VII. Coordination between management and specialists to find solutions for problems

### **Responsibilities of leaders in circles**

- I. Responsibility of actions in circle
- II. Keep records on circle
- III. Obtaining necessary advise
- IV. Conducting meetings and avoiding stay away from targets
- V. Trying to recruit new members
- VI. Training new members

### **Responsibilities of Circle members**

- I. Participating in meetings on time
- II. Practicing technology which has been studied
- III. Strictly adhering to code of conduct
- IV. Implementing all policies.
- V. Expanding the circle

### **Problems to be faced at the time of starting circle**

- I. No proper understanding of the concept
- II. Members concern on problems in other fields
- III. Increasing objects and unrealistic expectations
- IV. No team work among members
- V. No appreciation and rewarding system

### **Problems crop up for circles**

- I. Circle is transform
- II. Spending more time after duty
- III. Idea that it is threat to the management
- IV. Idea that undue benefits would be accrued with skills

- V. Idea this is not relevant to our country.
- VI. Idea that it would be unsuccessful because this is connected with standardization.

*"All human values are originated from bravery."*

### **Steps of a vibrating intelligence session**

- I. Find out the problem or subject first
- II. Note down the subject. Leader should explain the selected subject in 2 - 3 minutes.
- III. Rearrange the problem as a statement
- IV. Vibrate intelligence in order to find out cause and effect
- V. Explain rules and regulations

### **What not to do in a session**

- Do not criticize
- Do not appreciate
- Do not judge
- Do not underestimate ideas of other
- Do not obstruct
- Do not allow for more details
- Do not lengthen the session ( Maximum time is 60 minutes )

### **What members should do**

- Smile and yell to encourage
- Allow for foolish and stupid ideas
- Allow for different ideas
- Allow to think freely

### **Session for encouraging**

- Start the session with introducing, encouraging and inducing desirability
- Record all ideas of members
- It is important to make known one idea of each member
- Appreciating ideas
- Bringing similar ideas together
- Removing crazy ideas
- Bringing best ideas together

## **Practical Problems**

Solving more than 80% problems, it is better to solve 20% and obtain 80% results.

Solving one or two important problems in an office, productivity can be increased. Therefore it is necessary to choose problems with solutions and problems without solutions.

## **Team Work**

1. Start a productivity circle
2. Appoint a Reporter
3. Appoint a Captain
4. Appoint a vice captain
5. Name the circle
6. Organize a Logo for the circle
7. Organize a motto for the circle
8. Vibrate intelligence and identify problems pertaining to duties
9. Analyse through marking system
10. Analyse through cause and effect
11. Identify most significant cause
12. Vibrate intelligence to find a solution for that cause
13. Produce the way of implementing the solutions.

*"Be happy to be alive"*

## **Introduction to implementation of Productivity Circle**

Always people who are working in institutions find way and means to increase productivity since any organisation exists because of its efficiency connected with productivity. Productivity circle is a concept in an institution to increase efficiency through corporate management. Therefore it is important to understand the way an institution works as every worker's maximum contribution is sought without concerning the designation.

## **What happens in a Circle meeting**

- ✓ Identifying a problem or difficulty in order to find a solution
- ✓ Training to analyse problems in an efficient manner

- ✓ Analysing of problems
- ✓ Recommendations for implementing solutions
- ✓ Forwarding completed projects to the management

### **Code of conduct for Circle meetings**

- ✓ Holding meetings without fail ( Eg. half an hour every week )
- ✓ Participation of all
- ✓ No one to overtake the other
- ✓ Be conversant and educate others.
- ✓ Ensure freedom of speech to members
- ✓ Listen carefully to proposals of other members in a disciplined manner

### **Note of Cause and effect**

- ✓ Identify the problem ( Vibrating intelligence session )
- ✓ Note down the problem ( tear off an office file )
- ✓ Identify the main causes

eg.

1. Man ( Private/other )
2. Machines ( vehicles/ road barriers)
3. Systems ( Time etc )
4. Raw-materials ( Can be environment ) etc

### **Other reasons**

- I. Vibrate intelligence to find out reasons
- II. Allow everybody to speak
- III. Forward all proposals

### **Finding out origin**

- A. Who ?
- B. What ?
- C. Whose ?
- D. When ?
- E. How ? etc.

## **Identify most effective reasons**

- I. Evaluate reasons
- II. Steer clear of unnecessary reasons
- III. Mark and frame main reasons

Identify main reasons and to find out most suitable reason vibrate intelligence again.

The problems identified in a Government organisation, office or another place.

1. Circle
2. Institution
3. Nation wide

Categorize problems which can be solved. Accordingly productivity circle must take steps to solve them first. Productivity program will decrease the activities of an office and not increase them. It will pave the way for developing efficiency and enhancing cooperation, harmony among workers and no doubt it will make your working environment enjoyable.

***"Until implementation, any decision is useless and empty."***







