

Management Development Programme



Achieving Service Excellence

November 29 - December 01, 2017

MDI Campus, Gurugram



MDI
GURGAON

Management
Development
Institute

Introduction

The simplest understanding of Service Excellence is the difference between customer's perceptions and his expectations. As customer expectations expand and as product offerings hardly differ from each other, service excellence has gained in importance as a means of enhancing customer loyalty. Service excellence occurs when customers perceive that a service exceeds their previous expectations. Such a surprising experience initiates arousal, which results in pleasure and ultimately customer delight. Delight as an emotional response can strengthen a customer's commitment to a service provider, possibly leading to increased and persistent levels of loyalty and repurchase intentions.

Objectives

The objective(s) of this three day programme on Achieving Service Excellence aims to build capacity of the nominee organizations in:-

- Appreciating the elements of Service Excellence and adapting it in their business models
- This should create a Win-Win situation for both employees and customers

Contents

The interactive sessions will be organized around the following topics;

- Brand Management
- Product versus Service; Where is the Offering
- Building Blocks of Service Excellence: Customer Expectations
- Blueprinting the Service Design
- The Role of Digital Media in Service Excellence
- Effective Complaint and Recovery Systems
- Return on Investment

Pedagogy

The programme will be conducted on a hands-on mode, through role-plays, video analyses, group discussions, case studies and simulation exercises. Select background readings will supplement these.

Who should attend?

The course is designed for all functions in a hospital; Medical and Paramedical staff, Administration, IT and Finance departments especially people with 3-5 years of experience in mid careers and decision making roles.

Venue & Duration:

The programme is scheduled during November 29- December 01, 2017 on residential basis at MDI Campus, Mehrauli Road, Sukhrali, Gurugram. Accommodation for participants would be available at MDI Campus from the noon of November 28, 2017 to the forenoon of December 02, 2017.

Discount Policy

With a view to our long term relationship with your esteemed organization, we are pleased to introduce the discount policy in a particular programme. The discount will be observed in the following conditions:

1. 10% Discount against 3-5 nominations
2. 20% Discount against more than 5 nominations

Registration & Fees

Participants should be nominated by their organizations. The enclosed nomination form should be completed and returned with all the details.

The fee of the program is **Rs. 36,000/- (Rupees Thirty Six Thousand only)** per participant which includes professional fee and all charges for lodging and boarding and supply of course materials. **GST as applicable will be charged extra in addition to the programme fee.** Payment should be made by a crossed Demand Draft/Cheque/NEFT/RTGS in favour of "Management Development Institute, Gurugram (Haryana)", and send to the Chief Administrative Officer (Programmes), Management Development Institute, Sukhrali, Mehrauli Road, Sector-17, Gurugram 122001, Haryana, INDIA.

Important Dates

The last date for receipt of nominations is November 20, 2017. The last date for withdrawal of nominations is November 22, 2017. Any withdrawal received after this date will be subject to deduction as per the Institute's rules. However, substitution may be permitted.

Nominating organizations are advised to await confirmation of acceptance of nominations(s) before sending the participants to the programme venue.

Enquiry

For any Additional information / enquiry, please write to:

Chief Administrative Officer (Programmes),
Management Development Institute,

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Faculty Profile

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Assistant Professor, Marketing

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Dr. Ritu Srivastava holds a Ph.D. in Marketing Management from Lucknow University (2005) with a research, industry and teaching experience of 15+ years. As a management practitioner Dr. Srivastava has been working and researching closely the Indian services sector including Telecom, Banking and Retailing across marketing functions including Communication Strategies. Her latest research work revolves around the Indian Consumer in a changed shopping context and Mall Management. The core of Dr. Srivastava's work centers around the industry with the firm belief that management education at all levels has to be absorbed by the industry. Her research ideas have been appreciated at national and international marketing conferences. Her paper was adjudged the "Best Paper" at the International Marketing Conference at Fore School of Management, November 2013 and Pantnagar, College of Agribusiness Management, March 2004. She has been involved with training various organizations such as BEL, DST, DGET, DGR and Vodafone. Dr. Srivastava is actively involved in case development.

Dr. Kirti Sharma

Assistant Professor, Marketing

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Dr. Kirti Sharma holds a Ph.D in Marketing Management, Masters in Marketing Technology (with distinction) and Bachelors' in Science from Kurukshetra University, Kurukshetra, India.

She has an experience of around 17 years. Before joining academics she has worked in companies like Cipla limited, Thompson Consumer Electronics and Oracle partners viz. SQL Star Intl. Ltd. For close to 4 years. She has been in academics for around 13 years now. She primarily does her research in the field of consumer behavior. She has published papers in maternal health and health information seeking behavior. She has been keenly involved in research centered around healthcare services. She has published cases with Richard IVEY publishing. Currently she is involved in research related to patient-doctor's communication, healthcare service quality and patient information seeking. She has conducted training programmes for companies like BPCL, PNB, Engineers India Limited, Jindal Stainless, BSES, Indian Forest Services, HPCL, Greenply Industries, Mother Dairy, Cannon India, Department of Science and Technology, LIC of India etc.



About MDI

The Management Development Institute (MDI) was established in 1973 with the active support of IFCI following an initial grant received from KFW West Germany. The Institute soon established itself as one of the earliest centers for continuing education in India.

As an endorsement of its front runner position in the field of Post Graduate Education in Management in India, MDI's PGPM (a two-year full time MBA equivalent program) has been awarded "A" Grade by the National Board of Accreditation of All India Council for Technical Education (AICTE). Various surveys have ranked MDI among the top B-schools of the Country. The MDI is the first Indian B-school with Global accreditation AMBA-Association of MBAs, UK. The education programs comprise of two-year full-time PGPM, PGP- HR, PGP-IM, 15-month Executive PGDBM, three-year Executive Management Program, Doctoral level FPM I EFPM, Post Graduate Program in Energy Management, and PG Diploma in Public Policy and Management. In addition to its academic programs, MDI has been a pioneer as well as a market leader in the area of continuing education in management. With over 43 years in this field, MDI conducts nearly 200 weeks of intensive short-term training programs each year, aimed at executives and managers from industry. Over 3000 managers participate in these programs each year. These include open programs, as well as customized organization specific training modules. The approach integrates latest knowledge with best practices through integrated business school activities enabling organizations in pursuit of excellence'.

MDI offers consulting services in the different functional areas of management. The driving force at MDI is a dedicated team of distinguished faculty who has extensive experience and expertise in diverse fields. Over the years, there has been distinctive shift in emphasis from helping design and implement policies, systems and processes in functional domains to cross-functional domains. The institute is recognized by the industry (public and private), Central and State governments, and NGOs and is known for providing quality services to its clients. MDI always strives to provide high quality, cost-effective and timely services to the clients. It has remained contemporary through its primary focus on research, adapting to change and developing innovative strategies to facilitate the process of change in the dynamic business environment. The institute's clients say that it has been able to add value to them by bringing in a strong cross-functional emphasis in their approach to carry out business.

As part of its strong research focus, MDI supports the following research initiatives:

- Centre for Supply Chain Management
- Centre for Excellence in Information Management
- Centre for Entrepreneurship
- Centre for Transformational Leadership
- Centre for Corporate Governance
- Centre for Responsible Business
- Centre for Positive Scholarship

MDI maintains high level of academic excellence in management. It has over 80 full-time faculties who have several years of

experience having worked at senior positions in the industry. The faculty is thus able to deliver a healthy mix of practical insights and academic rigor in the classroom. MDI also has strong links with leading international B-schools. This aids in delivering a globalized management curriculum. As part of the global initiatives, student and faculty exchanges go on regularly. Joint research projects are also undertaken. Above all, MDI has a well developed state-of-the-art infrastructure, which includes a library with a collection of over 60,000 volumes, and online access to international journals, a computer center with over 500 PCs, air conditioned lecture halls and syndicate rooms, besides a host of other recreational facilities.

MDI's International Partners

MDI has active linkages with McGill University Canada, University of Waterloo, Waterloo, School of Public Policy, George Mason University USA, University of Connecticut, USA, Cambridge College, Massachusetts, USA, DeGroote School of Business, McMaster University Canada, Robert H. Smith School of Business, University of Maryland, USA, Marquette University Wisconsin, USA, Bentley College, USA, The University of North Carolina, Kenan-Flagler Business School, Chapel Hill, USA, North Carolina State University Raleigh, North Carolina, USA, ESCP-EAP, France, EOHEC Business School, France, The Institute d'Etudes Politiques de Paris (Sciences-Po), IAE Aix-en Provence, France, Total Professors Association (TPA), Paris, Grenoble Ecole de Management, Grenoble, Bergische Universität Wuppertal, Wuppertal, HHL Leipzig Graduate School of Management, Leipzig, International University in Germany, Bruchsal, European Business School - Oestrich-Winkel, Frankfurt School of Finance & Management, Frankfurt, Vienna University of Eco. & Business Administration, Austria, Copenhagen Business School, Denmark, Aarhus School of Business, Denmark, Solvay Business School, Brussels, The Faculty of Applied Economics, University of Antwerp, Belgium, BI Norwegian School of Management, Norway, Unlversua Carlo Cattaneo. (LIUC), Italy, Bocconi University Milano, Warsaw School of Economics. Poland, Graduate School of Business Economics, Higher School of International Commerce and Finance (WSHiFM), Warsaw, Middlesex University London, UK, School of Management, Asian Institute of Technology, Thailand, Queensland University of Technology Brisbane, University of the Free State, Bloemfontein, University of Otago, Dunedin, Leon Recanati Graduate School of Business Administration, LAHAV Executive Education Centre, Faculty of Management, Tel-Aviv University, Tel-Aviv, Israel, University of Tampere, Finland, Lahore University of Management Sciences (WMS), Pakistan, RSM Erasmus University Rotterdam, Athens University of Economics and Business, Athens, Moscow International Higher Business School "MIRBIS", Moscow, Huazhong University of Science and Technology (RUST), School of Management, China. These linkages operate in the domains of exchange of students, faculty and knowledge. Some executive education programs are co-designed and delivered along with our partners. MDI now has developed a new niche market for foreign institutions in conducting international executive development programs at MDI campus.



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