



Confederation of Indian Industry



## Leverage HRD System for Talents:

ISO 10015+ the next generation HRD management system

'The quality of a company's human capital is quintessential to ensure long-term competitive advantage and survival in today's global economy. In a knowledge-based economy, training is "mission-critical" to develop and maintain high levels of human capital.'

*Academy for Quality in Training & Education, 2004*

### Programme Overview

Due to rapid business growth and accelerated staff attrition in India, the demand for effective HRD system and results based training service in Indian companies has greatly accelerated pushing the existing training systems and HRD functions close to their limits. This situation calls for the development and installation of the next generation of HRD management and in-service training systems.

A well functioning enterprise training management system is a key instrument for companies to ensure: 1) uninterrupted high levels of performance despite staff turnover, 2) sustained employee productivity over time, and 3) rapid diffusion of learning in the workplace which leads to continuous improvement and innovation. In addition, training can also be used effectively to foster organisational commitment and a sense of belonging.

*How to install intelligent HRD/training management system based on ISO 10015 Standard is the theme of this workshop.*

This ISO 10015+ workshop is a foundation workshop of AdeQuaTE®, a Geneva based quality management and organisational learning institute. It is based on action learning principles and uses a mixture of lecturing, exercises, group discussion, case study and a company example to understand in depth how to manage the key performance tasks and ROI of the corporate training function in India.

## Programme Objectives

This HRD version 2 workshop intends to achieve the following:

- To equip senior executives with basic understanding and knowledge of the next generation HRD system management tool;
- To provide senior executives with information of the basic tenants of ISO 10015 Quality Standard and its application to corporate environment;
- To present information on ways and means to achieve a certified ISO 10015+ system, a label indicating verified excellence of quality standards of in-service training systems;
- To share corporate experience in using ISO 10015+ system in India.

## Programme Duration

A one-day workshop on 14th August 2008, Delhi.

## Programme Agenda

Timing	Topic	Learning Objectives	Duration
9.00 - 12.30	<ol style="list-style-type: none"> <li>1. Why next generation HRD system is necessary?</li> <li>2. What are the emerging demands on the current HRD system and practices? Results based success criteria.</li> <li>3. What could be the next generation HRD/training system - seeing from the ISO 10015+ perspective?</li> </ol>	<ul style="list-style-type: none"> <li>▪ To place training in the context of corporate adaptation and sustainable development in a competitive global market;</li> <li>▪ To review the landscape of training function within different corporate contexts;</li> <li>▪ To examine the success criteria increasing put on the HRD executives and the system;</li> <li>▪ To review ISO 10015:1999 Standard</li> </ul>	3.5 hours

14.00 - 17.30	<ol style="list-style-type: none"> <li>1. What is ISO 10015+?</li> <li>2. How to develop the organisational infrastructure to support this next generation HRD/training management system?</li> <li>3. Why should company go for certification - from an organisational learning point of view? A case story.</li> <li>4. How to start the ISO 10015+ certification process?</li> </ol>	<ul style="list-style-type: none"> <li>▪ To review the key elements of ISO 10015;</li> <li>▪ To highlight the specific features of the ISO 10015+ requirements and pathway from version 1 to version 2;</li> <li>▪ To identify potential bottlenecks in making this strategic pathway from training administration to OD;</li> <li>▪ To review an example from India in achieving ISO10015+ certification;</li> <li>▪ To gain information on the ISO10015+ certification requirements and steps.</li> </ul>	3.5 hours
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## Learning Outcome and Benefits

- 🌍 Participants will gain knowledge on how to develop the next generation HRD and training management system.
- 🌍 Participants will become familiar with ISO 10015 standard and ISO10015+ certification requirements.
- 🌍 Participants will obtain information on how to assess their own HRD and training system.
- 🌍 Participants will hear about the case of an Indian company using an ISO 10015+ system to manage its training investment portfolio.
- 🌍 Participants will be informed of the steps in acquiring ISO 10015+ certification and the building blocks in achieving this distinction.

## Participants

This ISO 10015+ Workshop has been designed to address the needs of business executives in sustaining talents within their own corporation through effective management of T&D function and its *training investment portfolio*, and is particularly beneficial for:

- 🌍 Vice Presidents, Directors and Managers of HR, Training, Quality Systems, Organisation Development, Knowledge and Performance Management and Finance.
- 🌍 Organisation leaders in charge of talent management

- Organisation Development (OD) and Organisation Effectiveness (OE) practitioners
- HR professionals and generalists looking to expand their knowledge of HRD and quality assurance

It would be most effective for a participating company to send a small cohort of 3 executives/managers to initiate a transformation process once returned to the corporate environment. It is suggested that business executives who could be important sponsor of this transformation process to install the 2<sup>nd</sup> Generation of HRD system be part of the team.

## Programme Instructor/Facilitator

### Dr. Lichia Yiu

*Registered Lead Auditor for ISO 10015+ (since2003)*  
*Visiting Professor, Organisational Diagnosis &*  
*Perforamnce Management, National Taiwan University*  
*of Science & Technology*



Lichia is the President of Academy for Quality in Training and Education (AdeQuaTE®) in Geneva, Switzerland; Co-founder of Organisational Consultants Ltd, Hong Kong; Visiting professor at different universities; Consultant in organization development for 3M, BASF, Motorola Daimler-Benz, TCE, BNP Paribas; Lead Auditor for ISO 10015+ certification at Haier Group Company, Shanghai Telecom, Jiangwei Automobile and pre-audits in different MNCs in Switzerland and N. America.

Lichia has authored numerous articles, books; chaired international conferences and served on committees of academic organizations. She is an executive member of the Academy of Management (Management Education and Development Division) and long-term member of the International Association of Institutes and Schools of Administration.

### Dr. Raymond Saner

*Registered Lead Auditor for ISO 10015+ (since2003)*  
*Swiss delegate to the ISO TC176, WG4 for ISO 10015*  
*Professor, Organisation & International Management, Basle University*



Raymond is a Director of the Centre for Socio-Eco-Nomic Development, a NGRDO (Non Governmental Research & Development Organisation) based in Geneva, Switzerland since 1993 specialising in socio-economic research, reform of the public sector, capacity building for trade and development and quality assurance and evaluation of training & development. Raymond also teaches at the Centre of Economics and Business Administration at the

University of Basle, Switzerland since 1988, has been visiting professor to INSEAD in Paris and has authored numerous articles and books on management development, training and organisation development.

Raymond has 20 years of experience as a trainer and consultant. He has worked as a consultant to the United Nations and its specialized agencies and other intergovernmental organizations as well as for multinational companies and enterprises in developed, developing and transition economies. He is an active member of the Academy of Management, the International Institute of Administrative Sciences and the Society for the Advancement of Socio-Economics. He has also organised international research on the efficiency and effectiveness of in-service training and published several articles and books on quality assurance and training.

### **About AdeQuaTE®**



The Academy for Quality in Training is a division of CSEND with the mandate to provide ISO 10015+ certification and registration services. It conducts training workshops for ISO auditors and HR professionals on introductory and advanced professional development programmes. ([www.AdeQuaTE.org](http://www.AdeQuaTE.org))