



SHAMKRIS TRAINING ACADEMY

B-001,Western Edge – II ,Western Express Highway, Boriwali ,(W), Mumbai-400 066

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I have great pleasure in introducing myself as principal Thought Leader from **Shamkris Training Academy**, a firm Dedicated to External Excellence & perseverance in the field of Quality Systems, Productivity improvements and the food industry. We help to ignite the flame of thoughts in people and companies. This is primarily done through Trainings that I provide specially in the areas of Quality system, Productivity improvements and food industry. Trainings can be provided in Hindi and English from levels of 'shop' floor to 'top' floor. Other activities include System Audits and certification Consultancy.

At **Shamkris Training Academy**, We HOPE- i.e. Help Other Pursue Excellence through our focused trainings. We also help companies generate IDEAS i.e. Individuals Dedicated to Excellence & Achievements. These IDEAS enable the companies to GROW i.e. Get Return On Work done.

Following are some Popular Trainings provided by me:

1. Introduction to Lean Management
2. Thinking Production Systems
3. Complaint Handling for Positive Outcomes
4. 5S – 1 day for worker & 2 days for managers
5. 7Ws
6. Effective communication
7. Stress Management
8. Change Management
9. Kaizen & Quality Circles
10. Problem Solving – RCA
11. Application of QMPs in routine activities for managers -1day
12. Six Thinking Hats for senior management (Creative Thinking)
13. Mind Mapping
14. Mind Power Workshops
15. Etc.....

Some of the companies who have availed of my services are:

1. ABHISEK ENTERPRISES
2. TALOJA CETP CO-OP. SOCIETY LTD.
3. GOLDEN LIFE AGRO INDIA LTD
4. BIO WHITEGOLD INDUSTRIES LTD
5. INDIAN OIL CORPORATION LTD
6. SHREYSTH PRODUCTION INDUSTRIES LTD
7. SAOJI PRATISHTHAN AND RESEARCH CENTRE
8. RAMANA ACADEMY OF MARITIME STUDIES
9. ASIAN BUSINESS EXHIBITIONS & CONFERENCES LTD
10. TAJ FROZEN FOODS (I) LTD
11. PIONEER POWER INTERNATIONAL
12. INTEGRON PROPERTY MANAGEMENT SERVICES PVT. LTD.
13. D.C.ENGINEERS PVT. LTD.
14. S. N. BHOBE & ASSOCIATES PVT. LTD.
15. IMMOVABLE PROPERTY & SAFETY AGENCY

Shyam Sharma
Principal Trainer
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Training Program

sr.no.	Program	Duration
Quality System		
1	QMS Fundamentals & Understanding the requirements	4 days
2	Internal Audit –ISO 9001	2 days
3	Awareness of ISO 9000:2005 for Executive managers	2 days
4	Process Approach & Continual Improvement	1 day
5	Application of 8 Quality Management Principals	1 day
6	Basics of Good Documentation	1 day
7	Orientation in ISO 9001:2008	1 day
8	Orientation in ISO 17025:2005	2 days
9	Orientation in ISO 22000:2005	1 day
10	Orientation in ISO 14001:2004	1 day
11	Orientation in ISO OSHAS 18001	1 day
12	Orientation in IMS	1 day
13	Orientation in BCMS	1 day
14	Orientation in BSEN 16001:2009	1 day
Productivity Improvement		
1	5 S & 7 W	2 days
2	Inspection of Incoming Goods	1 day
3	Stress Management	1 day
4	SPC Awareness	1 day
5	7 QC tools	1 day
6	Introduction to FMEA	1 day
7	Kaizen	1 day
8	Kanban	1 day
9	TPM	1 day
10	Six Sigma-Champion and Green Belt	1 day
11	Change Management	1 day
12	Diagnosing organizational Effectiveness	1 day
13	Creating a good to Great Organization	1 day
14	Industrial Safety	1 day
15	Plant Layout and Material handling	1 day
16	High performance Leadership	1 day

17	Calibration techniques	1 day
18	Communication Skills	1 day
19	Process Capability Studies	1 day
20	Root Cause Analysis	1 day
21	Customer Complaint Handling	1 day
22	Identification & Traceability	1 day
23	Recalls	1 day
24	Customer Complaint Handling, Identification & Traceability and Recall	1 day
25	Time Management	1 day
26	Lean Management	1 day
27	TPS	1 day
28	Buyer Management	1 day
29	ISO 22000 RABQSA/IRCA APPROVED COURSE	5 day
30	ISO 9001 RABQSA/IRCA APPROVED COURSE	5 day
31	ISO 14001 RABQSA/IEMA APPROVED COURSE	5 day
32	ISO 27001 RABQSA/IRCA APPROVED COURSE	5 day
33	ISO 18001 IRCA APPROVED COURSE	5day/3day
34	Combied ISO 9001/14001/18001 RABQSA APPROVED COURSE	6 day
35	Combied ISO 9001/14001/18001 RABQSA APPROVED COURSE	6 day
36	NEBOSH IGC	12 day
37	First Aid	1 day
38	Safety courses on more than 80 topics industry specific per topic	1 day
39	Lean Six Sigma Green Belt	2 day
40	Lean Six Sigma Black Belt	4 day
41	Hi Impact Leadership	3 day
42	Public Speaking	2 day
43	Master Selling Skills & Customer service Excellence	2 day
44	Diploma In health & Safety	6 months
45	Diploma In All ISO (QMS/EMS/OHSAS/ISMS/ITSM/Enms)	12 months



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Training Program

Sr.no.	Program	Duration
	Food Industry	
1	GMP & SSOPs – Managers & Workers	2 days
2	Food Safety Works-Workers Personal hygiene-Food & Temps Cleaning vs Sanitising	1 day
3	Food –borne illness – causes-Workers Food illness-Clean-Separate –Cook Chill-Avoid-Keep or toss	1 day
4	Cross Contamination – Managers & Workers	1 day
5	Inspecting Incoming Food Materials -Managers	1 day
6	Food Hygiene – Managers Micro-Organism facts-Bacteria growth requirements-Food poisoning bacteria facts-Cross contamination & personal hygiene –pest fact – Effective cleaning & disinfection –Hazard analysis – Keeping food cool –food labeling- preserving food –using microwave ovens	2 days
7	Food Safety Matters- Managers Food Poisoning –Types of food contamination – food poisoning factors-Strategies to prevent food poisoning	1 day
8	Level 1 (Stage I & II),Level 2 & Level 3 for for Food Handlers	1 day each
9	Foodborne Illnesses	1 day
10	Internal HACCP/FSMS Audit-Managers	2 days
11	Integrated Pest Management -Managers	1 day
12	HACCP –Management & Managers	5 days

13	Orientation in ISO 22000:2005	1 day
14	FSMS-Understanding the Requirements	6 days
15	GMP Awareness for Pharma Industry	1 day
16	HACCP Awareness	1 day
17	FSMS Awareness	1 day
18	Clean Milk Production	1 day
19	Management & Economics of Dairy Farming	2 days
20	On –farm Food Safety Programmes for Agriculture	3 days
21	GLOBAL GAP Awareness	1 day

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Complaint handling for positive outcomes – Training Modules

Sr. no.	Modules	Objectives	Duration in Hrs.
1	In the customer's shoes	It enables experienced members of staff to review their personal performance and share their experience ,and encourages more recently appointed staff to consider the impact their performance can have on the customer.	03:25
2	Why do customers complain?	It enables experienced members of staff to review their personal performance and share their experience, and more recently appointed staff to consider the impact their performance can have on the customer.	04:10
3	What unhappy customers say and do-and what they want from you!	TO help participants focus on the reasons why customers complain, highlighting the fact that it's usually the little things that tip the balance.	03:25
4	Making it easier for customers to complain	Whether face-to-face or on the telephone it is particularly useful to involve staff working in operational functions so as to get a good cross-section of input when considering new ideas for company processes in this area.	03:00
5	Complaints into compliments	To enable participants with a seven-step formula for effective complaint handling, whether on the telephone or face to face, and to give them the opportunity to practice the techniques in	03:00

		a 'safe' environment.	
6	Skills and techniques for managing dissatisfied customers	To help participants use the most appropriate behaviours when dealing with dissatisfied customers, and highlights the impact of these behaviours along with the ultimate benefit to the business.	04:00
7	Different types of behaviour and how to respond	To enable participants to look at the importance of remaining assertive in difficult situations and the positive outcome this can achieve.	03:00
8	Dealing positively with written complaints	To show participants the basic skill of constructing effective letters in response to customer complaints, taking into account factors that might be influencing how the customer is feeling at that point in time.	03:15
9	Dealing positively with written complaints	To help participants to look at the basic telephone skills of building rapport and effective listening in relation to complaints, and to deal with 'challenging' callers and their sometimes difficult behavior	03:45
10	Handling personal criticism	To help participants maintain personal motivation when dealing with complaints, and to deal with 'challenging' callers and their sometimes difficult behavior.	03:10
11	Complaints, service recovery and continuous improvement	To encourage participants to consider the impact of their behavior on how the customers view the organization, and therefore, how they personally have an impact on the overall business performance in the future.	02:40
12	Assess, develop and refine your complaint handling strategy	To provide participants with an opportunity to consider the effectiveness of current complaints processes, taking customer needs into account, and to devise an action plan for improving their existing system.	03:55
13	Developing and maintaining a complaint – friendly culture	To enable participants to examine the behaviors required to promote effective complaint handling and to look at ways to ensure they are consistently demonstrated within the organization. It is appropriate for line managers to attend with their reports so that the messages are consistent in relation to what behaviors are desirable and how they will work together to make them happen back at the workplace. This may, however, be a challenge to participants openness in the 'Roadblocks', and Getting rid of roadblocks' exercises and, therefore, it might be appropriate for managers to leave during this session and return to hear the results of the action planning session. Alternatively, if there are three or more managers present, they could work together as a separate group.	03:45

14	Effective Ways to measure and manage complaints and turn them into profit	This training resources is intended for use by trainers to introduce participants to the key stages in the process of measuring and analyzing various sources of complaint data, looking at both problem prevention and continuous improvement.	02:55
15	Compensation	To help participants examine the issue of compensation from both business and customer viewpoints, suggesting ways to achieve win –win situations, whilst focusing on the bottom line business performance of the organization.	02:30
16	The ‘one team’ approach	To help participants ensure that information provided to the organization from complaints reaches the right hands, and preventative action is taken.	02:55
17	The manager as role model	To help participants look at way of ensuring that their people are following appropriate behaviours , which are consistently reinforcing the positive way the company deals with its customers. It is also appropriate for those aspiring to lead a team in the near future. It is used to its highest benefit when all levels of management attend because this promotes a consistency of behavior throughout the organization.	03:50
18	Coaching for effective complaint	To provide participants with a framework to encourage performance of a required standard, in order that managers can coach their staff towards higher performance on an ongoing basis.	04:55
19	Complaint handling – You can do it	To help participants consider some of the important factors in developing greater resilience and to plan to improve it still further.	02:15

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