

“A STUDY ON PRODUCTION AND OPERATIONS AT TELEPERFORMANCE GLOBAL SERVICES PRIVATE LIMITED”

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Abstract

The very essence of any business is to cater needs of customer by providing services and goods, and in process create value for customers and solve their problems. Production and operations management talks about applying business organization and management concepts in creation of goods and services.

Production is a scientific process which involves transformation of raw material (input) into desired product or service (output) by adding economic value. Production/Operation management is the process which combines and transforms various resources used in the production/operation subsystem of the organization into value added products/services in a controlled manner as per the policies of the organization.

Productivity is a relationship between the output (product/service) and input (resources consumed in providing them) of a business system. The ratio of aggregate output to the aggregate input is called productivity.

Operations management is sufficiently entwined with a couple of terms which have managed to catch the fancy of almost every multi-national corporation out there: supply chain management and logistics.

Keywords:-Production and Operations, Teleperformance Global Services

INTRODUCTION

Production and Operations of a company

Production and operations management is the process of turning an organization's resources into goods and services. Production management relates to the activities around creating products. Operations management has to do with the production and delivery of products and services.

Operations and production management is a field of business concerned with designing, planning, and controlling an organisation's operations. It includes managing raw materials, human resources, and equipment.

ABOUT THE COMPANY

Teleperformance is a global digital business services company. Teleperformance Global Services Private Limited is an unlisted private company incorporated on 17 April, 2001. Their global scale and local presence allow them to be a force of good in supporting their communities, their clients, and the environment.

It is classified as a private limited company and is located in Mumbai City, Maharashtra. It's authorized share capital is INR 189.47 cr and the total paid-up capital is INR 90.73 cr.

Teleperformance Global Services's operating revenues range is Over INR 500 cr for the financial year ending on 31 March, 2023.

The company is a service provider of contact centre management, transaction processing & finance & accounting services. The current status of Teleperformance Global Services Private Limited is - Active.

The last reported AGM (Annual General Meeting) of Teleperformance Global Services Private Limited, per records, was held on 10 August, 2023. Teleperformance Global Services Private Limited has five directors - Bhupender Singh, Olivier Claude Jean Rigaudy, and others.

PREVIOUS NAMES:-

1. INTELENET GLOBAL SERVICES PRIVATE LIMITED
2. SERCO BPO PRIVATE LIMITED
3. VOICE DATA MANAGEMENT PRIVATE LIMITED

LITERATURE REVIEW

1. Production And Operations Management: An Applied Modern Approach (John Wiley & Sons, 06-Mar-200)

This book explains why operations management tools are critical and how to successfully use them. Over 200 examples from real companies show how non operations professionals are using operations management concepts daily. It also introduces operations strategy early and often throughout to show how operational decisions are crucial to developing and executing a company's overall strategy. · Production Systems and Operations Management. Operations Strategy· Tours of Operations· Forecasting· Capacity Planning and Facility Location· Selecting the Process Structure and Technology· The Quality Management System· Aggregate Planning· Managing Materials with Dependent Demands· Operations and Personnel Scheduling· Project Planning and Scheduling

2. International Handbook Of Production And Operations Management (Published by Cassell Educational Ltd., London, 1989)

In this volume, international experts in the field of production and operations management provide reviews and illustrations of principle areas relating to POM. They cover modern developments, new technologies and new approaches to the subject, as well as providing reviews of current practice and proposals for improvements in procedures and practice in the area.

3. Production and Operations Management Systems - Gupta, Sushil, Starr, Martin. (Published by CRC Press, 2014)

Since the beginning of mankind on Earth, if the "busyness" process was successful, then some form of benefit sustained it. The fundamentals are obvious: get the right inputs (materials, labor, money, and ideas); transform them into highly demanded, quality outputs; and make it available in time to the end consumer. Illustrating how operations relate to the rest of the organization, Production and Operations Management Systems provides an understanding of the production and operations management (P/OM) functions as well as the processes of goods and service producers.

4. Production and Operation Management (Dr. M.K. Rastogi)

The book Production and Operation Management is an attempt to intend an easy approach to the contemporary International Financial Management. This book is designed to serve as an introduction to the study of International Financial Management for students and managers and provide an overview of the financial environment in which international firms operate. This will also help those students seeking a career in the world of International Financial Management by getting equipped with the relationship between theoretical determination and realities of International Financial Management.

OBJECTIVES OF THE PROPOSED STUDY

The Project Work has certain objectives behind it. Without proper objective one cannot plan its implementation.

The current STUDY was undertaken to achieve the following stated objectives:-

1. To obtain knowledge and understanding of technical and operational aspects of the organization.
2. To be aware of the various production and operations carried out in an organization.

Some of the important objectives of production/operations management are : -

- (i) Maximum customer satisfaction through quality, reliability, cost and delivery time.
- (ii) Minimum scrap/rework resulting in better product quality.
- (iii) Minimum possible inventory levels
- (iv) To produce goods and services of the right quality, right quantity, at the right time and at minimum cost.
- (v) To ensure that these resources and strategies are used effectively and efficiently to meet the organisation's goals.

SCOPE AND LIMITATIONS

The scope of production management applies to directing, controlling, planning, and organizing production operations. This is the process that helps encourage raw material conversion into finished goods so clients can efficiently leverage them.

Whereas, the scope of operations is the range of activities that the operations team is responsible for. This is a key part of defining the operations department's goals and objectives.

Various scopes of the Production and Operations Management are:-

1. Location of facilities
2. Product Design
3. Process Design
4. Quality control
5. Material Management
6. Maintenance Management
7. Plants Layout and Material Handling

With any process, it is important to consider the disadvantages that can occur:

1. Multi-Level Dependency: One of the main disadvantages is that a large amount of the success of implementing operations management procedures requires coordination between the different components of the organization. Even if an effective plan is put in place, it will fail if it is not carried out in the proper manner by all components.

2. Human Error: Another prevalent problem within manufacturing operations is the fact that humans tend to be mistake-prone. Most of the time, this issue occurs during the transition from manufacturing to sale. Because of this, it is important to ensure that operations management is coordinating various areas effectively such as operations, marketing, finances, accounting, engineering, information, and human resources

NEED OF THE STUDY

Production and Operations Management is an important field in business which comprises all the aspects of production, efficiency and production related processes. Operations management is an important branch of management which ensures business success and profitability.

A product manager must oversee the entire lifecycle of a particular product, but they must also recognise that their main focus should be on driving forward new product development.

The operations manager is responsible for ensuring that the business remains effective by creating new products and services that will meet the customers' needs.

The aim of this paper is to study all the aspects of production, efficiency and production related processes. The practices and theories involved in Production and Operations Management equally apply to service sector as well. The important part of Operations Management include forecasting, identifying bottlenecks in operations, increasing efficiency of business.

This paper also studies the objectives, values of Teleperformance, in respect with the management of production and operations they carry out. The very essence of any business is to cater needs of customer by providing services and goods, and in process create value for customers and solve their problems.

Production and operations management talks about applying business organization and management concepts in creation of goods and services.

SOURCES OF DATA COLLECTION

Data is a collection of facts, figures, objects, symbols, and events gathered from different sources. Organizations collect data with various data collection methods to make better decisions.

Primary Data Collection:-

1. Questionnaire Method

In this method, the set of questions are mailed to the respondent. They should read, reply and subsequently return the questionnaire. The questions are printed in the definite order on the form. A good survey should have the following features:

- a) Short and simple
- b) Should follow a logical sequence
- c) Provide adequate space for answers

2. Interview Method

The method of collecting data in terms of verbal responses. It is achieved in two ways, such as

Personal Interview – In this method, a person known as an interviewer is required to ask questions face to face to the other person. The personal interview can be structured or unstructured, direct investigation, focused conversation, etc.

Telephonic Interview – In this method, an interviewer obtains information by contacting people on the telephone to ask the questions or views, verbally.

Secondary Data Collection:-

Secondary data is data collected by someone other than the actual user. It means that the information is already available, and someone analyses it. The secondary data includes magazines, newspapers, books, journals, etc. It may be either published data or unpublished data.

Published data are available in various resources including:-

- a) Government publications
- b) Public records
- c) Historical and statistical documents

Unpublished data includes Unpublished biographies, Diaries, Letters, etc.

TECHNIQUES OF ANALYSIS

Various different tools such as pie charts, tables, Past research studies, Published Sources have been used to measure production in an organization.

How to Measure and Calculate Productivity: The Methods



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