

Our other
Management Development Programmes

Sl. No.	Programme Title	Dates
1.	Spreadsheet Modeling for Business Valuation	May 19-20, 2016
2.	Strategy Planning/Deployment using Balanced Scorecard	June 16-17, 2016
3.	Project Finance - Funding & Appraisal	June 23-24, 2016
4.	Impression Management at Workplace	June 27-28, 2016
5.	Project Management	June 29-30, 2016
6.	Developing an Intrapreneurial Mindset for Effective Leadership	July 11-12, 2016
7.	Effective Purchasing Skills	July 14-15, 2016
8.	Giving and Receiving Feedback in the Workplace	July 19-20, 2016
9.	Qualitative Research in Marketing	July 21-22, 2016
10.	Finance for Non-Finance Executives	July 27-29, 2016
11.	Social Media Analytics & Sentiment Analysis	August 1-2, 2016
12.	Advanced Microsoft Excel 2013 - Managers Perspective	August 3-4, 2016
13.	Effective Communication for Women in the Workplace	August 8-9, 2016
14.	Healthcare Analytics in the age of Big Data	August 10-12, 2016
15.	Doing Business in India	August 11-12, 2016
16.	Training of Trainers	August 22-24, 2016
17.	Application of Simulation Techniques for Managerial Decision Making	August 29-30, 2016
18.	Financial Modeling	August 30-31, 2016
19.	Building Capacities in CSR : Strategy Formulation, Implementation and Impact Assessment	September 1-2, 2016
20.	Financial Management for Public Sector Enterprises	September 7-9, 2016
21.	Problem Solving and Decision Making	September 19-20, 2016
22.	Effective Communication & Presentation Skills	September 22-23, 2016
23.	Understanding the After Sales Spares Management	September 26-27, 2016
24.	Big Data and Small Data Tools : Introduction to R Software	September 28-29, 2016
25.	Effective Negotiation Skills	September 28-30, 2016
26.	Effective Supply Chain Management	October 5-7, 2016
27.	Managerial Leadership and Team Building	October 13-14, 2016
28.	Foreign Exchange Risk Management	October 17-18, 2016
29.	Written Business Communication	October 20-21, 2016
30.	Understanding and Deploying Strategist's Tool-Kit for Effective Business Performance	November 3-4, 2016
31.	HR for Non-HR	November 9-11, 2016
32.	Advanced Microsoft Excel 2013- HR Practitioners Perspective	November 15-16, 2016
33.	Enhancing Leadership Effectiveness through Outbound-based Experiential Learning Programme	November 15-18, 2016
34.	Understanding the Dynamics of Rural Markets	November 21-22, 2016
35.	Nurturing the 5th Dimension of Leadership	November 28-29, 2016
36.	Advanced Corporate Finance	Nov 30-Dec 2, 2016
37.	Effective Customer Management in a Digital Marketing Space (Including practice session on Microsoft Dynamics CRM Software)	December 5-7, 2016
38.	Coaching and Mentoring for Personal & Professional Success	December 8-9, 2016
39.	Enhancing Assertiveness and Positive Attitude	December 12-13, 2016
40.	SAS Big Data Analytics (co branded)	December 13-15, 2016
41.	Creating Winning Sales Teams	December 15-16, 2016
42.	Advanced Management Programme	December 19-21, 2016
43.	Decision Making Techniques for Managers	December 22-23, 2016
44.	Advanced Excel Training	January 4-6, 2017
45.	Employee Assessment & Effective Interviewing Skills	January 9-10, 2017
46.	Social Media Marketing and Social Listening	January 12-13, 2017
47.	Effective Interpersonal Relationships at Workplace	January 16-17, 2017
48.	Crisis Communication	January 19-20, 2017
49.	Finance for Non-Finance Executives	January 23-25, 2017
50.	Strategic Enterprise Risk Management	January 30-31, 2017
51.	Total Quality Management	February 2-3, 2017
52.	Data Visualization and Presentation Techniques	February 6-7, 2017
53.	Enterprise Risk Management for Creating Risk Intelligent Organization	February 9-10, 2017
54.	Developing Communication Competency	February 13-14, 2017
55.	Marketing Strategies for Winning in India and Emerging Markets	February 16-17, 2017
56.	Superannuation Planning	February 23-24, 2017

ABOUT THE INSTITUTE

Foundation for Organizational Research and Education (FORE), a non-profit autonomous organization, was established in 1981 as a Center for Excellence for research, consultancy, training and management education by renowned professionals of global acclaim from Government and corporate sectors. With a view to meeting the needs of professional education of excellence in Management, FORE School of Management, New Delhi under the aegis of FORE was established in 1992. FORE has been working closely with industry and academia for developing contemporary new domains of managerial thought and education and contributing to the process of building leaders in today's global business environment. FORE has been setting benchmarks in management education for the last over 24 years. This is aptly reflected in the Top rankings by leading B-Schools surveys of the country and in a recent survey conducted by **CRISIL - a leading Ratings, Research, Risk and Policy Advisory Company in India - has rated FORE with A*** (the highest rating level) for the Delhi-NCR and A** for the National level for both the two-year PGDM and PGDM (IBM) programmes.** Located in the heart of South Delhi, FORE provides contextual learning and helps in the development of students as thinking professionals, who have the ability to meet the upcoming challenges for tomorrow's corporate leaders. The programmes offered at FORE aim at developing multiple skills including managerial decision-making, problem-solving, analytical reasoning, communications, creativity and innovation. The Institute has a Board of Directors with representatives from Government, academic institutions and industry. The Institute has also an Academic Council consisting of eminent professionals from industry, government and other academic institutions. FORE takes pride in its professional and high-quality faculty in the fields of Communications, Economics, Finance, Human Resource Management, Information Technology, International Business, Marketing, Operations and Strategy. The faculty are drawn from leading national and international institutions and industries who are engaged in extensive research and consultancy, and possess a myriad of management skills. Eminent personalities and senior corporate professionals are invited from time to time to share their experiences and discuss real world managerial practices and market opportunities and challenges.

With a sharp focus on Management Education, Management Development Programs, Consulting and Research, and with more than 32 full time well qualified faculty FORE stands amongst the Top Business Schools in the country.

FORE Conducts MDPs to equip managers with knowledge, skills and attitudes required for effectively responding to global developments and competitive requirements. Our MDPs are designed with an appropriate blend of conceptual and experiential learning. Apart from open programs, FORE conducts customized In-Company tailored to suit organization's needs on topics/areas specifically required by an organization. These Management Development Programs (MDPs) are either custom-designed to suit client requirements or are offered by faculty on a specific theme to meet various client needs.

For any other information, please contact:

MDP Office

FORE School of Management

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Management Development Programme

on

Understanding the After Sales Spares Management

September 26-27, 2016

FORE Campus, New Delhi

Programme Director:

Prof. Mohita G. Sharma



*Imparting Knowledge
for Exploring New Horizons*



**FORE School of Management
New Delhi**

INTRODUCTION

In most capital intensive industries - automotive, consumer electronics, home appliances - the aftermarket is huge. Managing the aftermarket is much more difficult than the regular manufacture of products because of the uncertainties involved. It is said "Matching rivals in product performance and price only gets you in the game. The aftermarket prowess wins you the game."

With this backdrop, we at FORE have specially designed this two-day programme to highlight the changed role of the aftermarket service function in the modern operations and the immense potential. Aftermarket today is not just a support activity but forms the basis of competitive advantage.

OBJECTIVES

- To understand the changing role of after sales function
- To learn the contemporary tools to tackle the aftermarket challenges
- To appreciate that aftermarket is a tool for competitive advantage
- To be able to measure the efficacy of this function

CONTENTS

Aftermarket - Why?

- Understanding Spares Management
- Understanding the Service
- Understanding Service Contracts
- Efficacy of Contracts
- Strategy

WHO SHOULD ATTEND

Decision makers, Senior and Middle level managers from cross-functional areas would benefit from this programme.

DURATION & VENUE

Dates: September 26-27, 2016

Venue: FORE School of Management, B-18, Qutub Institutional Area, New Delhi 110016

FEE

Non-residential: Rs 14,000 per participant (plus Service Tax @ 15%) covering professional fee, programme kit and tea/lunch.

Residential: Rs 24,500 per participant (plus Service Tax @ 15%) covering professional fee, programme kit and boarding and lodging (air conditioned single room) at Hotel Qutub Residency, New Delhi or equivalent from **noon of September 25 till noon of September 28, 2016.**

Discounts

- Early bird discount of Rs 1400 per participant for nominations received on or before September 16, 2016.
- One complimentary nomination on non-residential basis for every group of three nominations from the same organization, i.e., 3+1 participants for the fee of 3 participants.

Fee is payable in advance by way of local cheque/DD in favor of "FORE School of Management" payable at New Delhi.

REGISTRATION

The registration form duly filled in along with the programme fee should reach us at least 7 days before the commencement date of the programme. In case of subsequent withdrawal or cancellation of registration no refund of fee will be allowed. However, substitute(s) may be permitted with prior intimation.

CERTIFICATE OF PARTICIPATION

The Institute issues a certificate of participation on conclusion of the programme.

FACULTY

The faculty members of the Institute will take the programme sessions, except for a few sessions that may be taken by guest speakers.

PROGRAMME DIRECTOR

Prof. Mohita Gangwar Sharma, Professor in Operations Management, FPM (IIM-Lucknow), MPIB (IIFT), B.Tech. (Electrical) (IIT_BHU): is an electrical engineer from IIT-BHU, Varanasi and Masters in International Business from IIFT-New Delhi. – **She is a recipient of coveted Chevening scholarship Rolls Royce Souvenir and Innovation Fellowship (CRISP) and NTSE Scholarship.** She obtained her doctorate from Indian Institute of Management (IIM) Lucknow, making seminal contribution in the area of Spare Parts Management. Her industry profile includes a stint of over 4 years at BHEL, Bhopal, where she was involved in Product Designing, Manufacturing and Testing and ISO-9000 Activities. She worked in Indian Airlines in Materials Management Department for 10 years where she was involved with Tendering, Contract Execution, Inventory Management Aspects of Supply Chain. She has participated in National and International Conferences and has published papers. She brings the rich experience of the industry and tough academic rigor to her research. Her current areas of research include Operations Strategy, Product Service Systems, Supply Chain Intelligence and Service Operations. She can be reached at <mohita@fsm.ac.in>.

FORE School of Management
Management Development Programme

Understanding the After Sales Spares Management

September 26-27, 2016

Registration Form

Name: _____

Designation: _____

Organization: _____

Office Address: _____

Phone: Office _____

Residence _____

Mobile: _____

Email: _____

Fax: _____

Your expectations from the programme: _____

Residential/ Non Residential _____

Payment Details:(Please tick appropriate and fill)

- Payment enclosed (Local cheque/DD No: _____)

Date: _____ Amount: _____)

- Payment is under process and will reach you before the programme

Signature

(Please return the completed form by post, or fax (011 2652 0509; 2696 4229)
or email: mdp@fsm.ac.in, to:

MDP Office

FORE School of Management

B-18, Qutub Institutional Area
New Delhi 110 016

Note: As needed please feel free to make duplicate copies of this form for additional registration.