Sankalp Process Survey 2008

Sankalp Admin

8th December 2008

Introduction

Sankalp India Foundation has working team across multiple locations. The people who are Sankalp Volunteers belong to diverse backgrounds ranging from students to working professionals. At the same time the various Sankalp wings have aggressive targets to achieve and their track record of delivery is fairly good.

In these diverse, yet demanding conditions the organization has felt the need for putting in place very efficient and effective information sharing mechanisms. These are tools that are meant to ensure high efficiency, high visibility and improve performance. These mechanism have been designed and tailor made for our activities and they have been found to be great performance boosters for the organization. They have emerged into processes that all Sankalp Volunteers are expected to know about and put to use.

Any good organization will like to monitor and keep under strict vigil the processes they follow. This ensures that expansion and growth does not lead to dilution of purposes and introduction of un-necessary overheads. In order to keep our processes simple and yet effective, we need to periodically review them and take corrective action.

Sankalp Feedback Survey has designed for this particular purpose. This survey has been conducted for all Sankalp Volunteers in order to answer the following questions:
Q1. Are the processes and methodologies that we use considered important and necessary by our people?
Q2. Are Sankalp Volunteers following the processes that the organization has adopted?
Q3. How are the individual teams of Sankalp performing as far as conformance to processes is concerned?
Q4. How good is the visibility of the processes in Sankalp Seniors?
Q5. How good is the visibility of the processes in Sankalp Volunteers other than seniors?

Based on these answers we will
- decide on which processes to eliminate
- decide on which processes to pay greater attention to
- decide which teams need special attention as far as processes are concerned
- identify the gaps in communication between the SVs and the volunteers other than SVs

Important points

Before we proceed

- SV: Senior Volunteers
- V: Volunteers other than SV
- Admin: Admin Team + Resource + Finance
- EW: Emergency Wing
- PR: Public Relations
- RK: Rakta Kranti Schools/Colleges
- RKC: Rakta Kranti Companies

Exceptions

- In team analysis Rajat's score is ignored.
- The volunteers who have joined the organization recently have been ignored.
- Few Volunteers who failed to reply after reminders have been ignored.

Awareness about Processes
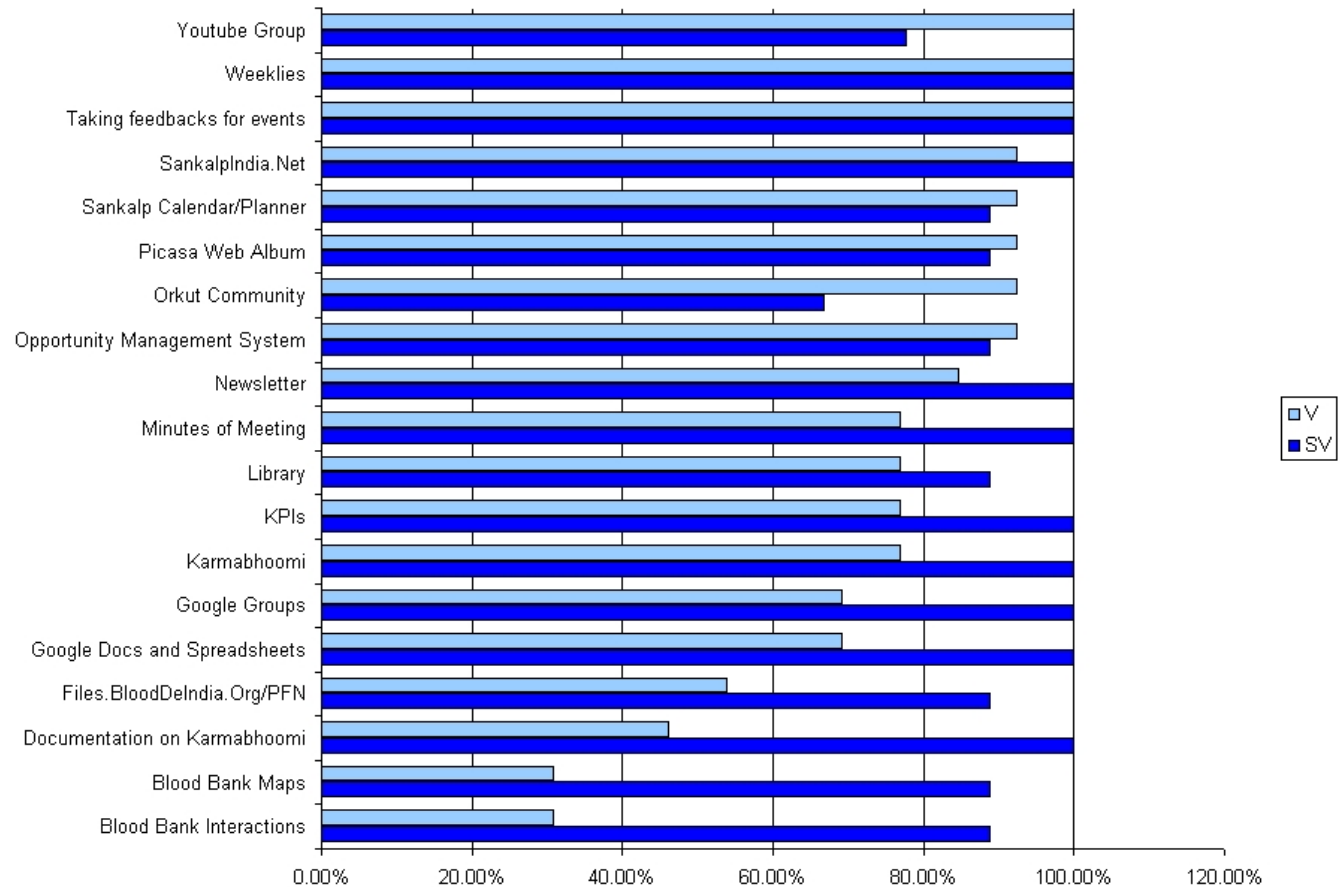
Senior Volunteers: The awareness of processes is very good. The only exception is Orkut community.
Volunteers other than Seniors: Blood Bank Interaction forms, Blood Bank maps, Documentation on Karmabhoomi and PFN – all of them have a very poor visibility.

Overall Outcome
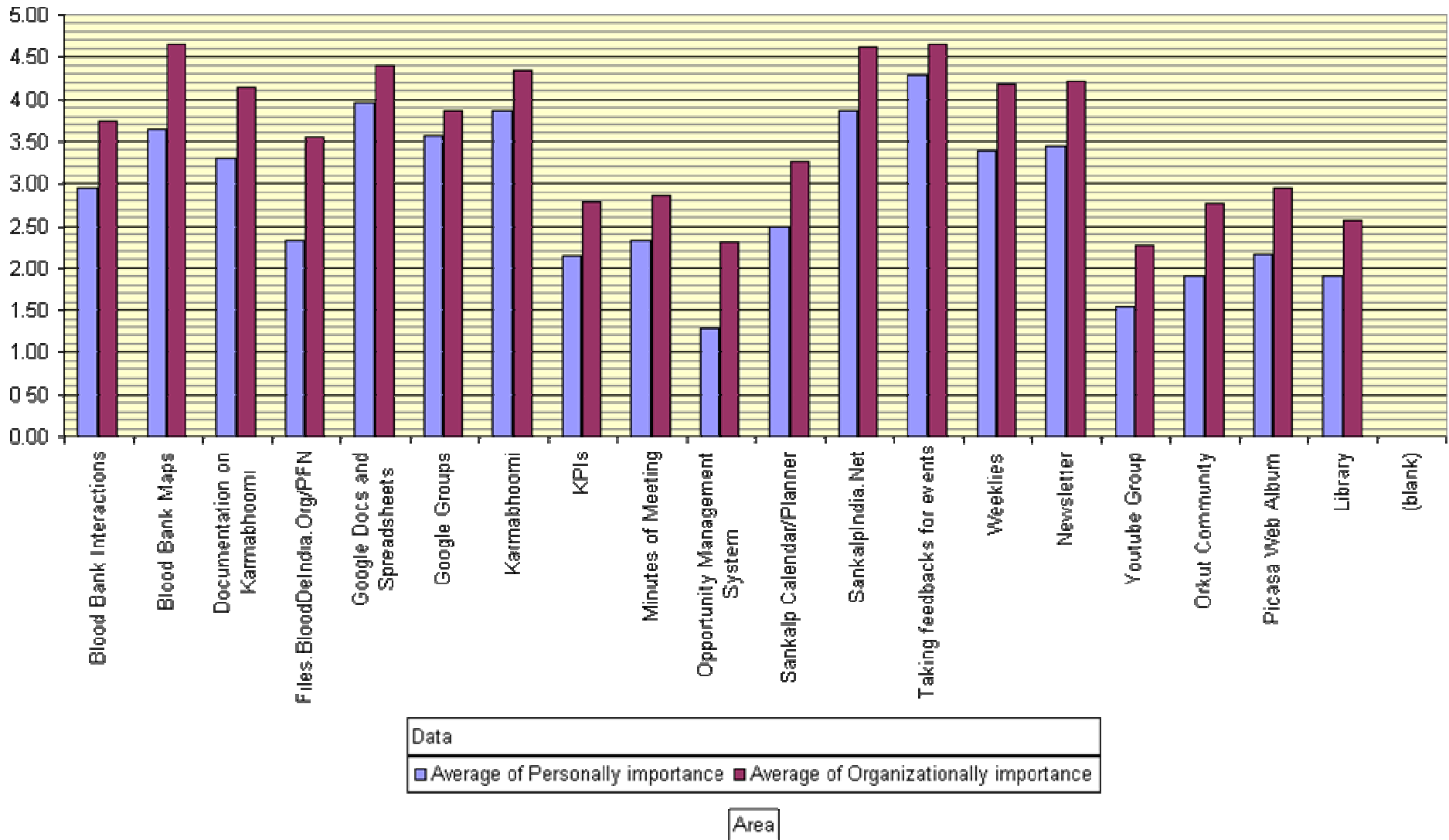
The following are not being considered adequately important: KPIs, Minutes of Meeting, Opportunity Management System, Youtube group, Orkut Community, Picasa web albums and Library

The difference between personal and organizational importance indicates a scope for improvement for all volunteers.

Assessment for Volunteers

Data
■ Average of Personally importance   ■ Average of Organizationally importance
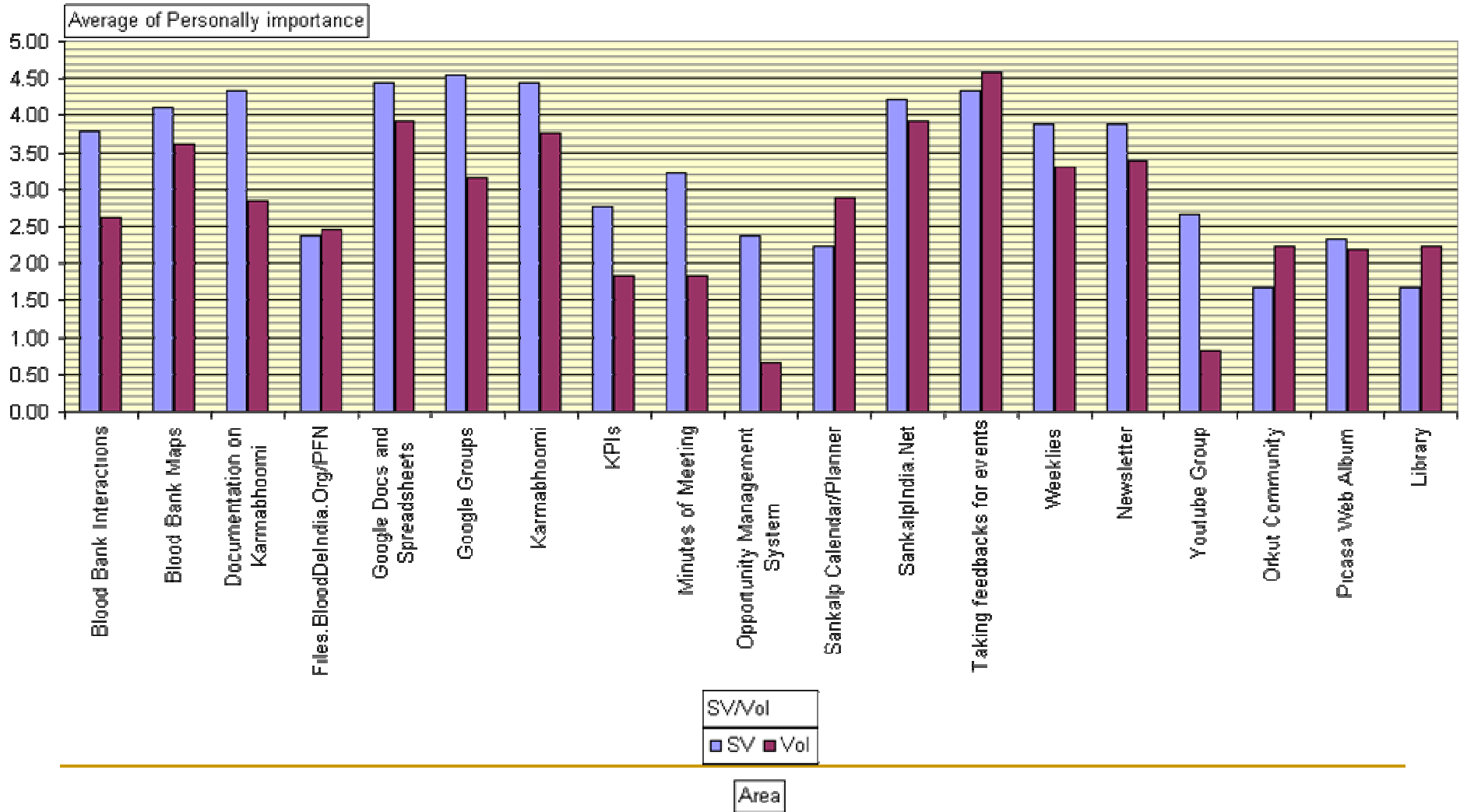
SV/Vol | Area
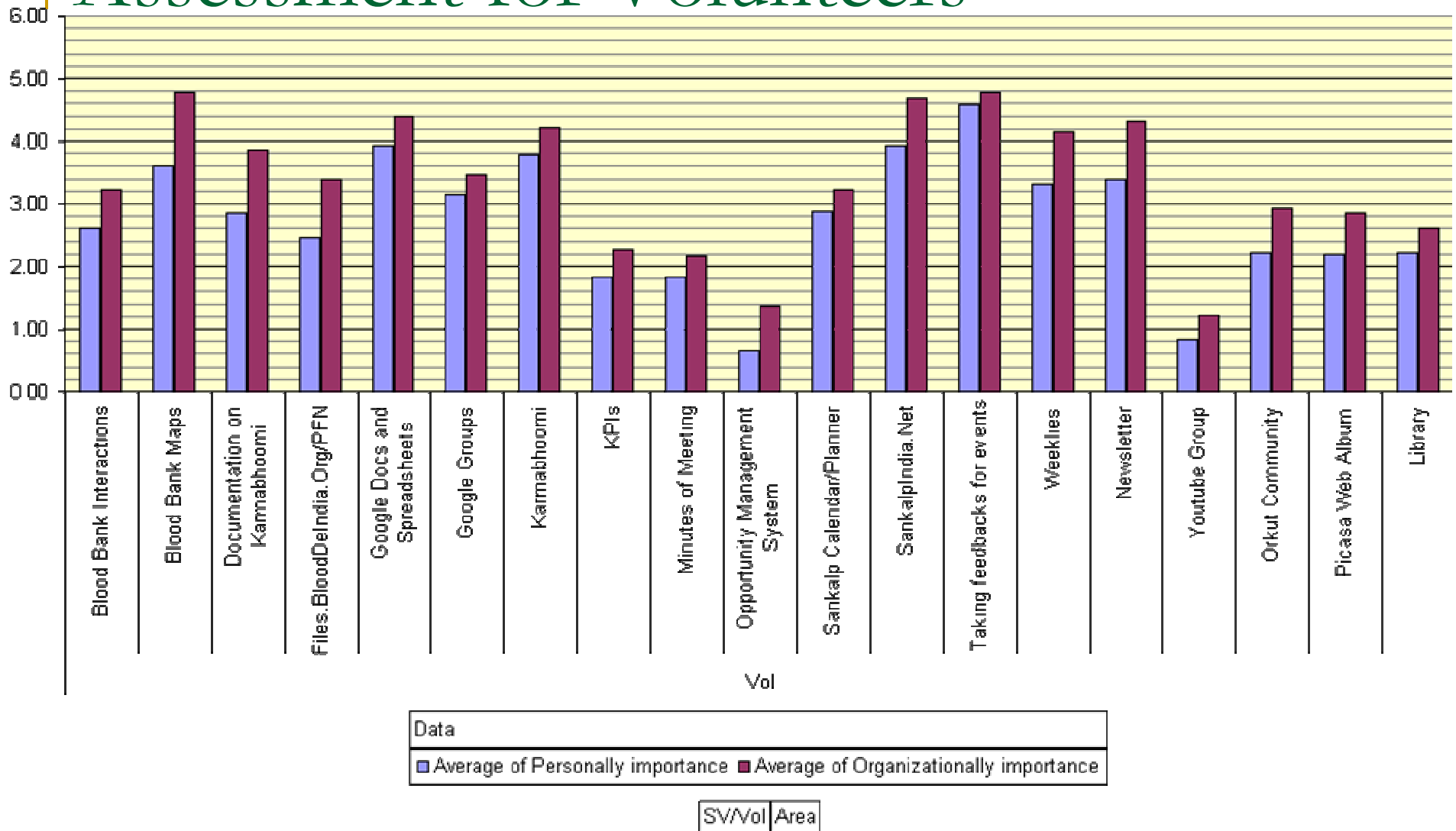
Feedbacks is the only area where the Volunteers are giving very high importance.
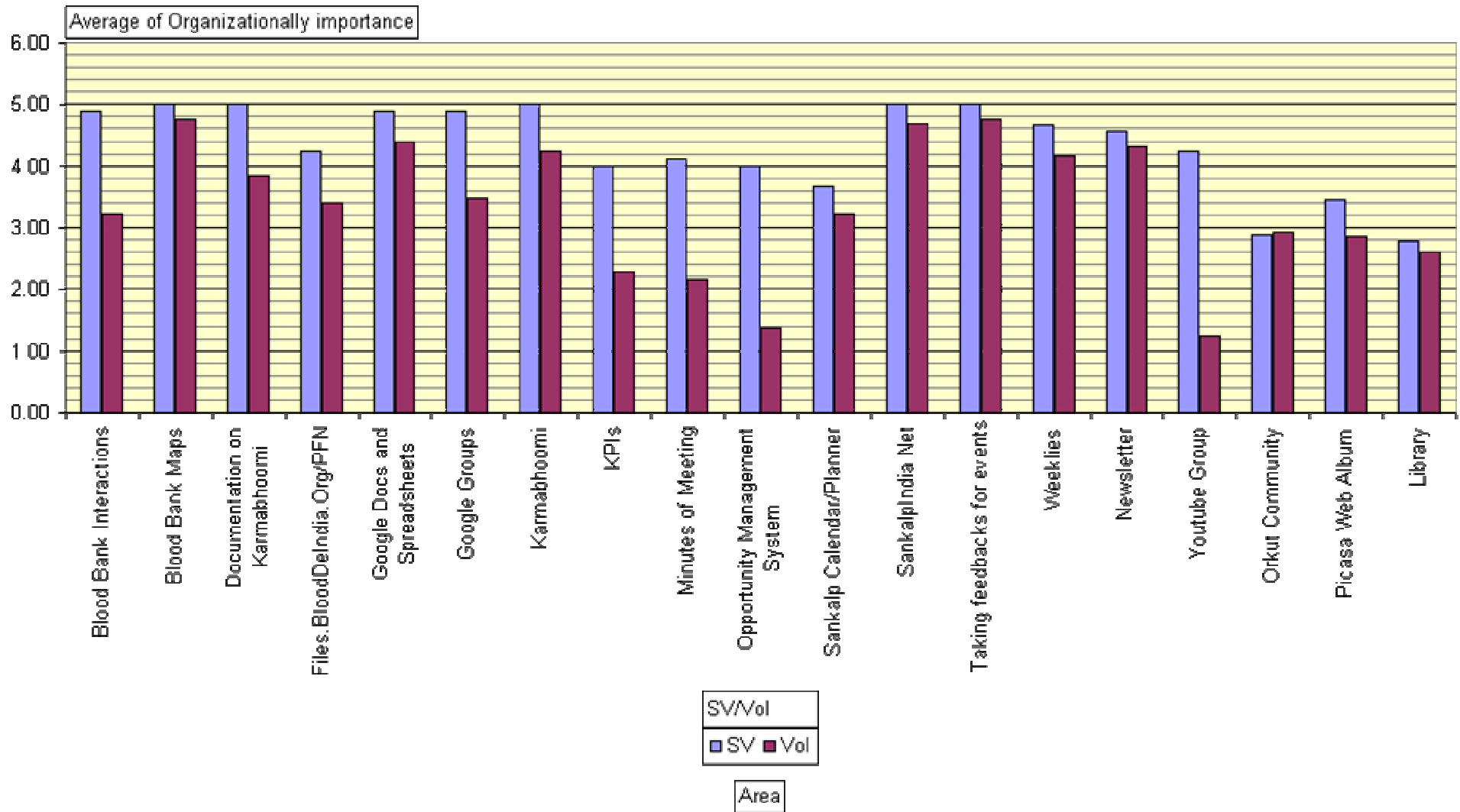
Assessment for Senior Volunteers
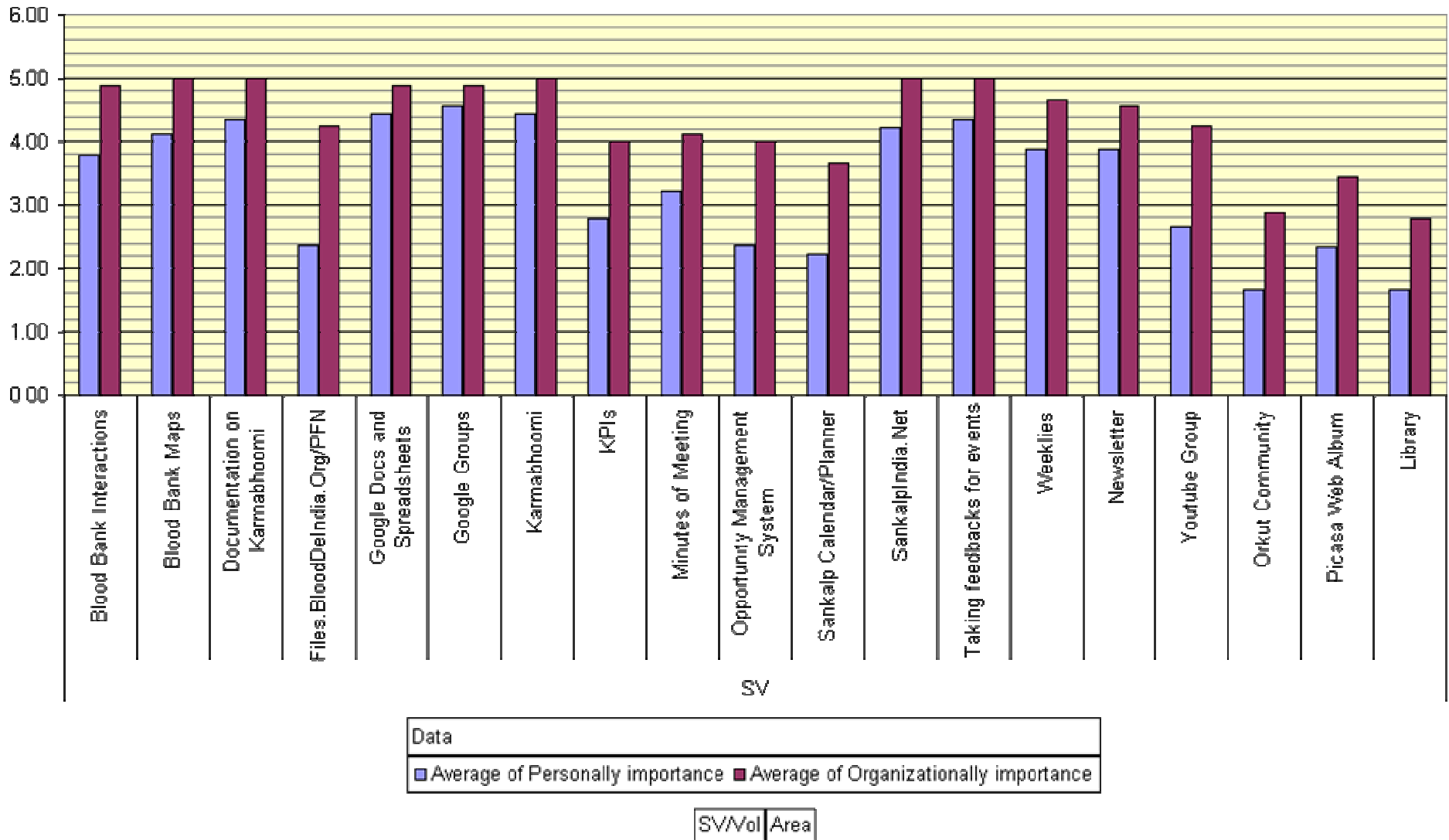
Senior Volunteers tend to recognize the importance of most of the processes but they are not following up things:
Minutes of Meeting , OMS, Sankalp planner, PFN
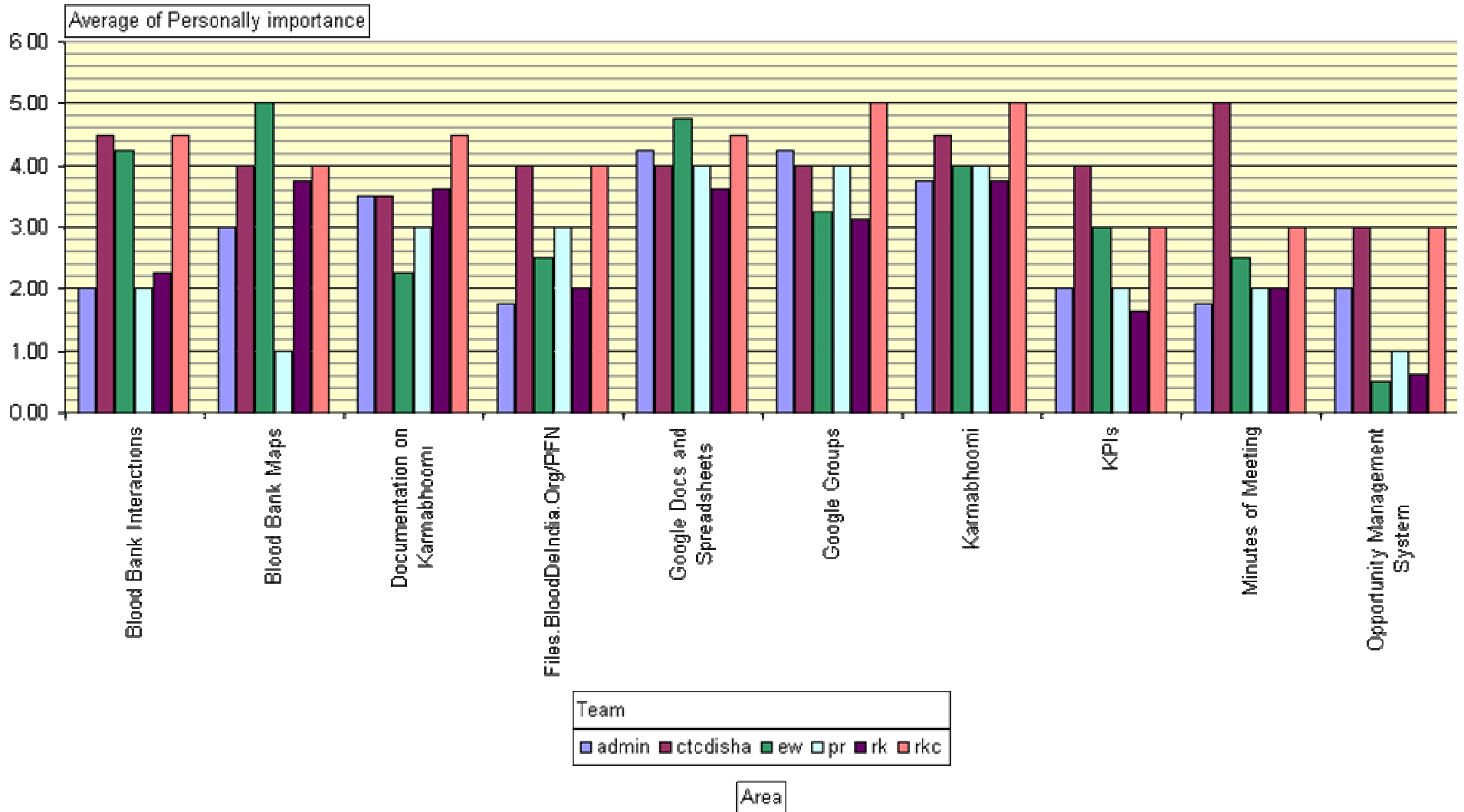
Personal Importance SV vs V

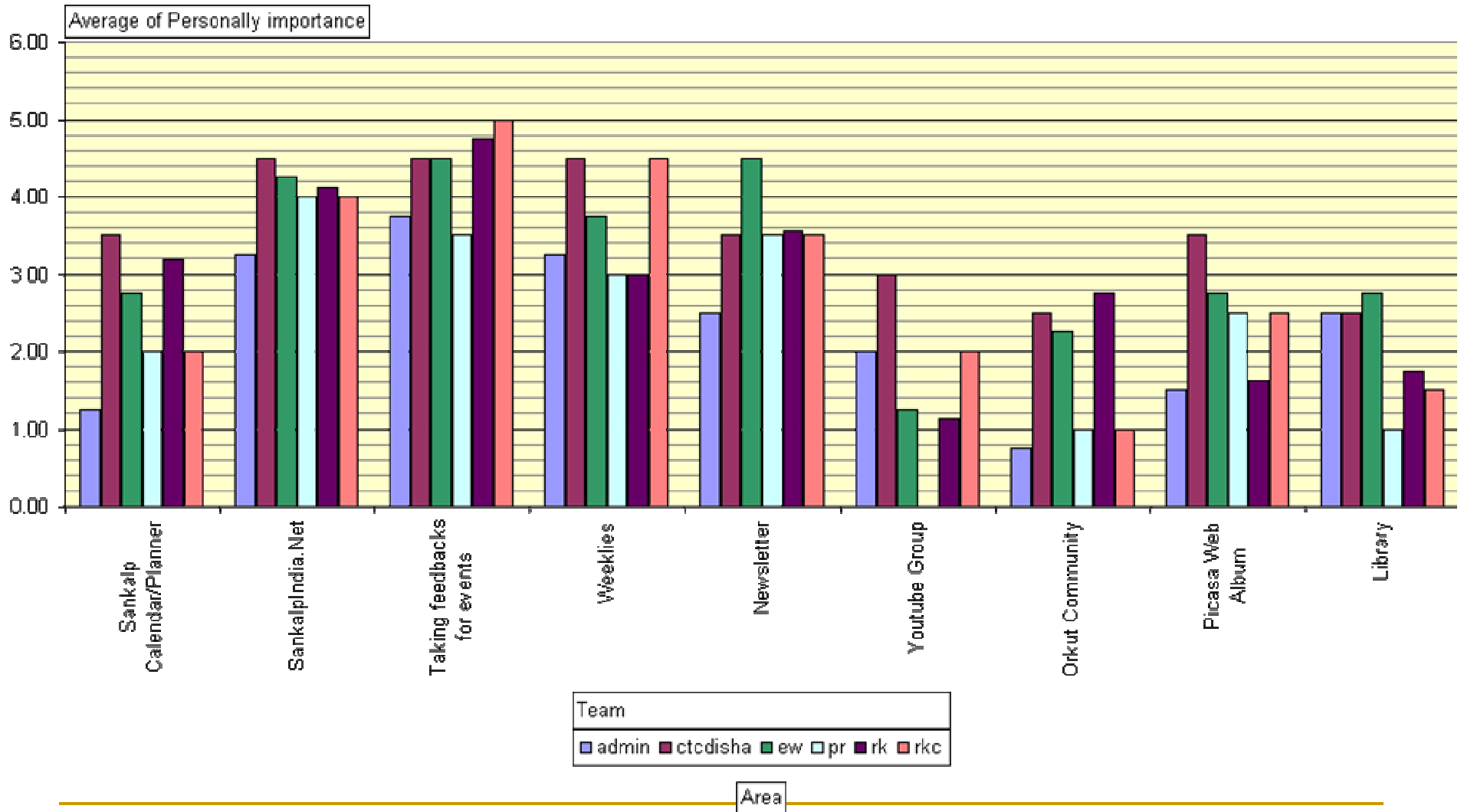# Organizational Importance SV vs V

Senior Volunteers have high visibility and attach good importance to processes but they have been failing to convey the same to the other volunteers.

Team wise Performance I

Average of Personally importance

Team: admin, ctcdisha, ew, pr, rk, rkc

Area: Blood Bank Interactions, Blood Bank Maps, Documentation on Karmabhoomi, Files.BloodDeIndia.Org/PFN, Google Docs and Spreadsheets, Google Groups, Karmabhoomi, KPIs, Minutes of Meeting, Opportunity Management System
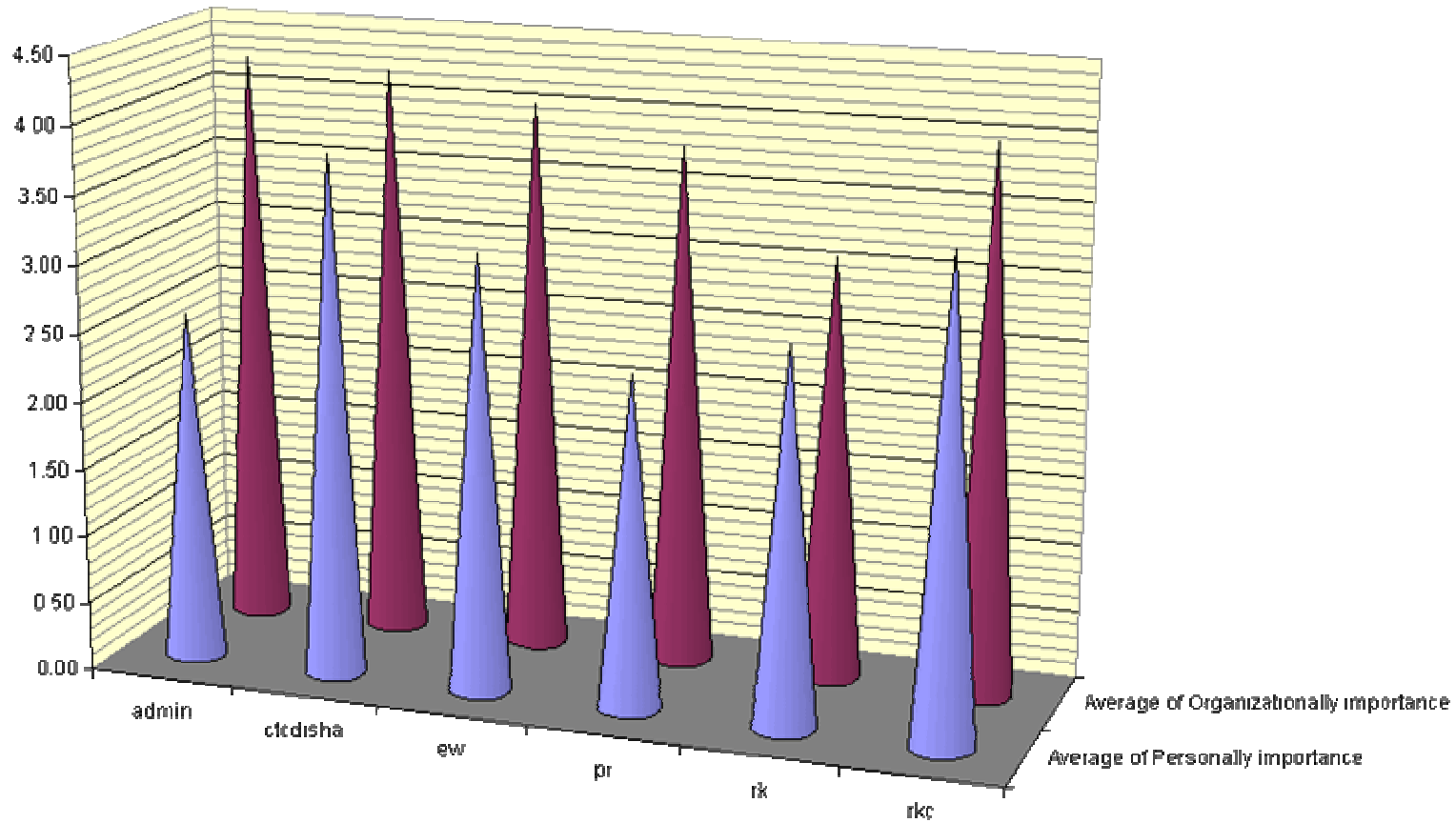
CTC Disha, PR and Rakta Kranti Companies have good process understanding.
EW is doing fine.
Admin and Rakta Kranti Colleges need to work harder to get things in place.

Team wise Performance II

Overall Team Performances

Conclusions

This is what is derived out of the above results ..

Generally

- We are good at core processes.
- We don't care about fringe processes.
- We have wide difference across teams and groups – this needs to change for the better.

Special trainings for

- OMS
- PFN
- MOM
- KPIs

These things should change drastically by next feedback

To be shelved (or kept low)

- Youtube Community
- Orkut Community
- Picasa Web Albums
- Sankalp Library

If we find people who are energetically willing to maintain the above then only they will be taken forward. As of now, the plans will not aim at making them happen!

Action Item for Seniors

- Follow up on organizational announcements, procedures and guidelines within their own teams

- Ensure that all member of their team understand and appreciate the policies/process being used.

Teams

- RK Colleges and Schools to work towards greater compliance.

- Emergency wing to perform better in compliance.

- RKC and CTC Disha to continue and improve the good work.

- Interanal teams to improve compliance wherever applicable.

Documentation and help notes

- Karmabhoomi will be loaded with help notes for all Sankalp processes to help the newcomers.

Personal Level Interpretations

- See where you stand
- See where your team stands
- Try and improve things for yourself and your team members
- When in doubt about something ASK and insist on getting answers.
- THIS WAS NOT A COMPETITION – It was an exercise to identify the strengths and weakness and convey the later to the former.

Thank you so much ☺

Sankalp Admin