

CHAPTER 7

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7.1 INTRODUCTION

This chapter covers the conclusions of researcher's suggestions and conclusions on problems related to Human Resource of Universal Luggage Manufacturing Pvt. Ltd. Satara. Suggestions are provided for obtaining smoothness in functioning activities and overall improvement in organization. All these related conclusions are presented in this topic on the basis of data collected by researcher from study and scrutiny undertaken in Universal Luggage Manufacturing Pvt. Ltd. Satara.

This can be taken as the summary of results of study undertaken by the researcher.

Suggestions are provided by undertaking overall study of problems and solutions are derived by selecting best alternative. Researcher found sometimes there are many alternatives are available to each problem. All the alternatives are available to each problem. All the alternatives available studied by undertaking comparative results of all of the them.

Thus then only the best alternative is selected and suggested. For the purpose of smooth and easy implementation of suggested alternative all the instructions are provided with best avail example and demonstrations. The output of these alternatives will be found more fruitful to the organization. The organization found more fruitful to the organizations. The organization found more positive and practical towards more positive and practical approach towards adopting and implementation of these ideas. The worthiness of these ideas can be judged only by studying long term results other than area of problems .overall study reflect the organizational structure and operational functioning very sound. The relationship between management and workers is sound which reflects balanced development of an organization. Latest Techniques like “Kaizen”, “Poka Yoka” also clears out the internal relationship between employees to employers & employees to employers.

The organizational environment at Universal Luggage Manufacturing Pvt Ltd., Satara is still need to be

improved. They should update their policies regarding training and other such important points to improve working quality. Training aids are also need to make available reasonably. Off the job training and out door training program is yet to be provided to employees. The bifurcation or differentialities are needed to get revised in terms of HR Policies.

Non-technical staff has to make more aware about advantages of training aids. They should be provided with more training opportunities and must be involved in taking decisions about training related policies. Suggestions provided by researcher in this topic are concluded after undertaking overall study reports. Comparative study is undertaken to checkout the standard of any other organization.

While concluding towards overall impact of training on employees of Universal Luggage Manufacturing Pvt. Ltd. Satara researcher has explained all the benefits lacking areas have explained all the benefits lacking areas. Without any prejudices and predictions. The information which was made

available by using sampling methods was processed and interpreted.

7.2 ABOUT LUGGAGE MANUFACTURING INDUSTRY

Universal Luggage Manufacturing Pvt. Ltd., Satara is working since last 23 years in the field of Luggage manufacturing. Working through its 22 sale and service Depots spread all over India to capture the market over the country viz. as Ahmedabad, Asansol, Banglore, Chennai, Cuttak, Ernakulam, Gaziabad, Guwahatti, Gwalior, Hyderabad, Indore, Jaipur, Jalandhar, Jamshedpur, Kanpur, Kolakata, Madurai, Mumbai, Nagpur, New Delhi, Patna, Pune and Raipur. Total two hundred and twenty six employees are engaged in manufacturing and maintenance operations.

Universal Luggage Manufacturing Pvt.Ltd., Satara was incorporated on 18th May 1974 promoted by Mr. Jal S. Engineer, Started manufacturing Aristocrat brand of luggage from a factory at Bombay. Gradually as the product acceptance in the market place and the demand increased, the manufacturing operations had to be substantially expanded and

later 3 more manufacturing facilities were set up in Maharashtra at Satara in 1982, at Paithan in 1984 and at Waluj in 1985. The sales organization i.e. Aristocrat Marketing Ltd. was set up in June 1987. Initially as a wholly owned subsidiary of Universal Luggage Manufacturing Co.Ltd., Satara and later as a Public ltd. Co. in its own right. In October 1988 the management of company underwent a change and Mr. Dilip G. Piramal, Chairman of the Blow Plast Group took over the company as in the new chairmanship.

The Bombay unit was unviable owing to its high labor cost and low productivity of labor. Consequently, it had to be closed down following a period of industrial unrest. Similarly there was a major industrial problem in Paithan and Waluj Plant leading to their closure. Consequently as of now, the company has factories operating at Satara only. The past labor problems have been settled and the company enjoys harmonious industrial relations at these two locations at present,.

Satara plant was awarded ISO 9001 certificate in 1995 which makes it the second largest molded luggage design and

manufacturing plant of the country with such certification. The company, with a strong manufacturing base, extensive sales network and committed manufacturing team looks to the future with confidence. Manufactures various types of luggage. The luggage market can be broadly classified into following types-

1. Molded Luggage

2. Soft Luggage

To expand the market Aristocrat introduced the Integrated Molded Luggage (IML) and marketed it aggressively. This opened up the large rural market for organization sector workers. In 1983-84 Soft Luggage was launched. In the molded luggage organized sector there are three major companies in the market. There are M/S Blow Plast Ltd.(VIP Luggage), Universal Luggage Manufacturing Co.Ltd.,Satarand Safari Industry Ltd.(Safari Ltd.). VIP is the brand leader followed by Aristocrat and Safari respectively. There are a large number of small manufacturers in the unorganized sectors that make cheaper quality luggage. The total branded soft luggage is restricted

to essentially top 15 towns in India and the value sales was around 28 core in 12995-96. Luggage can also be classified in terms of its usage pattern. Suitcase, Briefcase, over neither and Vanity cases are the types of Luggage as per usage. The design facility for luggage manufacturing includes AutoCAD and Molded Sheep, which give design input fir both the factories. Japanese management techniques like Kaizen are used for employees and workers involvement. An influent treatment plant effectively recycles part of the wastewater generated and makes the factory Eco-friendly.

The main luggage products of the company are as follows-

In Soft Luggage-

- I) Suitcase – Lancer, Viva, Series, Empire
- II) Briefcases- Regency & lancer

In Soft luggage-1)Hero

- 3. Oscar
- 4. Zen

7.3 MANAGEMENT AND ORGANISATION

An organization of Universal Luggage Manufacturing Pvt.Ltd., Satara is far near identified to line & staff system. The organization chart represents hierarchy of power and positions as departmental heads reports Divisional Manager, vice President is immediate TO dam AND Up is answerable to Managing Directors and Chairman. There are nine departments working independently. All these departments working independently. And all of them are headed by experts. Each department is Interrelated and Co-Lateral responsibilities. Head of The Each Department Is Provided With Daily Reports Viz., Cash Flow, Purchases, Sales, Stores-Reports, dispatch report, market reports, material utilized as well as wasted reports etc. these reports build up close contact of directors and fill up the gap between management and employees. Direct control of directors keeps direct check on daily routine working of an

organization. The line officers are assisted by the experts in the execution of their function.

There are about two hundred and twenty six employees in the organization which are divided under different categories for e.g. casual workers, permanent workers; heads of the Department, officers, Executives, Trainees etc. workers are broadly come under categories of monthly wages basis or daily wages basis. Due to lesser hierarchy one to one communication is possible between management and employees.

7.4 ADMINISTRATION AND LABOUR WELFARE

Policies regarding wage and salary are decided as per factory Act and Government rules and regulations. Top management with the consent and consult with top management decides and implement these policies. Employees are provided with salaries and wages on the basis of payroll. Company is registered under the ESI Act. Also organization has provided all the welfare factures to employees for exp., canteenfacilities, (breakfast and beverages. lunch and dinner), leave encashment, bonus, gratuity, attendance bonus etc.

Salary packages are decided on the basis of job gradation, salary and wage increments are one of the mass tempting \factor for employees. In Universal Luggage Manufacturing Pvt.Ltd., Satara each employee get salary increment (yearly) on the basis of his overall; ll performance for the year. Performance is appraised on the basis of productivity of that employee's skill, knowledge and ability (KSA). If an employee is multi skilled he will automatically gains superior

grade than others which directly contributes for his salary as contributory benefit for an employer.

Wage and salary Administration is come under profile of Human resource Department, for this purpose face to face interaction of HR person with employee's ids undertaken. Salary and wages are traded as self motivation factors for an employee. Time wage system is in use for wages payment to employees in Universal Luggage Manufacturing Pvt.Ltd., Satara. Payment scales are fixed as a per Government regulations and with comparison to the best in the same industry. In addition to salary many types of allowances are also provided to employees for e.g.

Traveling allowance, Dearness allowance, medical Allowance, house rent allowance, conveyance, washing allowance etc.employees is also provided with after retirement benefits for exp., gratuity, ex-gratin etc.

Many other welfare schemes are also implemented by the Universal Luggage Manufacturing Pvt.Ltd., Satara for exp. Loans for long term and short term period are given for the



purpose of housing construction, education of children and such other personal needs of employees. Canteen facility is also provided in premises of the company. This canteen facility provides daily refreshment, lunch, dinner and other mean time snacks etc. All of this is provided to employees by charging nominal rates to them. Canteens are carried on the contract basis. Service provided is very clean and prompt. Staff and their families are provided with medical facilities at nominal fees. A small library unit is also stated in the premises of an organization. The books which are helpful for employees to update their knowledge and information and the same time which will help them in stress reliving and entertain them. Latest Audio and Video CD's and Casket's of the same subjects are also available in this library for the employees. Some of the recreational facilities like Yoga, Dyane, meditation and Sports are also given; which improves enthusiasm and energy of the employees. All these are also useful to build up strong and healthy relationship between employees themselves. Lectures on the subject like personality development make employees

find out their drawbacks and to recognize their strength. All these make all the employees more confident and open minded.

There is no any standard procedure for selection and recruitment of employee. They should be select and recruit on the basis of knowledge, skill and ability. Most of the employees are provided with on the job training.

7.5 PROBLEMS AND PROSPECTUS

During the period of last ten to eleven years universal luggage manufacturing co. ltd, Satara has made satisfactory progress. But to achieve this saturation, the organization has face extreme struggle. The organization has planned and undertake many progressive steps for e.g. to increase the market, to increase the sphere of market, to increase variety of production, to reduce cost and wastage of raw material.

But still the organization faces many difficulties as shortage of raw material, cost of material, electricity-water and other production needed facilities, ill effects of open market policy of Government (Globalization) etc. To overcome all these effects an organization has to adopt latest technologies. The development process may found time consuming for an organization but at the same time it will be highly result oriented.

More and more infrastructure facilities are needed for full utilization of plant capacity. State and local Government Can

help in this matter by providing improved and regular, raw material availability, transportation services.

To improve current position in the market an organization has to build up strong sales and services network all over the country. To face cut-throat competition is not that easy. Because of globalization many well-known and well established organizations are getting lucky in terms of cost-benefit field of the same industry. Thus, Universal Luggage Manufacturing Pvt.Ltd., Satara steel has to make their own strong position in the market.

7.6 SUGGESTIONS

**1.SUGGESTIONS REGARDING WAGE
ADMINISTRATION**

AND LABOUR WELFARE

**2. SUGGESTIONS REGARDING MANAGEMENT AND
ORGANISATION**

**3. SUGGESTIONS REGARDING FINANCIAL
PROBLEMS**

**4. SUGGESTIONS REGARDING PROBLEMS &
PROSPECTS**

1. SUGGESTIONS REGARDING WAGE

ADMINISTRATION AND LABOUR WELFARE

1. To adopt techniques like flexi time and flexi work.
2. To apply and adopt attractive incentives with salary and wage package.
3. To provide maximum convenience to employees at each level by providing them all types of infrastructural facilities,

sanitary arrangements, healthy working atmosphere and good communication between themselves.

4. Refreshment facilities should be arranged for exp. Tea, coffee, snacks, etc, periodical Get-together, Arrangement of indoor-outdoor games, competition etc.
5. all types of allowances should be increased as per financial & economical up-gradations
6. Uniforms should be provided to all the employees whether they are permanent or trainee.
7. Pay scales should be revised periodically. There should be provision which allows to employees direct profit sharing.
8. The canteen rates should be kept in control.
9. The standard method should be applied for the selection and recruitment procedure.
10. Each employee should be provided with the reasonable and sufficient training opportunities.
11. The basis for performance appraisal should be clear and open.
12. management should apply 360 Degree appraisal system

13. The promotion should be strictly on merit and seniority and not on personal consideration.

2. SUGGESTIONS REGARDING MANAGEMENT AND ORGANISATION

1. More and more meetings should be arranged for employee interaction with management.
2. Face to face interaction should be made possible for management and employees to avoid misinterpretation of policies.
3. Organizational policies should be revised as per changing industrial and economical atmosphere.
4. Each and every employee should be treated as per equally important and part and parcel of an organization.

3. SUGGESTIONS REGARDING FINANCIAL PROBLEMS

1. The working capital needs of company should be properly estimated and provisions should be made accordingly.
2. The company should evolve scheme, so that it will not required to rely on short term loans.

4. SUGGESTIONS REGARDING PROBLEMS & PROSPECTS

1. Management should stress on availability of raw material, transportation facilities and utilization of production capacity.
2. More and more efforts should be made to reduce cost and increase quality of production.
3. The management should be given priority over the local government regarding the water supply and electricity facilities.
4. Locking up of capital should be avoided.
5. Measure should be taking to avoided over stocking.
6. Organization should made best of their efforts to provide job security at all levels of the employment.

7. Cost reduction will be possible if organization applies fully efficient men and upgraded technologies of production with latest machineries.

7.6 CONCLUSIONS

Most of the training programs are arranged through the external training institutes in Universal Luggage Manufacturing Co.Ltd., Satara. All of these Institutes re well known and well recognized in their field of training. Workers are provided with the training for industrial safety, fire security, first aid, general security, handling and maintenance of machineries, working with machineries having latest technical up gradations etc.

Middle Management and official staff is provided with training programs for the purpose of knowledge upgradation and refreshing skills. Some of the training programs which are arranged for them are lectures and seminars on Kaizen, Poke Yoka, 5S, Personality Development, English Speaking Courses of Short Duration.

Even the Top Management also takes part in Seminars, Conference and work shops for finding new footsteps and forthcoming challenges. They participate in International; Seminars and Conference for the same purpose. Participation in International Industrial Exhibitions also makes them aware of

their current position in Global market and the position they need to achieve.

After completion of any training program have employee have to submit Monitoring Report after each one month till forthcoming three months which keep Personnel Manger in touch with each employee and make the training follow-up easier for them. This form is known as "Training Evaluation forms". This also facilitates them to check out action plan of each employee who has undergone trough training process. Personnel Executives also undertake review program after completion of every three months.