

## Hi-Tech Traffic Police Bikes to Check Violations on the Move.

Source: - *The Times of India*, 3<sup>rd</sup> November, 2017

NEW DELHI: If you drive in a zigzag manner or violate traffic rules, beware! Traffic cops are soon going to get revamped hi-tech bikes to warn violators before catching up with them to issue challans. The bikes will also be used for patrolling stretches prone to lane violations. The two-wheelers will also be deployed to check stunt biking and speeding in central Delhi.

Sources said that around 550 motorcycles issued to traffic police will be modified with LED strobe lights, free megaphone to alert or conversing on the move. Each traffic circle will be allotted one bike for patrol duty at busy

The riders of such bikes will have a sidearm and camera to record violations during foggy nights.

"The plan has been approved and the process to overhaul the bikes is in the process. Patrolling on such bikes will commence within a few months," said special commissioner (traffic) Dependra Pathak.



550 Apache and Pulsar traffic police will be modified with LED strobe lights, free megaphone to alert or conversing on the move. Each traffic circle will be allotted one bike for patrol duty at busy intersections.

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The helmets of the riders will be fitted with headphones and hands-free devices connected to loud-hailers to direct traffic in case of congestion, especially during events and festivals. The vehicles will also be fitted with carry boxes and high-end communication systems to direct diversions. The two-wheelers will also be fitted with GPS to help senior officers track their positions.

Police officers said that such teams could help clear bottlenecks as it would be easier for a cop to reach the source on a bike than in a four-wheeler. Delhi Police has also planned to introduce a first response system attached to the police control room in which bikes will be modified to enter small lanes.

(Your comments & Views on the above along with your name and email address are welcome on [nafenindia@nafenindia.com](mailto:nafenindia@nafenindia.com))

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# "Industrial Engineering: In Present Scenario"

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## **CONTINUED FROM LAST EDITION**

### **Concept of Industrial Engineering:**

Industrial engineering comprises scientific approaching identifying and solving the problems. Collects factual information regarding the problem analysis the problem, prepares alternative solutions taken into account all the internal and external constraints.

Selects the best solution for implementation. The major tools and techniques used in industrial engineering are:

- ✓ Production planning and control.
- ✓ Inventory control.
- ✓ Job evaluation.
- ✓ Facilitates planning and material handling.
- ✓ System analysis.
- ✓ Linear programming.
- ✓ Simulation.
- ✓ Network analysis (PERT, CPM).
- ✓ Queuing models.
- ✓ Sequencing and transportation models.
- ✓ Games theory and dynamic programming.
- ✓ Group technology.
- ✓ Statistical techniques.
- ✓ Quality control.
- ✓ Decision making theory.
- ✓ Replacement models.
- ✓ Assembly line balancing.
- ✓ MRP-JIT-ISO-TQM.etc.

### **Objectives & Activities of Industrial Engineering:**

- ✓ Improving operating methods and controlling costs.
- ✓ Reducing these costs through cost reduction programs.
- ✓ Processes and methods selection.
- ✓ Selection and design of tools and equipment.
- ✓ Facilitates planning, plant location, materials handling and storage facilities.
- ✓ System design for planning and control of production inventory, quality, and plant maintenance and distribution.

- ✓ Cost analysis and control.
- ✓ Develop time standards and performance standards.
- ✓ Value engineering.
- ✓ Mathematical tools and statistical analysis.
- ✓ Performance evaluation.

### **Standard Phases of Industrial Engineering:**

- Formulating the problem.
- Constructing a mathematical model to represent the system under study.
- Deriving a solution from the model.
- Testing the model and the solution derived from it.
- Establishing controls over the solution.
- Putting the solution to work for implementation.

### **Conclusion:**

Efforts to apply science to the design of processes and of production systems were made by many people in the 18th and 19th centuries. They took some time to evolve and to be synthesized into disciplines that would label with names of industrial engineering, production engineering, or systems engineering. Industrial engineering courses were taught by multiple universities in Europe at the end of the 19th century, including in Germany, France, the United Kingdom, and Spain. In the United States, the first department of industrial and manufacturing engineering was established in 1909 at the Pennsylvania State University. The first doctoral degree in industrial engineering was awarded in the 1930s by Cornell University.

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# “IQ, EQ and SQ: A Way to Accelerate Leadership”

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## ABSTRACT

The changing scenario demands a high level of commitment and contribution from the leadership. The leader of a group or an organization usually act as a driver who steers the organization and its members towards success by taking the right decision on time. The role of Intelligence quotient, emotional quotient and spiritual quotient in identifying and accelerating the success of a leadership has become significant. High level of IQ, EQ and SQ makes a person alive, dynamic, sociable, innovative and performing. While IQ allows a person to analyze "what is" which primarily helps him to solve logical problems, EQ determines "how to adapt" with the changing environment with self awareness, empathy, motivation and compassion and SQ "transforms" oneself and others, heal relationships, cope with grief and move beyond conditioned habits of the path. Emotional quotient and Spiritual quotient can be developed through training which helps in a cognitive decision making, reduced stress and the ability to motivate and guide the group members and to enhance one's leadership qualities.

## INTRODUCTION

Leadership identified as the process of influencing people and governing their aid and support in accomplishing a common task demands a higher degree of potential, commitment, vision, performance and effectiveness. An improvisation of these qualities definitely contribute to an efficient and effective leadership. The search for the real characteristics or traits of a leader was the theme taken up by several scholars from the ancient period itself. Several theories have been propounded by various thinkers attributing leadership qualities to the genetic traits, propounding leaders are born but not made, and they inherit the qualities of a good leader such as intelligence, dominance, adaptability, persistence, integrity etc compared to a non leader. The areas such as intelligence quotient, emotional quotient and spiritual quotient paved the way to boosting up one's leadership efficiency.

## INTELLIGENCE

It can be defined as a true biologically based mental faculty that can be studied by measuring a person's reaction time

to cognitive tasks (Francis Galton, 1869). It is defined as a very general mental capability that among the other things, involves the ability to reason, plan, solve problems, think abstractly, comprehend complex ideas, learn quickly and learn from experience. It reflects a broader and deeper capability for comprehending our surroundings (Mainstream science on intelligence-1994). Intelligence quotient is the score obtained from the standardized tests conducted to measure intelligence. Person scoring high in this scale is said to have a higher degree of intelligence. Environmental factors play a crucial role in the development and enhancement of IQ. While IQ is treated as an end to itself, its relation with areas or outcomes like job performance, leadership capabilities, wise decision making, logical adaptability etc are also recognized. IQ could play a role in designing of formulas and/or blue prints that will be used as a part of the space shuttle as work like that typically is attributed to one's capabilities of high technical analysis and synthesizing. Intelligence is a description of how well an individual can mentally do something. Intelligence involves thought process that comprehends one to do the work effectively, think abstractly, ability to solve problems and reasoning skills.

How intelligence quotient is associated with one's leadership qualities can be associated with the degree to which a leader is able to use his faculty of reason – the ability to learn from experience, otherwise to acquire, to retain knowledge and to respond successfully to new situations – to guide or show others to an effective course of action or thought (Webster's New World Dictionary of American Language-1990). To start on with the self assessment, a leadership IQ Self assessment (LIQ) has to be considered first; which paves way to understanding one's key competencies required for high leadership IQ. This is then followed by a development guide which aims at self improvement. The seven development procedure is as follows:

1. Be an achiever
2. Be pragmatic
3. Practice strategic humility
4. Be customer focused
5. Be committed
6. Be a learned optimist
7. Be responsible

These principles form the foundation upon which the architecture of achievement could be built.

## EMOTIONAL INTELLIGENCE

It is an associative form of thinking which links one's emotion with another, emotions with physical feelings,

emotions with the environment. All the forms of associative learning is built upon the basis of trial and error. It is also an experience based learning -if one recognizes a consistent successful way of performing a work, more one tend to perform it that way. It is a response to certain stimuli which are more or less habit bound. Associated thinking helps one to deal with ambiguous or complex situations. It is more flexible , but in some cases , inaccurate than serial thinking. One can relearn an emotional thinking , but is time bound and needs proper direction and training.Since associative thinking is said to be tacit in nature , it cannot be shared at all times and one needs to learn by himself/herself.EQ are told , accounts for more than 85%of the exceptional achievers. More complex the task , more important is the level of EQ. The hallmarks of EQ are Self awareness , Self management ,Social awareness and Social skills. Those with high EQ are motivated , self disciplined , aspire to excellence , continually requiring upgrading skills , learning and adding value.

### **SPIRITUAL INTELLIGENCE**

Also called as intelligence of meaning , gives a person the ability and power to plan , to make sense of the emotions , to control the impulses , to make rational choices and to bestow the world with meaning. Our brain region is the place where one recognizes the self , the physical survival systems are converted into subjective feeling. Spiritual quotient is primarily developed through reflection.

Where IQ is rule based , EQ helps one to act within the prescribed format of the society and SQ helps him to extend and change these boundaries , question the assumptions in practice and find the meaning, it can even be identified as the intelligence of creativity.

### **Three intelligence mapped on to the Optimum Performance Model**

**INSERT PICTURE HERE**

All group of people whether , corporate , family , society as a whole , needs an efficient leadership system,to impart vision , motivation and with a purpose. Effective leaders must be confident, vision oriented , enthusiastic and with an immense sense of responsibility. The first challenge before a leader is to have a vision, to build trust among people and to empower them to give fruitful results. Outstanding performers have high IQ , EQ and SQ. This makes them alive , dynamic ,sociable and innovative. Once these factors are analyzed and related to each other , it can be noticed that

IQ, EQ and SQ pave way to the holistic development of a person and thus contributing to a very effective society.



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## **" Knowledge Management in Software Organization"**

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### **ABSTRACT:**

Software Companies need to recognize that knowledge is an important asset for the organization. Knowledge is gathering over time and will assist the organization be successful. A survey by Reuters found that 90 per cent of companies that deploy a Knowledge Management (KM) solution benefit from better decision-making, while 81 per cent say they notice increased productivity.

Organizations can't be ahead of customers; they can only anticipate their next move. And KM is a key portal into market mood swings. Gauging the evolution of knowledge to lead the organization

### **Software Industry and Knowledge Management**

The software industry is resource-oriented and it becomes quite important to ensure that knowledge in the minds of resources is safeguarded. It is found that, while 26 per cent of knowledge in the average organisation is stored on paper and 20 per cent digitally, an astonishing 42 per cent is stored in employees' heads. There have been many instances where the learning and knowledge is lost when resources move to newer roles, or leave the organization.

Knowledge is invisible and is tied up in customer relationships. It is linked to the ratio of experienced to junior employees. KM assists in getting the right knowledge to the right person as fast as possible and

assists in retaining customers. The most difficult part in implementing KM is not the technology It is to understand where knowledge resides within the organization.

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### Knowledge Management in Indian Software Organization

The perception of KM differs from one industry vertical to another. In software service companies, knowledge management can be a highly effective practice as it helps capture knowledge across different skill sets. For instance, information regarding common queries about specific technologies (if captured on the Intranet) can help solve common problems. This, in turn, boosts productivity. As Indian software service organisations employ software professionals in thousands, employee inputs can be extremely useful for organisational growth.

Satish Joshi, Senior VP, Patni Computer Systems Limited says "For us, KM is a set of processes and tools which give us the ability to leverage and combine the collective abilities of our knowledge workers."

Simply put, a KM practice should let an organisation provide relevant information to each and every user. As Sunil Kapoor, Head IT, Fortis Healthcare says, " customised information tailored to the needs of each user." As a KM practice provides a structured way of capturing knowledge that exists within the organisation, it gives an organisation the ability to improve the productivity and knowledge of its employees by means of knowledge sharing.

"A KM practice that encompasses end-to-end processes owned by a department can go a long way toward boosting productivity," says M D Agrawal, GM IS Refinery

Knowledge Management (KM) has been a buzz-word in the software industry for a number of years now. A KM solution aims conveniently and efficiently to store and disseminate an organization's intellectual capital (i.e. its collective

knowledge) in various guises, and makes this information available in an organized, easily accessible fashion to relevant personnel within each department throughout the whole enterprise.

### Knowledge Management in Patni Computer Systems

Patni Computer Systems, India's sixth largest software services exporter is one of the few organisations that makes extensive use of KM. The company has created a knowledge centre, which allows its employees to learn about new technologies, have discussions, get technical queries answered and even draft quick sales proposals.

For Patni, this system has led to a reduction in training time and a boost in productivity due to better sharing of knowledge among its employees.

Here are some of the features of the knowledge centre:

- ✓ The knowledge centre contains information about the quality management system, information related to different projects, related best practices and lessons learned, technology related white papers and tutorials.
- ✓ A searchable repository of reusable software components
- ✓ As it is based upon a Web based model, information is accessible from all Patni offices
- ✓ Classification of content according to industry verticals and technologies
- ✓ A discussion forum for exchange of ideas and solutions
- ✓ A helpdesk for facilitating process consulting to projects
- ✓ A marketing centre which holds frequently asked questions by customers (the same is used by employees in sales and marketing). Additionally, case studies and templates for proposals and newsletters are also captured in the knowledge centre.
- ✓ A role based access privilege model that ensures that every user has access only to information pertaining to his department.

### Implementation of KM

- ✓ Implementation of KM varies from company to company, country to country. It has to be localized to suit one's requirement.
- ✓ Planning is important and the organization must be willing to take the risk. KM practitioners should have management support and not over -promise. They should take things at a small scale and monitor the progress of the KM

initiative. If any problems arise during this stage, they are easier to solve. Once it is stabilized, we should be able to move to the next stage, where KM can be implemented organization wide. However, the plan will need to be revised continuously. Most importantly, knowledge management requires determination and perseverance

- ✓ KM practitioners should not expect immediate returns on KM investment. It may take several iterations of real input and measurable output and subsequent updates before a good KM system is in place.

## Knowledge Management in Software Organization

### Accenture

Accenture is the former Andersen Consulting: its strengths have long been in the area of information technology management, so it is no surprise to find 'knowledge management' equated mainly with information technology. For example, Lotus Software is identified as a partner and the description reads:

This Knowledge Management solution provider enables workers to capture, manage and share information throughout their organizations. (<http://www.accenture.com/>)

which neatly demonstrates the use of 'knowledge' as a synonym for 'information'. Elsewhere on the site, 'knowledge management' is defined as:

...ensuring that the right information is available in an easily digestible format to employees across the organization at the point of need so they can leverage experiences and make more effective business decisions. (<http://www.accenture.com/>)

### Cap Gemini Ernst and Young

The management consultancy arm of Ernst and Young was bought in 2000 by the French group, Cap Gemini, to form Cap Gemini Ernst and Young. In this company, 'knowledge management' appears to be equated with the management of 'intellectual capital' and this, in turn, means, for example:

- encouraging information exchange among staff, for example, through formal and informal networking following training;
- building intranets to provide access to information resources;
- creating 'yellow pages' or indexes to expertise; and

- creating newsgroups for employees to encourage information exchange.

In other words, at CGEY, 'knowledge management' is information management.

### Deloitte and Touche

Deloitte and Touche promote 'knowledge management' definition provided by another consultancy, the Gartner Group:

Knowledge management is a discipline that promotes an integrated approach to the creation, capture, organization, access, and use of an enterprise's information assets. These assets include structured databases, textual information such as policy and procedure documents, and most importantly, the tacit knowledge and expertise resident in the heads of individual employees.

which quite clearly proposes 'knowledge' as a synonym for 'information'. The idea of 'tacit knowledge' will be dealt with later.

The company clearly views 'knowledge management' as amenable to technical solutions, claiming that:

Deloitte Consulting provides system consulting and implementation services for knowledge management solutions in a wide range of applications and scales. The solutions include data warehouse systems, enterprise system integration (data exchange system) with middleware, and workflow or document management systems with groupware such as Lotus Notes/Domino.

### Ernst and Young

This company's main concern appears to be in the application of 'knowledge management' to its own business: I could find no publications or site locations that promoted 'knowledge management' services other than e-learning. Internally, 'knowledge management' is translated as information sharing among Ernst and Young staff around the world (although it is called, of course, 'knowledge sharing'), and the provision of business intelligence to clients. These activities are supported by a network of 'Centers for Business Knowledge', which appear to be a combination of the traditional company library and information service, plus specialised services such as statistical analysis and financial benchmarking. Thus, although the rhetoric is about 'knowledge', the reality is about information, its organization and transfer.

## KPMG Consulting

It seems that, at one time, KPMG had a 'knowledge management practice', but all trace of this appears to have disappeared from the site, except in descriptions of the authors of certain documents. It appears that KPMG thinks that there is more to be gained by 'leverage intellectual assets' and by drawing attention to the concept of 'intellectual property' and the 'hidden value' of such property. For example, a recent report, Intellectual gold, defines intellectual property as:

...not just patents, trade marks, copyrights, database rights and other "pure" IP, but other forms of articulated knowledge, such as business processes, methodologies and know how.

It may well be that KPMG has reached the conclusion that the area of intellectual property, broadly defined, offers more opportunity for income growth than the rather less well defined idea of 'knowledge management'.

## McKinsey and Company

McKinsey and co. do not have a significant representation of the idea of 'knowledge management' on their site. Most of the entries in the search results refer to the content of McKinsey Quarterly as a source of information on 'the world of knowledge'. Apart from this, the employment pages refer to job opportunities in the sector of 'Knowledge management and research', where roles such as 'Research analyst' and 'Knowledge specialist' are identified. A typical 'research analyst' job description begins:

'The Insurance Research Analyst will assist teams by collecting, summarizing, analyzing, and synthesizing facts that serve as critical inputs to client service teams, interpreting their findings into implications for teams.'

which seems like a straightforward information analysis job. The 'knowledge specialist' role is somewhat more diverse, but includes a number of tasks that would be familiar to anyone working under a title such as 'information officer':

'Participate in the Practice's knowledge capture and codification program by sourcing internal knowledge and experts; develop topical material relevant for internal and client related activities. Enhance the ability of client teams to access internal knowledge and experts, advise client teams on the application of practice knowledge and expertise; provide hands-on guidance for teams without prior experience in the financial services industry.

Build and maintain "self-service" tools/databases for consultants and research professionals to access

knowledge, including intranet sites. Maintain the Practice's knowledge databases and tools for internal knowledge codification and storage. Provide ad hoc support to the Practice's leaders for internal knowledge sharing meetings, performance metrics and other practice events/activities.' It can be seen that 'knowledge' is being used as a synonym for 'information'.

## Conclusion

Software organizations' main assets are not plants, buildings, or expensive machines. A software organizations main asset is its intellectual capital, as it is in sectors such as consulting, law, investment banking, and advertising. The major problem with intellectual capital is that it has legs and walks home every day. At the same rate experience walks out the door, inexperience walks in the door. Whether or not many software organizations admit it, they face the challenge of sustaining the level of competence needed to win contracts and fulfill undertakings.

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