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| **1** | **PURPOSE** | To describe the methods & responsibilities, adopted when planning, marketing and organising incoming Missions from overseas |
| **2** | **SCOPE** | Applicable to all Incoming Overseas Missions including individual business visits of person(s)/ only meeting with incoming groups. It does not include missions, which are part of some project. |
| **3** | **RESPONSIBILITY** | The designated Mission coordinator nominated by the Director General /HoD International |

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| **4** | **PROCESS BOUNDARIES** | |
|  | **Start with:**  **End with:** | Receipt of information of the visit  Delegation leaves from India |

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| **5** | **PROCESS INPUTS / OUTPUTS & INTERFACES :** | As shown in Flow chart |

**a. Process Input:**

Information

* Dates
* Information about the companies represented by the incoming

mission members and their specific business interests in coming on the mission

* Database of ACMA members & vehicle makers
* Updated presentation on the Indian auto component industry
* Flight and / or train schedules
* Hotel & meeting venue details and options
* Contact details of suppliers for transport, audio visual equipment,

Backdrop

* Details of Interpreter

###### Material

* Stationery, folders, itinerary, tent cards, place cards, programme sheet
* Gift/s
* ACMA publications & CDs

Documents

* Checklist/s, work plan, quotations for relevant services

###### Equipment

* Audio visual equipment, as required

b. **Process flowchart:**

Start

Receive info of visit with mission objectives

Plan tentative dates of visit (if at our invite)

Reconfirm dates after checking ACMA National & regional work schedule. If dates not suitable, suggest alternate dates

Based on the objectives of the delegation, nominate a Mission Coordinator from ACMA Secretariat

Requires ACMA to coordinate the complete Mission

Requires only Presentation from ACMA

* Initiate detailed planning based on Mission objectives
* [Identify companies based on mission objectives](file:///C:\Users\ar.ACMAHO\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\ISO-FINAL%20PROCESS\Measurement%20Charts\PM_28.xls#l2)
* Do a detailed program, in consultation with regional offices
* Plan inter-city staff travel\* & accommodation\*, if necessary
* Check diary of Chairman GTFC/ Any other EC Member
* Check availability of ACMA Conference room. If not available, organise alternate venue
* Prepare draft ppt and talking points as per mission objectives
* Order gifts\* (tie/ scarves/ salvers) for the delegation (if required)

Receive mission composition & areas of interest & decide type of interaction in consultation with overseas Mission Manager

* Plant visits (Refer to work instructions A)
* Individual/ 1:1 business meetings (Refer to work instructions B)
* Regional / all member / executive committee member meetings (Refer to work instructions C)
* Reception / social events\* (Refer to work inst. D)

Prepare & send thank you letters

Final Detailed Programme (for **DG**’s/HoD International’s approval)

Receive mission and carry out programme

Prepare Note / Report & submit matter for AutoNews etc.

Briefing to Director General & Office Bearers

END

\* Outsourced

1. **Process output**

* Notes
* Thank you letters
* Invoices
* Programme Sheets

1. **Interface with other Process:**

* Process for Management Review: PM/08
* Process for Reviewing Customers Requirement, Perceptions & Feedback: PM/15
* Process for Vendor Management & Empanelment: PM/18
* Process for Executive Committee Meeting: PM/23
* Process for Publications: PM/30
* Process for Membership: PM/33
* Process for Printing: PM/41

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| **6** | **KEY ACTIVITIES** | | | |
| **S NO** | **Key Activities** | **Responsibility** | **Reference Document** | **Time Norms** |
| 1. | Finalise & confirm dates with overseas mission manager | Coordinator | ACMA National & regional work schedule | Within 15 days of receiving request from overseas |

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| **S NO** | **Key Activities** | **Responsibility** | **Reference Document** | **Time Norms** |
| 1. **Requires only Presentation from ACMA** | | | | |
| 1 | Check diary of Chairman GTFC/ Any other EC Member | Coordinator |  | Within 7 days of meeting date |
| 2 | Check availability of ACMA Conference room. If not available, organise alternate venue | Coordinator |  | Within 7 days of meeting date |
| 3 | Prepare draft ppt and talking points as per mission objectives | Coordinator |  | At least 1 day prior to meeting date |
| 4 | Order gifts\* (tie/ scarves/ salvers) for the delegation (if required) | Coordinator |  | At least 1 day prior to meeting date |
| 1. **Requires ACMA to coordinate the complete Mission** | | | | |
| 2. | Draft itinerary to mission manager | Coordinator | Objectives & travel plan of incoming mission | Within 20 days after receiving mission objectives & travel plan |
| 3. | Detailed programming & identification of cos. | Coordinator | Confirmation of suggested itinerary by mission manager | Within 7 days after receiving confirmation from mission manager |
| 4. | Gifts/ mementos | Coordinator | Travel dates & flight schedule | Should be received at least 1 day prior to their arrival |
| 5. | Decide type of interaction | Coordinator & Director General | Receipt of composition of mission | Should be done within 7 days of receipt of composition of mission |
| 6. | Organising plant visits | Coordinator | Refer work instructions | At least one day prior to arrival of mission |
| 7. | Individual / business meetings | Coordinator | Refer work instructions |  |
| 8. | Meeting with members | Coordinator | Refer work instructions |  |
| 9 | Reception/ Social events | Coordinator | Refer work instructions |  |
| 10 | Thank you letters | Coordinator | Programme / Itinerary | Within 5 working days of return of mission |
| 11 | Preparation of note on outcome of visit/Matter for Auto News etc. | Coordinator |  | Within 15 days of return of mission |

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| **7** | **PROCESS MEASURES :** |
|  | * To capture data of Delegates visiting India for networking |

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| **8.1** | **SERVICE MONITORING AND MEASUREMENT** | | | |
| **S. No** | **Output** | **Parameter** | **Acceptance Criteria** | **Responsibility for Control** |
|  | Finalisation of overseas delegation | Minimum participation | Interest in visits to Indian counterparts | Mission Coordinator |
|  | Finalising Indian members to receive the foreign delegation |  | B to B interactions | Mission Coordinator |
|  | Report on the Inward Mission |  |  | Mission Coordinator |

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| **8.2** | **PROCESS MONITORING AND MEASUREMENT** | | | |
| **S. No** | **Parameter** | **Risk** | **Control** | **Responsibility for Control** |
|  | Scheduling of overseas inbound mission | Cancellation by a domestic party to be visited | Inform participants; identify alternate party; reschedule itinerary if no alternate found | Coordinator |

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| **9** | **CORRECTIVE & PREVENTIVE ACTION** : | HoD- International Department in consultation with Director General shall determine suitable correction action along-with its implementation. |

**10. References:**

* **Work Instructions**;

A) Plant visits

B) Individual / 1:1 business meetings

C) Members meetings

D) Reception/Social Events

E) Check lists

WORK INSTRUCTIONS

A.  Work Instructions for Plant Visits:

1. Select companies based on the following:

a) Specific interest of incoming mission members

b) Specifications stipulated by DG/HoD

c) Criteria expressed by incoming mission members

d) If no criteria, expressed by Incoming mission, the selection of companies will be in the following order.

i) Office Bearers and Past Presidents companies

ii) Regional based EC member companies

iii) All EC

iv) All members in the region

v) All members

Keep a “back-up list” of companies in case any one regrets.

1. Send fax / e-mail to member companies requesting for plant visit. Details to include
2. Day, date, time, and duration of visit along with composition of Mission. Also

include any request for meals, if required.

ii) Give companies 2-3 days to respond. If no response received, do follow up.

iii) If company regrets send message to the next short-listed company.

1. Prepare work allocation
2. On receipt of confirmation from company, if ACMA staff not accompanying the group,

tie-up logistical details of pick-up and escort, with the plant to be visited.

It is important to check out details of the plant visits and meetings:

* Agenda/ programme (If taking an interpreter, ensure that extra time is incorporated in the programme)
* who will be present
* audio visual requirements, if required
* meals being served
* transport arrangements
* travel time between plants
* name, telephone and fax no. of contact persons at the plant/ individual co- ordinating the visit.

1. Brief ACMA staff who will be accompanying the mission for the plant visit. ACMA Staff to also speak/ meet mission manager, prior to meeting with the group.

Alternatively, if ACMA staff not accompanying, give contact details of mission manager to plants being visited.

1. Arrange transport, if required, according to size and need of the group
2. Accompanying/ coordinating ACMA staff to reconfirm visits with plants at least one day prior to visits.
3. On day of visit, staff to keep in touch with plants to be visited. Intimate them of any change or delay. Take mobile phone, if possible.
4. ACMA staff, accompanying mission members to give a report on the out-come of

plant visits.

10. Send thank you letters.

B. WORK INSTRUCTIONS FOR INDIVIDUAL / 1:1 BUSINESS MEETINGS

This work instruction is valid for pre-arranged business meetings organised by ACMA within the incoming missions overall programme.

1. Based on travel itinerary and programme, block venue/s.
2. On receipt of individual business interest of mission members, intimate all/ relevant member companies.

Select companies based on the following:

a) Specific interest of incoming mission members

b) Specifications stipulated by DG/HoD

c) Criteria expressed by incoming mission members

d) If no criteria, expressed by Incoming mission, the selection of companies will be in the following order:

i) Office Bearers and Past Presidents companies

ii) Regional based EC member companies

iii) All EC

iv) All members in the region

v) All members

3. Communication to members should contain:

a) Proposed date/s & time slots available

1. Mission member details :

# Company represented

* Items manufactured / product groups represented
* Specific business interest for individual meetings

1. Reply form – sample given

4. Upload Circular on ACMA website, if required.

5. Prepare work allocation, if required co-ordinator to decide

6. Confirm venue based on size of the delegation.

7. Create meeting planner. Must contain Name of delegate, designation, company, contact nos., day/s, date/s, time slots.

8. Receive reply forms. Slot in appointments. Give adequate time between appointments.

9. If ACMA arranging business meetings send confirmation letter to companies.

10. If time slots not available, send regret to members along with contact details of visiting company so that written communication may be initiated between companies.

11. At venue, arrange meeting tables as per requirement..

12. ACMA staff to co-ordinate meetings at venue.

13. Venue should preferably have a waiting area with drinking water and/ tea & coffee facility.

1. If Business Meetings being held alongside product display, follow PM/25 as much as applicable.
2. Refer and follow, process for Vendor Management & Empanelment (PM/18) wherever applicable.
3. Also refer and follow process for Conference / Workshop / Seminar (PM/22), as much as applicable.

C. WORK INSTRUCTIONS FOR REGIONS / ALL MEMBERS MEETINGS

1. Block venue as per date, time, expected no. of persons

2. Prepare budget, if required (PM 10)

3. Prepare work allocation, if required.

4. Request office bearer/s to block diary.

5. Send circular to regional / all members. Communication to members should contain:

a. Venue, proposed date/s & time

b. Mission member details :

# Company represented

## Items manufactured / product groups represented

c. Reply form

d. Participation fee, if any.

6. Upload circular on website, if required.

7. Tabulate confirmations and regret.

8. Prepare programme sheet for meeting, in co-ordination with mission manager.

9.. Prepare talking points / presentation for office bearer/s

10. Send programme and presentation to office bearer for approval. When approved, finalise same.

11. Prepare tent cards, if required.

12. Prepare documentation packs for meeting.

13. Refer to meeting checklist for administrative arrangements (PM 22/F4)

14. Take minutes of the meeting & prepare record note.

15. Raise invoices, if required / clear all payments.

D.  WORK INSTRUCTIONS FOR RECEPTION / SOCIAL EVENT

1. Finalise date & host for the event. Allocate work to a coordinator.
2. Intimate staff liaising with hotels to block venue/s and obtain rates.
3. Intimate host/ hostess of rates and give name of staff who will liaise for the arrangements at the hotel.
4. Finalise guest list in consultation with host/hostess.
5. Prepare invite and send as per guest list.
6. Tabulate confirmations and regrets received.
7. Do follow up, if necessary.
8. Give confirmation and regret list to host/hostess prior to the event.
9. Co ordinate with person liaising with hotels. Check on final arrangements with colleague.

10. Raise invoices, if required / clear all payments.