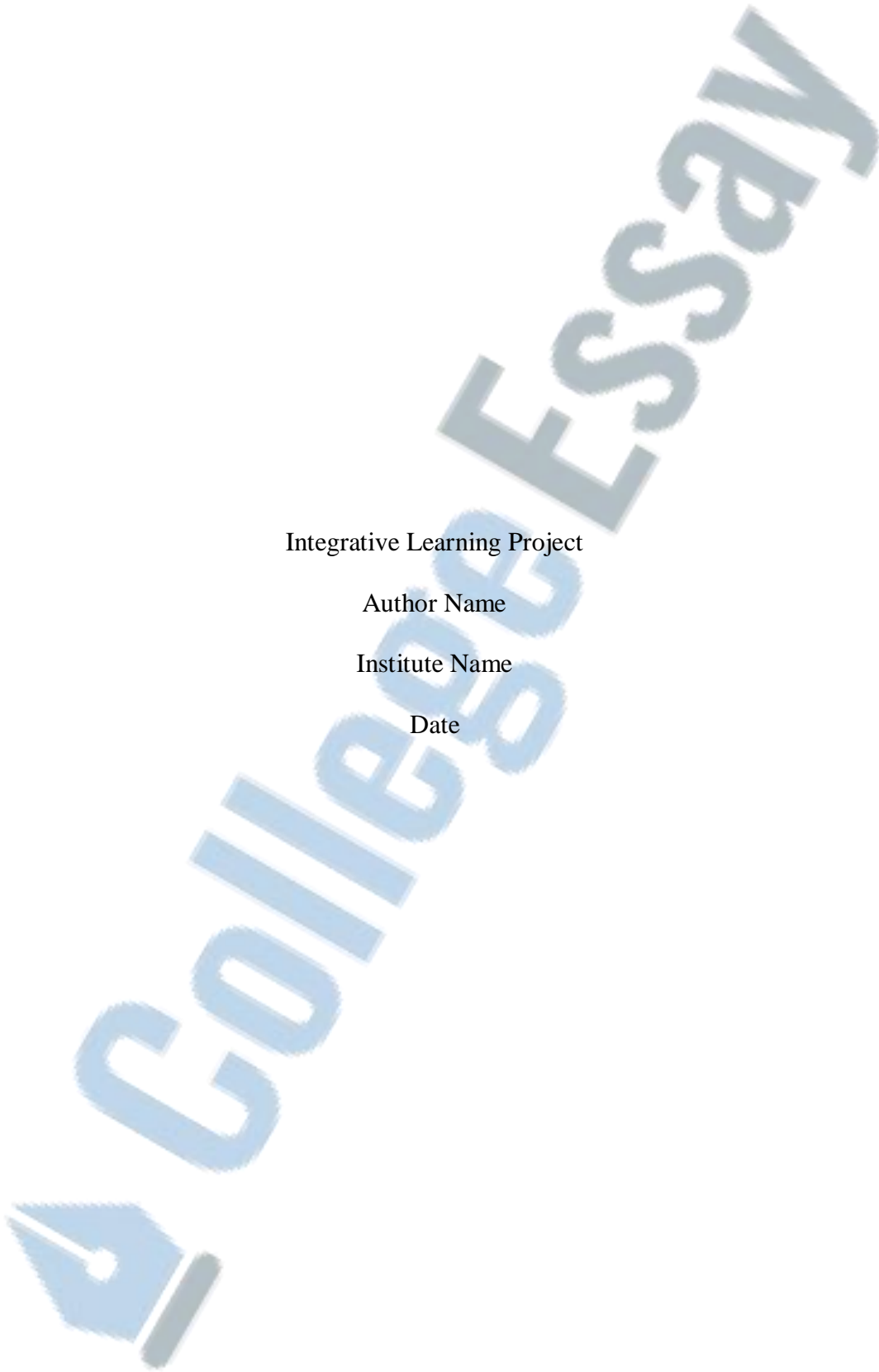


Integrative Learning Project

Author Name

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Date



## **‘Integrative Learning Project’**

### **Introduction**

Proelectric Inc. is an organisation that deals in electronics, civil, and telecommunication engineering components. The core objective of the organisation is to provide customers with high-quality services. The organisation possesses a diverse group of employees belonging to different religions, cultures, and regions. Each employee contributes towards the progress and betterment of the organisation. Moreover, the company has achieved tremendous success over the past few years due to the adaptation of effective strategies by the management of the organisation. The current age is the age of advancements, and all the processes nowadays are being carried out following the latest technology. The company manufactures engineering products and in order to make this happen, the company uses highly innovative and complex machinery. The machinery is usually procured from the top suppliers across the globe, and due to this, the company has been able to execute things in a highly proficient manner. The company is looking to improve its operational strategy and for this, it needs to integrate some key concepts into its organisational setting. This paper will explain the interconnectedness among the organisational setting and different key concepts that are relevant to the organisational processes. Moreover, the readers will be provided with an opportunity to comprehend the basic protocols associated with the textbook’s key concepts and the teachings of the Bible regarding the implementation of all these concepts.

## **Organisational Setting**

### **Mission**

The mission of the organisation is to ensure the provision of high-quality goods and services to customers. The company aims to attain the desired customer satisfaction and competitive advantage. The organisation has developed such effective strategies that prove to be advantageous for the overall wellbeing of the organisation and the productivity of the company is also enhanced. The increase in productivity provides the organisation with an opportunity to achieve a formidable position within the competitive market and due to this, many customers are attracted to the organisation. If the desired number of customers are attracted towards the organisation, then it can prove to be quite helpful for the organisation to accomplish the targeted aims. Customer satisfaction is the building block of organisational success, the provision of sublime quality materials has made it convenient for the organisation to make a maximum number of customers satisfied regarding the services provided by Proelectric. The whole operational strategy is based on the development of innovative products and that is why the company is renowned for the utilization of the latest technology. The manufactured components are usually based on upgraded technology and follow the latest demands of the market. Proelectric serves customers with the best possible goods and services and due to this, the company accomplishes its mission.

### **Products/Services**

The company deals in the production of engineering components such as transistors, capacitors, resistors, WIFI modules, Bluetooth modules, and some renowned civil engineering materials. Proelectric also offers the services of project designing, and the company has hired professionals who are experts at providing these services. The professional has great expertise in

research and development and that is why they can develop highly innovative solutions to resolve complex problems. The materials are procured from credible vendors across the globe who are renowned for supplying materials of the highest quality.

### **Customers**

Proelectric is a global organisation that has branches in different countries. The main branches of the company are in the United States, Australia, and the United Kingdom. Therefore, the company possesses both local and international customers.

### **Value Addition**

The management of the organisation encourages the employees to work according to their desires and takes feedback from the employees frequently. Moreover, a highly ethical and confined culture is developed within the organisation due to which all the employees respect each other and work as a team to accomplish the targeted missions of the company.

### **Role of Christian Community**

The organisational culture encourages all the employees to work with freedom and to contribute to the progress of the company. As most of the employees are Christians, a Christianity-based culture is dominant within the organisation. However, the overall culture supports secularism, therefore, employees belonging to each religion are respected and can work according to their desires. This makes the organisation more efficacious as compared to other organisations.

### **Integration of Chapter Concepts to the Organisational Setting**

The following are the key concepts that will be integrated into the organisational setting in this paper.

### **Total Quality Management**

Quality and the dimensions that surround it are the first fundamental concepts that apply to the Proelectric organisation. Its goal is to transform the organisation by implementing gradual changes in attitudes, practices, arrangements, and processes. In today's world, many businesses use Total Quality Management (Ross, 2017). The Japanese organisations and their high-quality products have attracted many customers towards them and it is only due to the adaptation of effective strategies by those organisations. According to the business experts, the continuous improvement in the processes is a piece of essential news that a business could hear. Total Quality Management played an essential role within the organisation in order to make it more successful and efficacious. Some renowned researchers believe that all management, not just the service or product, should be involved in the entire quality program (Stapenhurst, 2009). Different steps can be followed by the managers in order to ensure that the processes are getting improved continuously within their organisation. The first step is to develop or upgrade the company's service or product to remain competitive and profitable. Second, the company should develop a management philosophy. Third, create a high-quality product that is free of errors. The fourth step is to identify a single supplier who would provide excellent service and loyalty. The fifth goal is to continue to improve production and quality while lowering costs. The sixth step is to provide job training, and the seventh was to devise a structure that would enable everyone to perform well. Stopping fear is number eight, while stopping departmental issues and promoting team development is number nine. The tenth stage is to resolve leadership by objectives, and the eleventh step is to eliminate matters beyond the workforce's concerns. Step 12 is to remove all workplace impediments, and step 13 is to educate personnel. The final phase is to ensure that everyone is a part of overall quality management. This whole process results in a high-quality product, lower service costs, and improved record-keeping that can lead to a company's success

and profitability. There have been various claims that TQM can only succeed if it includes a concern. Throughout the firm, there is a focus on quality for the customers. The accuracy of this assertion, as well as any facts that contradict it, shall be investigated and discussed in greater depth in order to ensure TQM's success. TQM is based on and builds a culture in an organisation that inspires everyone to contribute to quality enhancement. It encompasses not only the marketing and dissemination of quality and techniques within the business and to consumers but also to third parties.

### **Mass Customization**

This concept enables the organisations to maintain a trustworthy and long-term relationship with the customers. Proelectric can use these concepts to ensure the desired success. The following important concept to consider is mass customization. Mass customization is a business paradigm in the same way that mass production is. Some businesses that provide personalized or customized items have yet to embrace the mass customization business model (Tiihonen & Felfernig, 2017). Customers value certain characteristics of a mass customizer, and they provide custom product configurations based on standardized product modules or product modularity. This requires that a product rationalization exercise has been undertaken to identify the basic options that the marketplace would demand. Mass customization keeps track of standardized product modules, as well as any procedures for assembling them into fully configured goods that are typically within a product configuration. Mass customization allows the entire company to have the same understanding of product configurability. Through a product configuration, Mass Customization gives its clients and distributors the ability to build order configurations and explore alternatives. Customers can use this product configuration to do a study of different product and pricing choices. To obtain an order configuration, the system should ideally detect the lead-time. The possibility of



any two-order configurations being similar is viewed as a coincidence by mass customization. A sales order is used to direct order demand to manufacture. Engineering is only involved when a new product module is required or when engineering work on items that must be completed right before the order is sent to the factory must be completed. Engineering, for example, may need to confirm specific components before production begins. Engineering determines what product variants are allowable based on technical feasibility rather than marketing or sales policy. This is critical because you do not want to have to change the thinking behind authorized and permitted combinations every time the marketing or sales philosophy shifts. Otherwise, you will end up with a lot of rework and churn. Engineering considers product modularity when designing the product. Product management makes decisions regarding whether product variants are saleable. Proelectric Corporation must become a mass customizer and a progressive manufacturer to successfully adopt mass customization. Progressive manufacturers integrate technology into every aspect of their operations to gain a long-term competitive edge by connecting customers to the manufacturing process. The concept of being a Progressive Manufacturer is extremely significant when it comes to mass customization.

### **Six Sigma DMAIC**

Six Sigma and the DMAIC Improvement Process are the third fundamental concepts used at Proelectric Corporation. Motorola first used DMAIC to optimize company processes and boost profits (De Mast & Lokkerbol, 2012). It is one of two important strategies for putting Six Sigma, a quality-improvement approach, into action. The project management must review the modifications made and attempt to enhance them by eliminating the major causes of defects once new performance norms have been established. Finally, process control methods must be implemented to ensure that future process performance is adequately controlled.

The DMAIC approach is currently in widespread use as a structured improvement model. It takes a methodical approach to problem-solving by identifying the root causes of faults and then suggesting solutions. DMAIC, on the other hand, may not be appropriate for all sorts of projects. Some suggest that it would be better suited to undertakings and initiatives involving the extreme transformation. Although DMAIC can be utilised in a variety of situations, I believe it is most effective when used for incremental change initiatives rather than dramatic transformation undertakings. DMAIC is not particularly ideal for projects that require a new start or drastic modifications because it enables the establishment of basic processes that currently exist but does not satisfy the requirements.

### **Benchmarking**

One of the core concepts that can be used by the company in order to ensure continuous improvement is benchmarking, which is used to evaluate the operational mechanism of a company by comparing it with other top companies (John & Eeckhout, 2018). Benchmarking is Proelectric's fourth key principle. Benchmarking as we know it today originated in the United States in the 1970s. Government agencies, hospitals, and colleges have all found the advantages of benchmarking in recent years and are utilising this concept to enhance the overall; framework and the basic organisational processes. Industry organisations are also progressively utilising technology to improve sector-specific processes (Rauchs et al., 2018). Recently, governments have started to investigate the utilization of benchmarking as a device for refining policy execution procedures, with an emphasis on the framework conditions that underpin the business environment and the economy. Benchmarking has proven to be the most effective method for finding opportunities for performance improvement. The discovery and adoption of the Highest Practices are based on the measurement of the best-performing firms. Benchmarking is now widely regarded



as a necessary tool for attaining continuous improvement goals. Benchmarking allows us to examine and improve important company processes, reduce waste, and boost performance, profitability, and market share. Benchmarking has the advantage of allowing us to make decisions based on facts rather than intuition or gut feeling. Knowing where we are today and where we need to be tomorrow is critical, as is figuring out what makes some businesses successful. Although benchmarking takes numerous forms, it can be divided into three categories, i.e., internal, competitive, and strategic. When a corporation uses internal benchmarking, they are comparing itself to other companies. They only need to share their best practices, which they have previously created and demonstrated. Depending on the company's size, it may be large enough to indicate a wide range of performance. If similar industries are not easily available, internal benchmarking may be required. When a corporation wishes to assess its position within its industry, it uses competitive benchmarking. Additionally, when a corporation must define industry leadership performance targets, competitive benchmarking is used. When it comes to discovering and analysing exceptional performance, strategic benchmarking is applied. When a corporation needs to look outside of its industry, this type of benchmarking is most useful.

### **Kanban/JIT Services**

A commonly used mechanism by top organisations to control the workflow efficaciously is known as Kanban. It is Proelectric's fifth key concept. The phrase belongs to the Japanese language and now it is extensively used around the world. It is described as a type of replenishment signal that transmits information on the movement or manufacturing of products in general. They can also be used to indicate that more product is being produced. One of the major advantages of a kanban framework is that it restricts inventory accumulation. A kanban serves as a checkpoint. No more merchandise can be created or transferred to that location once the Kanban is filled

(Szymanska-Bralkowska & Malinowska, 2019). Limiting inventory has a lot of advantages, including less cash, less space, less handling, less damage from handling, and so on. Reducing work-in-process inventory has the added benefit of shortening the lead time for your items. Reducing inventory can have a big impact, and it usually does. Furthermore, because fewer inventories equal shorter lead times, a kanban control system reduces the time between the occurrence of an issue and its detection, increasing the likelihood of correctly identifying its reason. A kanban system can help lessen the dependence on predictions for recurring goods. However, one of the most powerful characteristics of kanbans, from the company's perspective, is the ease with which they force constant development at the shop floor level of the firm. Inventory reduction brings problems to light and forces remedies. A visible framework is provided by Kanban to shop floor workers to translate top-level into bottom-level. Just-in-time (JIT) manufacturing is a production strategy in which goods are made only when they are needed rather than more ahead of time. The goal of JIT manufacturing is to avoid waste related to overproduction, waiting, and excess inventory, three of the Toyota Production System's seven waste categories. JIT is broadly applicable since its core idea is constant waste elimination. How JIT principles are implemented in different businesses will differ. Implementation vendor development and JIT purchasing, for example, are potential JIT use in the process industries. Furthermore, JIT production is based on the principle of attaining the accurate product at the right place at the right time. This is obtained by properly scheduling the supply chain such that a fresh batch is ready to be processed as soon as one is completed. The demand for extra materials is eliminated when there is a consistent flow of unfinished goods through the various production levels. JIT also eliminates waste caused by labour and time. JIT is a crucial component in achieving lean manufacturing or a lean system, which entails increasing an organisation's productivity. Pull,

push, or a combination of both methods of workflow is used in lean systems. When the item's production begins before the customer's needs, the push approach is used. In a push system, the focus moves to managing materials flow utilising knowledge about customers, suppliers, and manufacturing. Raw materials are scheduled to arrive at a facility around the time when they are required to create batches of parts and sub-assemblies. When these assemblies are ready, they are produced and delivered to the final assembly line. When needed, finished products are built and transported. Kanban must be a method that is embraced and used for lean manufacturing for Proelectric Corporation to be able to successfully apply the core principle. The kanban approach aids inventory or process management by allowing you to quickly determine what is in stock and what has been sent, as each Kanban contains a specific quantity of products. Even when using an electrical signal, you can tell how many products are shipping and how many are being manufactured. Let's pretend the Kanban is an electrical signal and you are manufacturing refrigerators. If you set a signal for 20 refrigerators to go through thermal insulation installation, you will know that the following production location will get 20 refrigerators, and so on. As previously said, the kanban method is difficult to implement until one fully comprehends how it operates. The kanban method will not make much of a difference if you do not have the correct structure and tools. Kanbans and kaizens are examples of lean manufacturing procedures that work within a truly lean system.

### **Kaizen**

The modifications in the existing strategies of an organisation can be made by using a renowned technique known as Kaizen. Kaizen is the sixth essential principle to consider for Proelectric Corporation. Following World War II, Japan developed Kaizen. Kaizen is a Japanese word that implies constant improvement (Maarof & Mahmud, 2016). It is derived from the

Japanese terms (“kai”), which means to correct or to change, and (“Zen”), which means good. Kaizen is a method in which every employee, from the CEO to the cleaning crew, participates. Everyone is encouraged to provide tiny suggestions for improvement on a frequent basis. This is not something you do once a month or once a year. It is a never-ending process because more than 70 suggestions per person per year are noted down and shared, and executed at Japanese organisations such as Toyota and Canon. These are not usually suggestions for big adjustments. Kaizen is centred on making little adjustments regularly to continually improve production, protection, and productivity while lowering waste. Recommendations are not confined to a single field, such as manufacturing or marketing. Kaizen is predicated on making constructive modifications wherever they can be made. The Kaizen philosophy is based on the concept of continuous improvement that even if it is not broken, execute it better, make it better, and enhance it because if we cannot do it, then we would not be able to compete with those who do. Kaizen is a Japanese improvement framework that encompasses both personal and professional life. The system incorporates social activities as well. It is an idea that can be implemented in any part of one’s life. To put this essential notion into action, Proelectric Corporation must follow some essential rules and procedures. To assist an organisation in putting improvement ideas into action, TPS gives some prominent rules that must always be followed. These TPS principles are quite beneficial in directing everyone’s thoughts toward valid and very simple improvements.

### **Supply Chain Management**

All the major stakeholders that are interlinked with the organisational operations are involved in this process. The most prominent contributors in this regard are the customers, manufacturers, suppliers, and sellers. Supply chain management is the seventh core concept that can be used by Proelectric Corporation to ensure the fact that the processes are continuously getting

improved. Supply chain management (SCM) is the proper handling of a network of interconnected corporate organisations that work together to produce and deliver a good or service to the customer. A supply chain encompasses all of the actions, procedures, and resources of a group of organisations involved in the transfer and transformation of materials into a finished product, as well as guaranteeing that the products are available at the time and location that customers require. The creation of the product, the sourcing of product, the manufacturing, and logistics along with all the data systems that are required to coordinate these activities, are all enclosed by supply chain activities. To put it another way, SCM is based on the phenomena of having the accurate product at the accurate place, at the right time, and in the accurate condition. The difference between the value of the compiled product to the customer and the cost the supply chain experienced in meeting consumers' needs is the value a supply chain generates. SCM is important not only for supply chain efficiencies (reduced costs), but also for market effectiveness (agility, flexibility, and general response to market needs). SCM's goal is to produce value for customers and organisations involved across the supply chain, ensuring, and maintaining customer happiness, contributing to a sustainable competitive advantage, and yielding a maximum profit for shareholders. SCM brings together all the supply chain's essential participants in a collaborative effort to ensure that supply meets demand to the best of its abilities. In the area of supply chain best practices, there are two basic goals, i.e., improving system efficiency and delivering an efficient response that is following the requirements of the market and the overall industry. The two frequently go in opposite directions, making the tasks tricky for the executives indulged in day-to-day supply chain operations. Maintaining a minimal inventory of semi-finished or compiled products can be considered an efficiency goal. The question is whether this will have an impact on the supply chain's market responsiveness in satisfying today's unpredictable demand for goods or not, and it



depends upon the efficacy of the supply management process. The cost-benefit analysis of one operation versus another is at the heart of supply chain strategy. When developing strategies, it is vital to remember the company's overall goals (Hugos, 2018). When it comes to generating their benefit, SC managers must deal with a slew of challenges to achieve their goals. As a result, they engage in three types of management activities, and the most prominent activities in this regard are operational, planned, and strategic. The SC approach must follow the company's complete business plan. Once a supply chain approach has been formed, tactical activities for its support must be defined, which are often carried out at the operations level. Building partnerships with the consumers and the service providers, assimilating information technology (IT) within the supply chain, enhancing the network of players in the supply chain, management of product life cycle, consumers and supplier's relationship controlling, JIT, the logistics management, and other strategic activities are all examples of strategic activities. Different business organisations collaborate to assure product/service availability at customer-requested locations and times. SC managers, it was believed, should create greater value across the organisation for their markets by implementing diverse strategies. The goals are to improve and expand market penetration while lowering total supply chain costs. However, these two SCM goals are frequently at odds, and trade-offs might have the opposite effect on total performance.

### **Enterprise Resource Planning**

Organisations can manage this more efficaciously by utilising the Enterprise resource planning mechanism. This software can be utilised by Proelectric to make the management process more suitable and transparent. Enterprise Resource Planning (ERP) is the eighth essential idea to consider for Proelectric Corporation. An enterprise is a collection of people who work together to attain a shared objective and have specific resources at their disposal to do so. In order to fulfil its



aim, the group must execute some crucial strategies. As a result, Enterprise Resource Planning, or ERP, is a means of effectively planning all of an organisation's resources. This proficient software is a corporate management framework that incorporates all aspects of a company's operations, such as strategy making, production processes, sales, and advertising. These kinds of useful software-based applications have emerged to assist corporate managers in implementing ERP in company operations such as order tracking, inventory control, client care and customer service, finance, and HR management as the ERP paradigm has grown in popularity. ERP refers to the approaches and principles used in the combined management of enterprises, from the perspective of maximizing the utilization of the administrative resources in order to increase the enterprise's efficiency. ERP packages are a collection of integrated software applications that support ERP ideas. A major company's back office contains a variety of frameworks, including preparation, production, distribution, shipment, and accounting. ERP stands for enterprise resource planning, and it is a system that combines all these activities into a single system that is developed to meet the demands of each section inside the company. ERP is not just software but a whole process that includes numerous software tools that are combined collectively under a single, integrated interface. Proelectric Corporation may implement ERP in several stages. ERP installation projects, like any other project, must go through several stages. There are no distinct boundaries between these stages, and in many circumstances, one stage will begin before the previous one has finished. The rational order, however, is followed. Furthermore, not all the phases are covered in this paper. Pre-evaluation screening, package evaluation, gap analysis, reengineering, implementation training, testing, going live, end-user training, and post-implementation are the many phases of ERP implementation. The successful adoption of these essential concepts into the company's objectives will result in a winning organisation and overall success.

### **God's Plans**

Bible provides a comprehensive description regarding all the aspects of life. It is a book that guides people towards the right path. Like the other aspects of life, the methods of performing business relevant activities are thoroughly explained in this book, and businessmen can take help from the book in this regard. Total quality management is a phenomenon that is based on continuous improvement. The continuous improvement in the process can be ensured by an individual if he/she obeys the core values of integrity, faith, education, and trust as the building blocks. Practising these core values can open the path to remarkable decisions and highly desirable results (Simons, 2017). All these basic practices have been explained in Bible and practising them can prove to be quite beneficial not only for an individual but for business organisations too. Mass communication can also be practised according to the teachings of the Bible. The book supports the highest quality communication and possesses great values and the organisation must integrate this concept to achieve the desired results (DeFleur & DeFleur, 2016). Like other concepts, the benchmarking concept can also be interlinked with the teachings that are thoroughly described in Bible. The book describes those individuals who usually tend to compare themselves with others, but most of the time, they are without understanding (Christodouloupoulos & Steedman, 2015). This statement demonstrates the fact that the comparison with the top organisations should be carried out on equal parameters and with effective planning. The four major points of the six sigma framework are in accordance with the teachings of Jesus. These major points are Focus, Balance, Productivity, and Fulfilment (Lindsay, 2005). Proelectric must implement this concept based on the guidance and teachings of the Bible to ensure maximum productivity at the outcome. Moreover, the concepts such as Kanban and Kaizen are also highlighted in the Bible and their implementation techniques are also described in the book. Therefore, the organisations must

ensure the fact that they use this concept to make things better within the organisation. As the organisation has most Christian employees, it will be more feasible for the company to implement these concepts efficaciously. Bible says that things need to be planned and proper goals should be set to execute the phenomenon of Kaizen. Furthermore, the Bible says that quality must be preferred over anything because the eye is the lamp of the body and if the eye is bright and clear, then the whole body will look as clear and bright (Shettar & Nikhil, 2012). Supply chain management is another concept that is clearly explained in Bible. According to Bible, “God will bestow abundant supply and blessing on His people when they obey His commands” (Frazelle, 2018). It means that God will help those people who will perform good deeds. So the organisation (Proelectric) must form an ethical culture and provide the employees with adequate respect so that they will be blessed with all the desired wishes.

### **Conclusion & Recommendations**

Proelectric is an organisation that manufactures engineering-based products. The organisation will implement the key 8 concepts in its organisational setting to ensure that all the processes are being carried out efficiently are getting improved with time. The company can integrate these models into its operational methodology by applying different techniques. Quality management can be ensured by evaluating the existing procedures repeatedly. Moreover, the staff of the organisation must be provided with adequate training in order to make them understand the basic protocols of using the ERP software. Similarly, supply chain management and benchmarking are the highly important concepts that are required for continuous improvement within the organisation. To implement all these key concepts, it is necessary that the company should take supplies from credible vendors and high-quality products should be provided to the customers. Furthermore, benchmarking should also be implemented based on the principles and standards that

are specified by the Holy book. These concepts should be implemented according to the teachings of Jesus as each concept has been thoroughly explained in the paper.



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