



Confederation of Indian Industry
Total Cost Management Division

Seminar on Total Cost Management in Service Industry

19 February 2010 at CII Sohrabji Godrej Green Business Centre, Hyderabad

Programme

Inaugural Session: 0930 – 1025 hrs		
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1025 hrs	Health Break	
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Technical Session – 1: 1045 hrs – 1230 hrs Measuring & Managing Service Profitability		
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1045 hrs	Briefing & Speaker Introduction by Session Chairman	
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1050 hrs	Framework for Measuring & Managing Service Profitability	
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Mr Amit Sachdeva
Partner
Ernst & Young

1130 hrs	Case Study	
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Mr N Lakshmipathy
General Manager - Finance
Infotech Enterprises Ltd.

1210 hrs	Question & Answer	
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1230 hrs	Lunch	
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Technical Session – 2: 1330 hrs – 1515 hrs Performance Measurement and Analysis in Service Industry		
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1330 hrs	Briefing & Speaker Introduction by Session Chairman	
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1335 hrs	Matrix for Performance Measurement and Analysis	
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Mr Durga Prasad
CCM IWAI

1415 hrs	Case Study	
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Mr Harish Abhichandani*
Vice President - Finance
TATA Communications

1455 hrs	Question & Answer	
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1515 hrs	Health Break	
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Technical Session – 3: 1530 hrs – 1715 hrs Challenges in Service Industry and TCM as Panacea		
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1530 hrs	Briefing & Speaker Introduction by Session Chairman	
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1535 hrs	TCM as a Tool to address the challenges	
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Mr Rajesh Ivaturi
Manager
KPMG Advisory Services Pvt Ltd.

1615 hrs	Case Study	
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Mr Krieshan Grover
Group Chief Financial Officer
Wadhawan Group

1655 hrs	Question & Answer	
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1715 hrs	Close	
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* *Speakers approached. Confirmation awaited.*