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ROYAL INSTITUTE OF
M A N A G E M E N T

**CAPACITY DEVELOPMENT TRAINING FOR STORE KEEPERS
OF
RGOB**

Curriculum Design
on
Store Management Training

Modules
*[Office Management,
Store &
Inventory Management,
IT Productivity Tools and
Asset Inventory Management System]*

Duration 10 Days

Program Name: CAPACITY DEVELOPMENT TRAINING FOR STORE KEEPERS OF RGOB

Duration: 10 days (for tentative dates refer Annex 1)

Class Size: 20 - 30

Training Cost: (refer Annex 2)

Attendance: 100%

Venue: RIM, Semtokha, Thimphu (IAC Lab)

Background

With due priority regarded to the service delivery initiative by the store keepers to their respective office, The Royal Civil Service Commission (RCSC) and the Public Procurement Policy Division (PPPD), Ministry of Finance (MoF) had been exploring various means to enhance and strengthen the delivery of services by the store keepers more effectively and efficiently, The Royal Institute of Management (RIM) has been instructed to design curriculum for 10 days training program for the store keepers.

Objectives of the Training

- *To enhance efficiency and effectiveness of service delivery to the officials and stake holders by the Store Keepers.*

Training Topics

The pool of store keepers (approx 350) for the scheduled training is basically Class X and XII pass outs without any formal training on Store Management. The course is designed in a progressive manner; lighter materials were designed for the participants. The modules covered are as follows

1. Office Management.
2. Store and Inventory Management.
3. IT Productivity Tools such as
 - a) *Computer Essentials*
 - b) *Online Essentials*
 - c) *Word Processing*
 - d) *Spreadsheets*
4. Procurement Management Systems

1. Office Management and Communications (1 Day)

This module sets out essential concepts and skills relating to planning, scheduling, time, stress, record management while handling office.

Participants will be able to:

- To handle office work effectively using office management skills.
- To plan and schedule the work effectively.
- To manage time efficiently
- To manage stress while in work and in person.
- To develop interpersonal skills and keep records efficiently.

2. Store Management (1 Day)

This module sets out essentials concepts and skills to improve store performance and to drive best practices in all aspects of the store.

Participants will be able to:

- To understand the objectives and scope of the stores.
- To describe the functions and necessity of stores.
- To be familiar with the guiding principles of stores location.
- To handle the store systems and procedures (receipt, issue, inspection etc.)
- To know the stock verification process.

3. Inventory Management (1 Day)

This module is taught to understand the good management of inventory that enables to apply effective inventory techniques and stock of goods.

Participants will be able to:

- To understand the meaning of inventory management.
- To be familiar with the different methods of stock valuation.
- To describe the essentials of inventory control.
- To maintain an updated inventory for government properties at all times.

4. Procurement Management (2 Days)

This module describes the importance of the procurement procedure and identifies their roles and responsibilities on public procurement.

Participants will be able to:

- To describe the importance of the procurement procedure and identify their roles and responsibilities on public procurement.
- To detail the Procurement Procedure of goods, works and services viz. different types of Tender/biddings requirement and the threshold value levels.
- To handle the payment procedure of goods, works and services including advances and the deduction/adjustments thereof.
- To describe the composition, roles and responsibilities of the tender Committees including Bid Opening and Tender Evaluation

In-order to deliver the above modules effective and efficiently by the store keepers the following IT Productivity tools are recommended.

The designed IT Productivity Tools allows participants to be prepared to sit for ICDL Certification Test. A nominal fee has to be paid to ICDL Asia Pte Ltd on availability of fund (not included in the training). Refer note attached on ICDL Modules for further details.

5. Computer Essentials (.5 Days)

This module sets out essential concepts and skills relating to the use of devices, file creation and management, networks and data security.

Participants will be able to:

- Understand key concepts relating to ICT, computers, devices and software.
- Work effectively on the computer desktop using icons, windows.
- Adjust the main operating system settings and use built-in help features.
- Create a simple document and print an output.
- Know about the main concepts of file management and be able to efficiently organize files and folders.
- Understand key storage concepts and use utility software to compress and extract large files.
- Understand network concepts and connection options and be able to connect to a network.
- Understand the importance of protecting data and devices from malware and of backing up data.
- Recognize considerations relating to green IT, accessibility and user health.

6. Online Essentials (.5 Days)

This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Participants will be able to:

- Understand web browsing and online security concepts.

- Use the web browser and manage browser settings, bookmarks, web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organize and search e-mails and use calendars.

7. Word Processing (.5 Days)

This module sets out essential concepts and skills relating to the ability to use a word processing application to create everyday letters and documents.

Participants will be able to:

Participants will be able to:

- Work with documents and save them in different file formats.
- Choose built-in options such as the Help function to enhance productivity.
- Create and edit small-sized word processing documents that will be ready to share and distribute.
- Apply different formats to documents to enhance them before distribution and recognize good practice in choosing the appropriate formatting options.
- Insert tables, images and drawn objects into documents.
- Prepare documents for mail merge operations.
- Adjust document page settings and check and correct spelling before finally printing documents.

8. Spreadsheets (1.5 Days)

This module sets out essential concepts and skills relating to understanding the concept of spreadsheets and demonstrating an ability to use a spreadsheet to produce accurate work outputs.

Participants will be able to:

- Work with spreadsheets and save them in different file formats.
- Choose built-in options such as the Help function within the application to enhance productivity.
- Enter data into cells and use good practice in creating lists. Select, sort and copy, move and delete data.
- Edit rows and columns in a worksheet. Copy, move, delete and appropriately rename worksheets.
- Create mathematical and logical formulas using standard spreadsheet functions. Use good practice in formula creation and recognize error values in formulas.
- Format numbers and text content in a spreadsheet.

- Choose, create and format charts to communicate information meaningfully.
- Adjust spreadsheet page settings and check and correct spreadsheet content before finally printing spreadsheets.
- Pivot Tables

9. Asset Inventory Management System (2 Days)

Royal Government of Bhutan aims to attain unprecedented levels of government properties availability, reliability and maintainability since effective management of property consequently plays an increasingly important role in optimal utilization of government property and management of government property. In this regard it is important that all the property owned and controlled by the government are identified, listed and recorded in the inventory system so that an up-to-date property information with all additions, disposals and write offs would be maintained. The additions could include inspection and status recording, maintenance and spares used records and incidence records on the property.

Department of National Properties (DNP) is mandated to manage and maintain centralized inventory of all government properties, mainly land, building, vehicle furniture and equipment. Royal Government of Bhutan has accumulated substantial amount of assets across the government agencies. In addition to the records maintained by DNP, several agencies maintain records of asset under the control of each agency, which includes equipment, furniture and stationeries.

Course Learning Objective:

- To introduce the participants on role of data entry.
- To learn about the Non-expandable assets in AIMS.
- To discover the role of data approval personnel.
- To orient the participant on the different module (Registration, Allocation, Transfer, Inspection, Maintenance & Disposal).
- To orient the participants on different component of each module.
- To provide practical and hand-on training of the usage of the AIMS.
- To familiarize the participant on the user representative.

At least one or two batches be demonstrated/trained on the use of the system by the relevant agencies and later be carried out by RIM faculty members.

Annex 1: Dates for the Training:

Batch 1: March 19 – 30, 2018

Batch 2: April 2 – 13, 2018

Batch 3: April 16 – 27, 2018

Batch 4: May 7 – 18, 2018

<Additional adjustable training dates will be entertained if there are a group of more than 20 candidates by ministries/agencies>.

Annex 2: Fee: Nu. 15000/- (Ngultrum Fifteen Thousand) only including Lunch and Refreshments and it doesn't cover TA/DA of the participant.

Mode of Payment:

As per the payment instructions from RIM upon the finalization of the number of participants, the participants can pay in the form of the following.

1. Cash
2. Direct Transfer to RIM Fund (submit deposit slip to RIM)
Account Name: RIM Fund
Account No: 100502451
Bank: Bank of Bhutan
3. Demand Draft/Cash Warrant in favor of Director General, RIM

For Registration, Please kindly fill up the Registration Form with the intended Batch (Date) and send it to phurba@rim.edu.bt or pema_drupchen@rim.edu.bt

Thank You