



Face to Face



Mr. M. K. Sarmah

(Country Manager-
H.R. & Pers.) along with his
wife Anita, son Aditya and
daughter Maya.

In Face to Face this time we have with us Mr. M. K. Sarmah who has joined in First Flight family as Country Manager – HR & Personnel, Corporate Office, Mumbai. Mr. Sarmah has come in from a firm naval background with a disciplinary lifestyle, vast knowledge and experience. So let's read out more about his views and insight on the HR ground!

- ☛ How do you plan to integrate the 8000 plus diverse work force into a vibrant, well trained and versatile unit, in the years to come?
- ☺ I am happy to have observed that the work force of FFCL is well integrated and there is a fair amount of synergy in the organization. However, as we know that the biggest room in the world is the room for improvement and hence there is still room for further improvement. There is no alternative to well coordinated cohesive teamwork for an enterprise like ours and everyone has to strive to perfect this teamwork. Towards this we need to lay more emphasis in a few areas, which are :-
 - (a) Communication, both downwards and upwards, at all levels, intra as well as inter Region. People must talk to each other.
 - (b) Increased superior- subordinate interactions through formal and informal meetings - know your people should be the mantra. Interaction at intra and inter Regional levels through visits and meets to enhance cooperation and coordination.
 - (c) Adoption of motivational measures to enhance sense of belongingness and pride in the organization.
 - (d) Improvement in working conditions and environment.
 - (e) Increased focus on professionalism and core competence.

You had mentioned training. Yes, that is a very important factor for improving efficiency and productivity and the organization needs to devote adequate amount of time, energy and funds. Training should not be for the sake of training, but it has to be meaningful and the areas and aspects have to be identified very carefully. I would request all regions to pay adequate attention in this area – after all training is investment for enhanced productivity and the organisation's growth.

- ☛ The need of the hour, according to us, is to have well trained manpower engaged in multi-skilled activities. Are there any definite plans to achieve that, and if so, can you spell it out briefly?
- ☺ The world today is being driven by technology and moving very fast. Work environment is also equally changing fast in all sectors and demands on the employee are ever increasing. Multi-skill is the need of the