

# CMA DIGEST

November 2022, Issue - 76 Volume 29



COIMBATORE MANAGEMENT ASSOCIATION

## Driving Digital Transformation in Healthcare With Low Code – A joint program by CMA with Zoho Corporation & CIO Klub 4th November, 2022



Past Presidents of CMA, **Shri. U.K. Ananthpadmanabhan**, **Shri. Jagadeesan**, **Dr. Nandagopal**, and **Shri. Jayakumar Ramdass**, with Secretary **Dr. Raveendran**, VP **Dr. Nithyanandan Devaraaj**, with co-hosts and participants

Coimbatore Management Association (CMA), CIO Club of Coimbatore and Zoho Corporation jointly organised an evening program titled & Driving digital transformation in healthcare with Low code No code software technology; on the 5th of November 2022 at ITC Welcome Hotel, Coimbatore. The program was attended by about 50 CIO of various hospitals apart from Past presidents and office bearers of CMA, CIO club and product and marketing team of Zoho Corporation, Chennai.

Dr Nithyanandan Devaraaj, Vice President, CMA in his welcome speech recalled the enormous contribution made by CMA to the professionalization of management since its inception in 1956. He set the context to the meeting by highlighting the importance and impact of digital technology in various industries in general and healthcare in particular. He said India is emerging as a digital super power of the world and stressed the importance of innovation, relearning, reskilling and upskilling for India to maintain its leadership.

Ms Merlin, Manager Marketing, Zoho corporation, spoke on the emergence of new and disruptive software technology called Low code and No code software (LCNC) in which Zoho corporation is a leader in the magic quadrant as per Gartner, world renowned IT rating agency. She said that Zoho Corporation is truly a Make in India company with over 25 years existence in India and having 18 million users with more than 45 products like Zoho creator, Zoho finance and Zoho Marketing competing with IT giants like Google and Microsoft.



She said that Zoho creator started as a LCNC software platform focused on small and medium size organisations but is now also able to cater to enterprise level organisations due to the enormous R&D efforts done by the company during the last decade.

Mr.U.K. Ananthpadmanabhan, Past President of CMA and Founder & CEO of Tenxhealth Technologies, Coimbatore delivered a talk on the concept of LCNC technology and how it is contributing to digital transformation in hospitals. He gave practical demonstration of some IT applications developed with Zoho Creator. He explained how he implemented more than 10 IT applications like Ambulance management, Facilities Engineering Management, Fire safety Equipment Management, Medical Equipment Management etc during the last one year at MGM Healthcare, Chennai, St John's Medical College Hospital, Bangalore and Ortho One hospital at Coimbatore.

He said the LCNC is a truly a disruptive software technology because any professional with no coding knowledge can develop his/her own IT applications five times faster, five time cheaper and five times easier for his work flow. Professionals who develop their own IT applications using LCNC technologies are now called Citizen programmers. According to Gartner research agency, we will need 500 million IT applications in next five years all over the world and there is a severe shortage of good, qualified and experienced IT programmers. LCNC can be the best tool to meet the huge demand for IT professionals. He also introduced the concept of hyper automation which is a platform approach and the convergence of emerging IT technologies to achieve excellence in hospital operations.

Mr Senthil, Manager-Operations of Ortho one gave a detailed presentation of the Ambulance management system built on the

Zoho Creator platform by Ms Tenxhealth Technologies that is being used by them for the past 3 months. He said that the new application helped to manage the entire transport system better by reducing operating costs and enabling a real time monitoring of the vehicles as GPS data is integrated to Creator application .The sessions were followed by an interesting and informative Q&A

session. Dr.N.Raveendran, Secretary of CMA, & President of CIO club of Coimbatore in his vote of thanks said that programme was educative and proposed that CMA should organize such sessions for other industries in Coimbatore. The meeting ended with a dinner.

## Business Partnerships Beyond Families (BPBF) Series – 6 25th November, 2022



**Dr. Gunasekaran, Dr. Raveendran**, Secretary CMA, **Dr. Ravi**, and **Dr. Sabapathy** of Seyyone Technology, **Dr. Nithyanandan Devaraaj**, VP CMA, and **Dr P V Prabha** of RVS Institute of Management Studies.

The 6th series of the CMA flagship program, Business Partnerships Beyond Families (BPBF) was held on 25th November, at RVS Institute of Management. The program focuses on a case study of businesses that are formed by colleagues, friends, or classmates, outside of a traditional setup of family business. The partners are invited to present the story of how they came together on the business journey and made a success of it. This enables young graduates and professionals to assess and imbibe the ideologies by taking the entrepreneurs as role models.

Dr. P. V. Prabha, Director, RVS Institute of Management, in her inaugural speech, mentioned the work done by CMA and also how such programs are significant in developing the knowledge of management students and professionals as well. She encouraged the students to imbibe the values and practices imparted by such case studies. Dr. N. Raveendran, Secretary, CMA, in his welcome address, introduced the concept behind Business Partnership's Beyond Families. Coimbatore is a forerunner in a gamut of industries and is renowned for the exemplary entrepreneurial skills of the people. This can be a great motivation for the students to emulate. He also appreciated Dr. Prabha for having utilized this opportunity and hosting this session in her Institute. Dr. Nithyanandan Devaraaj, VP CMA, in his speech, emphasized that CMA is the only association that not only offers guidance to professionals, entrepreneurs, but

also to management students as well. This flagship series goes on to prove that businesses can go beyond blood too. He then invited Dr. Ravi and Dr Sabapathy of Seyyone Technologies to present their business model.

Dr. C. Ravi thanked Dr. Raveendran who had invited him to be part of this series. They took the participants on the journey of the formation of Seyyone to its present position. Dr. Sabapathy revealed that he was the external examiner who had attended the viva presentation of Dr. Ravi, a graduate student. Noticing a spark in the young student, he called him aside and made him a business proposition. There ensued a partnership that has lasted for 22 years. Starting in the field of stock marketing, they were always open to broadening their horizons, when they came across the opportunity in healthcare. He emphasized that when people set their goal and align their vision with it, the universe provides the gateway to achieving them.

They also shared the values and ethics that formed the core of their partnership and the business. Foremost among them was treating the partners and employees as part of the family, clear segregation of duties and responsibilities, crisis management, flat structure, open door policy, and readiness to adopt adapt to new technologies. These values had helped them in many endeavours, which included developing software for Indian Railways and Tamilnadu Tourism.

Dr. Nithyanandan, who moderated the session, skilfully intertwined their business practices into management jargon and elaborated it as management concepts that are taught in B Schools. He gave the study more structure and highlighted them with industry examples. He stressed on the point that failures are the stepping stones to success and to always learn from them. The floor was opened to a Q & A session, which led to more knowledge being shared.

In his Vote of Thanks, Dr. Raveendran appreciated the well-moderated session. He also thanked Dr. P. V. Prabha and her Institute for having hosted the series in an exemplary manner, and the 200 plus students and professionals for their enthusiastic and interactive participation.

## Cambista @ Vivekananda Institute of Management Studies (VIMS) 21st November, 2022



Vivekananda Institute of Management Studies (VIMS) inaugurated the Students' Association, '**Cambista**', for the current academic year. **Shri R. Varadarajan**, President of Coimbatore Management Association, along with **Dr. C. Guna Sekaran**, CEO, VIMS and **Dr. Valarmathi**, Director, VIMS, presided over the event with the lighting of the lamp.

While addressing the students on their responsibilities, Dr. Valarmathi insisted they have the utmost dedication to bringing out innovation every day. Through the newly installed clubs, innovation and creativity are prioritised in nurturing industry-ready students.

Dr. C. Guna Sekaran, CEO, in his presidential address, glorified the achievements of the guest and his profound professional accomplishments. He impressed upon the students to make the

best of the provided opportunities, in addition to learning a wide range of skills sufficient to make themselves fit into the corporate world of business. The market demands creative ideas, and inculcating an innovative mindset will adhere to global demands. "What seemingly cannot be done by an individual can eventually be accomplished" he added.

Taking it further, Shri R. Varadarajan emphasized the importance of manufacturing sugar and the need for the sugar industry across the country and the globe. Sugar is the key ingredient in the manufacture of alcohol, which is an inseparable element in terms of the economy, and has its own variety of benefits. It lies in the way a person views it. If it is taken for granted, then it adds value only as booze.

He shared some deeper insights into where alcohol plays a vital role in the reduction of pollution. This is under the surveillance of the government to adopt this as a replacement for fossil fuels. Here is where he pinpointed that management is a study of irrelevant topics. It is not certain who will end up in which company or department. Instead, it is better to be prepared for any aspect of it to be able to manage any firm.

In conclusion, he said, "The more you know, the better you become. Nothing that you learn goes in vain. Implementing and structuring the acquired knowledge in the right format by identifying the ability of excellence is where good management is exhibited."

## Workshop on Entrepreneurial Development, hosted by N G P College of Arts & Science 2nd November, 2022



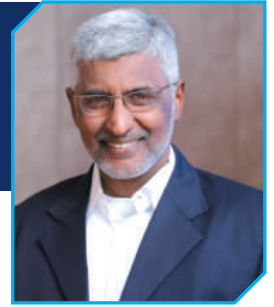
CMA VP **Dr. Nithyanandan Devaraaj**, felicitated by NGP College HoD, **Dr. Saradamani**, with **Dr. Padmapriya**, **Dr. P R Muthuswamy**, and MD of EZON Energy Solutions, **Dr. S K Radhakrishnan**.

A 3-day workshop on Entrepreneurship Development was conducted at NGP College on the 2nd of November. Dr. Nithyanandan Devaraaj, VP, CMA, inaugurated the program. He delivered the Inaugural Address on "Entrepreneurship" to the students and other dignitaries present.

## LEADERSHIP – A NEW CONUNDRUM

Enable, Engage and Explore

Dr. Nithyanandan Devaraaj FLS VOITH



Professionals, entrepreneurs and leaders alike, have the power to influence the lives of people, businesses in particular, and society at large. The world as such, and businesses, is embracing a predictive approach from that of proactive and reactive. Therefore, leadership should progress from Traditional (Paternalistic) and Transactional (Professional) to Transformational ("Intrapreneurial"). Leading from the front and by example, that is, transformation leadership, thrives on connected and well-integrated teams, resulting in boosting morale with distributed "micro leaders".

As success is never final, excellence is not guaranteed unless the "DNA" of the leader and then of the organization are "genotyped". The three Ps - People, Practices, and Processes, are required to reflect the culture of excellence in every activity by creating opportunities, adopting Best Practices, and adapting to changing times. Transformational leaders are then the enablers of such a culture. As a result, products and deliverables from such an enterprise will naturally exceed consumer expectations and market needs, by offering unique, cherished experiences. Emerging demographics and social integration ensures that a majority of people are smart, intelligent, rational and adaptive, but may not want to be as understanding as they would like to be, challenging the premise of leadership.

Most of us, even as leaders, think that learning is limited, and discovering is pruned to proven ideologies and practices/ processes, reluctant to question, and then change the fundamentals. A bulk of

transformation to be carried out is latent and usually beyond the obvious. The first thing to focus on is tearing the beliefs and experiences apart, to uncover newer insights. Success is sustained and proportionate to what is uncovered regularly.

Future-focused people lead themselves instead of waiting to be guided, taking advantage of unexpected opportunities and adapting to change. Unlearning, imagination, and ingenuity help to connect the disconnects, and to experiment new possibilities. In a successful organization with a growth mind-set, the teams leverage and combine varied expertise and knowledge that every individual has to offer in the process of transformation and execution. Continuous learning and exploring leading to easy and quick adaptability, are fundamental to the growth of an organization, and hence, the people.

Social expectations are moving from "Mass to Class", with more of individualization, offering both scope and challenge. The value proposition of being both unique and emotional, is generated less through selling and buying of goods and services, but more through an ecosystem of engagement, information, services, experiences, and solutions. Consequently, understanding specific customer needs and wants have become very critical for sustained business success. This is possible only with people and leadership excellence.

## Hearty Congratulations to Past President Dr Nandagopal



CMA Past President, **Dr.Nandagopal** was honoured with the prestigious **Y K Bhushan Award**.

Dr Nandagopal, President of the Association of Indian Management Schools, is also the Director General of Sree Saraswathi Thiagaraja College, Coimbatore. A distinguished Academician, a prolific author and a respected name in the field of education, Dr Nandagopal was honoured with the prestigious 2nd Prof Y K Bhushan Award, for his Contribution To Management Education. The award was presented to him by the Higher Education Forum (HEF) on the occasion of Teacher's Day.

## Importance of Data Protection in the Cloud

**INDUSTRY 4.0**  
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WE COVER LATEST **TECHNOLOGIES** AND  
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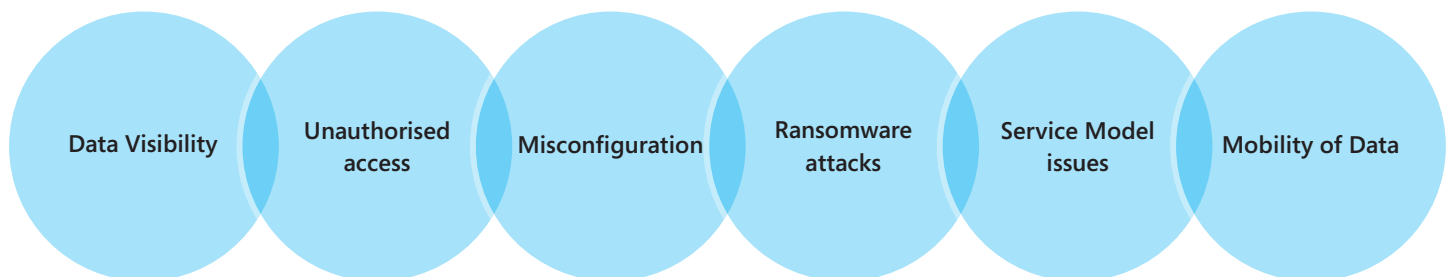


### IMPORTANCE OF DATA PROTECTION IN THE CLOUD

Author : Ms. Kavitha Srinivasulu

As technology continues to evolve and organizations are adapting to Cloud computing on an ongoing basis, threats continue to grow in sophistication and in complexity. Cyber security and data protection continue to be a key focus for business leaders and key regulators across the globe, as a range of risks, vulnerabilities and emerging trends affect their approach to enhancing their digital safeguards in 2022. Protecting the data on premises or on cloud has always been a big challenge, but the rate of risk is accelerating and evolving day by day across the globe. Access to data is extremely crucial in the cloud and data loss has become an emerging risk in the current threat landscape.

Some of the Key Challenges of protecting the data in Cloud -



In the cloud environment, it becomes serious on protecting the data as the data is located in different places across the globe. With the Digital revolution across various industries small or large are relying on operating systems and thus making cyber security a primary goal to safeguard data from various cyber-attacks or ransom ware attacks. With so many policies to impose and applications to keep up to date, organizations are facing key challenges in aligning to ISO standards and industry best practices.

The number of applications migrating to cloud across various industries has been growing consistently since cloud platforms

support enterprises with a more secure channel for storing their content, applications, and data. For moving to cloud, all organizations are required to have a robust cloud security posture to be imperative.

With security threats regularly developing into more sophisticated structures, cloud security is no less at risk than an on-premises ecosystem. Lack of control over the data and misconfigurations have been key threats in the cloud atmosphere. Protecting the data from internal / external threats are vital and critical to business.

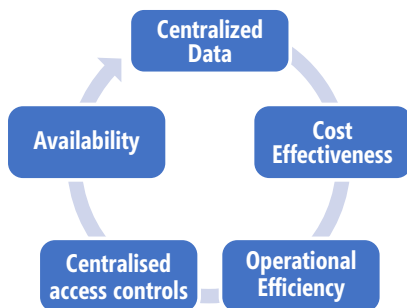
Here are the top emerging risks in data security on cloud -

1. Ransomware attacks
2. Rise of Data Security Breaches
3. Increase in Data privacy regulations
4. Potential of growth in Artificial Intelligence
5. Mobile is the New Target
6. Evolving vulnerabilities in Cloud
7. Supply Chain attacks are on the Rise
8. Automation arising in the cloud platform
9. Insider threats

As the technology landscape keeps evolving, organizations are facing tremendous pressure to secure their corporate data and ensure they meet business requirements. Managing data in cloud is highly critical to safeguard the critical data and business reputation of an organization. A holistic approach to navigate the ambiguity and handle the complications arising in the business environment is the growing challenge in the current industry trends. Defending against modern cyber threat campaigns requires the ability to respond quickly and correctly to rapidly evolving attacks that can strike anywhere within an organization's IT infrastructure.

In the absence of standard practices or mechanisms, organizations may take different measures to ensure protection of Data Security and Privacy. Ensuring data protection and security measures is a continuous journey which needs attention of organizations for taking proactive measures to safeguard the data from emerging threats.

Some of the benefits in having the data in Cloud –



Emerging risks and vulnerabilities have revealed that the implementation of data security controls is significantly important based on the rate of technology growth across the countries.

Some of the global Best Practices to overcome the data loss:

1. Develop employee awareness culture within the DNA of the organization
2. Enable restricted access for all employees and implement MFA (Multi-Factor Authentication) to ensure multi-layer security.
3. Create a data usage policy.
4. Establishing a process for the backup and recovery of essential data.
5. Install anti-virus software and keep all computer software patched on an ongoing basis.
6. Update operating systems, applications, and antivirus software regularly.
7. Reduce 3rd party / supplier dependencies
8. Disable pop-ups, unknown emails, and links to avoid Phishing / Social Engineering.
9. Use Data Encryption.
10. Use endpoint security systems to protect your data.
11. Conduct an Annual Penetration test and Vulnerability assessment.

The objective of data security planning and controlling in the cloud is to minimize the risk of data loss and safeguard the data across the organization. Data security is an ongoing process that needs to be understood, adapted and align to industry best standards to stay resilient in nature. Organizations should continuously adapt to the changing needs in processes, regulations and methods with the technology and constantly evolve as per the growing threats and emerging trends.

Author: **Ms. Kavitha Srinivasulu**

### Management Quiz

1. What is ONDC?
2. What does the term Mark-to-Market (MTM) indicate?
3. Which company is the Master franchise partner of the Taco Bell in India?
4. William Penn, a multi-brand distributor and retailer of writing instruments, announced the acquisition of \_\_\_\_\_, a 110-year-old American writing instruments manufacturing company
5. What is FreshR ?
6. Who is the exclusive licensee of Jockey International Inc. (USA) for the manufacture, distribution, and marketing of the Jockey brand in India?
7. Name the Electric bus making subsidiary of Ashok Leyland
8. What is Gross Cost Contract?

For answers see page 10

## South India Digital Summit with CMA as Industry Partner 4th November, 2022



'South India Digital Summit' – The premier event on digital media was organized by Fourth Dimension Media Solutions on November 4th, 2022, at The Residency Towers, Coimbatore. The event focused on facilitating better understanding of the digital ecosystem for delegates to achieve greater success in various markets.

Coimbatore Management Association (CMA) was an industry partner for the event. This summit provided a one-of-its-kind opportunity to the audience by allowing them to engage in some interesting discussion. The event was inaugurated by the lighting of kuthuvilakku by a host of guests, including Mr. M. Krishnan of Sri Krishna Sweets and Ms. Swathy Rohit, CEO, Health Basix.

Speaking at the event, Mr. Shankar B, Chief Executive Officer, Fourth Dimension Media Solutions, said "After the super success of South India Media Summit in Chennai, we were flooded with requests from clients and agencies to do a session on Digital media in rest of Tamil Nadu. We couldn't think of a better place than Coimbatore, which is the hub for most of the media brands across South India." Mr. L. V. Krishnan, CEO TAM Media Research Pvt. Ltd., gave an insightful presentation on the growing dominance of digital media and the slight decline in television viewership across various Indian states.

Tamilnadu was one of the few states where the viewership for GEC Channels was as strong as before. It is only a matter of time before the digital media overtakes television in terms of advertising spend at the national scene, he said. Mr. Dushyanth Sridhar, Speaker on Indic topics, spoke on 'The Power of Thoughts'.

He spoke of the importance of the thinking process in decision-making and how this had been emphasised in our shastras. Mr. L.S. Krishnan, Director, Whisper Media, gave a presentation on new



trends in television advertising, where advertisements would become a seamless part of content in TV serials, and how his organization is spearheading this change in India by tying up with TV channels.

Mr. Arjun Ranga, Partner, NR Group, and Managing Director, Cycle Pure Agarbathi, spoke of how his brand communication was addressed to today's young audience. He spoke of their efforts to keep the audience engaged and how they reinvent themselves by giving customers the choice to personalize their agarbathis with a variety of scents.

Mr. Sreenath Vishnu, MD, Brahmins Foods India Pvt. Ltd., said that their company not only stayed relevant to the needs of their customers, but also grew substantially in overseas markets by sponsoring and organizing several Indian traditional festivals overseas. Mr. V. Balaji, Director Marketing, Repose Mattress Pvt. Ltd., shared his views on how his company has been using a judicious mix of TV Ads and digital media to increase brand awareness in various markets.

The event witnessed eminent speakers like Rajiv. C, Founder and CEO, Green Gold Animation (Chotta Bheem), Gowthaman Ragothaman – CEO, Aqilliz, Pratik Shah - Founder, Specs-makers, J. Jayaprakash Babu – CEO, Sheenlac Paints Ltd., Monaz Todywalla - CEO, PHD India, Anisha Iyer - CEO, OMD India, Anil Ayroor – Group CEO, Insight Media (Flowers TV), Jai Lala - CEO, Zenith Optimedia, and Ajay Gupta CEO – Wavemaker .

Mr. N. Krishnakumar represented CMA at the summit. Delegates for the well-organized event included faculty members, students from DJ Academy for Managerial Excellence and GRG Institutions, and various representatives of corporate companies and institutions.



## Monday Musings

Monday Musings – November 07, 2022

### *Data Science for Business Applications*

**Dr Sumitra** is the Head of CSR Division of Walkaroo Int. Pvt. Ltd. She is also an avid academician with focus on Data Sciences. Starting off with the current hot topic of the FIFA World Cup at Qatar, she enlisted the countries that are expected to fly into Qatar. A detailed dashboard of all the intricacies of the hosting was shared by her, like, the number of people expected to fly in, air service details, hotel reservations, preferences of the attendees, etc.

What she revealed was enabled by the amount of data available readily through various platforms on the net. An astounding amount of data is generated every second, starting from the basic bits & bytes to Peta

byte, which is 1024 terra byte. Each and every activity of humans is converted into data. Structuring and lending meaning to all these random data is where data science becomes relevant. Dr. Sumitra also enumerated the ways in which this can be done, and all the major industries that use these for betterment of services and products.

The interactive session was moderated by Dr. Vandana Madhavkumar and Prof. Sreeram Nandhi.



Monday Musings – November 14, 2022

### *Digital Innovation Ecosystem – Co -Create Your Business Transformation*

**Dr Somasundaram**, Head of Digital Transformation at Elgi Equipments Ltd., shared his vast knowledge on the subject, during his talk on the forum. His areas of expertise include Six Sigma, Lean Manufacturing, Energy Management Systems amongst others. Dr. Somu has been with leading MNCs and has also researched and published 40+ papers. In his talk, the technology app Mentimeter was used as an ice breaker.

He also threw light on various other apps like Gartner, Magic Quadrant, hype cycle, digitization, etc., and how they can be used to further our business knowledge and take it a step further. They also enable one to review the business model and ways to revolutionize it. Digital leads to

digitization, digitalization, and finally to digital transformation, in a given business model. He also explained the significance of the four industrial revolutions and what can be expected from Industry 5.0. Citing the quote of his mentor, Mr. C. K. Prahalad - "Experiment, start small, and scale fast", he quipped that this was being stringently followed at his organization.

The speaker was introduced and welcomed by Dr. Prashant Nair, Past joint Secretary, and moderated by Dr. Vandana Madhavkumar.



Monday Musings – November 21, 2022

### *Make It Human – The Storyteller's Secret*

The 446th episode saw **Mr. Pradeep Yuvaraj** who wears many hats like - MD, Chief Storyteller, presentation strategist, serial entrepreneur, a polyglot who can converse in 12 languages, travel enthusiast, and founder of Prezantim Presentation Design. He started off with a famous poem by Mahakavi Bharathiar, metaphorically talking about a small spark of fire that set an entire forest on fire. Peppering his talk with interactive games, he elicited response from the 100 odd participants and highlighted that the more we simplify things, the better it is.

He also stressed on the right perspective, not making assumptions, and finally that a story matters. He illustrated the magnum of a well-narrated story that will not only grab the attention of the listeners, but

also help them to remember the details and recall it later. That, Mr. Pradeep reiterated, was the secret of a good storyteller - humanizing it. Keeping it simple along with concrete facts, contrast, and striking visuals were good attention grabbers. These little tidbits would make one's presentation, advertisement, or fund generating project, all the more enticing.

Meaningful insights from Joint Secretary, Dr. Sadhasivam, Secretary, Dr. Raveendran, and Mr. Puneet made the session more enjoyable.



Monday Musings – November 28, 2022

## Journey of a Student Craftpreneur

A whiz-kid entrepreneur, **Ms Smrithi** started her career at 16 years of age, having contemplated about it since the age of 9. Turning her passion for handcrafted jewellery into a business, she started Shika Creations with a seed capital of just Rs 10,000. She took the participants on her career journey, encapsulating it in a video presentation and slides showing how her craft started from just earrings and necklaces, but has evolved to include customized jewellery, home décor, and more.

Despite her young age, her talk was one of maturity and clarity, and she also shared valuable tips on how future entrepreneurs can turn their dream into reality. The recipient of many national and international

awards, including Global Student Entrepreneur Award, she emphasized that it was the result of dedication, hard work, passion, and the motto of never giving up that took her a long way, and she reiterated that these qualities are quintessential to making a success story.

She highlighted the fact that family support is also equally important and it was also the back bone of her journey.



The session was moderated by Prof. Sreeram Nandhi of DJ Academy.

### AIMA - Upcoming Events

- 08<sup>th</sup> Dec 2022** : AIMA ICRC Present Workshop on Case Teaching & Writing (Online)
- 09<sup>th</sup> Dec 2022** : Online session on the Impact of Technology on the Society - with focus on children & young adults
- 14<sup>th</sup> Dec 2022** : 6th Young Managers Simulation Championship
- 15<sup>th</sup> Dec 2022** : AIMA Online Training on Assertive Behaviour - The Secret of Job Satisfaction & Life's Happiness
- 16<sup>th</sup> Dec 2022** : 11th Innovation Practitioners Case Study Contest & Summit
- 20<sup>th</sup> Dec 2022** : 11th Senior Leadership Retreat
- 22<sup>nd</sup> Dec 2022** : AIMA Online Training on Service Excellence on Enhancing Productivity
- 28<sup>th</sup> Dec 2022** : Emotional Literacy for Professionals

QuizAnswers

1. Open Network for Digital Commerce

2. It denotes or relates to a system of valuing assets by the most recent market price

3. Burman Hospitality

4. Sheaffer

5. Fish and Meat distribution start-up which has come up with India's first app in the fishery category sector for bulk purchases

6. Page Industries

7. Switch Mobility India

8. A gross-cost contract pays the operator a specified sum to provide a specified service for a specified period

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