Technical report on productivity: for the company Servicios Administrativos SOMER S.A. de C.V. for the generation of an improvement model

Informe técnico en materia de productividad: para la empresa servicios administrativos SOMER S.A de C.V. para la generación de un modelo de mejoramiento

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Abstract	Resumen
<p>Currently productivity is one of the most important factors in any organization, since with the integration of elements and tools acceptable levels are obtained for customers, besides being a pillar of great importance for the livelihood of the organization. Currently, companies are undergoing drastic changes due to the COVID-19 pandemic, and have had to adapt to new needs, as well as to the requirements of each of the clients, without forgetting the new way of operating due to the lack of agglomeration of personnel in closed places. That is why this research is carried out the realization of a technical report in the company Servicios administrativos SOMER S.A. DE C.V., in which the application of an integral approach will be integrated, considering the use of the TIEP (Integral Technical Tool for Productivity Evaluation) which is composed by the application of 10 essential elements that every organization must have to maintain a level of productivity and organizational quality.</p>	<p>En la actualidad la productividad es uno de los factores de mayor importancia en toda organización, ya que con la integración de elementos y herramientas se obtienen niveles aceptables para los clientes, además de ser un pilar de gran importancia para el sustento de la organización. Actualmente las empresas en constantes cambios drásticos debido a la pandemia por COVID-19, y se han tenido que adaptar a las nuevas necesidades, así como a las requisiciones de cada uno de los clientes, sin olvidar el nuevo modo de operar por la no aglomeración de personal en lugares cerrados. Es por ello que esta investigación se lleva a cabo la realización de un informe técnico en la empresa Servicios administrativos SOMER S.A. DE C.V., en el cual se integrará la aplicación de un enfoque integral, considerando el uso de la herramienta TIEP (Técnica Integral de Evaluación de la Productividad) que se compone por la aplicación de 10 elementos esenciales con los que toda organización debe contar para mantener un nivel de productividad y la calidad organizacional.</p>
Productivity, Integral approach, Quality	Productividad, Enfoque integral, Calidad

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Introduction

The companies nowadays have a high competition, which makes them seek position themselves in the current market, since the customers demand every day higher quality of products and services.

An improvement, is a tool that collects improvement actions that respond to the negative findings found in the organization, these improvements must contain, objectives determined by the management in conjunction with the necessary strategies for their fulfillment, design some performances, appoint those responsible for each performance, dispose resources to carry out the measure, foresee a procedure or work method, establish a calendar and, very important aspect, have a system planned to check whether each objective has been met, and the way in which the objectives are met is to establish objectives that motivate and thus be able to establish indicators.

Carrying out a measurement is a work that must be constantly updated, while monitoring the operations and processes of the organization, it will be detected if there is a deficiency and how the organization is working. Likewise, when a deficiency is detected, a decision-making and an effective orientation towards problem solving can be made.

With the measurement we will know how the organization operates, detect deficiencies and prevent them from becoming a problem in the organization.

The preparation of this work shows the analysis of the organization Servicios Administrativos Somer S.A of C.V. The purpose of this analysis is to measure the current state of this organization, in order to detect where they have deficiencies, looking for possible problems and thus generate a general diagnosis of the organization, so that a productivity improvement model can be proposed to them, which may be a solution so that the organization can correct the errors detected and thus their areas can be more productive.

The improvement model proposal will be through the application of the tool "Comprehensive Productivity Evaluation Technique", its objective is to analyze the ten elements that every organization must consider for the improvement of the system. This proposal will help to improve the functioning of the organization Servicios Administrativos Somer S.A of C.V.

Method description

For the Somer company to continue in a daily improvement a measurement tool will be implemented, where their collaborators and departments will be evaluated to know if there are any problems, and also to know if any improvement has been previously implemented and if you are fulfilling its function and especially if the results that have been obtained they expected.

This measurement tool is called: Integral Evaluation Technique for Productivity (TIEP), which identifies that the context variables relate or influence upon ten elements that every company should have in order to determine the knowledge and development of the company, these 10 elements are really essential to have comprehensive knowledge of the company since they define characteristics of the organization with which they can analyze general aspects in the departments so that concrete results are obtained, The 10 Elements are:

1. Conceptual approach of the company.
2. Knowledge of the processes.
3. Social scope of the organization.
4. Planning administration.
5. Management participation.
6. Creativity and organizational innovation.
7. Knowledge of customers.
8. Technological development.
9. Macroeconomic knowledge.
10. Comprehensive development of human resources.

The Comprehensive Technical Evaluation for Productivity instrument (TIEP) is a tool with which we can evaluate the 10 elements that every company should have, and thus be able to generate a measurement with the elements and with the context variables: Environmental, Cultural, Economic, Social, Political, Technological.

This evaluation will be carried out in the different departments of the company. This will be done personally, so that the interviewer can have a conversation with the interviewee, and he can qualify in his own way and criteria in what way the variables are related and influence on the 10 elements and how is their relationship.

Analysis from the method

The Servicios Administrativos Somer S.A of C.V company, is a 100% Mexican group, with 12 years of experience in service. They strive to build lasting relationships with clients by offering quality and trustworthy services that allow to optimize the value of your company.

Their adequate balance between youth and experience has allowed them to strengthen their service offerings on the main coasts of the Gulf of Mexico.

Based on the above mentioned, it is complemented in the most convenient way that the departments that were analyzed had certain incidents in the factors that intervened continuously, so this study will focus on the study of 5 departments of the Servicios Administrativos Somer SA. of C.V company, the following departments are the ones that will be taken for the application of the Tool:

- Coordination of estimates.
- Sales Manager.
- Human Resources.
- Technical Representative.
- Operations and Designs.

The application of 5 instruments will be made, one in each of the departments in order to analyze the 10 elements that every organization must integrate to control and improve productivity.

Results

Graphic 1 Productivity profile of the organization by simple averages corresponding to the Servicios Administrativos Somer S.A of C.V company.
Source: Elaboration author, 2021.

In the graphic 1 Productivity profile of the organization by simple averages corresponding to the Servicios Administrativos Somer S.A of C.V company, the relationship of the 5 selected departments and the results obtained with the TIEP tool is observed, it is interpreted as follows, the departments are at a stable level, however, the variables of the context influence each element and, as can be seen in the graph, the elements in the variables are notable.

The items with the lowest score; knowledge of processes, technological development, and macroeconomic knowledge. They represent the incidence of the variables, as well as a performance in areas of opportunity, which, the design of an improvement model, will be able to identify those points that would help the productivity of the company.

Graphic 2 Productivity profile of the organization by compounds averages corresponding to the Servicios Administrativos Somer S.A de C.V company
Source: *Elaboration author,2021.*

In the graphic 2 Productivity profile of the organization by compound averages corresponding to the Servicios Administrativos Somer S.A of C.V company, it can be seen which are the red lights that exist in the company. The element of knowledge of the processes and the element of creativity and innovation, these elements are of great importance for all companies and especially for this type of companies that is Somer that are dedicated to oil processes, that is why when carrying out the measurement was able to notice the lack of knowledge of the processes and of creativity and organizational innovation.

Proposal

As a proposal it is determined that the company Servicios Administrativos Somer S.A. of C.V., despite having a stable level of productivity, the effects of the context variables are derived on the elements that the TIEP tool determines essential for any organization, which generates areas of opportunity where strategies that would significantly improve can be implemented. the expected results.

That is why the implementation of the following recommendations was determined:

Continuous training of personnel; that contribute to the improvement of the personal and professional capacities of the workers of the organization, this to improve their knowledge and improve the development and implementation of new methodologies, tools and technologies in the company.

Generation of quality culture; since this will improve the relationship between the staff and the departments of the organization, promoting communication, the customer service and the collaborative work.

Control and management of the internal and external processes of the organization; this can be supported by the implementation of the international standard ISO 9001: 2015, since it is structured with fundamental requirements to obtain a certification, as well as the implementation of continuous improvement cycles that will benefit periodic evaluations and thus obtain favorable results and identification of opportunity areas.

Implementation of environmental programs; that plays a priority point of the organization, since in this way it will not only contribute to business improvement or the achievement of environmental accreditations, but to the preservation of the environment and wildlife, this to be a sustainable company.

Productivity improvement model

Figure 1 Productivity improvement model
Source: *Elaboration author, 2021*

In the following proposed model, it can be observed some improvements that would benefit the organization integrally and that when applied with a comprehensive approach, an acceptable and notable level of productivity would be achieved in all areas of the institution.

Productivity is kept at the center of the model, since it is what it is intended to maintain and achieve throughout the organization, as well as to maintain a continuous improvement cycle that prevails for its continuous evaluation and the implementation of improvements.

In the same way, the following recommendations are made for its implementation as soon as possible:

- Ongoing staff training.
- Reinforce teamwork.
- Generation of quality culture.
- Improvement of the work environment.
- Control and management of the internal and external processes of the organization.
- Implementation of a comprehensive systemic approach.
- Implementation of environmental programs.

The proposals mentioned were determined, based on the TIEP analysis carried out to the organization, and it is recommended that they be carried out in the order that the model proposes, starting in the implementation of continuous improvement until generating a comprehensive approach that determines the scope productive organization.

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Conclusion

As conclusion to this work, it is determined that the administrative services company Somer is a stable level, but nevertheless it is shown that the context variables affect the elements and can influence the results obtained. It is suggested that the company initiate possible changes and improvements to the system, since this will greatly benefit the staff, as well as the organizational performance, providing a better service based on quality and productivity.

Environmental programs should be implemented, continuous training of personnel so that they know more about the knowledge of the processes and also about creativity and organizational innovation.

It is also recommended that they carry out constant evaluations using the TIEP tool, as it ensures concrete and stable results that seek the full benefit of the companies.

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