



ANNUAL PCS CONFERENCE WIRC-ICSI

INDUSTRY EXPECTATIONS

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 - **SCHINDLER INDIA.**

Flow of Presentation

- 1. Introduction
- 2. Industry- core expectations
- 3. Relationship skills
- 4. Technical expertise
- 5. Engagement Management
- 6. Business Acumen

Industry Expectations- INTRO

ROC

- RERA
- GST

S.Audit

- Compliance Audit
- Compliance System

Core Expectations

Relationship skills

Technical Expertise

**CORE
Expectations**

**Engagement
Management**

Business Acumen

RELEATIONSHIP SKILLS

- **GETTING** the Cake
- **GROWING** the Cake
- **Retaining clients- 100% NO Suggestions**
- **FEEDBACK- ?**

TECHNICAL EXPERTISE

Satisfaction

over 100%

NO Suggestions

ENGAGEMENT MANAGEMENT

- Please never delegate
- Knowing the customer
- Delighting the customer

BUSINESS ACUMEN

- **Written Opinions**
 - **Substance- 100%**
 - **Form / Format**

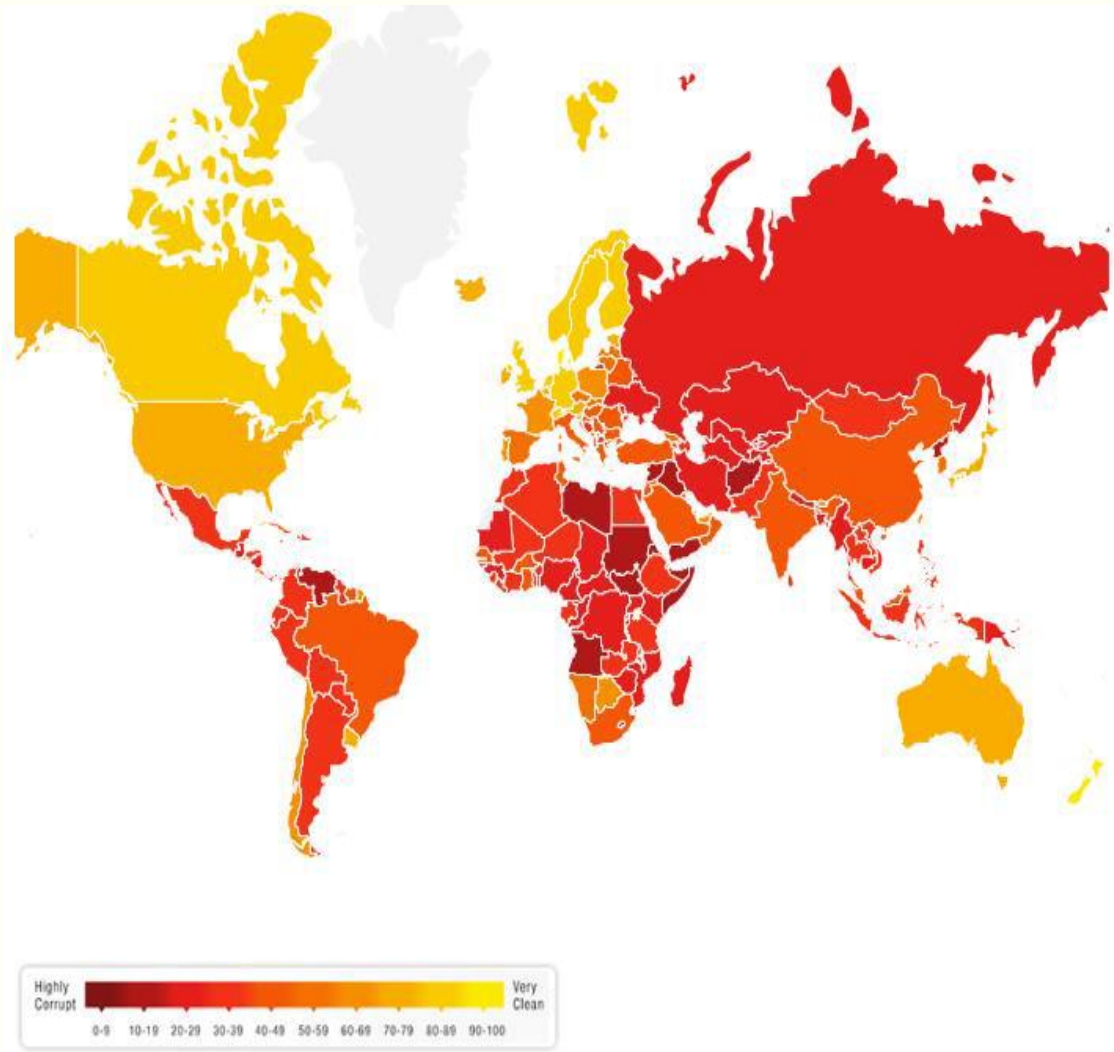
- **Billing**
 - **Scope for increase**

QUESTIONS ?



OPPORTUNITIES – Unlimited

Governance + Ease of doing Business + Make in India



- Results of Corruption Perceptions Index.. 2016.
- 40 - India's score, which is lower than the global average score, indicating higher than average corruption
- 79th Ranking of India, which has gone down from 76th in 2015
- *(China & Brazil have same rank & score)*
- 9 Points gained since India scored 31 in 2011; India's score and rankings have steadily improved in the last 5 years
- SOURCE: Corruption Perceptions Index 2016, Transparency International.