

## **LIST OF ABBREVIATIONS**

AGM	Annual General Meeting
BEL	Bharat Electronics Limited
BEQI	Bharat Electronics Quality Institute
BPO	Business Process Outsourcing
CEO	Chief Executive Officer
CFO	Chief Finance Officer
CINE	Controllable Internal Non-Controllable External
CMD	Chairman and Managing Director
CMIE	Centre for Monitoring Indian Economy
COO	Chief Operating Officer
DCS	Dairy Cooperative Society
EOU	Export Oriented Unit
FI	Financial Institutions
FY	Financial Year
GCMMF	Gujarat Cooperative Milk Marketing Federation Limited.
GDM	Global Delivery Model
IIM	Indian Institute of Management
IRMA	Institute of Rural Management – Anand
ITL	Infosys Technologies Limited
KMF	Karnataka Cooperative Milk Producers’ Federation Limited
MD	Managing Director
MOU	Memorandum of Understanding
NASSCOM	National Association of Software and Service Companies
NDDB	National Dairy Development Board.
PSU	Public Sector Undertaking
RUR	Raksha Utpadan Ratna
SNF	Solid Non Fat
TELCO	Tata Engineering and Locomotive Company Limited
TORQUE	Total Organisational Quality Enhancement
TECS	Tata Economic Consultancy Services