

A new and refreshed EAP 2017!

At the Tata group, the Tata Business Excellence Model (TBEM) Assessment is a movement that is scalable, repeatable and consistent. Moreover, it has been acknowledged as a role model process even for the Baldrige world. The Assessor community at the Tata group takes pride in this. This also calls for a renewed thrust to deliver strategically significant assessments. With this thought in mind, the Experienced Assessors Programme (EAP) has been refreshed this year to enable experienced assessors to deliver consistent value.

EAP is Tata Business Excellence Group's (TBExG's) flagship programme, as it helps the group collectively acknowledge the key imperatives facing the assessment process, and equip itself to take the needed steps to measure up to the challenge.

The guiding principle for EAP 2017 has been to strengthen the basics and explore opportunities for a superior future by enhancing five parameters. This year's EAP has been designed to meet the following objectives (SCALE):

- Sharpen Strategic Thinking (S)
- Demonstrate effective Communication Skills (C)
- Deepen Assessment Skills (A)
- Learn from the past for a superior performance (L)
- Energise ourselves to measure up to the increasing challenges (E)

The aim is to 'SCALE' not only in terms of increasing areas of significance but also intellectual enhancement.

TBExG has already trained 60 experienced assessors from various Tata companies who have appreciated the programme content immensely. The EAP included the following content:

- Reflection on learnings and possibilities to scale up overall assessment experience
- Bouquet of good practices from various assessment teams in 2016
- TBEM assessment through the lens of project management principles
- The art of communication as an enabler to better frame NERDs and to articulate the narrative
- Strengthening the basics:
 - i) Understanding the Customer ii) Assessing category 1.2 better iii) Strategic thinking iv) Assessing key results v) Objective maturity assessment (scoring)
- Recognising the exponential through the SMAC (Social, Mobility, Analytics & Cloud) lens

This programme is designed based on inputs received from assessors. Experienced assessors form the centre of gravity for assessment teams in shaping the outcomes. For the last two years, the EAP programme has been invitation-only, reflecting the amplifying expectations and the capability experienced assessors bring to the table.

Some voices from the past EAP programmes:

"Faculty was extremely knowledgeable on the subject. The assessment feedback depth has been extremely pin pointed towards the grey areas. These small points are very well covered by the faculty."

"Quite supportive faculty, who was able to make us understand with appropriate examples."

"The faculty delivery of training was extremely good. His time management was perfect. He made the sessions lively with his humor too."

"Mature and experienced faculty with enriched knowledge and control over the topic. Provokes thoughts and makes all people at ease to ensure a fruitful discussion."



