



THE OSCARs

An Extraordinary Award Initiative for your organisation based on the International Business Excellence Model that will transform your business & take it to the next level

PREAMBLE

"The Business marketplace nationally has now become extremely competitive - in such a scenario every organisation will need to raise their standards & operate with a new drive, motivation & penetration. Internationally the world over eminent companies who are performance driven have used the Award Model to infuse a new sense of competitiveness within that have resulted in extraordinary, outstanding & sustainable performance outcomes.

The OSCARS (An Award for recognising Excellence) is designed to promote awareness of Excellence as an increasingly important element in competitiveness among your various SBUs/ Line Of Businesses(LOBs)/ Channel Partners/ Supplier Base / zonal offices / branch offices & even the various cost centres. Not only does the award recognizes excellent performers, the model also increases the understanding of the elements critical for 360 degree Business Excellence thereby ensuring that the overall performance of the eco system gets enhanced substantially in an agile manner. When this happens any business shall truly experience a Transformation."

WHY THE AWARD & THE BASIS OF ITS DESIGN

The OSCARS is designed, based on contemporary and comprehensive International Business Excellence Models focusing on best practices and performance under nine different criteria which are further divided into sub-criteria. To be an Award winner, an organisation must demonstrate Excellence in results in all the criteria wrt its various stakeholders (like Promoters, Customers, Employees, and Society) through Excellence in Processes and People.

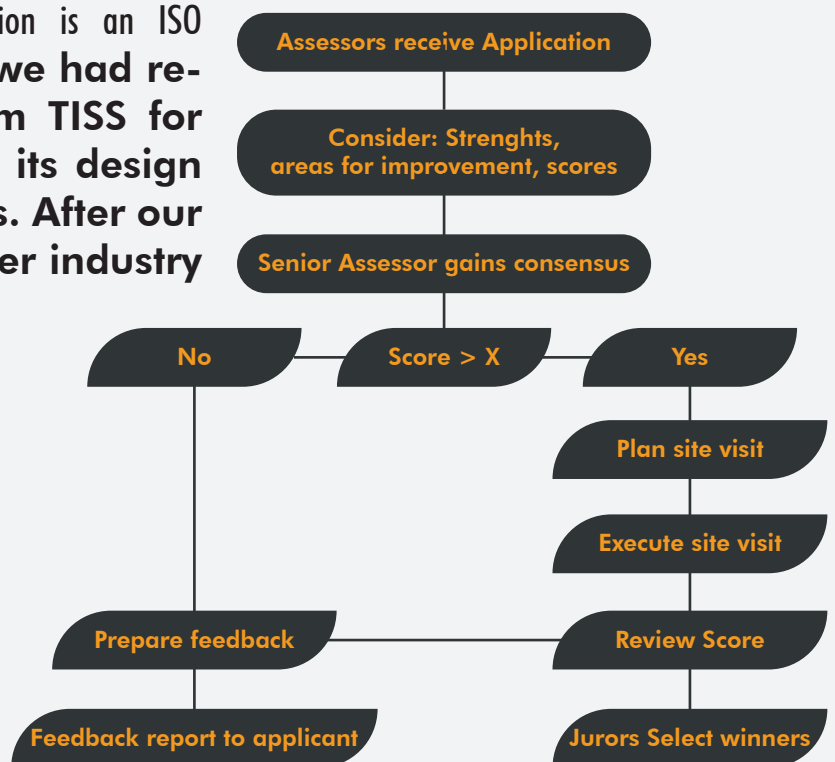
ABOUT DHRUVSATYA CENTER FOR PERSONAL TRANSFORMATION PVT. LTD

We are a 18 year old leading consulting and training organization in India headquartered in India. We work with over 400 leading all India companies and MNCs where we impart training and consulting services in areas of Organizational Transformation, Management Development, and Capacity Building, Good Governance, Productivity and Performance Development, Establishing Quality Assurance Practices, Executive Coaching, Strategic Planning, Conducting Managerial and Executive Assessment Centers, Performance Management, and Staff & Managerial Training.

Dhruvsatya Center for Personal Transformation is an ISO 9001:2015 Certified Organization: **In 2014 we had received the national award from TISS for best-in-class sales program for its design and impact for one of our clients. After our intervention they broke all earlier industry sales records.**

THE OSCARS - Assessment Process Flow Diagram

A flow diagram describing the assessment process is given in the Figure beside



Note: X stands for the cut off score for the site visits

THE OSCARS – Key Activities

The key steps of the assessment process, which we propose to be an annual event, are listed below:

- a) Senior officers from your organisation are shortlisted as Senior Award Assessors. These members go through a training programme on understanding the award criteria and assessment process.
- b) Each applicant sends an application document in a prescribed format summarising the applicant's Practices and Results in response to the Award Criteria to the Award Office.
- c) An Assessor team is appointed for each applicant. Assessors individually list strength, opportunities for improvement and score. One member of the team is designated as the senior assessor.
- d) The assessor team individually meets to reach a consensus on strengths, opportunities for improvement and score.
- e) Distinguished individuals from the Leadership Team (and if required eminent academicians) shall be appointed as jurors. The Jurors shall be trained on the award model and the process. On the basis of Assessor team reports, jurors also decide which applicants have qualified to be site visited.
- f) Assessor teams are appointed to make site visits. Assessors meet to plan site visits. Site visits (2 days typically) are made to check the validity of application and clarify issues. Applications are re-scored and reports are finalized.
- g) Based on reports from site-visit teams, jurors decide on the winners of the award, prizes and commendation certificates.
- h) Each applicant gains an outside perspective on its business based on the basis of the detailed review by a team of experts. The results of this review are distilled in a detailed feedback report, outlining strengths and opportunities for improvement based on the Award Criteria. Feedback reports may be used by your organisation as part of their planning processes to focus on the sustained success, as well as to help energise and guide their improvement programmes.

The Award Framework - A Schematic Diagram

Enablers

Leadership

People
(Employees)

Strategy
(The Business Plan that is followed & implemented)

Partnership & Resources
(Suppliers finance Infrastructure/Assets/ Technology/ Information & Knowledge)

Process
(SOPs wrt each functional area)

Results

People Results
(Employee perception & Performance)

Customer Results
(Customer Perception & Performance)

Society Results
(Societal Perception & Performance)

Key Results
(Business results)

Introspection, Insights, Learning, Application, Development & Sustainable Progress

ROLES & RESPONSIBILITIES OF RESPECTIVE PLAYERS

Assessors - Review, comment upon, and score written applications and prepare Feedback Reports to applicants. They also participate in consensus evaluations and site visits.

Senior Assessors - Review, comment upon, and score written applications and prepare Feedback Reports. They also lead consensus evaluations and site visit teams.

Award Office - Manage the entire Award Assessment Process.

Jurors - Review comments and scores, review site visit reports, and select Award winners



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