

Business Excellence

Maturity Assessment Programme

**Digital
Assessment**



Seed...
Nurture...
Harvest...

Recognize

Internalize

Initiate



Pursue The Path of....

BUSINESS EXCELLENCE

...Profit From It

Initiating Excellence

Organizations initiating Business Excellence through a baseline assessment

PHASE

1

Assessments can be scheduled on mutually convenient dates throughout the year

Process steps

A 2 day dip-stick assessment by two Assessors interacting with key personnel of the organization to understand their process and performance maturity.

This would involve a walkthrough of Business, Support and Management processes with the associated results based on excellence framework requirements. This category of assessment does not require any formal documentation.

Output

- Baseline score of organizational maturity on a 1000 point scale
- Prioritized action plan and roadmap with milestones

Support

CII will facilitate Organizations to progress on the suggested roadmap through hand holding visits, customized training through appropriate frameworks.

On completion of this phase, Organizations can progress to the Internalizing Phase. Initiators would generally take 12 - 15 months to move to the next phase.

Recognized for Adoption of Excellence

At CII Business Excellence Conclave in August 2021

Internalizing Excellence

For Organizations on the journey of Excellence on any Framework

PHASE

2

Assessments can be scheduled on mutually convenient dates throughout the year

Process steps

Assessors with rich industry experience will interact with all functions of the organization considering the Business Strategy and Operating Context, to identify key strengths and opportunities for improvement. There are two categories to opt as given below.

CATEGORY 1	CATEGORY 2	TURNOVER
Document less Assessment	Minimal documentation 20 - 30 page Format	<100 Crores SMB Organizations
2 - 3 day Assessment*	3 - 4 day Assessment*	
2 Assessors	2 Assessors	
Recognition Silver: Score of 300 & above	Recognition Silver: Scores between 300- 399 Gold: Scores 400 & above	>100 Crores Large Organizations

NOTE:

These category of Assessments do not fall under the Award Scheme. However, Organizations will be felicitated based on the score obtained under the relevant category. Companies running their own internal assessments can also opt for recognitions when the assessments are administered by the CII IQ team. Assessment can be based on any Excellence framework.

**Assessment Days will vary depending on the Business Size and complexity*

Output

- Action oriented Management Report
- Way forward with Milestones
- Criteria wise report of strengths and key opportunities for improvement aligned to Excellence Framework requirements

Silver / Gold Category Recognitions

At CII Business Excellence Conclave in August 2021





Recognizing Excellence

Organizations aspiring to challenge the
CII EXIM Bank Award for Business Excellence

Eligibility*

Any Organization operating in India,
with a minimum of 3 year performance data

PHASE

3

Process steps

Submit 75 page document as per CII EXIM Bank Award for Business Excellence application guidelines. A Team of 5 - 6 Assessors with rich industry experience will interact with functions of the Organization considering the Business Strategy and Operating Context to identify key strengths and opportunities for improvement. The Award is based on the EFQM Excellence Model.

Output

Sub Criteria wise Report aligned to EFQM Excellence Model as per the guidelines of the CII Business Excellence Awards. For further details contact CII IQ Business Excellence Desk/ sudha.s@cii.in or log on to www.cii.bizex.in

Recognition Levels

Score 600 & Above : Award
Score 500-599 : Platinum
Score 400-499 : Gold Plus

*Jury Commendation for Role Model Organisation:

In addition to the Award, a Jury Special Commendation as Role Model Organisation will be awarded to the Applicants meeting the requirements laid down by the Jury time to time.



Exemplar of Excellence

PHASE

4

All Award/Role Model Organisations/Prize Winners of the previous editions of the CII-EXIM Bank Award for Business Excellence can apply for the Phase 4 recognitions. Based on the Assessment Outcome the applicants will be recognized for "Sustained Excellence" /"Exemplar of Excellence". For further details, contact the Award admin office of CII at sudha.s@cii.in

The Assessment would be a 2 Assessor, 4 manday effort where two Senior Industry members will interact with the applicants to assess thier continued journey of Excellence on Key themes and Stakeholder focus. There are no formal documentation requirements to apply under this category. The recognition would require the Applicant to demonstrate Stakeholder focus, Excellence attributes and scoring beyond the threshold levels.

Phase 3 and Phase 4 Recognitions at CII Flagship Event



ABOUT CII INSTITUTE OF QUALITY

CII Institute of Quality is the leading authority in Quality Enhancement among organization and industries. Over the past century, CII has provided Indian Industries with the support, systems and tools to make a mark in the competitive world. It is realized that the best way to enhance an organizations competitiveness is through the quality route.

What started as the Total Quality Management Division (TQMD) in the mid-eighties has now evolved as CII Institute of Quality. As a champion of the Quality movement, CII-IQ is powered by the responsibility of enriching the lives of its members, improving their workplaces and making the world a better place by applying quality tools, techniques and systems. CII-IQ provides the best of its kind training and consulting services to organizations to help improve their performance and set a standard of excellence.

CII IQ has tied up with several international organizations to bring their best practices in India. It has helped several organizations improve their Total Quality Management Systems besides helping them win recognitions.

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