Nomination: 7054

Automation-Quality-Time(AQT) Proficiency Framework

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Tech Mahindra Limited

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Automation-Quality-Time(AQT) Proficiency Framework

Category

B01 - B59 Achievement > B03 - Achievement in Certification Programs

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Tech Mahindra Limited (TechM) offers innovative and customer-centric digital experiences, enabling enterprises, associates and society to Rise™.

TechM was incorporated as Mahindra British Telecom(MBT) in 1986. Today, it's USD 6.5 billion organization with 1, 50,000+ professionals across 100 countries helping 1200+ global customers, including Fortune 500 companies.

TechM is focused on leveraging next-generation technologies, including 5G, Blockchain, Internet of Things (IoT), Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers.

TechM's core operations are built around the credo— 'Connected World. Connected Experiences.'

TechM is among the fastest growing brands in 'brand strength' and amongst the top 7 IT brands globally. With the NXT.NOW framework, TechM aims to enhance 'Human Centric Experience' for its ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. TechM delivers tomorrow's experiences today and believes that the 'Future is Now'.

TechM is part of the Mahindra Group, founded in 1945, a USD 20 billion federation headquartered in India that employs over 2,60,000 people across 100 countries. It enjoys leadership in utility vehicles, information technology, financial services and vacation ownership and is the world's largest tractor company by volume.

Website-https://www.techmahindra.com/

b. Outline the team's or organization's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required

Business Need: Improve automation adoption.

◆Reduce monotony—Employees who do manual and repetitive tasks have reduced efficiency and a higher chance of errors.

◆Customer service—Intelligent Automation and AI increase business efficiency and provide excellent experiences to customers.

Key Solution: Automation-Quality-Time (AQT) Proficiency Framework
◆What—AQT Framework is TechM's framework for automation adoption and industrialization.

◆Objective—Accelerate digital transformation and improve user experience by creating a skilled task-force in Intelligent Automation across all service lines(BPS, IT, IES, NS).

◆For Employees—Incentivize and future-proof talent to ensure accelerated industrialization in the 'as a service economy'.

■ REDACTED FOR PUBLICATION

◆Internal Processes—Not limited to Training & Certification, but to promote (in principle) actual Automation Implementation & knowledge sharing.

Supporting: Complementary Solutions

◆Career Development Plan—Employees have the flexibility to choose their individual career growth against the broader organization picture mapped in the Job Family Framework

◆Career Options on CareNET—Employees to explore open roles and responsibilities in the internal job portal and take relevant automation training mapped against them for individual and organizational success.

Quantifiable Impact: Win-win

◆Cost Reduction and over USD 90+ million in savings through AQTP automation in FY22-23.

◆12,000+ Robotics and/or AI-certified employees trained and deployed.Certifications for 12,000+ Ninjas, 100+ Samurai, 50+ Sensai and 7 Shoguns

■ REDACTED FOR PUBLICATION

◆Delivered over 1000+ proficiency framework artefacts in the form of case studies, white papers, reusable frameworks, use case collaterals, and platform/product assessments.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

3 Pillar Framework: AQT Proficiency Framework to learn–perform–share

◆Learn— ███████ training and Certification Component that includes but is not limited to AEB, AEA- Robotics, AEA-AI, and AI 101

◆Perform—It allows associates to apply knowledge in real-time projects through an internal Automation Opportunity Lifecycle Management system. ███████████
■ REDACTED FOR PUBLICATION

◆Share—In alignment with TechM's Rise to Create Value brand pillar, trainees can share the acquired knowledge to create higher value through a Central Knowledge Management Portal.

Incentivized Skilling: Develop the workforce of the future.

◆Catalyst for Fast-Track Promotion (promotion time reduced by 6-months)

◆Encashable points in TechM's recognition Portal-KUDOS

◆Eligibility for AQT skilling includes employees from Junior Management and Middle Management who are from the technical cadre

Historical Japanese Nomenclature: Eclectic naming conventions created a sense of mystery/achievement by completing every skill level. Different proficiency levels indicate improved IT service delivery.

◆Ninja (1st Level)—Theoretically trained in Automation.

◆Samurai (2nd Level)—Implementing the theoretical knowledge of Automation into active projects to bring monetary savings.

◆Sensei (3rd Level)—Aiming to achieve higher monetary savings through Automation with higher responsibility of introducing and driving automation into ongoing projects.

◆Shogun—The highest rank in the automation hierarchy responsible for owning the automation road-map of their business unit and being the end-to-end driver.

Intelligence Augmentation through Automation: TechM proposes automation not to obliterate job opportunities but to introduce higher cognitive work with robotic efficiency.

◆Improve productivity.

◆Fast-track delivery.

◆Scale-up Business for better scope.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Business Strategy: Automation with human-centric approach is the key to the future.

◆Engage workforce for cognitive work as repetitive work depletes the human spirit.

◆Clients prefer 'deliver more for less' service providers due to terms of efficiency, cost optimization, and agility.

◆Genesis of AQT was in FY19-20 anticipating industry shift towards automation

Enabling AQTP: Stakeholders and Processes
◆People:

—Automation Proficiency Framework

—Automation and AI Training and Certification

◆Culture:

—Automation Rewards (Individual, Project Level)

—AQT Learning Labs

◆Process:

—Discovery and Implementation Methodology

—Business Case Formulation and Benefits Realization

—Use Case Repository for DevOps, Quality Engineering, IT Operations Automation

◆Technology:

—Platforms and Frameworks covering TechM IP and partner solutions

—Joint Product and Solution Development with Partners

—Automation BOTs Repository

Challenges: Change Management

◆Frequently Asked Questions—Plethora of unique queries on AQT. Developed Knowledge Management Portal with the process and documentation around each facet of the framework.

◆Adoption— Encourage people to future-proof their careers with automation certification(s). Communication outreach and testimonials to give preview of compensation potential and opportunities in near future.

◆Maintaining the Rigor of Upskilling—Continuously improving offerings to maintain standards. Partnering with robust certification platforms to bring in innovative and high-grade content for the framework

Concluding Remarks: Why AQT Proficiency Framework is a winning deal

◆AQTPF helps attract and retain talent with in-demand skill competencies in Robotics/AI and Automation.

◆Create a future-skilled workforce of 12,000+ to drive future-ready projects.

◆Robotics/AI certified employees REDACTED FOR PUBLICATION developed reusable artefacts resulting in substantial savings.

Webpage Link

https://www.techmahindra.com/en-in/?f=2166499923 (https://www.techmahindra.com/en-in/?f=2166499923)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

https://insights.techmahindra.com/investors/tml-integrated-annual-report-fy-2021-22-f.pdf (https://insights.techmahindra.com/investors/tml-integrated-annual-report-fy-2021-22-f.pdf)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

https://cfo.economictimes.indiatimes.com/news/strategy-operations/tech-m-cfo-says-technology-investments-to-continue-upskilling-top-focus/99978828
(https://cfo.economictimes.indiatimes.com/news/strategy-operations/tech-m-cfo-says-technology-investments-to-continue-upskilling-top-focus/99978828)

Would you like to add an additional webpage link?

Yes

Would you like to add an additional webpage link?

Yes

Would you like to add an additional webpage link?

No

Supporting Document

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Would you like to add an additional supporting document?

Yes

Supporting Document 3

Would you like to add an additional supporting document?

No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms)

Terms and Conditions

I Agree