

Branded as 'Way of Working (WoW)', cross sections of employees met and deliberated, bringing to the table all the possibilities. From this emerged the key focus areas. Employees and the leadership came together to 'Post-it' ideas and issues on a large WoW wall.

WoW Transformation

The Problem Phase mapped the end-to-end operational processes in all its dimension on the WoW wall. Varied groups comprising employees across hierarchies brainstormed and threw in ideas, problems, bottlenecks, concerns and impediments to the larger corporate goal. The process of problem identification with all its complexities was mapped on the AS-IT-IS wall. This exercise was replicated across locations.

The Solution's Phase

The problem once identified, the next step is to move to the solution designing phase. This is the game-changing phase when teams sound out their ideas on the TO-BE WoW Wall. Across TCE's locations, teams brainstorm to arrive at a new Way of Working. Adopting principles of design thinking, the exercise is expected to create a workable format which will be implemented. Based on the initial run, feedback will be collected and new groups of teams will ideate and iterate to arrive at a more improvised solution. Thus the process is a continuous one with testing and iterations that will ultimately enhance user experience.

WoW & Where it will lead to

The WoW transformation path is being worked upon for TCE to re-invent itself given the changing dynamics in the engineering services industry. This iterative exercise aligns disparate teams that are multi-disciplinary in nature to work towards defined goals. The Way of Working will also set in motion innovative new process that addresses the key issues for customers and the optimal way for TCE to stay competitive.

With TCE's goal to establish itself as a top-notch international engineering consultant. This transformation is especially relevant to TCE and it's talented engineers because in these times, the role on engineer has changed; the customer's requirements of services from an engineer has changed; automation and artificial intelligence are slowly creeping into everyday life. The engineer of tomorrow is one who changes and puts his skills to new uses with new processes in the changing order. TCE, is focussed on creating a better tomorrow for its customers and the task on hand is to create a better TCE today!

WoW sets the context for:

