

## 1.1. About Arvind Express ADC

### Q.1. What is Assessment Development Centre?

Assessment Development Centre is an objective methodology that assesses a set of predetermined competencies of a candidate or group of candidates for a particular job. It is based on

- Simulations nearing real-life working situations
- Individual and group simulations and behavioural interviews
- Methodologies which includes psycho-diagnostic testing, allowing evaluation of not only the candidate's behaviour but also their other personality characteristics, in detail.

### Q.2. What are some of the essential characteristics of an Assessment Development Centre?

Some of the essential characteristics of an Assessment Development Centre are:

- Measures **MULTIPLE** Factors (Competencies),
- Uses **MULTIPLE** Tools, and
- Has **MULTIPLE** Assessors

### Q.3. What are some of the uses of Assessment Development Centres?

Development centres can be used for a variety of purposes, namely:

- Estimation of Training needs,
- Selection & Placement,
- Potential Appraisal, and
- Career Planning

### Q.4. Why are we using it?

To identify the potential of our existing on-roll and off-roll employees & take necessary steps to develop/promote them in a structured manner.

## 1.2. About Competencies

### Q.5. What are we measuring through the Assessment Development Centre technique?

It evaluates and measures various competencies required for a specific role. "Competencies are the characteristics of Individual Employees that leads to the demonstration of skills and

abilities, which results in effective performance within an occupational area. Competency also embodies the capacity to transfer skills and abilities from one area to another.”

**Q.6. Whose competencies would be assessed?**

Through this exercise we will evaluate the competencies of/at various critical role holders across business like the, Department Manager, Assistant Store Managers, Store Manager, and Cluster Manager of ALBL.

**Q.7. What are the various competencies to assess?**

Typically, competencies are measured under 3 headers:

- a) Behavioural Competencies,
- b) Functional Competencies, and
- c) Technical Competencies

**Q.8. What are Behavioural Competencies?**

Behavioural Competencies refer to abilities based on behaviour. These are the characteristics of the persons who are doing the job. For example: A competency related to any managerial function could be decision making.

**Q.9. What are the Behavioural Competencies that we require in Cluster Manager?**

The Behavioural Competencies that we are looking in a Cluster Manager are as follows:

1. Customer Focus,
2. Ownership and Accountability,
3. Execution Focus,
4. Analysing, and
5. Change and innovation

**Q.10. What are the Functional Competencies we are seeking in Department Manager, Assistant Store Manager, Store Manager, and Cluster Manager?**

The Functional Competencies that we are looking in an **Department Manager, Assistant Store Manager, Store Manager and Cluster Manager** are as follows:

1. Finance,
2. Operations & Compliance,
3. Customer Service,
4. Inventory Management, and
5. Visual Merchandising

**Q.11. Are there any Technical Competencies that we are looking for in a Department Manager, Assistant Store Manager, Store Manager and Cluster Manager?**

The Technical Competencies that we are looking in a Department Manager, Assistant **Store Manager, Store Manager and Cluster Manager?** are as follows: need to check

1. SOP and
2. P & L
3. Computer skills

This would include the knowledge of the specific application as well as, in some cases, how to use it.

**1.3. ADC Tools & Tests**

**Q.12. What tools would be specifically used for assessing Behavioural competencies?**

There are multiple tools that can be used to diagnose behavioural competencies. However, we have decided to choose:

1. Ranking Exercises,
2. Group Discussion
3. In-Basket Analysis,
4. Business Simulation,
5. Case Study,
6. Psychometric and Personality tests,

7. Situational Judgement tests,
8. 360 Feedback, and
9. Panel Interview

**Q.13 What tools would be used for assessing Functional competencies?**

The tools that we will use to assess functional competencies are:

- Techno-Functional Test,
- BEI/Panel Interview, and
- Online Psychometric Test

**Q.14. What tools would be used for assessing Technical competencies?**

The Techno-Functional Test will assess the technical competencies