



WP4

CASE STUDY



Co-funded by
the European Union



Excellence
Boost



**Co-funded by
the European Union**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA).

Neither the European Union nor EACEA can be held responsible for them.

This document may be copied, reproduced or modified in accordance with the above rules. In addition, an acknowledgement to the authors of the document and all corresponding parts of the copyright notice must be clearly mentioned.

Index

Partners	4
Description of the organisation	6
Motivation to participate in the assessment	7
Requirements for performing the assessment	8
Self-assessment process.....	9
Results and their classification	10
Five most important good practices from the self-assessment	11
Five most important suggestions for the self-assessment	12
The implementation of the measures	13
The impact of the results on the institution and people	14
The client benefits	15
Future plans	15



Partners



ACSS RAQUEL LOMBARDI



Deloris Mundo

Case Study



Coordinator



Institution : ACSS Raquel Lombardi

Country: Portugal

Website: <https://associacaoraquellombardi.com/>

Facebook: <https://www.facebook.com/acss.raquel.lombardi/>

Case Study



Institution : UBUNTU IMPACT LIMITED

Country: TANZANIA

Website: <https://ubuntuimpact.co.tz>

Facebook: <https://www.facebook.com/ubuntuimpact/>

DESCRIPTION OF THE ORGANISATION

Ubuntu Impact Limited is a proudly Tanzanian-owned company specializing in solutions for organizational growth and development. Our services include Recruitment, Training, Teambuilding, Organizational Restructuring and Assessments and Events Management. We are driven by three core values: Substantial Growth, where we focus on achieving meaningful success for our clients; Nurturing and Supportive, ensuring we build strong, lasting relationships; and Energy Driven, thriving in a dynamic and innovative environment. We aim to create tangible and long lasting impacts, particularly in people, helping organizations achieve their full potential.

MOTIVATION TO PARTICIPATE IN THE ASSESSMENT

We were motivated to participate in the assessment for two solid reasons:

- The first reason, was to understand where our organization is at in terms of strategy, stakeholder mapping, technology usage, diversity and clients because as a business it is important to crunch into the details of what we do right and what we do wrong to make sure that our growth is not stagnant but continuous.
- The second reason, was solely because our work as an organization is literally conducting cultural assessments and overall assessments for organizations. We are currently using the Mackenzie model and Barret Model so coming across a great tool like KNOWLO® was another way that would help me to guide the clients I deal with to assess their companies to be smart organizations.

REQUIREMENTS FOR PERFORMING THE ASSESSMENT

There were few requirements:

People, participation of all people in the company or organization, we made sure that everyone was given ample time to prepare and understand so that everyone was heard and all views were taken into account. We have a team of 6 members hence we were able to navigate the session.

Induction or walkthrough of the system or tool to make sure everyone participating understands the assessment, because it was the first time that hearing the KNOWLO framework we had to start with an induction process.

The assessment required creating an environment of readiness and an open mindset from all participants by making everyone understand that their views.

SELF-ASSESSMENT PROCESS

Before beginning the assessment, we had all the criteria written on the board and discussed them on a high level so that when it came to actually conducting the assessment we had all the answers. The Positive side was that everyone had a chance to understand and get a strategic direction of where we should go and the plan is clearly set for the next year. Also, some team members that joined recently got to get an in depth insight of the team and it was a chance for people to bond and stay together to discuss the future of our organization.

Challenges: Time Limit-The assessment is long and comprehensive and as a very a busy team and some team members have to work in client's offices some days so setting time was a bit of a challenge, but we made sure that we use the days that have minimal client engagement. The downside was that we did not get time for each team member to do their own self-assessment, but because we deal with assessments it was easier for the team to understand.

RESULTS AND THEIR CLASSIFICATION

Our organization scored an average of 80.6%, our lowest score was on criteria number 6 Digital transformation, global context, and value creation we scored 66% on this criteria and all the team members agreed that we need to create initiatives that will help us improve our digital transformation SMART learning organisations strive to be able to respond, rather than react, to sudden changes in the economic climate and incorporate digital tools.

FIVE MOST IMPORTANT GOOD PRACTICES FROM THE SELF-ASSESSMENT

- a) Strategy ownership.** We create ownership of tasks by ensuring we have key personnel taking care of different projects and track progress. Every quarter the team sits to review the strategy and come up with ways to accomplish all key activities.
- b) Our Engagement with the social community.** We showcase our success via social media platforms and communicate with society while engaging them especially youth. We have graduate trainee programs that involve enriching youth with corporate knowledge.
- c) Organisation & It's people,** in managing tasks in which we use project management tools such as Zoho tasks to manage task and delegate tasks which ensures that all personnel have an alignment on what is required and ensures transparency to all staff.
- d) Managing work related stress,** at Ubuntu Impact we create space for our team to bond and have fun. We always start meetings and sessions with appreciation exercises and icebreakers, every end of month we have team activities
- e) Collaboration & Engagement with stakeholders,** our companies makes an effort to engage in Corporate Social Responsibility projects and as well ensuring that after every engagement with clients, we deploy a customer service survey.

FIVE MOST IMPORTANT SUGGESTIONS FOR IMPROVEMENT FROM THE SELF- ASSESSMENT

- a) As an organization we need to learn to adapt to unexpected situations** and changes and find ways to respond well to the changes and be very reactive, this will include keeping technological advancement in our processes and find troubleshooting means when changes occur.
- b) Managing work related stress** by trying not to take too much on and learning how to place priorities based on what is urgent and important.
- c) Create more initiatives to connect with the society** and engaging in community development programs that can positively impact the society that surrounds us such as hosting fundraising marathons, partnering with universities to provide trainings and equip youth on different skills.
- d) Create personal development plans** within the team ensuring that the team has a support system and develops themselves personally as well to inspire growth.

e) Leveraging technology and digitization in our operations and ensuring that we streamline processes and systems, but also as one of the challenge is creating awareness to the team and ensuring proper Onboarding and induction to the team on the digital tools.

IMPLEMENTATION OF THE MEASURES

Implementation of the measures is not an abrupt process it is continuous process and at the moment we have created an internal assessment committee and created DRI's for various items that are priority. In our monthly meetings we have created a segment of improvement plans and tracking progress.

THE IMPACT OF THE RESULTS ON THE INSTITUTION AND PEOPLE

(THE ORGANISATION BENEFITS)

The process has strengthened our team's connections and improved our understanding of one another, the junior tea members have felt more comfortable with the senior members being that we are small team but usually work in client's offices. It enabled us to align our objectives and collectively focus on quality standards for our work.

Creating a structured work plan and mapping of improvement areas after sharing the reports generated from the KNOWLO® platform, we were able to identify both our strengths and areas requiring attention. This gave us a structured path forward, which is particularly beneficial given our organization's size and need for clear direction.

One of the most important outcomes has been the identification of persistent & crucial issues we hadn't fully recognized before. By having this level of clarity has enabled us to tackle these challenges head-on, which is already making our organization move forward.

THE CLIENT BENEFITS

Our clients can eventually benefit from this assessment by leveraging on all areas of improvement and reinforcing the good practices the client can create a sense of belonging, enforced decision making to each and every one in the team.

FUTURE PLANS

We have been greatly impacted by the KNOWLO framework and will definitely discuss the impact in our end of year strategy meeting and ensure that in the FYI 2025 we have another assessment to help us improve more and track progress from FYI 2024.