



## Case Study:

### *The Team of Champions or A Champion Team?*

*If given a choice - "What would you choose?"*

The options seem tricky, but let us understand the difference. Team of Champions is a team where you have all highly skilled individuals who perform in silos and may lack the coordination with each other whereas Champion Team is a team in which the members have good understanding and coordination with each other, thus making the team perform at its best.

We thought about this at our Site in UAE and decided to build a Champion Team. Then we asked ourselves what are the attributes of a Champion Team?

Following were the attributes identified and practiced at site:

- **Commitment to team success and shared goals** – Our team members are committed to the success of the team and their common goals. They contribute in jointly formulating the MMMP (Maintenance Management Master Plan) and thus take the responsibility to own it. The approach followed is Bottom to Top, feedback is gathered from down the level and then incorporated in the Maintenance Strategy;

*"Continuous focus on the Customer & Team needs, to be well understood and help the Team to align with the Maintenance Strategy. This will fetch a great team success with a strong commitment and bonding."*

Hari Sridharan, Site Manager

- **Interdependence** – We encourage our team members to achieve, contribute, learn, and grow together. Nobody gets left behind;
- **Interpersonal Skills** – Our Team members discuss their issues openly and are honest, trustworthy, supportive and show respect and commitment to the team;
- **Open Communication and positive feedback** – We actively listen to the concerns and needs of the team members and we value each other's contribution, this helps to create an effective work environment. We are willing to give and receive constructive criticism and provide honest feedback;
- **Appropriate team selection** - is essential in the creation of a successful team. Our Team members are aware of their specific team role and understand what is expected of them in terms of their contribution to the team; and
- **Commitment to team processes, leadership & accountability** – Our team members are accountable for their contribution to the team.

It takes a lot of commitment, trust, and Leadership at all levels to build such a team. This can only be achieved in an environment that encourages participation at all levels.

When we speak of our Team at TALEX, we are proud to say that we aspire to be a Champion Team. Yes, we do have Champions in our team and they exist at all levels. They understand the responsibility and perform individually, but at the same time they work towards the common vision and not only focused on their Individual performances. Each Team member understand their responsibility and contributes in making the things work in the way they should be.

**QUANT**<sup>™</sup>

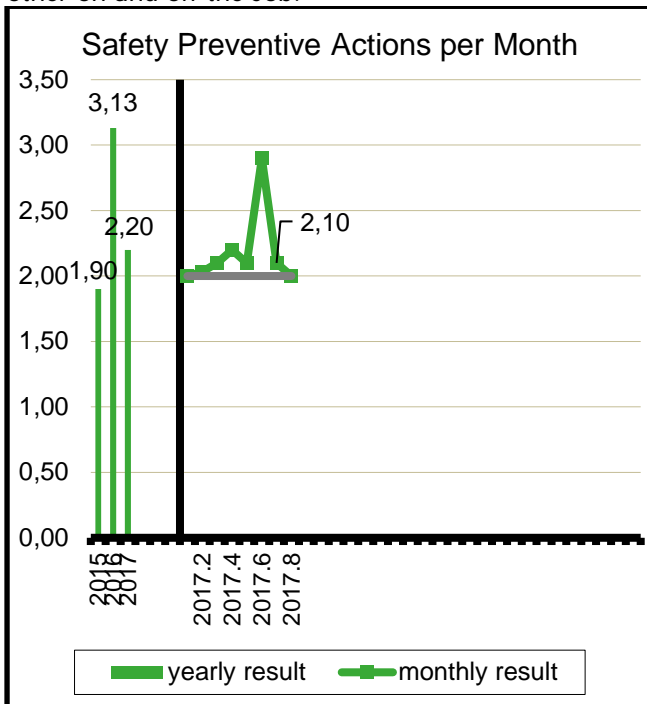
This culture is not limited within the Quant Maintenance Team of TALEX but we have gone the extra mile and have included the vision and goals of TALEX Operations thus building the partnership with client.

This does not mean that we do not have challenges or shortfalls, but being a part of this team, everyone believes that together we can and we will push our limits with the required commitment and responsibility to achieve the common vision/goal of continuous improvement and excellence.

We have our own shares of challenges but working together with the team the morale is always up and Yes, we do enjoy working with each other and our relationship speaks a volume.

This is what our Team member say about our team. *"Everyone from the Top to bottom have a healthy relationship and work as a team. The team spirit and atmosphere enables everyone to put forward their suggestion or opinion at all levels of the organization. Each individual contribution is appreciated and due credit is given for their effort."*  
Sajid Ali, Maintenance Intern

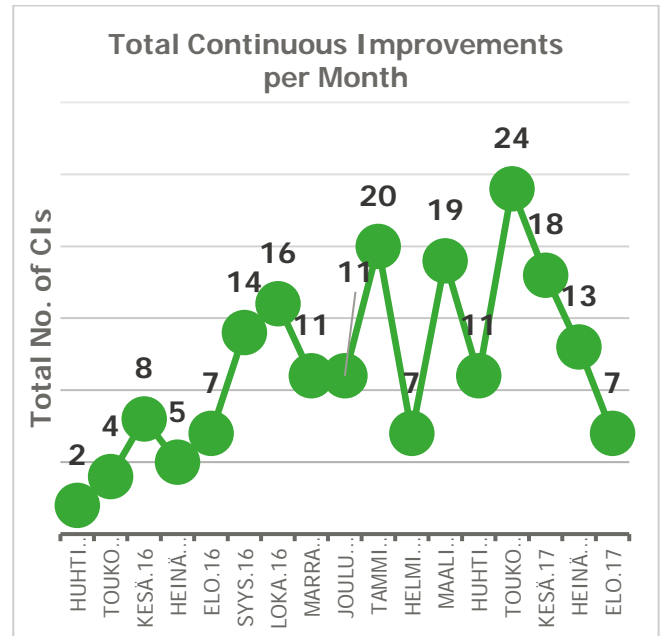
As a team, we strive to work safe and are committed to safety. This is inculcated in our culture as we start our day with the safety pledge in our Tool Box Talk. The team work ensures that we look out for each other on and off the Job.



This also allows us to get the feedback from the field and carry out the Continuous Improvement (CI's) initiatives thus providing the value to the customer.

***"Safety and Reliability can only exist and thrive when each team member owns the responsibility to drive and contribute. This is the pre-requisite of the First-Class Maintenance."***

Vipul Kumar, Planning & Reliability Engineer



At Talex we pledge to continue our journey to excel the way we want, maintaining the commitment we have towards our customer. We are confident that with this spirit of teamwork we will ensure a wonderful partnership with our Client.

© Copyright 2017 Quant  
All rights reserved

