



Middle Earth HR Process Award



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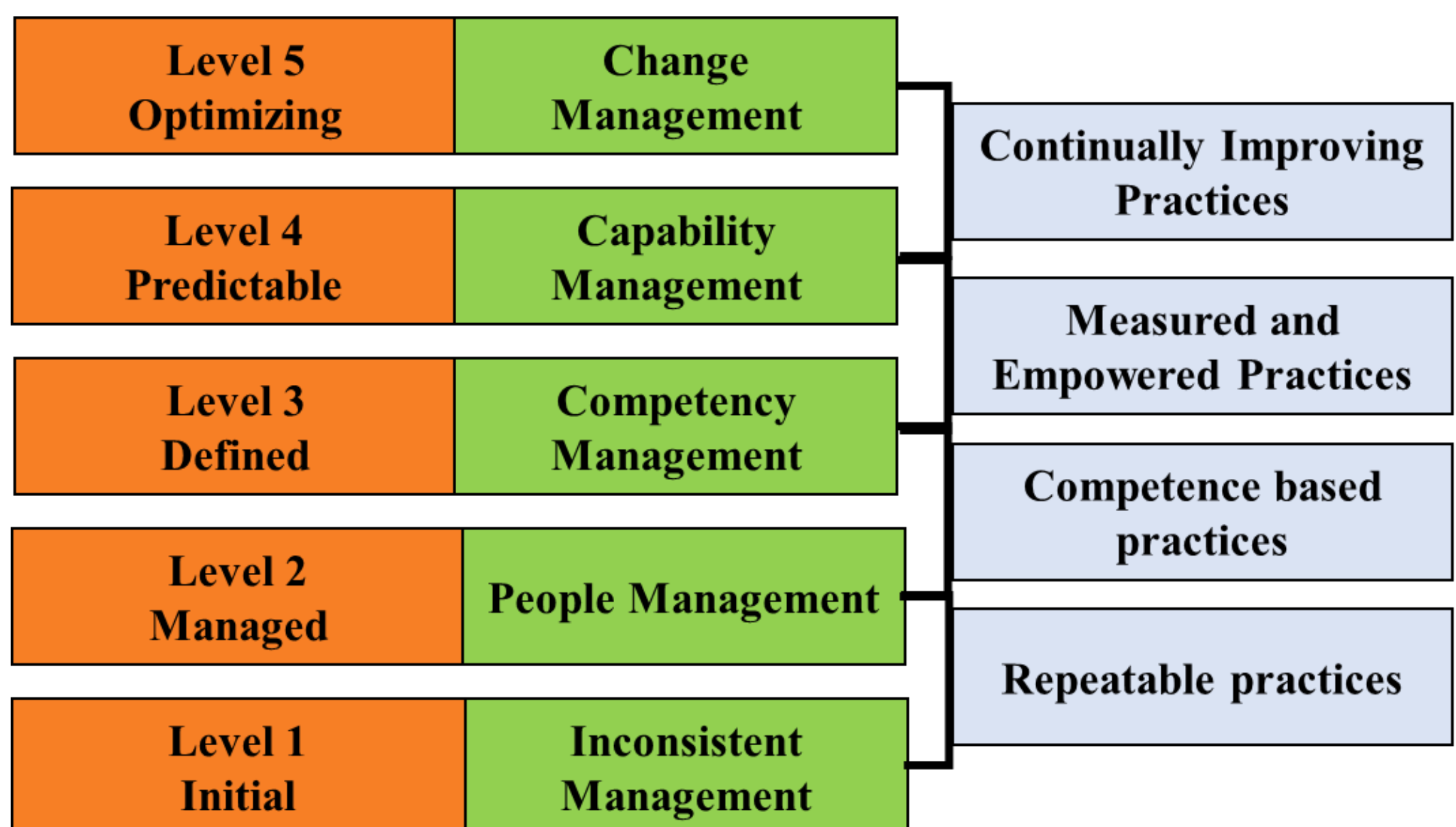
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MEHR Process Audit

- Process is a maturity framework that describes the key elements of managing and developing the workforce of an organization.
- It helps organizations to characterize the maturity of their work-force practices, guide a program of continuous work-force development, setting up of priorities for immediate actions, integration of work-force development with process improvement initiatives and establish a culture of software engineering excellence.
- It consist of 5 levels



Purpose of Process Audit



Centricity Focus for Improvement

This Process Audit is a way to look processes in M S Education Academy for improvement.

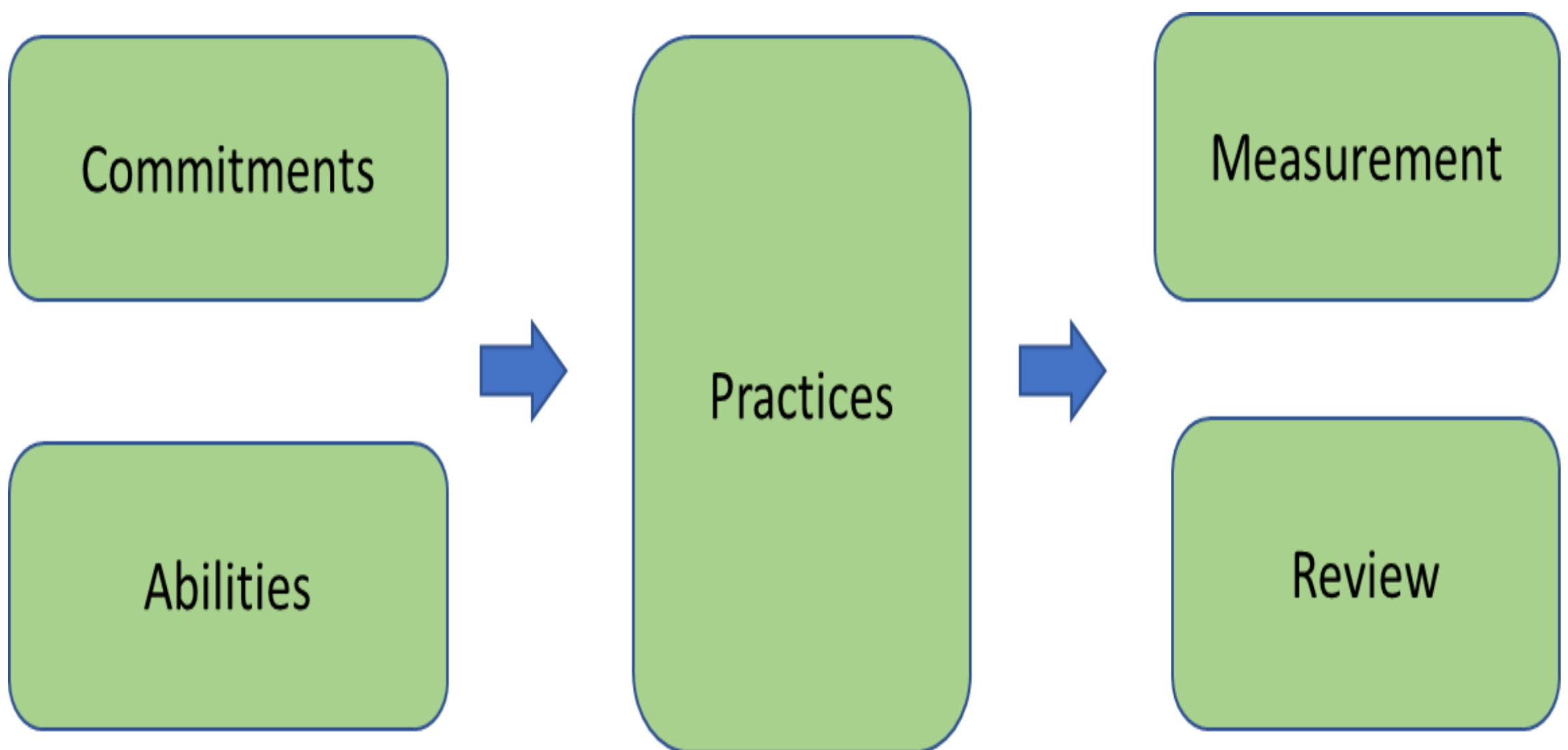
It can help ;

- characterize the maturity of their employee practices,
- establish a program of continuous employee development,
- set priorities for improvement actions,
- integrate employee development with process improvement, and
- establish a culture of excellence.



Methodology of MEHR Process Audit

The audit checked if the organization is meeting the criteria at 2nd level which includes:



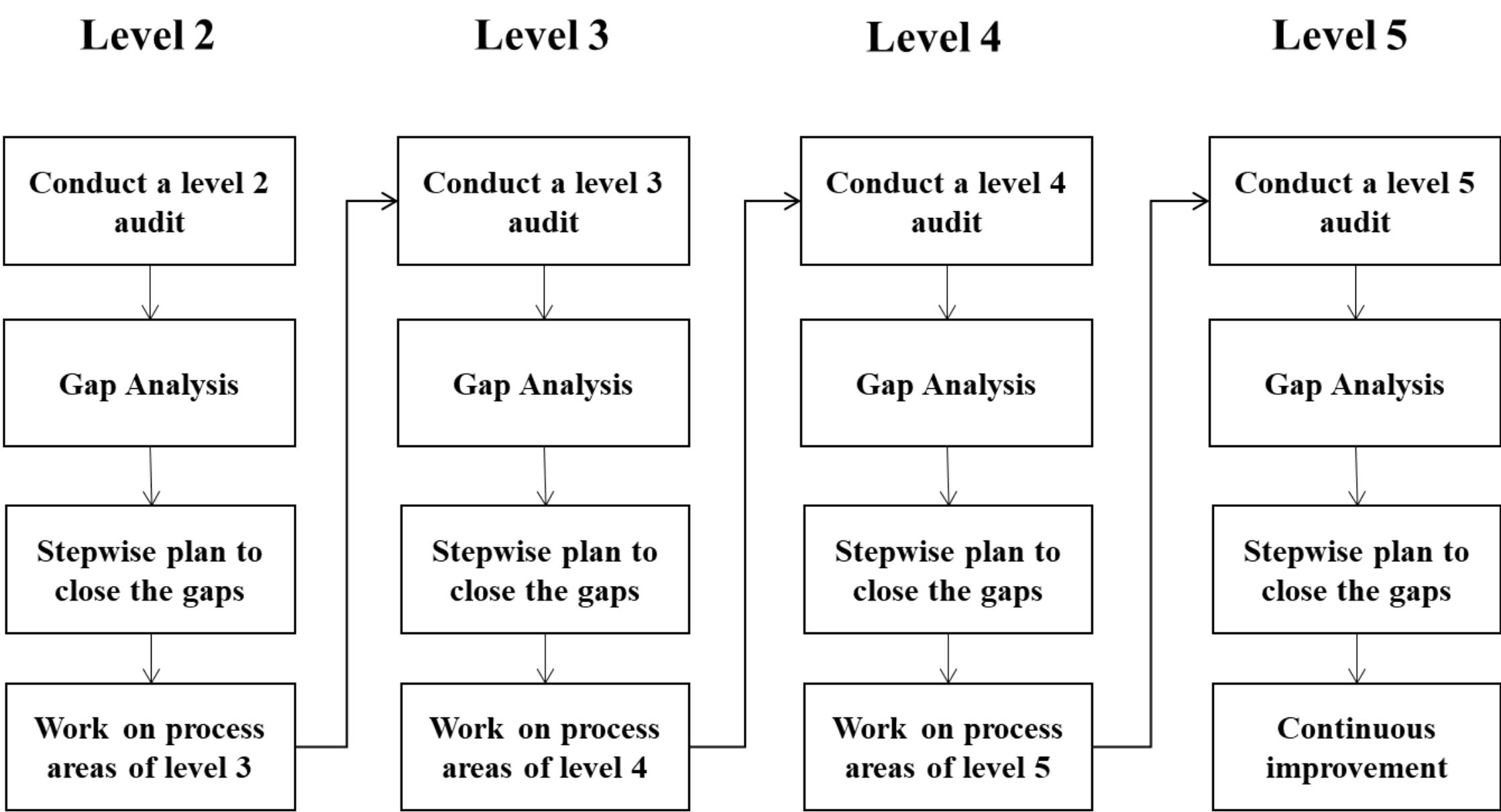
The Gap Analysis is conducted by involving;

- Process Managers
- Managers implementing the HR practices in their respective areas
- Workforce or Employees (WF) being one of the interested party and the beneficiary of HR practices being implemented in MSEA



Methodology of MEHR Process Audit

Process of doing HR audit using Process



Random Sampling Methodology has been adopted in selecting samples.



Sources of Data

Information given by (Company Name) to MEHR Process Audit Panel on Company practices

- Organization Policies, Procedures, Manual, Guidelines, Records, Circulars, CRM Portal, CADD, Registers and Records.
- Data from Interviews



Process Areas for MEHR

Process Level 2 Audit

S.No.	Process Area
1.	Performance Management and Environment
2.	Communication and Coordination
3.	Staffing
4.	Training and Development
5.	Role-Linked and Compliant Compensation



Findings of Process L2 Audit

TRAINING & DEVELOPMENT (TD)

GOALS/ASSESSMENT PARAMETERS:

TDG01: Training in the critical skills required in each unit is provided.

TDG02: . Individuals receive timely training that is needed to perform their assignments.

TDG03: Training opportunities are made available to all individuals



Findings of Process L2 Audit

TRAINING & DEVELOPMENT (TD)

INITIATIVE :TDI01:

Is there a documented list of critical skills required for each unit or role?

PRACTICE :TDP01:

- Maintain a role-based competency framework that clearly defines the critical skills for every position (teaching, administrative, support).. While some teaching roles have defined skills through CBSE/IB guidelines, non-teaching and support roles lack a formally documented critical skills list.
- Skills lists exist informally in department files but are not updated annually or linked to recruitment/training processes.
- No single **centralized repository** is accessible to management and staff.

Compliance Level	Suggestions : TDS01
Partially compliant	<p>Document & Centralize Skills – Identify critical skills for each role and maintain them in an accessible online repository.</p> <p>Integrate into HR Processes – Use the skills list for recruitment, performance reviews, and training planning.</p> <p>Review & Communicate – Update the list annually and share with all staff to ensure awareness and alignment with career growth.</p>



Findings of Process L2 Audit

TRAINING & DEVELOPMENT (TD)

INITIATIVE :TDI02:

Has a formal Training Needs Analysis (TNA) been conducted for each unit in the past 12 months?

PRACTICE :TDP02:

- Training Needs Analysis is conducted annually for most academic and non-academic units.
- The process involves collecting feedback from Heads of Departments (HODs) and team leads.
- Some data is gathered informally through observations and supervisor inputs.
- Documentation exists but is inconsistent across units.

Compliance Level

Suggestions : TDS02

Partially compliant

- Standardize TNA** – Create a uniform template (skill gaps, priorities, timelines, owners) and mandate use across all units.
- Link to IDPs** – Derive employee training plans from unit TNAs; track completion and evaluate impact.
- Automate Tracking** – Use LMS/online tools for TNA data, approvals, and status; keep an audit-ready archive for 3 years.



Findings of Process L2 Audit

ROLE-LINKED AND COMPLIANT COMPENSATION (RLCC)

GOALS/ASSESSMENT PARAMETERS:

CG01: Establish and Maintain a Documented Compensation Strategy.

CG02: Align Compensation with Skills, Certifications, and Performance.

CG03: Ensure Transparency and Communication of Compensation Plans

CG04: Foster Cross-Functional Collaboration for Pay Decisions.

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Findings of Process L2 Audit

COMPENSATION

INITIATIVE :RLCCI01:

Availability of a Documented Compensation Strategy

PRACTICE :RLCCP01:

HR maintains and periodically reviews a documented compensation strategy that aligns with the organization’s business goals, market benchmarks, and internal equity, ensuring transparency and consistency in salary structures, benefits, and reward mechanisms.

Compliance
Level

Suggestions : RLCCCS01

Not
Compliant

Formalize Compensation Policy – Draft a clear policy on pay structures, increments, benefits, and allowances; get management approval and share via portal/handbook.

2. Benchmark with Sector – Annually compare salaries/benefits with similar institutions and adjust to stay competitive and fair.

3. Performance-Linked Pay – Set KPIs for all staff and tie part of increments/bonuses to performance results.



Findings of Process L2 Audit

COMPENSATION

INITIATIVE :CI02:

Existence of a Formal Compensation Plan Aligned with Strategy

PRACTICE :CP04:

Compensation decisions are generally based on management discretion and market trends, with informal alignment to institutional goals. While there is awareness of rewarding performance and retaining talent, the process is not yet systematically documented or periodically reviewed against the Academy’s strategic objectives.

Compliance Level	Suggestions : CS02
Not Compliant	<p>Create a Formal Compensation Framework – Develop a documented compensation policy linking salary structures, increments, and incentives directly to the Academy’s strategic goals (e.g., academic excellence, retention of top faculty, innovation in teaching).</p> <p>Integrate Performance & Skill-Based Pay – Introduce a structured performance appraisal system tied to measurable teaching outcomes, student feedback, and professional development, with corresponding pay adjustments.</p> <p>Benchmark Against Educational Sector Standards – Conduct annual market benchmarking with peer institutions to ensure competitiveness and adjust pay scales in line with sector trends and strategic priorities.</p>



Visuals @ Gallery



VG01 : Awards and accreditations displayed @ MS Corporate Office



VG02 : Notice Board @ MS Corporate Office



VG03 : LCD @ MS Corporate Office

VG04 : Floor Map @ MS Corporate Office



About Middle Earth HR

- Started in 1996 with a MISSION to enable ***“Worlds Best Practical Learning Journeys in HR, L&D, Leadership and Technical Software”*** we are the **largest HR** certifying agency in Asia and the **7th largest** HR certification body ,in terms of number of HR professionals certified, in the world
- 30000 HR professionals from close to 50 nationalities and 5000 organizations have been certified over the last 25 years to become great Leaders & Managers
- We provide unique learning solutions in all leadership through long term learning journeys, short term certifications and out bound experiential change
- With our exceptional quality, globalized and a practical approach to HR training, we have mentored and supported over 3,000 HR projects in over 2000 organizations



Head Auditor & CEO – MEHR



Name: Nitin Sanker

Experience: 30+ Years

Did his BE from IIT Roorkee and his MBA in HR and Marketing from IIM Calcutta.

His first 4 years after academics were spent as a Business Manager with PL accountability managing International training centers, as a instructional designer and learning consultant for NIIT and NIS.

- His next 4 years as a strategic consultant looking at process and people development with a strategic consulting firm which specialized in business transformation.
- The last 20 years he has been designing award winning training programs, he has been an OD specialist working with Governments and Organizations like Samsung, Bank du Cairo, Government of Kuwait, Government of Indonesia, Dr Reddy labs, Tech Mahindra, Holcim Philippines etc. He is also visiting faculty with varied institutions Like ISB, IIM Calcutta, University of Jakarta, IIM Indore and others.
- He functions currently as Middle HR's CEO as well as taking up a dual role as a Lead Global Trainer, OD Consultant and CXO coach.
- He has been awarded the HR Champion award from the Human Capital Institute, He was awarded for outstanding contribution to world HR by The world HR Congress, he has been recognized by Business India in their issue "best of the best" as one of the top 10 alumni from IIM Calcutta in the last 40 years.



Post Audit

- A post-audit is a process used by institutes to evaluate the efficiency and effectiveness of their operations, especially in regard to major projects or decisions. This type of audit is conducted after a project has been completed or a decision has been fully implemented that was suggested.
- The primary purpose of a post-audit is to assess whether the project or decision achieved its intended results and was cost-effective.
- Post-audits can also help identify problems in the decision-making process, improve future forecasts and estimates, and hold individuals or departments accountable for their decisions.
- Periodic reviews and improvements to be recommended for reaching the next levels of Process.
- Achieving and maintaining a high level of maturity in HR processes and practices is a long-term commitment. Stay focused on continuous improvement and the organization's strategic goals.

