

## Customer Testimonials

The school has benefitted immensely by participating in TEEP. Balance score card, focussed data analysis, different kinds of feedback from all stakeholders, feedback about all functional areas in school (labs, educomp, hobby classes, infrastructure) error analysis, target setting by students and teachers are some aspects which the school had not looked at before. These and other processes have resulted in continual improvement in the functioning of the school. We are extremely happy to be a part of this programme.

***Nandini Shukla***

*Principal, Kerala Samajam Model School*

Having joined the excellence programme since 2004, and having been an assessor for about seven-eight assessment cycles, I would like to commend the TBExG team on their own excellence journey. The programme started in 2004 as a copy of the Malcolm Baldrige model, comprising technical terms and business references that were very difficult for us, as laymen, to understand. Over the years, the booklet of questions has been so well adapted to suit the educational scenario, that we find it is a guideline for us to formulate our school processes on, specially since our school is a growing one. Moreover, the TBExG team has constantly sought inputs from each of us, the working committee, as well as the group of Principals, who meet regularly under the TEEP banner to thrash out certain issues. Thus, we owe a lot to TBExG for bringing us together as one family of schools in Jamshedpur. I am personally, deeply convinced of the value of this programme and I wish the TBExG team all the best in its continued endeavour to change and adapt to the requirements of the educational field.

***Amy H Billimoria***

*Principal, Tarapore School*