

Jio Digital Champions Program

Workbook



Program Calendar



DAY WEEK	1	2	3	4	5	6	7
1	<ul style="list-style-type: none">Visit Jio CenterLearn digital tools, problem solvingCollect digital kit, SIM card	<ul style="list-style-type: none">Locate SMBs in your areaIdentify the SMBs for interactionCarry out digital research, gather information through websitesUnderstand the SMBs workflow, key stakeholders in the value chainCall SMBs and fix up appointments/ necessary permissions			<div>Visit Day Starts</div> <div>Visit days</div>		
2	<div>7 - 12</div> <div>During the visit days (Day 5- Day 23):</div> <ul style="list-style-type: none">Visit and interact with SMBs and stakeholders (2-3 each day)Call and fix up appointments with the SMBs / Stakeholders (for next days)						S U N D A Y
3							
4							
4	<div>19-23</div> <div>Visit days</div> <div>Last visit day</div> <div>24</div> <ul style="list-style-type: none">Visit Jio officeLearn about insight generation & synthesizing way forward for SMBs						
5	<div>25</div> <div>26</div> <div>27</div> <div>28</div> <div>29</div> <div>30</div> <ul style="list-style-type: none">Analyzing data*Generating InsightsSynthesizing and proposing way forward for the SMBs <div>* Day 25 – 30 will be explained in the next visit to Jio center</div> <div>Final submissions</div>						

* Day 25 – 30 will be explained in the next visit to Jio center

Jio Centre visit days
 Field visit days
 Insights and analysis generation
 Day number

You are now aware of the program calendar and what you need to do throughout the program

Some important instructions which will help you successfully complete the program

1. You have been allocated 19 days for the field visit where you will be interacting with various SMBs and the stakeholders. You have to carry out **at least 40 interactions**. However, you are free to approach more SMBs / stakeholders
2. Meeting and interacting more SMBs will help you gain more clarity on the problems that they are facing in their day to day operations. You will be able to draw more meaningful insights from the interactions
3. The **program calendar** must be kept handy. This will guide you through the activities to be performed throughout the internship period
4. **Kaizala** is a mobile app. You need to have this application installed in your mobile throughout the course of the program. We will take you through the app usage in subsequent slides
5. Videos and announcements will be posted through the Kaizala app. We would also be sending you surveys which needs to be responded through the app
6. All **submissions will be digital** and through the Kaizala app
7. At the end of the successful completion of the program, you will be awarded a **Digital Certificate**
8. Your **security** is of prime concern to us. In case of any emergency, please contact your respective **Jio Office**
9. FAQs have also been shared on your respective email IDs. Please read them thoroughly
10. All the queries should be posted on Jio Chat Channel. We would reply to all the queries promptly.

Deliverables	What you need to do?	When do you have to submit this?
A SMB details with location Capture the location	A1. Capture the location of the SMB you have visited A2. Fill in basic details about the SMB	<ul style="list-style-type: none"> • Just after the interaction with the SMB personnel • Must be done from the SMB location
B Digital Maturity Questionnaire Details of SMB	B1. There are 19 questions in the questionnaire B2. Fill in the details as asked	<ul style="list-style-type: none"> • This questionnaire you can submit after the interaction or by end of the day
C SMB understanding One page summary	C1. Fill the SMB worksheet template for each SMB, click a photograph and upload	<ul style="list-style-type: none"> • At home by end of day or end of week

In addition of this, we will also be sending you surveys on Kaizala only.

⁴ We will be sharing all the templates/ forms in pdf format, which you can take a printout and take it for interaction with the SMB

Sr. No	Day	SME Name	Contact number	Sr. No	Day	SME Name	Contact number
1				15			
2				16			
3				17			
4				18			
5				19			
6				20			
7				21			
8				22			
9				23			
10				24			
11				25			
12				26			
13				27			
14				28			

Sr. No	Day	SME Name	Contact number	Sr. No	Day	SME Name	Contact number
29				43			
30				44			
31				45			
32				46			
33				47			
34				48			
35				49			
36				50			
37				51			
38				52			
39				53			
40				54			
41				55			
42				56			

SMB Digital Maturity questionnaire

1. Name of the business

2. Business contact number

3. Business Address

4. City

5. Pin-code

6. SMB segment
Manufacturing
Services
7. Sub segment - _____
8. How many employees are working in the business?
5 to 10
11 to 50
51 to 99
100 to 499
500 to 999
More than 999

To be filled after interaction on the Kaizala app

These forms are in the workbook. You can take a print-out of all these forms and note down the answers while interacting with the SMB

SMB Digital Maturity questionnaire

9. What type of internet connection do you use in your business?

- Dongle/ Mobile internet
- Broadband connection
- Fiber / Leased Line
- MPLS
- Do not use internet

10. How many computers / laptops / tablets connected to the internet for your business?

- None
- 1
- 2 to 5
- 6 to 20
- Greater than 20

11. What is the speed of internet that you are using?

- Less than 1 Mbps
- 2 to 4 Mbps
- 5 to 10 Mbps
- 11 to 20 Mbps
- Greater than 20 Mbps

12. Is your internet connection and speed currently matching your business needs?

- Yes
- No

13. Does your business have a website?

- Yes
- No

14. Do you sell your products or services online?

- Yes
- No

15. How do you accept payments online? (Multiple selection)

- Credit / Debit cards
- Net Banking / Bank Transfer
- Digital wallets like PayTM
- Don't accept payments online

16. Do you currently utilize any of the following applications/ service?

- Audio conferencing
- Video conferencing
- Instant messaging
- Tele-calling
- Online employee attendance
- Employee activity tracking
- Broadcasting to the employees
- Self/ Employee skill enhancement

17. Does your employee get SIM Cards provided by the company?

- Yes
- No

18. Do you use cloud services for data storage or applications?

- Yes
- No

19. Would you like someone from the Jio digital team to reach out to you to explain more about these products?

- Yes
- No

To be filled after interaction on the Kaizala app

SMB Details

1. Capture location

2. SMB Name

3. Pin-code

4. Name of the person met

5. Mobile number of the person

6. Business contact number

7. Click photograph of the establishment (At the gate showing the company's name)

8. Any additional photographs (Person's visiting card etc.)

***Ask for a business card. If received, upload a picture**

To be filled at the SMB location just after the interaction on Kaizala app

This form is in the workbook. You can take a print-out of this form and note down the answers while interacting with the SMB.

SMB Name: _____

SMB Category/ Type: _____

Generating insights for the SMB

Strengths:

Weaknesses:

Other insights:

Enter the name and category/
type of SMB whom you have
visited

Interact with the SMB and find
out what are the strengths
which has helped it grow /
survive in the market. Identify
the unique advantages it has

What are the weaknesses or
challenges that it faces daily?
What are the factors that are
stopping it to grow more
strongly?

What are some other key
findings? What are some of
the salient features of that
particular SMB?



Synthesizing the insights and identifying the required digital tools		Way forward for the SMB
<div>Identify needs of SMB based on the interaction. What are the challenges that they face during daily operations?</div> <div>Key identified/derived requirements of the SMB</div>	<div>Identified digital tool and how will it help the SMB</div>	<div>How can these SMBs use the tools which you have learnt during the training? How can they solve their daily problems using digital technologies?</div>

You need to fill this for each SMB visited. Take a picture and then upload through Kaizala by weekly submission day. Note that all the interviews made during the week should be uploaded.

Daily Deliverable: Jio Digital Champions: Workbook

SMB- 2



SMB Name: XYZ Limited

SMB Category/ Type: Manufacturer/Lifestyle products/Apparel

Generating insights for the SMB

Synthesizing the insights and identifying the required digital tools

Way forward for the SMB

Strengths:

- Ability to manufacture large batch of orders in short duration
- Large retail coverage
- Keeps on preparing clothes as per the new trend

Weaknesses:

- Unutilized inventory
- Delay in sourcing of raw materials and supply chain bottlenecks during peak time
- Less control on prodⁿ time

Other insights:

- Looking to make online presence by opening own website and partnering with E-commerce player for covering large consumer base

Key identified/derived requirements of the SMB

- Need of redesigning the plant layout for optimising productivity
- Online training demos for workers to learn how to operate machines & equipments
- Status update of each order
- Co-ordination with customer (retailers)
- Vendor and inventory management

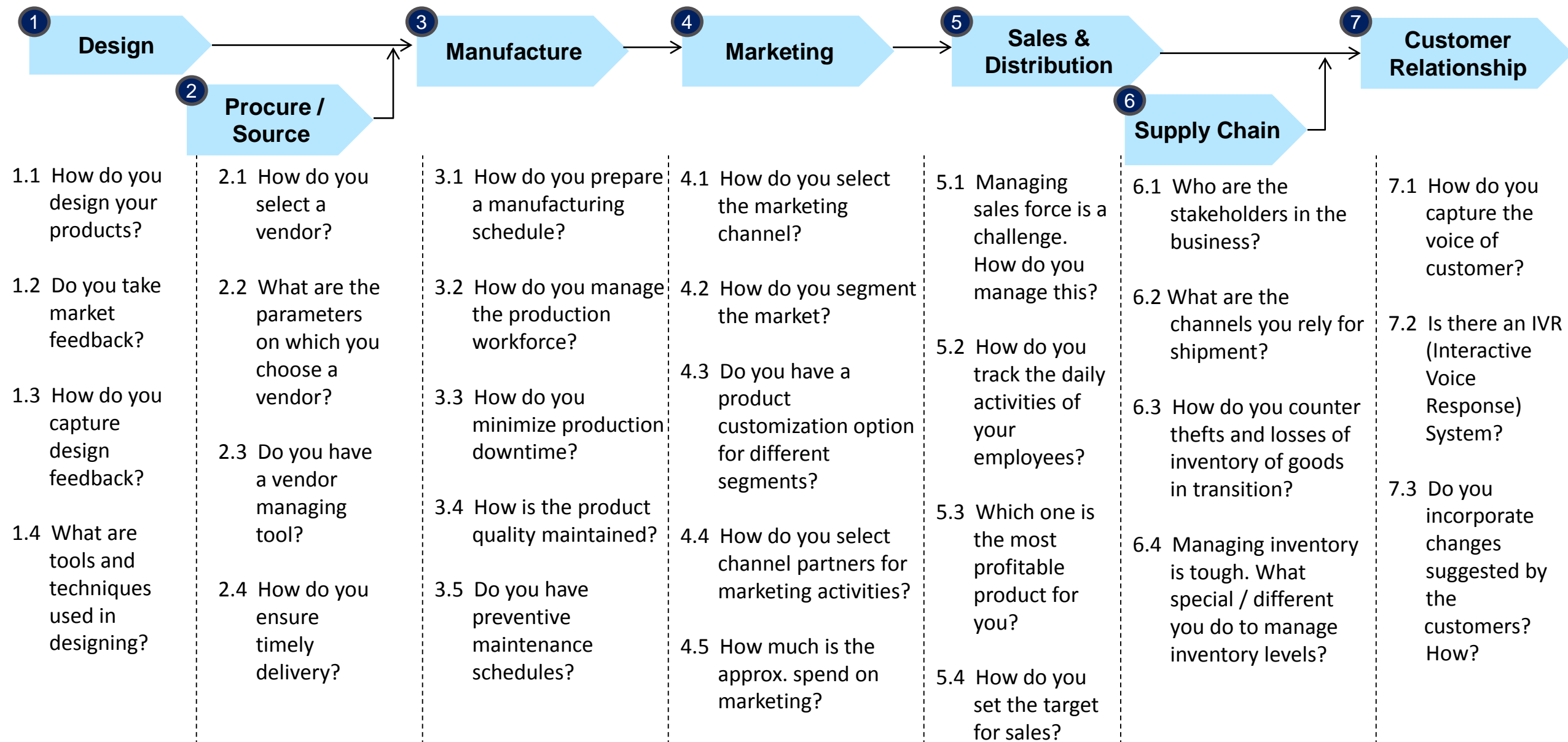
Identified digital tool and how will it help the SMB

- Workforce tracking (WFT) for monitoring the day to day activities of the workforce
- Mobile Application for status update of orders and maintaining the Vendor & Retailers details
- Enterprise Wi-Fi/High Fibre for high speed internet
- Conferencing app for co-ordination with multiple vendors & retailers

Please capture your analysis for each SMB on a print-out of this sheet, click a picture of the same and upload it on Kaizala

Areas	Guiding questions in the area	Expected understanding
A Current Business	A1. For how long have you been in business? A2. What are some of the key products of your company? A3. Is the company present at other locations? Is this place the headquarter? A4. How many employees are there in the company? A5. Are there any plans for expansion in the near future? A6. Who are the major clients and/or where is the highest consumer base? A7. Do you have a website? If yes, do you measure the traffic? A8. Who are the stakeholders of your company (e.g. vendors, consumers, distributors etc.) A9. What is the annual turnover of the company?	1. Overview of the business 2. Basic operating model 3. Products and supply chain of the company 4. Current state of the company w.r.t. turnover, no. of employees etc.
B Current Challenges	B1. What are the major challenges that you face while running your current business operations? B2. Do these challenges affect your business in negative ways? B3. What are the challenges posed by the competitors? B4. Is there any challenge due to e-commerce on your business? B5. How is logistics managed in your company? Is tracking material a challenge?	1. Current challenges of the business 2. What are the effects of these challenges and their impact?
C Digital Technology	C1. Are you aware of the digital tools that are relevant for your business? C2. How has technology like e-commerce, computer, internet etc. impacted your business? C3. Which are the processes that you would like to digitalize? e.g. Reporting, tracking, inventory management etc. C4. Does having a website help? C5. Do you communicate with your customers digitally? What digital mediums do you use?	1. Digital readiness of the company 2. Current situation of digital intervention in the company 3. Need of digital tools in the company 4. Possible future usage of digital tools

Key questions to ask under each process





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Way forward for the SMB			
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Weaknesses:			
Other insights:			

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Stakeholder Name: _____

Industry/ Type: _____

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Synthesizing the insights and identifying the required digital tools

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[illegible]

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Generating insights for the SMB		Synthesizing the insights and identifying the required digital tools	Way forward for the SMB
Strengths:	Key identified/derived requirements of the SMB		Identified digital tool and how will it help the SMB
Weaknesses:			
Other insights:			

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