**Process for development of a new cluster program**

**Steps:**

1. Gather feedback from member companies about their wanted requirements – Counselors, Mentors, Admin staff
2. Gather feedback from counselors, senior ACMA team members on industry needs and latest international trends – HCP, Principal counselor, Admin staff
3. Shortlist the program to be developed based on acceptability potential – Head S&M, HCP, Principal counselor
4. Gather data on specific needs – under shortlisted program - through personal interactions with top management of member companies, contacts in OEMs, with ACMA EC members – Head S&M, HCP, Principal counselor
5. Identify experts (internal OR external) to co-develop roadmap for the program – Expert, Head S&M, HCP, Principal Counselor
6. Freeze timeline (duration) for the program, shortlist competencies required to deliver the program (to help choose mentor and counselor) - Expert, Head S&M, HCP, Principal Counselor
7. Develop roadmap with – Broad Blocks, Specific Topics in each block, Measurable deliverable for each topic, Timeline for each block - HCP, Principal Counselor
8. Appoint Mentor and Counselor to deliver the program - in case internally not available recruit new - HCP, Principal Counselor
9. Discuss roadmap with mentor and counselor and make changes if suggested – HCP, Principal Counselor
10. Discuss roadmap with ACMA senior management, counselor team to corroborate, edit/modify if required – Head S&M, HCP
11. Make contract document, reply form, circular – Admin staff
12. Release circular – Admin staff