

**COMMUNIQUE OF THE 2020 ASCON TOP MANAGEMENT ADVISORY
COMMITTEE (TOMAC) RETREAT HELD IN PROFESSOR A.D. YAHAYA
LECTURE THEATRE, TOPO-BADAGRY**

11TH -12TH MARCH, 2020

1. PREAMBLE

The Administrative Staff College of Nigeria (ASCON) held its Annual Top Management Advisory Committee Retreat for the year 2020 with the theme **“Re-Engineering ASCON Business Model for Financial Autonomy: Prospects and Challenges”** from Wednesday 11th – Friday 13th March, 2020 at the Professor A. D. Yahaya Lecture Theatre, ASCON Complex, Topo-Badagry.

The Retreat which was declared open by the Director-General of ASCON, Mrs. C. U. Gayya, *mini* had two key papers presented.

2. OBSERVATIONS

Arising from paper presentations, discussions at the syndicate group exercises and plenary presentations, the following observations were noted:

- i. ASCON like every other organization is faced with fluctuating business environment with its attendant complexities and challenges.
- ii. The current ASCON Act does not give it sufficient room to expand its frontiers of products/service delivery and by extension its revenue base.
- iii. The work attitude of some Units and individuals in the College leaves much to be desired and constitute a serious impediment for result attainment and customer satisfaction in a Volatile, Uncertain, Complex and Ambiguous (VUCA) environment.
- iv. Ageing College infrastructure
- v. Dwindling Government subventions and finances.
- vi. Majority of the critical staff will exit the College in the next five (5) years, thus leaving a gap.

- vii. Stressful and duplicated registration points and processes for participants.
- viii. Existing ASCON products can no longer meet/serve the client adequately.

3. RECOMMENDATIONS

Based on the above observations, the following recommendations were made:

- i. Act**
 - The existing ASCON Act should be reviewed to give it sufficient room to expand its frontiers of products/service delivery and by extension its revenue base.
- ii. Finance**
 - There is the urgent need to adopt a new business model.
 - Arising from the dwindling subventions and finances of the College, a more sustainable financing policy for all operation will need to be put in place to increase revenue generation while reducing operational cost.
- iii. Products/Processes**
 - ASCON products and services should become market driven and being in tandem with global trends and adaptable to local peculiarities.
 - The College should implement the Strategic Plan approved by the Board.
 - Young and vibrant personnel with requisite skills to support innovative and creative operational environment should be brought on board to bridge the foresighted gap.
 - The current process of registering participants should be harmonized and computerized for seamless data collection for all end users and reduction of stress to customers.
 - The College needs to resuscitate and tap into the inherent advantages of Alumni Association.
 - A special business Unit should be created to handle matters involving Corporate Communications/rebranding, quality assurance and partnerships/collaborations.

- Embark on aggressive marketing, using all IT-related platforms (FB, Instagram, twitter etc.) souvenirs and diaries.
- Explore its capacity building program that will ensure improved service delivery.
- A Partial (phased) Exit Strategy should be adopted.
- Cascade retreat outcomes to other layers of Management staff.

iv. Infrastructure

- Rehabilitation and upgrading of ageing infrastructure to put them in functional state.
- The College should expand/upgrade its ICT infrastructure and facilities for a more efficient and effective service delivery as well as take advantage of other numerous business opportunities.

4. APPRECIATION

Members of the Top Advisory Committee of the Administrative Staff College of Nigeria (ASCON) wishes to acknowledge the efforts and contributions of the Director-General, Mrs. C.U. Gayya, mni, The Chairman of Session, Director of Studies and Head, PASD, Dr. Haruna Abdul and the Retreat Director, Director of Studies and Head, Planning Department, Mr. J.O. Dada, as well as the Rapporteurs, staff of Planning Department and other Units who rendered logistic services for the overall success of the Retreat.