

CUSTOMER PROMISE @TATA

A COLLECTION OF BEST PRACTICES



A bouquet of customer best practices, specially for you

With the Tata Group making customers the prime focus for each Tata company, Tata Business Excellence Group has created a report that encapsulates best practices related to the 3 Ds of the Tata Customer Promise - Develop, Deliver and Delight. [Click here for the report](#)



TNF India - East organises session on digitisation in manufacturing

The theme of the session, which was held on December 19, 2016, in Kolkata, was operations excellence and quality. The event brought together 48 Tata executives representing 18 Tata companies, and was spearheaded by Sanjiv Paul, MD, Tata Metaliks [▶](#)



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TBExG organises BE practitioners' programmes for Tata BlueScope Steel

The main objective of the BE practitioners' programmes was to train new managers using the TBEM framework and to create higher levels of appreciation for the challenges and opportunities of customer and supplier functions within the company. Around 60 key managers from a mix of functions were taken through the sessions across Pune and Jamshedpur [▶](#)

EDGE Webinars

Practice	Dates	Timings
Premiumisation and Innovation	January 18, 2017	1500-1600 IST/ 1030-1130 BST
Market Insights	January 25, 2017	1500-1600 IST/ 1030-1130 BST

Strictly for internal circulation among Tata group companies.

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