TATA BUSINESS EXCELLENCE GROUP

CAPABILITY BUILDING

Since the 1990s, the Tata Business Excellence Model (TBEM), adopted from the Malcolm Baldrige Model of the US, has become the formal, explicit component of Tata group's drive towards business excellence. To enable organisations to achieve Industry leadership, Tata Business Excellence Group (TBExG) is tasked with building capabilities to drive the business excellence movement in the Tata group. Tata Business Excellence Group runs many training programmes to develop champions to drive business excellence in their organisations and enhance the skills of assessors in different areas within the Tata group. Programmes offered support the TBEM assessment process, subject matter expert (SME)-led Deep Dive Diagnostics and Group-Wide Initiatives by creating capability within the Tata group to support these initiatives.

The TBEM assessment-related programmes are aimed at developing the skills of new assessors as well as enhancing the skills of experienced assessors. TBExG also runs awareness programmes related to the TBEM process, so that companies become aware of the contents and processes related to it. In addition, Customised Workshops for select SME areas identified at the Tata group-level are also offered.

The following are the programmes on offer:

TBEM External Assessment Training

- Business Excellence Leadership Programme (BELP) – For mid level professionals
- Senior Business Leadership Programme (SBLP) – For senior professionals
- Experienced Assessor Programme (EAP) – For experienced assessors

Awareness Programmes

- Train the Trainer (TTT)
- Essentials of Excellence (EoE)
- BE Practitioners Workshop

Customised Workshops for SME areas like:

- Customer Centricity
- Safety
- Strategy Deployment
- Operations Excellence
- HR

TBExG conducts around 100 programmes annually across the world, covering approximately 1000 participants in Assessment-related programmes and approximately 1200 participants in customised workshops.

To know how your company can benefit from the Capability Building programmes, please contact Nagu at mnagabhushan@tata.com or +91-9822325978 and Crichelle Mendonca at cmendonca@tata.com or +91-9820788707.