Vinod Gopalakrishnan Kumar
Assistant Vice President
Tata Business Excellence Group

Vinod Kumar heads the Deep Dive diagnostics practice at Tata Business Excellence Group (TBExG). This practice helps companies with in-depth diagnostics in specific areas within the Customer Centricity, Operational Excellence, Strategy Implementation, Competitive Intelligence and HR spaces, followed by specific recommendations and best practices for improvement. Vinod has been a part of several Deep Dive assignments in Tata companies and led quite a few of them. He has worked in many assignments in the customer space such as Customer Experience Design, Design of Customer Service and Support Processes, Improvement in Customer Impacting Processes and Voice of Customer. He has also worked on assignments related to Strategy Alignment and Deployment in a few Tata companies.

Prior to his current role, Vinod established and was heading the Tata Best Practices Programme, which involves creating opportunities and platforms to enable learning and sharing in the Tata Group. Some examples of these include Learning Missions, workshops on specific topics, EDGE Webinars, Benchmarking and EDGE portal. Today these platforms are well known and well utilised in the Tata Group. These also led to several Best Practice adaptations in Tata companies. He was instrumental in establishing relationships with reputed organisations outside of the Tata Group, like Infosys, AV Birla Group, L&T for cross learning and reputed Knowledge Organisations such as APQC and ASQ for Benchmarking and sharing of Best Practices.

Prior to the Best Practices assignment, Vinod was the head of the Training function in TBExG for three years. During this time, he revamped the TBEM training programmes and brought in elements from the Baldrige Framework. He was instrumental in bringing increased business focus and results assessment focus for TBEM assessments into the assessor training programmes. He was instrumental in introducing the Advanced Programme for Leaders, which is the apex level assessor training programme in the Tata Group.

Prior to joining TBExG, Vinod was with Tata Technologies Limited for nine years, working in CAD, CAM and CAE areas with a large division of Tata Motors as a client. Before his stint in Tata Technologies, Vinod worked in the Foundry division of Tata Motors in Jamshedpur in various areas like manufacturing process design, tooling design, tool room, CNC machining and manufacturing. In his stints in Tata Motors and Tata Technologies, Vinod has been part of critical Productivity, Quality, Delivery and Cost improvement projects through involvement in Kaizen, CFTs, Six Sigma and Value Engineering projects. Vinod led the team that created the first PFMEA and Control Plan documents in Tata Motors for implementing requirements of QS-9000 Quality Standards.

Vinod has a degree in Bachelor of Engineering (Mechanical) from the Birla Institute of Technology, Mesra, Ranchi.

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