

# Business Excellence Convention 2020 – A show of resilience



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The virtual annual Tata Business Excellence Convention 2020 witnessed 800 participants from 78 Tata companies with talks from renowned Tata leaders and motivational speakers. To recognise the spirit of resilience of Tata ecosystem in a challenging year, BEC 2020's theme was 'Celebrating resilience and long-term value creation' ▶



### Mentors present Business Excellence Assessment 2020 key findings to the Group Chairman

The 10 Mentors for the TBEM Assessment teams of the 2020 Cycle presented key findings to N Chandrasekaran, Chairman, Tata Sons. The session that took place virtually, on January 8, 2021, was attended by Mentors; S Padmanabhan, Executive Chairman, TBExG; and members of TBExG's Governing Council ▶



### "Wolfpack culture has converted ordinary people into a winning team of passionate financiers", says Samrat Gupta in the Leadership Series EDGE Webinar

The CEO and MD of Tata Motors Finance described how the company drew inspiration from the popular Disney film, Jungle Book, and created the Wolfpack culture of ordinary people hunting together for extraordinary performance ▶

#### Promising Practices Published on EDGE in January 2021

**Automating Partner Payout:  
Enabling a Positive Partner Experience**  
Tata Sky

**Simplifying Customer Complaints  
Management Process – CIMPLE Portal**  
Tata Motors

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#### EDGE Webinars Conducted in January 2021

**Wolfpack Culture**  
Tata Motors Finance

**Industry Convergence Leveraging  
Technology**  
TCS



### Capability Building Programmes 2020-21

Date	Programme	Location
Feb 8-12, 15, 2021	Subject Matter Expert Assessor Programme (Human Resource)	Online
Feb 8-12, 15, 2021	Subject Matter Expert Assessor Programme (Customer)	Online
Feb 09-10, 2021	Assessor Recertification Programme	Online

### EDGE Wednesday Webinars

Practice	Dates	Timings
Planned Exit Strategies - Ensuring Sustainable Gains	3 Feb 2021	1500 -1600 IST/ 1030 -1130 GMT
GEAR practice by Tata Motors	17 Feb 2021	1500 -1600 IST/ 1030 -1130 GMT
E-Waste Management by Croma	24 Feb 2021	1500 -1600 IST/ 1030 -1130 GMT

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