



Tata International gathers valuable insights on EPA management from Tata Steel

Over two sessions, Tata Steel shared its best practices in EPS operations with Tata International. Experts from the steel giant gave valuable insights into the Key Performance Indicators (KPIs) and cost optimisation, an integral part of its supplier relationship management programme. The sessions were facilitated by TBExG [▶](#)



AirAsia India adopts IHCL’s customer service excellence best practice

In its quest for unparalleled customer experience, AirAsia wanted to learn from IHCL’s exemplary service and consistency. After TBExG facilitated a best practices session between the two companies, AirAsia developed a ‘Certified AirAsia Trainers (C.A.T)’ programme, which has created a huge impact on the NPS scores of the company [▶](#)



Voltas enhances its knowledge on quality management and HR processes with best practices from TSDPL

To enable Voltas to improve quality management at some of its plants, as well as HR practices for contract workmen, TBExG organised an interaction with TSDPL. Voltas gathered critical insights in the two subjects, and is in the process of implementing the learnings [▶](#)



| Capability Building Programmes 2020-21 | | | EDGE Wednesday Webinars | | |
|--|--|----------|---|-------------|--------------------------------|
| Date | Programme | Location | Practice | Dates | Timings |
| Jan 18-22, 25, 2021 | Subject Matter Expert Assessor Programme | Online | Leadership Series: Samrat Gupta, CEO, Tata Motors Finance | 6 Jan 2021 | 1500 -1600 IST/ 1030 -1130 GMT |
| Jan 18-22, 25, 2021 | Subject Matter Expert Assessor Programme | Online | Convergence of Industries | 13 Jan 2021 | 1500 -1600 IST/ 1030 -1130 GMT |
| Jan 19-22, 2021 | Assessor Recertification Programme | Online | Redefining Organisational Performance | 20 Jan 2021 | 1500 -1600 IST/ 1030 -1130 GMT |



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