



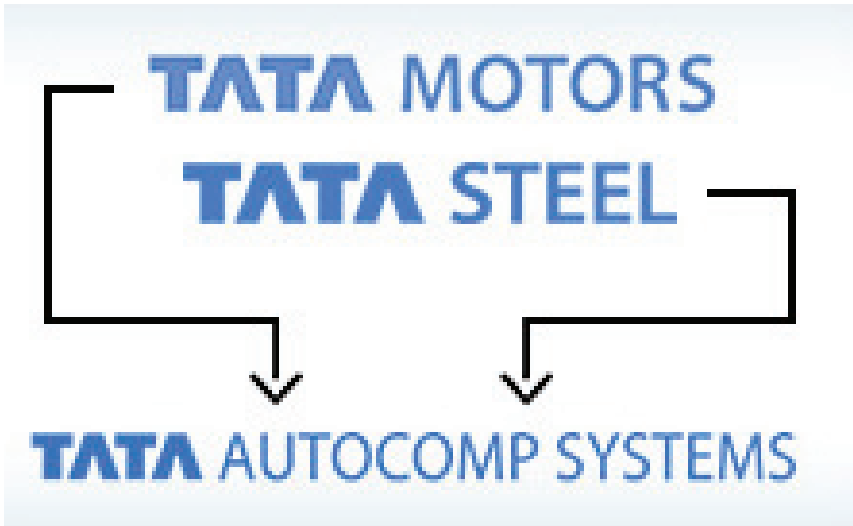
TAAP Convention 2019 recognises Tata companies for their commitment to Affirmative Action

The annual Tata Affirmative Action Programme Convention brought together senior leaders and managers from the Tata group, to celebrate and recognise the good work in the Tata ecosystem under TAAP [▶](#)



IHCL shares its customer service excellence practices with AirAsia in an EPIC Best Practice session

AirAsia employees engaged in a half-day EPIC Best Practices session to discover IHCL's secret to unrivalled customer service. The IHCL team touched upon their customer service approach through the hospitality company's 115-year-old heritage and the vision of the Tata Group founder, Jamsetji Tata [▶](#)



Tata AutoComp adapts practices from other HR teams to revamp its Cadre Management Programme

In line with its new Electric Vehicle strategy, Tata AutoComp needed young talent to fill critical positions. It needed to improve its existing campus recruitment process and launched 'Infinity Program' for summer interns, which was designed after reviewing the best features from Tata Steel, Tata Motors and Group HR, Tata Sons [▶](#)

Capability Building Programmes 2019-20

Date	Programme	Location
17 - 20 Dec 2019	Business Excellence Assessor Programme	Mumbai
07 - 10 Jan 2020	Business Excellence Assessor Programme	Jamshedpur
11 - 14 Feb 2020	Business Excellence Assessor Programme	Bengaluru

EDGE Wednesday Webinars

Practice	Dates	Timings
Build your personal brand	16 Oct 2019	1500-1600 IST/ 1030-1130 BST
How Tata Steel Europe develops digital competencies and capabilities in support of its innovation strategy	23 Oct 2019	1500-1600 IST/ 1030-1130 BST

DID YOU KNOW?

Tata Capital uses analytics to acquire, service and retain customers and predict and improve its future performance

