

# TBExG Annual Report 2019-20

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The annual report details TBExG projects that supported Tata companies in their excellence journey in the past year. Also read some company stories highlighted in this report [▶](#)



### “Having a higher purpose has worked wonderfully for us”, says Rishi Srivastava, in the Leadership Series EDGE webinar

Rishi Srivastava, CEO & MD of Tata AIA Life Insurance Company, through a Leadership Series EDGE webinar, provided a ringside view of the cultural transformation of the organisation through identification of a higher purpose [▶](#)



### Tata BlueScope Steel, Titan and Tata Steel share practices on Continuous Improvement

TBExG facilitated three best practice sharing programmes on continuous improvement. Tata BlueScope Steel shared their NI $\text{₹}$ ANTAR – Continuous Improvement practice, Titan discussed their Total Employee Involvement practice and Tata Steel took the participants through their TQM journey [▶](#)

### IHCL shares its practices in people empowerment and customer service operations with Tata AIG

Tata AIG wanted to enhance its customer service operations to retain customers, improve its NPS and increase the share of the customer’s insurance spends. TBExG facilitated best sharing sessions on these topics between Tata AIG and Indian Hotels. Topics discussed included call centre performance, technologies used for NPS and customer service practices, among many others [▶](#)

### EDGE Wednesday Webinars

Practice	Dates	Timings
Supply chain 4.0 by McKinsey	9 Sep 2020	1500 -1600 IST/ 0930 -1030 GMT
Harnessing global growth opportunities	23 Sep 2020	1500 -1600 IST/ 0930 -1030 GMT
Lessons from the pandemic for quality & excellence professionals	30 Sep 2020	1500 -1600 IST/ 0930 -1030 GMT

### DID YOU KNOW?

Tata Power as part of its sustainability initiatives has a ‘Greenolution’ campaign which covers green activities undertaken by employees



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