

June 8, 2021

BUSINESS EXCELLENCE NEWSLETTER

Leadership Series Webinar

Focusing on multiple stakeholders

-CK Venkataraman
MD, Titan



TATABUSINESS EXCELLENCE GROUP

May 12, 2021, was a date to remember – it was the 300th EDGE Webinar. C K Venkataraman, MD, Titan, discussed how his organisation has interacted with multiple stakeholders over a long time, especially during the pandemic. 664 participants from 60 Tata companies attended the webinar

[Read more](#)



A new and refreshed EAP2021

The Experienced Assessor Programme is a flagship programme that helps experienced assessors acknowledge key imperatives of the BE assessment process and take steps to measure up to the challenge. This year’s EAP focused on opportunities for reflections and welcoming changes, sharpening the skill of summarisation, understanding nuances of assessing during the pandemic and assessing digital transformation

[Read more](#)



Tata ClassEdge implements learnings on continuous improvement from Tata Sky

TBExG facilitated a best practice session for Tata ClassEdge with Tata Sky to help build an improvement and innovative culture. Topics discussed were social immersion of the BE culture and formulation of impactful project teams. Tata ClassEdge plans to set up an innovation process and has undertaken improvement initiatives like leveraging cross-functional teams and creating an idea generation platform

[Read more](#)

TBEM facilitators

come together to simplify the TBEM Assessment process for you in

12 short videos



Voltas shares best practices on service network, product and channel management with Tata Steel

Tata Pravesh, a part of Tata Steel’s portfolio, is working on creating an experience beyond expectations for its consumers. It wanted to learn about call centre automation, channel/network model for service and new ways of service during the pandemic situation. TBExG organised two best practice sessions with Voltas. Voltas’ service network management, customer satisfaction model and product and channel management, were some of the topics discussed.

EDGE Wednesday Webinars

Practice	Date	Timings
De-risking supply chains - From reactive to proactive risk management by TCS	9 June 2021	1500 -1600 IST/ 1030 -1130 GMT
Megatrends in customer experience post-COVID by oracle	16 June 2021	1500 -1600 IST/ 1030 -1130 GMT
Tata communication way of selling programme (TCWoS)	23 June 2021	1730 -1830 IST/ 1300 -1400 GMT

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