

TATA BUSINESS EXCELLENCE GROUP



Leadership Series Webinar

"We have come out stronger through the pandemic"

Vinod Kannan, CEO, Tata SIA Airlines (Vistara)

The CEO of Tata SIA Airlines, shared his insights on how India's only full-service airline converted the challenges into an opportunity and spoke about its future flight path in the milestone 350th EDGE webinar titled 'Vistara: Navigating Through Turbulence', on May 11, 2022

[Read more](#)



Tata Autocomp and Tata Play share practices related to Treasury and Forex Management with 20+ Tata companies

TBExG organised the first quarterly best practices session of the Treasury and Investment Management Forum on May 11, 2022. 35+ treasury practitioners from over 20 Tata companies attended. Topics included treasury function, forex, debt, financing structures, deficit management and supply chain financing

[Read more](#)



mjunction learns best practices in customer service from Voltas and Tata Cliq

mjunction wanted to develop a robust customer engagement process. TBExG facilitated best practice sessions with Tata Cliq and Voltas. Conducting CSAT surveys once or twice a year does not cover the entire customer base. Continuous feedback collecting process ensures all customers provide feedback immediately after experience

[Read more](#)

EDGE Practices and Webinars in May 2022

Practices

- Knowledge Management System at Tata Steel
- Disaster Management System at TP Central Odisha Distribution
- Faster and Error-Free Billing Settlement through Partner Billing Automation at Tata Play
- The Global Online Recognition Platform at The Tata Power Company Limited

Webinars

- Enhancing Customer Satisfaction with the Perfect Order : Tata UniStore
- Vistara: Navigating Through Turbulence
- Advancing Net Zero: Where to Start? S&P Global Sustainable
- Sustainable Data Quality Management at Tata Communications

Tata CLiQ benchmarks its key customer experience metrics with KPIs from Tata companies

Aligned to its cultural pillar 'Benchmark & Better the Best', Tata CLiQ wanted to assess their customer service functional maturity. It approached TBExG to learn best practices and benchmarks across its performance metrics. To support Tata CLiQ in its endeavours, TBExG shared APQC's 'Benchmarks-on-Demand'. The assessment report from APQC included qualitative information related to key business practices and enablers which helped Tata CLiQ identify performance gaps in their key metrics

EDGE Wednesday Webinars

Practice	Date	Timings
Managing External Processing Agents based on KPIs by Tata International	08 June 2022	1500 -1600 IST/ 1030 -1130 GMT
Climate Emergency & Building a Shared Future by Tata Steel	15 June 2022	1500 -1600 IST/ 1030 -1130 GMT
Data Week by Tata Play	22 June 2022	1500 -1600 IST/ 1030 -1130 GMT

50,000+ DIGITAL FOOTPRINTS ON HEALTH & SAFETY e-MODULES BY TATA COLLEAGUES

- 45,000+ Health & Safety e-modules completed by Tata Colleagues
- 100+ Safety e-modules launched
- 40 companies onboarded
- 10 Health & Safety e-modules completed per user

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