

BUSINESS EXCELLENCE NEWSLETTER

MARCH 09, 2023

TATA BUSINESS EXCELLENCE GROUP



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GM, Tata Business Excellence Group

EDGE Webinar

Tata Cyber Excellence Programme and Panel Discussion

February 15, 2023

KNOW MORE

(Recording available on the EDGE portal)

TBExG and the Group Digital Office launched the Tata Cyber Excellence Programme to develop best-in-class cybersecurity implementation. A webinar was conducted with panellists discussing importance of the programme, framework, and how it benefits Tata companies. The Cyber Excellence Journey will follow the virtuous cycle of excellence, and assessments will be conducted within the group

[Read more](#)

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TATA

ARRE SERIES 3

FEBRUARY 7-17, 2023

16 SPEAKERS FROM 12 COMPANIES

8 EXTERNAL SPEAKERS

5000+ LOGINS FROM 40+ TATA COMPANIES

Group Safety & Health team conducts Series 3 of the Accelerated Reduction in Repeat Events programme

The ARRE series for Contractor Safety Management (CSM) welcomed 16 speakers and drew 5000+ logins from 40+ Tata companies. The CSM standard will be revised based on the session insights. Topics covered were Contractor Selection and Contract Documentation

[Read more](#)

AirAsia

VISTARA

TATA 1mg

TATA CLIQ

Tata CLiQ enhances its performance across key customer experience metrics with KPIs from Tata companies

Tata CLiQ approached TBExG to learn best practices and benchmark against other Tata companies. It sought to understand metrics like customer service agent profile, repeat interactions from customers, and first-time resolution for inbound queues through ‘Benchmarks on Demand’

[Read more](#)

February 2023

Practices

- Profit Optimisation - Value Over Volume at Jaguar Land Rover
- QR Code-Based Safety App to Capture Safety Observations and Incidents at Voltas
- Connected Workforce - Ensuring a Safer Workplace at Tata Steel Limited

Webinar Recordings

- Talent Assessment & Development @ Tata Power
- Integrated Quality Standard at Jaguar Land Rover
- Panel Discussion on Tata Cyber Excellence Programme

[Click this section to know more](#)

Capability Building Programmes 2023

Date	Programme
Mar 14-15	Assessor Recertification Programme
Mar 14-17	Business Excellence Assessor Programme
Mar 20	Experienced Assessors Programme

EDGE Wednesday Webinars

Practice	Date	Timings
Marketing as Strategic Lever by Tata Technologies	Mar 15	1500 -1600 IST/ 1030 -1130 GMT
Context, Clarity, Consistency of Supply Chain - How Tata CLiQ overcomes the odds	Apr 12	1500 -1600 IST/ 1030 -1130 GMT
Using AI to Recommend Stock Orders to Retailers by JLR	Apr 19	1500 -1600 IST/ 1030 -1130 GMT

TATA BUSINESS EXCELLENCE GROUP

Leadership Series Webinar

Trent Growth Journey & Way Forward

29

March, 2023

15:00-16:00

IST

P Venkatesalu, Executive Director and CEO, Trent Limited

Look out for the webinar invite on tatabex.com

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