

# Business Excellence Newsletter

## April 2024

### Group Safety & Health



## Tata Safety Heads Meet 2024: A Confluence of Minds

March 12-14, 2024



The Tata Safety Heads Meet focused on building synergy, scale and speed in the safety and health initiatives in the journey towards creating safer workplaces. It brought together 50 safety leaders from across the Tata group. The three-day meet was packed with insightful sessions, engaging discussions, and collaborative group work, all aimed at enhancing safety and health across organisations

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EDGE BEST PRACTICES

### Leadership Series Webinar

“Customer experience, capacity management and cost optimisation are at the core of our business”



**TK Balakumar**  
Chief Operating Officer,  
BigBasket

March 13, 2024

**“Customer experience, capacity management and cost optimisation are at the core of our business,” says T K Balakumar, COO, BigBasket**

BigBasket’s COO shared the secret behind the company’s 16x growth story in just nine years, with over 50 million customers across the country and an annual revenue of more than Rs. 11,000-crore

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## Cyber Excellence Benchmarking Study 2024

**Fostering a culture of Cyber Excellence: A group-level process benchmarking exercise**

TBExG facilitated its 41<sup>st</sup> benchmarking study on Cyber Excellence with an aim of understanding various aspects of cybersecurity. Some of the topics covered were share of IT budget for cybersecurity, cost of data breaches, top trends in cybersecurity and a data breach investigation report

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Certified Internal Examiner in  
**Tata Safety & Health Management System**

**8 batches**  
for Tata Power from June 2023 - February 2024


**200+** participants

Highest recorded NPS of **92**

**225+ Tata Power employees participate in the Tata Safety & Health Management System workshops**

Eight in-house training sessions were conducted for varied business units of Tata Power with one achieving the highest NPS of 92. It consisted of pre-work, classroom engagement, tests, and the application of acquired knowledge in post-programme activities

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**TNF India - North hosts session on Best Practices on Ethics**

The session was organised to share challenges, learnings and evolving trends in business ethics. Topics included formal Tata Code of Conduct training at Board levels, e-learning modules on anti-bribery and anti-corruption policies

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Capability Building Programmes	
Programme	Date
Experienced Assessor Programme - Virtual	April 11
Experienced Assessor Programme - Pune	April 12
Experienced Assessor Programme - Virtual	April 16

EDGE Wednesday Webinars	
Practice	Date
Brand Standards Quality Assurance by The Indian Hotels Company	April 03
Understanding Heat Wave by the Indian Institute of Tropical Meteorology	April 10
Leveraging Immersive Technologies in Customer Experience by Augtraveler	April 17

Timings (1500 - 1600 IST / 1030 - 1130 GMT)

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