

Business Excellence Newsletter

September 2023



27 supply chain experts from 12 Tata companies visit BigBasket to understand supply chain practices

The experts spent two days in August 2023 at BigBasket, Bengaluru, to understand practices pertaining to buying, last mile delivery, warehouse operations and use of analytics in the supply chain function. Topics discussed were BB Now business model, key performance metrics, 3C-focus (customer experience, capacity management and cost management), among many others

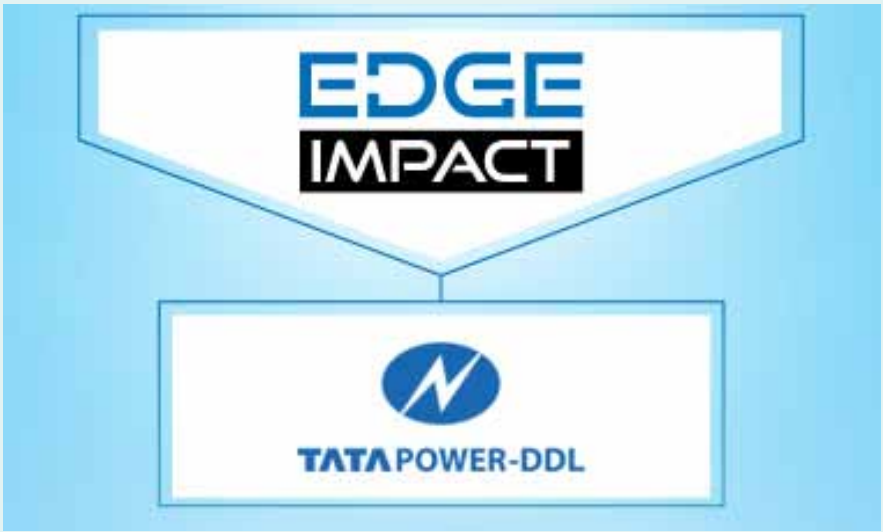
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Assessors learn key aspects of the Assessment process at AssessmentINSIGHTS 2023

TBExG facilitated a series of learning sessions (AssessmentINSIGHTS 2023) to provide key learnings and insights to Assessors as they progress with the Business Excellence Assessment 2023 cycle. These were facilitated weekly in July 2023 and August 2023 for first-time and experienced Assessors. The sessions aimed to build awareness of key focus areas, process, and criteria changes

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Tata Power-DDL partners with TBExG to drive superior customer experience

Gearing up to become the 'Utility of Future', Tata Power-DDL aspires to lead on sustainability and develop innovative services to provide its customers with energy-saving solutions. TBExG supported Tata Power-DDL by creating a Deep Dive in two phases – to assess current VoC processes & identify opportunities, and to review existing customer experiences

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CAPABILITY BUILDING CALENDAR RELEASED

Sept 2023 – May 2024

15+ COMPETENCY building programmes for

- Business Excellence
- Cyber Excellence
- Data Excellence
- Safety Excellence
- Social Excellence

[Click here to know more](#)

Tata companies learn the outcomes of a group-level Data Excellence benchmarking study

TBExG facilitated the 40th benchmarking study on Data Excellence to understand various aspects of a data-driven culture, investments in tools and technology, landscape modernisation, unlocking the value of data, building competencies, driving adoption, key trends and promising practices. The outcomes of this study were shared through a webinar involving 28 group companies. These companies also discussed their approaches to analytics, AI/ML use cases, and data-driven decision-making

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EDGE Wednesday Webinars

Practice	Date
Data Privacy: Building a Multi-Faceted Data Privacy Strategy	Sep 13
Tata Motors' Net-Zero Strategies	Sep 20
Manual to Digital to Customer Self-Serve Ordering by Tata Communications	Oct 04

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

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