

TBExG ANNUAL REPORT 2020-21

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Read details on how TBExG has added value for Tata companies by partnering with them on their excellence journeys. A few Tata companies have also elaborated on the progress they have made in the various excellence models

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TATA BUSINESS EXCELLENCE GROUP
BUSINESS EXCELLENCE APPRECIATION MODULE
 Know more about the Business Excellence journey of the Tata Group
[Click here to launch the module](#)

TBExG launches self-paced Business Excellence Appreciation Module

Developed by TBExG with learning partner Tata Elxsi, the Business Excellence Appreciation Module aims to provide an enriching learning experience to engage with more Tata colleagues seamlessly and efficiently. Through a set of seven carefully curated modules, it is an opportunity to learn new skills and appreciate and understand the Group's Business Excellence journey, Excellence Model and Assessment process

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TATA PRAVESH << **VOLTAS**

Tata Pravesh improves its Customer NPS through best practice sharing with Voltas

Tata Pravesh wanted to create a consumer experience that surpassed expectations. TBExG facilitated a best practice sharing session with Voltas to understand more about service network management and customer service-related practices. The Tata Pravesh team has improved its Net Promoter Score by 30 points in FY22 after implementing Voltas' best practices

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EDGE UPDATES IN AUGUST 2021

PROMISING PRACTICES

- **Tata Project:** The Project Health Card
- **Tata Communications:** The Win-Loss Analysis
- **IHCL:** Employee of the Year - Electing Your Own Star
- **Tata AIA Life Insurance:** The Loss and Near Miss Events Management Framework

WEBINARS

- **TSDPL:** Lakshya to Improve the EBITDA Margin
- **TSE:** Connected Planning Journey
- **Oracle:** CEO Office Transformation from Oracle
- **Goldratt India:** Improving Cash Flow Using TOC Methodology

[Click this section to read more](#)

Tata Power undertakes benchmarking on strategy formulation & deployment with Tata Technologies and Tata Chemicals

Tata Power wanted to know more about strategy planning and implementation. TBExG arranged best practice sharing sessions for the company with Tata Technologies and Tata Chemicals. Market insights and the competitive intelligence programme was discussed by Tata Technologies. In the session with Tata Chemicals, the team shared details on the SPOTLIGHT tool. The sessions helped Tata Power gain insights on a best practice, potential advantages and 'things to get right' for reaping the benefits

EDGE Wednesday Webinars

Practice	Date	Timings
Digital Transformation journey of Tata AIG from a Laggard to a Leader	8 September 2021	1500 -1600 IST/ 1030 -1130 GMT
Leadership Series: Milind Lakkad, Executive Vice President & Global Head - HR, TCS	15 September 2021	1500 -1600 IST/ 1030 -1130 GMT
Cost of Quality	22 September 2021	1500 -1600 IST/ 1030 -1130 GMT

WEBINAR ON CROMA'S NPS JOURNEY

Aug'21



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