



Tata Leaders celebrate 25 years of JRDQV

The 25th year of JRDQV was celebrated on July 29, 2019, at NCPA in Mumbai. More than 600 senior leaders attended to pay homage to JRD Tata on his birth anniversary and celebrate his spirit for excellence. Tata Sponge won the JRDQV award ▶



“Change is the only constant”, says Puneet Chhatwal, in his Leadership Series EDGE Webinar

Puneet Chhatwal, MD and CEO, Indian Hotels, shared details of the hotel chain’s incredible transformation journey in the Leadership Series EDGE Webinar held on August 07, 2019. He has embarked on a mission to transform IHCL into the most iconic and profitable hospitality company in South Asia ▶



Tata companies learn how data analytics is used in financial services through a Learning Mission

The two-day Learning Mission on Data Analytics in Financial Services was hosted by four Tata companies: Tata Capital, Tata AIA, Tata AIG and Tata IQ, along with TBExG. The sessions explained how companies leveraged data analytics for business growth and sustainability, including real-life examples around usage of Data and Analytics across the customer lifecycle ▶

Tata Coffee partners with TBExG to craft its customer promise and roadmap

To create a global footprint in customer acquisition/retention as well as manufacturing operations and continued focus on value of ‘customer focus’, Tata Coffee engaged TBExG to conduct a Deep Dive study of customer processes across its products, uniform understanding and dissemination across the organisation ▶

EDGE Wednesday Webinars

Practice	Dates	Timings
Elevating Organisation Performance Through Culture	14th Aug’19	1500-1600 IST/ 1030-1130 BST
The Art and Science of Business Storytelling	21st Aug’19	1500-1600 IST/ 1030-1130 BST
Creating Customer Experience	28th Aug’19	1500-1600 IST/ 1030-1130 BST

DID YOU KNOW?

Succession planning at Tata Sponge Iron involves identification and grooming of officers with comprehensive training programmes

