

TBExG conducts TBEM Practitioners' Workshop at TCTS

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The Tata Business Excellence Group (TBExG) recently conducted a customised in-house TBEM Workshop for Tata Communications Transformation Services (TCTS), a subsidiary of Tata Communications Ltd., from 18-20 November, 2015 at Pune. This new 3-day programme, which was led by NK Sharan, Vice President, TBExG and Harish Devakumar, Consultant, TBExG, is designed to create Business Excellence champions, who are equipped to assist the excellence journey in the company based on a kernel level appreciation of the Tata Business Excellence Model (TBEM).

The key agenda of the workshop included:

- Appreciation of basic concepts of TBEM
- Emphasis on how TBEM can help TCTS achieve sustainable growth
- Appreciation of TBEM from the Assessors' view point
- Collective diagnosis of the Processes at TCTS
- Deriving organisational profile of TCTS and link Key processes to Key business factors
- Deriving the roadmap for initiating the Business Excellence journey at TCTS

The programme was kicked off with a keynote address from Sandeep Bhatnagar, CEO, TCTS, who stressed on the importance of the TBEM in achieving the business imperatives and a sustainable growth for the company. He also spoke about how TBEM can be utilised to integrate the entire organisation and help achieve cultural transformation, which is required to sustain the successful growth achieved so far.

The 3-day workshop was designed in such a way that participants could utilise case studies to understand various aspects of TBEM. In addition, special focus was also on developing the TBEM practitioners' skills, which would help participants develop a system view of the organisation. So on Day 1 and 2, case studies on the subjects of Industry Intelligence and Business Analysis were discussed in detail to help participants appreciate the importance of the subjects. To give participants a flavour of working with TBEM, the participants were divided into teams and addressed specific TBEM categories to identify strengths and opportunities for improvements in key business areas. The programme put to use the pre-work which the participants undertook, to accelerate the assimilation of TBEM principles.

On Day 3, Dinyar Gilder, BE Head, Tata Communications, shared the experiences and learnings from the Business Excellence journey of Tata Communications. The session helped participants appreciate the efforts required to initiate and drive the Business Excellence journey at TCTS and also avoid common pitfalls during the process. SD Oza, Vice President, TCTS, shared the need for a systematic approach and also spoke about the key initiatives of the company to achieve the strategic objectives of TCTS. This formed the basis on which the participants could explore the power of TBEM, to identify key business factors, key processes and improvement opportunities required for the sustained growth of TCTS.

All participants from TCTS were very happy with the structure and design of the workshop. They acknowledged that the workshop equipped them to become TBEM practitioners and would help them to initiate and drive business excellence journey at TCTS in the future.

To know more about this programme and how similar workshops may be able to help your company, kindly contact Harish Devakumar at hdevakumar@tata.com or 020-66092001.