



Vinod Gopalakrishnan Kumar
General Manager
Tata Business Excellence Group

Vinod Kumar heads the Best Practices programme at Tata Business Excellence Group (TBExG). His most recent role in TBExG involves him creating opportunities to enable learning and sharing in the Tata Group. He has been responsible for establishing processes for both virtual and face to face interactions between Tata employees to meet, interact, discuss and learn from each other. Some examples of these include Learning Missions, workshops on specific topics, EDGE Webinars and EDGE portal.

Prior to the Best Practices assignment, Vinod was the head of the Training function in TBExG for three years. During this time, he revamped the TBEM training programmes and brought in elements from the Baldrige Framework. He was also instrumental in bringing increased business focus and results assessment focus for TBEM assessments into the assessor training programmes. He played a key role in introducing the Advanced Programme for Leaders, which is the highest level assessor training programme in the Tata Group. He also conceptualised and designed the Essentials of Excellence programme, which is a customised Business Excellence programme for Tata companies.

Vinod has been a part of several improvement assignments in Tata companies and also led some of them. He has worked in about half a dozen assignments related to the customer space such as Customer Experience Design, Design of Customer Service and Support Processes, Improvement in Customer Impacting Processes and Voice of Customer. He has also worked on assignments in the area of Strategy Alignment and Deployment in a few Tata companies.

Prior to joining TBExG, Vinod was with Tata Technologies Limited for nine years, working in CAD, CAM and CAE with a large division of Tata Motors as a client. Before his stint in Tata Technologies, Vinod worked in the Foundry division of Tata Motors in Jamshedpur in various areas like manufacturing process design, tooling design, tool room, CNC machining and manufacturing. In his stints in Tata Motors and Tata Technologies, Vinod has been part of critical Productivity, Quality, Delivery and Cost improvement projects through involvement in Kaizen, CFTs, Six Sigma and Value Engineering projects. Vinod led the team that created the first PFMEA and Control Plan documents in Tata Motors for implementing requirements of QS-9000 Quality Standards.

Vinod has a degree in Bachelor of Engineering (Mechanical) from the Birla Institute of Technology in Mesra in Ranchi.

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