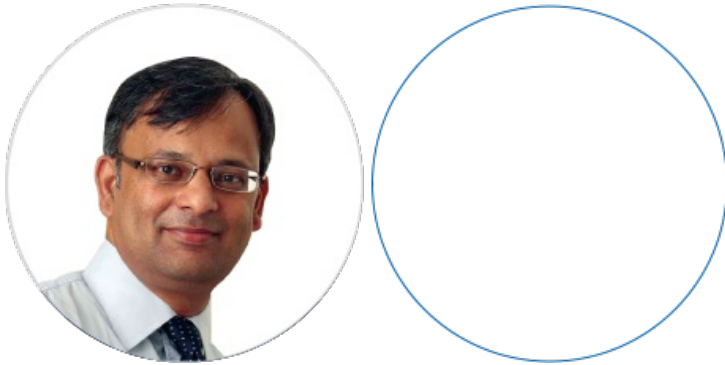


Vinod Kumar



Vinod Kumar

Assistant Vice President, Tata Business Excellence Group

[vinodkumar@tata.com](mailto:vinodkumar@tata.com)

As a TBExG Facilitator...

“ I get to meet so many bright people! ”

Functional Expertise

Vinod Kumar heads the Deep Dive diagnostics practice in Tata Business Excellence Group (TBExG). Prior to this role, Vinod has been a part of several Deep Dive assignments in Tata companies and led quite a few of them. He has worked in many assignments in 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 related to Strategy Alignment and Deployment in a few Tata companies.

He headed the Tata Best Practices Programme, which involves creating opportunities and platforms to enable learning and sharing in the Tata Group. He was instrumental in establishing relationships with reputed organisations outside of the Tata Group, like Infosys, AV Birla Group, L&T for cross learning and reputed Knowledge Organisations such as APQC and ASQ for Benchmarking and sharing of Best Practices.

He was heading the Training function in TBExG, revamped the TBEM training programmes and brought in elements from the Baldrige Framework. He was instrumental in bringing increased business focus and results assessment focus for TBEM assessments into the assessor training programmes and introducing the Advanced Programme for Leaders, which is the apex level assessor training programme in the Tata Group.

He was instrumental in 3D digitising of engineering drawings in the Foundry Division of Tata Motors and establishing the CAD/CAM practice for design and manufacture of complex Foundry toolings there as a Tata Technologies Project Manager. He led the team that created the first PFMEA and Control Plan documents in Tata Motors for implementing requirements of QS-9000 Quality Standards.

In Company Programme

Over 25 companies

Subject Matter Expertise

Customer Experience and Operations

Beyond Business

Reading non-fiction and fiction, listening to music and cooking



## Type of programme facilitated

### Assessor Programmes:

Experienced Assessor Programme (EAP),  
Subject Matter Expert Assessor Programme (SMEAP),  
Business Excellence Assessors Programme (BEAP),

### Practitioner Programmes:

BE Practitioner Programme (BEPP)



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