

Customer Testimonials

I first felt the power of the TBEM framework years ago, when I was part of a Tata company that started its TBEM journey and I was part of the application writing team. When I took over at CMC, I had a clear goal of using the TBEM framework as a guiding principle. I was sure that if we do it well, the numbers will follow. And they did!

R Ramanan

*Head – Corporate Strategic Initiatives, TCS
(Former MD & CEO, CMC)*

The most important contribution by TQMS in our journey towards Customer Centricity is your ability to bring to the centre of the decision-making process the confluence of three important pivots: the most important being the Voice of the Customer and the detailing of the customer experience circle, followed by benchmarking pertinent competition and finally the Voice of Employees and the Culture survey. This, along with a comprehensive action planning exercise and implementation support through joint reviews, I am sure will not only enable and make our journey towards customer centricity effective but also provide our brand and business sustainable distinctiveness in the market place.

Tata Housing

I take this opportunity to again convey our sincere appreciation to you and the Deep Dive team for a fine piece of work and giving us several leads to work on.

V Shankar

MD, Rallis

Creating a bank of best practices is not an easy job, but EDGE has made it possible at the click of a button. Sharing of best practices and learning across the group is something which is beyond value.

Mikhil Kumar Gupta

Tata Power

Tata Elxsi recently had a dip check assessment. The interactions with the assessment team and their recommendations were the best that I have had with TBExG. Compliments to you and your team.

Madhukar Dev

MD, Tata Elxsi

I, on behalf of Team TRIL, take this opportunity to thank each one of you (assessors) for providing valuable and meaningful insights, which I am sure will enhance TRIL's journey towards business excellence. We felt that the assessor team had more than adequately addressed the Chairman's expectations and the focus areas. We found the feedback given to us actionable and will definitely incorporate the same in the way we will conduct our business.

Sanjay Ubale

MD & CEO, Tata Realty and Infrastructure Limited