

## Tata Manufacturing Quality Forum Inaugural Meet Held at Tata Power DDL

The inaugural Tata Manufacturing Quality Forum meet was held on July 7–8, 2025, at Tata Power Delhi Distribution Limited (TPDDL), marking a key milestone in advancing quality excellence across Tata group's manufacturing entities.

The forum is the latest in a series of subject matter expert platforms instituted by the Tata Business Excellence Group (TBExG) as part of the Tata Best Practices & Benchmarking Programme. It brings together Manufacturing and Quality Heads from across the Group to address emerging challenges, share success stories, and drive continuous improvement through collective learning.



### Day 1: Showcasing Structured Quality Practices

The event commenced with an inspiring address by Ajit Maleyvar, Head, Business Excellence, who traced TPDDL's journey from receiving the JRD Quality Value (JRDQV) Award in 2017 to its pursuit of the Deming Prize through the adoption of Total Quality Management (TQM) principles. He outlined TPDDL's three core business clusters—Generation, Distribution (a Deming Award recipient), and Renewables, while candidly sharing organisational challenges and the transformative impact of TQM.

H.C. Sharma, General Manager, introduced the Quality Assurance framework, featuring the innovative "Train and Platform" model, which serves as a metaphor for structured quality deployment.

Kiran Gupta, Chief (CE, Commercial & Govt Affairs) shared insights from TPDDL's Customer Service Excellence Programme, with a case study on improving billing efficiency. The session demonstrated how customer-centric strategies can drive operational improvements.

Rajesh Bahl, Chief Network Services & Stores, presented a case study on Operational Excellence, focused on improving power supply reliability, a critical metric for customer satisfaction and infrastructure resilience.

Sachin Gupta, Deputy General Manager, and Kunal Pareek, Head, Business Excellence & Total Quality Management, outlined the BEMI framework built on three TQM vehicles: Quality Assurance, Information Systems, and Daily Management practices, designed to drive structured and continuous improvement.

Pradeep Kumar Sharma, [Deputy General Manager](#), provided an overview of Training and Development, introducing the Four Student Models, which emphasise tailored learning paths for workforce capability building.

### Day 2: Leadership Dialogue and Learning in Action

Day 2 began with a leadership address by Dwijadas Basak, CEO, who shared his vision for quality leadership. He also engaged directly with audience questions, creating a space for candid dialogue and shared learning.

The programme concluded with a Gemba visit to the TPDDL Technology Centre. Participants observed real-time control room operations and experienced how quality systems are embedded in day-to-day power distribution processes.