

AssessmentINSIGHTS 2025: Preparing Assessors for Tomorrow's Challenges

Every year, the AssessmentINSIGHTS series brings together the BE process assessors, team leaders, and process consultants from across the Tata group to strengthen the collective understanding of the TBEM 2.0 framework and elevate the quality of assessments. It is more than a training initiative—it is a capability-building movement that fosters shared learning, strategic thinking, and excellence in execution.

The purpose of the series is threefold:

- Equip Assessors with the tools, language, and confidence to contribute meaningfully.
- Enable team leaders and deputy leaders to lead with clarity, empathy, and rigour.
- Deepen Team's collective understanding of evolving TBEM2.0 criteria, including emerging group focus areas like AI, Cybersecurity, Digital Excellence, Supply Network Resilience, and Customer Experience.

In 2025, the AssessmentINSIGHTS sessions drew participation from 241 Assessors across 39 Tata group companies, with a Net Promoter Score (NPS) of 90.5, a strong indicator of relevance, engagement, and impact. The sessions were designed to be interactive, experiential and aligned with real-world challenges faced during assessments.

Whether it's navigating the Assessment Hub, crafting strategic Lines of Inquiry, deep diving into categories 3 - Customers and 6 - Operations, or decoding the Customer Wheel of Success, the AssessmentINSIGHTS 2025 helped assessors sharpen their lens to elevate their contributions during the TBEM Assessments 2025 cycle.

The Assessors came together to sharpen their assessment skills and criteria understanding through a dynamic, multi-session learning series that not just informs or shares updates but also inspires the assessor community. From first-time assessors to seasoned team leaders, this year's sessions were designed to build clarity, confidence, and capability for Assessments 2025.



Here's a look at what unfolded, session by session.

	Facilitator (s)	Session Insights
1. First Time Assessors - Orientation Session 1 - Assessment Fundamentals	Shreyas Srivatsan and Namrata Basnet from TBExG	Participants explored the building blocks of TBEM 2.0—KBFs, Key Results, Key Themes, and learned how to navigate the Assessment Hub. The session demystified roles, explained the Buddy System, and laid the foundation for a confident start.
2. First Time Team Leader and Deputy Leader Orientation	Deepak Deshpande from TBExG	Leadership in assessments isn't just about coordination—it's about creating safe, inclusive, and high-performing teams. This session tackled real-world challenges, stakeholder management, and the power of Belbin reports. Interactive tools like Mentimeter made it a lively, reflective experience.
3. First Time Assessors - Orientation Session 2 - Individual Assessment	Subhrajit Basu, Sayantan Roy, and Vidya Raut from TBExG	Assessors dove into the ADLI and LeTCI models, learned the art of Insight gathering, and created hypotheses, while also understanding the rhythm of scoring and consensus. The walkthrough of the Assessment Hub brought clarity to submissions and site visit prep, making the process feel less daunting and more doable.

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4. Building Effective Lines of Inquiry and Leveraging them during Assessments	Vinod Kumar from TBExG	This session was a masterclass in crafting hypothesis-driven Lines of Inquiry. Assessors learned to shift from checklist thinking to strategic probing—using Key Themes and stakeholder aspirations to guide their lens. Real examples made the learning stick.
5. Enhancing Assessment Outcomes	Sayantan Roy, Vidya Raut, and Sushant Malik from TBExG	TBEM 2.0 brought new dimensions—AI, Cybersecurity, Customer Experience, and Digital Excellence. This session unpacked those changes and introduced the dual roles of Cybersecurity SMEs. Assessors also understood the key changes in the assessment process.
6. Leveraging Best Practices & Benchmarks for Actionable Assessment Insights	Devraj Chattaraj and Alok Shahapurkar from TBExG	EDGE, APQC, ASQ—these aren't just acronyms, they're treasure troves of insight. Assessors learned how to tap into benchmarking studies, score with precision, and align assessments with future readiness. The demos made it real and relevant.

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7. Assessing Organisational Processes in Customer Experience Management	Tanya Rego - TBExG, Kalyani Sheshadri - Titan, Pooja Johar - Nelco	Customer Experience isn't a department—it's a mindset. This session explored how customer-centricity flows through strategy, operations, and tech. Assessors learned to evaluate segmentation, value propositions, brand management and complaint management with a systems view.
8. Assessment in Action: Unlocking Insights in Operations	Devraj Chattaraj from TBExG	From supply chain resilience to digital transformation, this session unpacked how organisations build and evolve their core processes. Real stories from Tata AIA, Tata Steel, and Tata Power brought theory to life.
9. Leveraging the CX Wheel of Success	Adrian Terron, Punit Mittal, and Swati Shankar from Tata Sons	The final session was a deep dive into the Virtuous CX Wheel—covering insights, journeys, engagement, metrics, and capability building. Assessors walked away with tools to link CX to business outcomes and actionable questions for site visits.

- Real examples from across Tata companies
- Interactive formats that encouraged participation and reflection
- Strategic depth aligned with TBEM 2.0

Looking Ahead: Action Plan 2026

- Deeper focus on AI/ML, Cyber, and Customer Experience
- Embedded experience sharing from Team Leaders and Experienced Assessors

Verbatims

Relevant examples made the topics easier to learn, and their experience sharing is very useful. Thank you.

Great discussions, wonderful perspectives and opinions. I really like the way TBExG facilitated this session. Kudos to them for organising it.

Clear Role Expectations were set up front, and the support from TBExG is immense. First-time assessors like me are guided with structured sessions, role definitions, and mentorship, ensuring confidence and clarity in their contributions.

The TBEXG team captured the essence of the assessment process and enabled us to align our thought process before the actual assessments started.

Real-world examples from Tanishq and Nelco added practical relevance to theoretical concepts.