

Business Excellence

Business Excellence Competency Development Programmes

TBExG facilitates several competency development programmes to enhance awareness of Business Excellence concepts and the Tata Business Excellence Framework. Every year, between May and April of the following year, TBExG facilitates training aimed at building and enhancing the competencies of Business Excellence Assessors and evangelists in preparation for the forthcoming Assessment cycle (July-Nov).

The Assessor programmes are designed to prepare First-Time Assessors and support experienced Assessors. Every year, TBExG organises more than 10 First-Time Assessor programmes, during which Assessors are taken through the fundamentals of the TBEM framework, introduced to the Assessment tools, and engage in discussions about the characteristics of an effective Assessor. These programmes are planned for both middle managers and subject matter experts. The Experienced Assessors' Programmes are facilitated to collectively reflect on the last Assessment cycle, understand the key changes in TBEM criteria and Assessment process, and recognise the key focus areas for the next Assessment cycle. These programmes are specially designed to ensure maximum learning through collaboration, case studies and interactive sessions.

Between May 2022 and April 2023, TBExG facilitated 28 Assessor Programmes, including 13 First-Time BE Assessor Programmes. 550+ Tata colleagues from 70+ Tata companies attended these programmes via classroom and virtual medium to fathom and treasure the BE journey of the Group.

The Champion Programmes focus on building awareness and procedural knowledge of the Tata Business Excellence Framework. The Champion Programmes have consistently delivered value to participating companies and colleagues by tailoring content and delivery to each company's specific needs and context. Last year, TBExG facilitated 10 Champion Programmes, which empowered the group companies to create a shared vision and enhance their performance excellence journey. These programmes were recommended for companies such as Tata Communications, Tata Steel Long Products, Tata Play Fiber, Tata Steel UK, Tata Motors Finance, and JCPCPL and was attended by over 200 Tata colleagues.

In addition, the group companies are widely leveraging the BEAM (Business Excellence Appreciation Modules) e-learning modules to support their competency-building efforts. Many organisations have included this module as part of their induction plans. Currently, 17,500+ Tata colleagues from over 75 companies leveraged the online modules to enhance their understanding of Business Excellence. These modules are available for all Tata colleagues and can be accessed through [Tata Tomorrow University](#).

Please visit the pages on the Assessor Programme, Champion Programme and the e-Modules.