

## Customer Testimonials

“TBExG has implemented a systematic process, which makes the process of seeking information, a professional one. The transparent process of exchange of ideas will lead to collective growth and overall strength of the Tata Group.”

**Kirti Poonia**

*Head, Okhai (for the EPIC session)*

“On behalf of my team, I thank the unit at GDC for a fascinating knowledge-sharing session. It was a unique and immensely inspiring experience. We are poised to change some existing processes, for which we received insights by interacting with GDC team members. We have also gained substantially by using their expertise and experiencing a process of transformation from a transaction-processing centre to a value creation centre.”

**Debashis Roy**

*Head - Finance Center of Excellence, Tata Power (for the EPIC session)*

“I applaud TBExG’s efforts at facilitating the knowledge-sharing session on continual improvement. The knowledge acquired from Titan and Tata BlueScope has helped us in upgrading the Continual Improvement framework at Tata Power-DDL.”

**Harsh Kumar Singh**

*HoG (Business Excellence) Commercial, Tata Power-DDL*

“The EPIC sessions were great learning experiences. We thank TBExG for organising the sessions, thereby providing us with learning opportunities.”

**Suvajit Chakraborty**

*Head - Corporate Strategy and Business Excellence, mjunction*

“The central analytics team at Tata Motors is grateful for the help extended by TBExG. We appreciate the collaborative effort towards deeper understanding for successfully leveraging analytics by conducting benchmarking sessions on best practices around the globe and within the Tata Group. It has certainly strengthened our foundation and sharpened our roadmap. We thank the TBExG team for their continuous support and engagement.”

**Rohan Ghate**

*Deputy General Manager - Information Governance, Tata Motors*

“ The EPIC session with Tata Steel helped us understand the Shikhar25 programme and how they implemented it. We are currently in the process of evaluating how and what to implement the same in our organisation. We will be in touch with Tata Steel process owners to help us with the same. ”

**Saurav Chakrabarti**

*BE Head, Tata Teleservices*

“ At Tata AIG, we believe in continuous learning and benchmarking ourselves against leading organisations. We also aim to continuously raise the bar in our people practices. The session aligned with our goals and provided us with deep insights. It also helped our team get perspective on promising and innovative practices in the area of talent management and leadership development. We would take forward some practices, including industry immersions, mentoring by leaders, and academic partnerships with leading institutes. ”

**Subramanian Suryanarayanan**

*CHRO, Tata AIG General Insurance*

“ Whether it was win-back analysis with Tata UniStore, last NPS score visibility on customer profile at Titan or use of NPS in daily management with AirAsia India, there was something to take away from each interaction. Learnings from these companies would help us improve the way we are currently using the NPS verbatims today to help customers as well as our business. ”

**Shiv Barai**

*General Manager - Customer Service, Infiniti Retail*