

Tata Power-DDL implements continual improvement practices from Tata BlueScope Steel and Titan

Tata Power-DDL customised the learnings while rebuilding its platforms — SHINE and SHINERGY

To improve the overall effectiveness of their new system, Tata Power Delhi Distribution (Tata Power-DDL) felt it prudent to compare its continuous improvement platforms with those used by other Tata companies. While implementing Total Quality Management (TQM), Tata Power Delhi Distribution (Tata Power-DDL) decided to adopt the Plan-Do-Check-Act (PDCA) cycle as a structured methodology for promoting continual improvement. Accordingly, TBExG organised two Excellence Practice Implementation Champion (EPIC) sessions to acquaint Tata Power-DDL with best practices from Tata BlueScope Steel and Titan.

On April 17, 2020, Niranjan Rout, Head, Business Excellence, Tata BlueScope Steel, shared their practice of NĀNTAR – Continuous Improvement. The next session held on April 23, 2020, saw Paannerselvam C – Head of Operational Excellence & Innovation (Jewellery Division), Titan, and his associate Allwyn Kingsley, Manager, Supply Chain - Titan Fragrances, sharing details about their initiative of ‘Continuous Improvement through Total Employee Involvement (TEI)’.



Tata Power-DDL gathered vital learnings from Tata BlueScope Steel in project registration and deployment of functional/departmental heads for project assessments. Titan helped it to leverage learning about individual recognition through the allocation of redeemable points to project members. Titan also shared details about rewarding departments with the TEI score.

Tata Power-DDL customised these learnings while rebuilding its platforms — SHINE and SHINERGY. The platforms now have an improved system for project approval. Also, their evaluation hierarchy now entails enhanced collaboration of heads of departments and groups, in the process flow. SHINE Coins at the individual level and Continual Improvement Index (CII) at the group level have been introduced to recognise individual contribution and promote healthy competition.

Participant Speak

“ We thank TBExG for its continuous support during the best-practice sharing activity. Also, we express our sincere gratitude to Titan and Tata BlueScope Steel for sharing their well-established practices. We have successfully assimilated and institutionalised best practices at Tata Power-DDL through the revamped Continual Improvement framework SHINE 2.0 & SHINERGY 2.0. ”

— Harsh Kumar Singh, Head of Group (Business Excellence) – Commercial, Tata Power-DDL
