



**INSTITUTE**  
*of* **QUALITY**

**CII**  
Confederation of Indian Industry

**9th Excellence Practice Competition 2021**

**BEST PRACTICE  
SHARING FEST**

Digital

INNOVATIVE APPROACHES IN THE AREAS OF.....



Customer  
Engagement



People Engagement



Successful Business  
Transformation Initiatives

**29 July 2021:  
0900-1800 Hrs**



**29-07-2021**  
**0900-1815 hrs**



## Virtual Hall-1

Inaugural, Valedictory & Theme:

**Business Transformation Initiatives:**

**Service & manufacturing**

## Virtual Hall-2

Theme:

**Customer & People Engagement:**

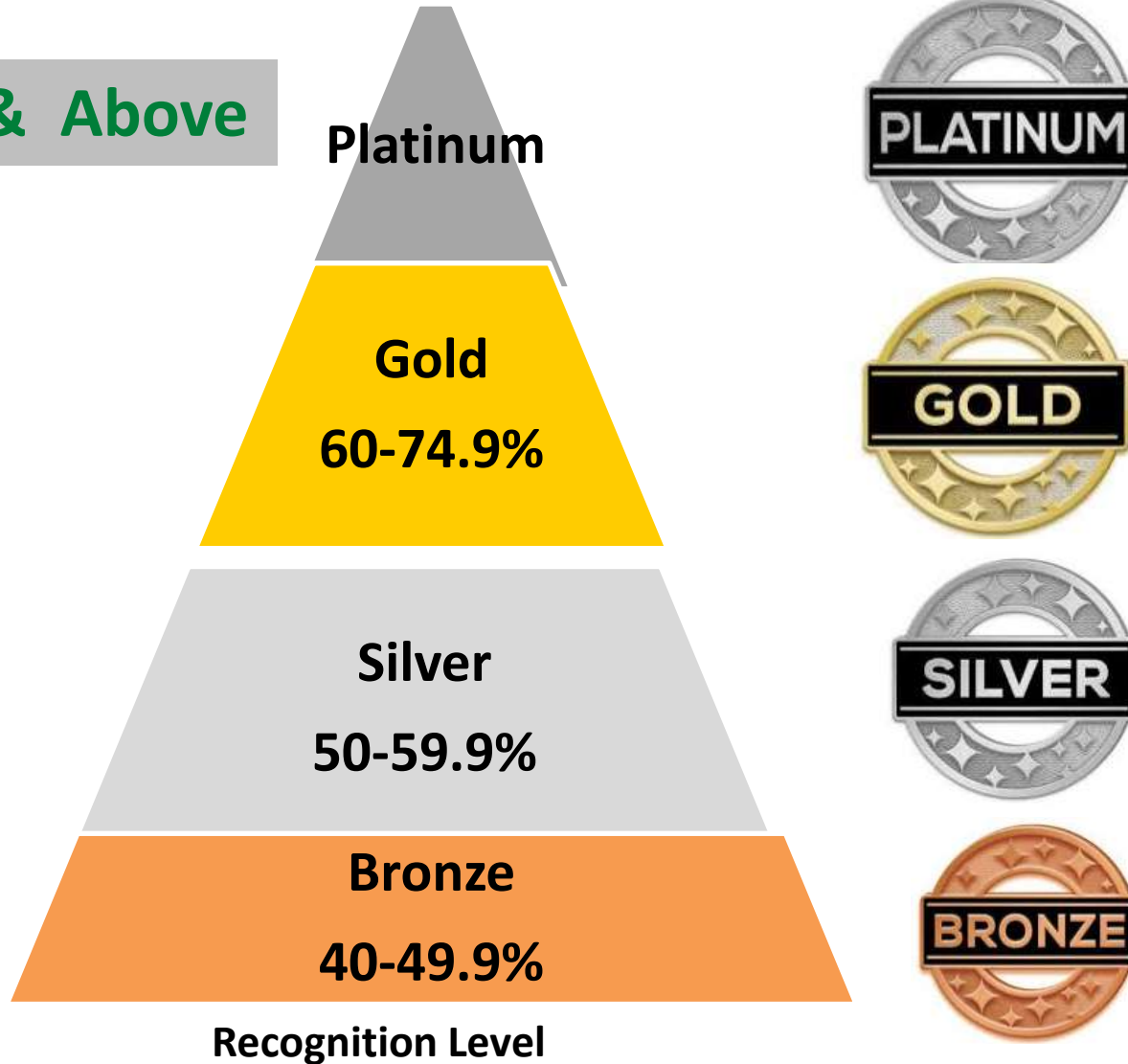
**Service & manufacturing**

**Valedictory Session**

**1745-1815 Hrs**



Score 75% & Above



# Winners: Best of Platinum/Gold Levels\*



From the Platinum and Gold Level Recognitions, Jury will identify top 3 and recognise the Winner, 1<sup>st</sup> Runner Up, 2<sup>nd</sup> Runner Up in each category.

**First  
Runner-Up**



**Second  
Runner -Up**

**Sectors and  
Category-  
wise\***

\* Subject to meeting minimum requirement for each level as decided by jury  
Jury at their discretion, may suggest additional /special recognitions, if there is a merit. Jury's decision in this regard will be final.



**All Participants  
and  
Organisations for your continued  
support!!**



**Jury for your great support  
and insights**

# Jury



**Sivaguru S**



**Dr Anjan Ghosh**



**AK Sarkar**



**K. Balasubramani**

**Thank You for your  
Valuable inputs,  
support and Time**



# Jury



**P R Mujumdar**



**Deepa Sebastian**



**D. Arunkumar**

**Thank You for your  
Valuable inputs,  
support and Time**





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Confederation of Indian Industry

Presented to  
**Mr. Sivaguru**

---

in recognition of the contribution as

**JURY**

**9<sup>th</sup> CII NATIONAL EXCELLENCE  
PRACTICE COMPETITION 2021**

Theme: Business Transformation Practices

29 July 2021 | Virtual Platform



**Mr. Sivaguru**

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Presented to

**Dr. Anjan Gosh**

in recognition of the contribution as

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**Dr. Anjan Ghosh**

**INSTITUTE  
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Confederation of Indian Industry

Presented to

**Dr. Animesh Kumar Sarkar**

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in recognition of the contribution as

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Theme: Business Transformation Practices

29 July 2021 | Virtual Platform



**Animesh Kumar  
Sarkar**

Retired as  
Executive Director  
**BHEL**

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Confederation of Indian Industry

Presented to

**Mr. K. Balasubramani**

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in recognition of the contribution as

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**K. Balasubramani**  
Vice President &  
HOD (Manufacturing)  
Triveni Turbine Ltd

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**Mr. P. R. Mujumdar**

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PRACTICE COMPETITION 2021**

Theme: Customer & People Engagement Practices

29 July 2021 | Virtual Platform



**P R Mujumdar**

**INSTITUTE  
of QUALITY**



Confederation of Indian Industry

Presented to

**Ms. Deepa Sebastian**

---

in recognition of the contribution as

**JURY**

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PRACTICE COMPETITION 2021**

Theme: Customer & People Engagement Practices

29 July 2021 | Virtual Platform



**Deepa Sebastian**  
Vice President –  
Corporate HR  
CLP India

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Confederation of Indian Industry

Presented to

**Mr. D. Arun Kumar**

in recognition of the contribution as

**JURY**

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PRACTICE COMPETITION 2021**

Theme: Customer & People Engagement Practices

29 July 2021 | Virtual Platform



**D Arun Kumar**  
General Manager  
Customer Service  
Group  
Blue Star Limited

# Jury Views!





Score 75% &  
Above





# Recognition Levels



**Theme-1:  
Business Transformation  
Initiatives**

**BEL, Chennai Unit** Succ Business Transformation

**Power -NIL**



**Theme-1:  
Business Transformation  
Initiatives**

|                                     |   |                              |
|-------------------------------------|---|------------------------------|
| Bangalore International Airport Ltd | Airport operation on fully renewable energy     | Succ Business Transformation |
| Bangalore International Airport Ltd | Business Transformation in the era of COVID -19 | Succ Business Transformation |
| Wipro Limited, Bengaluru            | OInfoRMS  | Succ Business Transformation |



|  |   |                   |        |
|--|---|-------------------|--------|
| Titan Company Limited – Jewellery Division | IMPACT Program for TEI (Total Employee Involvement) | People Engagement | Silver |
| Advik Hi Tech Pvt Ltd                      | AHPL - People Engagement                            | People Engagement | Silver |
| L&T heavy Engineering, Hazira Unit         | Cultural Transformation - Being Future Ready, NOW!  | People Engagement | Silver |



## Theme-1: Business Transformation Initiatives

|  |  |                              |
|--|--|------------------------------|
| Godrej Precision Engineering               | First time right Process Planning function in Manufacturing                              | Succ Business Transformation |
| EagleBurgmann India Pvt. Ltd.              | Automation of tool inventory management system   | Succ Business Transformation |
| L&T Heavy Engineering                      | Piping Engineering for MRU Business  | Succ Business Transformation |
| Godrej Construction                        | Organizational Transformation thru Process Enhancements                                  | Succ Business Transformation |
| Titan Company Limited – Jewellery Division | War Room: An Evolution of Daily Work Management (DWM) for enhancing Business Performance | Succ Business Transformation |



## Theme-1: Business Transformation Initiatives

|  |  |                              |
|--|--|------------------------------|
| TP Renewable Microgrid Limited               | Rural Microgrids   | Succ Business Transformation |
| CESC Limited                                 | Conversion of unauthorised user of electricity to authorised consumer in Tiljala Topsia area   | Succ Business Transformation |
| Power Loss Audit Cell, CESC Limited          | Significant OPEX reduction for annual maintenance of Distribution Asset ( Automatic Power Factor Control Units APFC) through business process innovation | Succ Business Transformation |
| Budge Budge Generating Station, CESC Limited | Efficiency Based Load Prediction Module  | Succ Business Transformation |



## Theme-1: Business Transformation Initiatives

|                                     |   |                              |
|-------------------------------------|---|------------------------------|
| Infosys BPM                         | Improved Resource Productivity using ICON (Integrated Capacity Optimization) Framework, leading to 300+ FTEs Headcount Optimization | Succ Business Transformation |
| Wipro Limited, Bengaluru            | Cloud FinOps Solution   | Succ Business Transformation |
| Bangalore International Airport Ltd | Leveraging Technology for business transformation at Aviation Safety.   | Succ Business Transformation |
| Wipro Limited                       | Delivery Maturity Index   | Succ Business Transformation |
| Wipro Limited, Bengaluru            | Azure Automation - VM Start and Stop Ad-hoc Service   | Succ Business Transformation |





|                                    |  |                     |      |
|------------------------------------|--|---------------------|------|
| Infosys BPM                        | Managing People Differently- Talent Retention Success Story for one of the largest banks in North America        | People Engagement   | Gold |
| L&T heavy Engineering, Hazira Unit | Phygital ( Physical + Digital)<br>Intervention for Employee Engagement - Josh Brigade & Employee Chatbot (Amber) | People Engagement   | Gold |
| Shree Cement                       |  | People Engagement   | Gold |
| L&T heavy Engineering, Hazira Unit | Leadership Pipeline Development through Mentorship Intervention at Heavy Engineering IC                          | People Engagement   | Gold |
| Asian Paints Ltd.                  | Near Zero Customer Complaints & New Product RFT  | Customer Engagement | Gold |
| BEL, Bangalore Unit                | Change Management and Ensuring Business continuity during pandemic   | People Engagement   | Gold |



|                                     |   |                     |          |
|-------------------------------------|---|---------------------|----------|
| Bangalore International Airport Ltd | Adversity to Advantage a Customer Engagement Approach   | Customer Engagement | Platinum |
| Infosys BPM                         | Experience Improvement for Web conferencing customers   | Customer Engagement | Platinum |
| Wipro Limited                       | Joint Innovation Council  | Customer Engagement | Platinum |
| Tata Power Company Limited          | Customer Feedback Management : A gateway to Regain Customer Engagement during Pandemic Lockdown | Customer Engagement | Platinum |

# Winners: Best of Platinum/Gold Levels\*



**First  
Runner-Up**



**Second  
Runner -Up**



# Recognition Levels Manufacturing

## Manufacturing

Theme-1:

Business Transformation initiatives



**Godrej Precision Engineering** First time right Process  
Planning function in Manufacturing

**EagleBurgmann India Pvt. Ltd.**

Automation of tool inventory management system

**First  
Runner-Up**



**L&T Heavy Engineering**

Piping Engineering for MRU Business

**Second  
Runner -Up**

## Power Sector

Theme-1:  
Business Transformation initiatives



TP Renewable Microgrid Limited Rural Microgrids

### CESC Limited

Conversion of unauthorised user of electricity to authorised consumer in Tiljala Topsia area

**First  
Runner-Up**



### Power Loss Audit Cell, CESC Limited

Significant OPEX reduction for annual maintenance of Distribution Asset ( Automatic Power Factor Control Units APFC) through business process innovation

**Second  
Runner -Up**

## Service Sector

Theme-1:  
Business Transformation initiatives



### Infosys BPM

Improved Resource Productivity using ICON (Integrated Capacity Optimization) Framework, leading to 300+ FTEs Headcount Optimization

**Wipro Limited, Bengaluru**  
Cloud FinOps Solution

**First  
Runner-Up**



### Bangalore International Airport Ltd

Leveraging Technology for business transformation at A Safety.

**Second  
Runner -Up**



## Manufacturing

Theme-2:  
Customer Engagement

### Asian Paints Ltd.

Near Zero Customer Complaints & New  
Product RFT

First  
Runner-Up



Second  
Runner -Up



## Service Sector

Theme-2:  
Customer Engagement



### Bangalore International Airport Ltd

Adversity to Advantage a Customer Engagement Approach

### Infosys BPM

Experience Improvement for  
Web conferencing customers

**First  
Runner-Up**



### Wipro Limited

Joint Innovation Council

### Tata Power Company Limited

Customer Feedback Management : A  
gateway to Regain Customer  
Engagement during Pandemic  
Lockdown

**Second  
Runner -Up**

## Manufacturing

Theme-3:  
People Engagement



### L&T heavy Engineering, Hazira Unit

Phygital ( Physical + Digital) Intervention for Employee Engagement - Josh Brigade & Employee Chatbot (Amber)

Shree Cement

First  
Runner-Up



### L&T heavy Engineering, Hazira Unit

Leadership Pipeline  
Development through Mentorship Intervention  
at Heavy Engineering IC

Second  
Runner -Up

## Service Sector

Theme-3:  
People Engagement

### Infosys BPM

Managing People Differently- Talent Retention Success Story for one of the largest banks in North America



First  
Runner-Up



Second  
Runner -Up



Thank You All for your participation  
and continued Support