

**13th CII IQ National
Excellence Practice Competition 2025**



21 Aug 2025





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

**INSTITUTE
of QUALITY**



Presented to
Mr. Suresh P

in recognition of the contribution as

JURY
13th CII IQ National Excellence
Practice Competition 2025

20 Aug 2025 | Virtual Platform



Mr. Suresh P
Senior Vice President and Business
Head-Hydraulics,
Wheels India Ltd

**INSTITUTE
of QUALITY**



Presented to
Mr. Pankaj Jha

in recognition of the contribution as

JURY
13th CII IQ National Excellence
Practice Competition 2025

20 Aug 2025 | Virtual Platform



Mr. Pankaj Jha
Head – Continuous Improvement,
Downstream
AM/NS India

**INSTITUTE
of QUALITY**



Presented to
Dr Sabu Augustine

in recognition of the contribution as

JURY
13th CII IQ National Excellence
Practice Competition 2025

20 Aug 2025 | Virtual Platform



Dr Sabu Augustine
Sr. General Manager HR &
Administration
Plantlipids Private Ltd.



**Jury for your great support
and Insights**

Jury Views!



Score 75% &
Above

Platinum



Gold
60-74.9%



Silver
50-59.9%



Bronze
40-49.9%



Recognition Level



Recognition Levels

Customer Experience



Customer Experience

Enhancing Customer Experience through Business Relationship Management (BRM)

Bosch Global Software Technologies Private Limited



Customer Experience



Achieving Customer Peace of Mind through deployment of Infant Care Teams & by providing Reliable Products to Customer

Tata Motors Commercial Vehicle

Digital Synergy: Powering Next-Gen Customer Experience

Tata Power Company Ltd.

From Application to Activation: Mapping the Net Metering Journey

TP Western Odisha Distribution Ltd.

Reimagining Customer Experience : Reengineering Insight to Impact

Capgemini Technology Services India Ltd.

Maitri Building Digital Ties at the Community Doorstep

TP Western Odisha Distribution Ltd.

Customer Experience

Experience Matters: ABB's XLA Story with Wipro

Wipro Ltd.

Increase of market share in Domestic Market - 47 to 60 HP Segment

Tractors & Farm Equipment Ltd. (TAFE)

Customer Value & Retention Analysis

Cummins Technologies India Pvt. Ltd.



PLATINUM

People Practice

People Practice

Enhancing People Practices to Drive Customer Centricity

Bosch Global Software Technologies Private Ltd.



People Practice

Empowering Excellence: People Practices Driving Customer Delight via CXM Cell & Maitri

Tata Power Company Ltd.



People Practice



Enhancement of Rewards and Recognition Process

Bangalore International Airport Limited

Voice @ Shopfloor: HR Toolbox Talk Initiative

Andhra Pradesh Cement Works | UltraTech Cement Ltd.

Engage360: Best Practices in Employee Relations through Strategic Engagement

J.K.Fenner India Limited-Madurai Plant 1

A large graphic in the background showing a group of stylized human figures holding hands in a circle, forming a ring. The figures are in various poses, suggesting movement and unity. The text 'Community Engagement' is centered within this ring.

Community Engagement

Community Engagement

Empowering Differently-Abled (PwDs) through Community-Based Rehabilitation

TP Western Odisha Distribution Ltd.



GOLD

Community Engagement

PLATINUM

अँधेरे से आज़ादी” i.e. “Andhere Se Azaadee”, an initiative to Solarize Un-Electrified Hamlets in Uttar Pradesh

TP Renewable Microgrid

J.K.FENNER JEEVIKA- Livelihood Creation

J.K.Fenner India Limited

Winners:
Best of Platinum/Gold Levels*
Customer Experience-Manufacturing



Winners: Best of Platinum/Gold Levels*



Winner

Increase of market share in

Tractors & Farm Equipment Ltd (TAFE)

Customer Experience
Manufacturing

Customer Value & Retention
Analysis

Cummins Technologies India Pvt.
Ltd.

First Runner-Up



Achieving Customer Peace of
Mind

Tata Motors Commercial
Vehicle

Second Runner -Up

Winners: Best of Platinum/Gold Levels*

Customer Experience- Services



Winners: Best of Platinum/Gold Levels*



Winner

Experience Matters: ABB's XLA
Story with Wipro

Wipro Ltd

Customer Experience
Services

Maitri Building Digital

TP Western Odisha Distribution Ltd.

First Runner-Up



Digital Synergy: Powering
Tata Power Company Ltd.

Second Runner -Up

Winners: Best of Platinum/Gold Levels*

People Practice - Manufacturing



Winners: Best of Platinum/Gold Levels*



Winner

Voice @ Shopfloor:

UltraTech Cement Limited

People Practice
Manufacturing

Engage360: Best Practices

J.K Fenner India Ltd.-Madurai
Plant 1

First Runner-Up



Second Runner-Up

Winners: Best of Platinum/Gold Levels*

People Practice - Services



Winners: Best of Platinum/Gold Levels*



Winner

Enhancement of Rewards and
Recognition Process

Bangalore International
Airport Ltd.

People Practice
Services



First Runner-Up

Second Runner-Up



Winners: Best of Platinum/Gold Levels*

Community Engagement -
Manufacturing



Winners: Best of Platinum/Gold Levels*



Winner

J.K.FENNER JEEVIKA-
Livelihood Creation

J.K.Fenner India Limited

Community Engagement
Manufacturing



First Runner-Up

Second Runner-Up

Winners: Best of Platinum/Gold Levels*

Community Engagement - Services



Winners: Best of Platinum/Gold Levels*



Winner

अँधेरे से आज़ादी" i.e. "Andhere
Se Azaadee"

TP Renewable Microgrid

Community Engagement
Services

Empowering Differently-
Abled (PwDs)

TP Western Odisha Distribution
Ltd.

First Runner-Up



Second Runner-Up

The background of the entire image is a light gray surface covered with a dense layer of colorful confetti. The confetti consists of small, irregular pieces of paper in various colors, including gold, silver, red, blue, and orange, scattered across the entire frame.

Congratulations!



Thank You All for
your participation
and continued
Support