



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!





Recognition Levels



Score 75% & **Above** PLATINUM **Platinum** Gold GOLD 60-74.9% Silver SILVER 50-59.9% **Bronze** 40-49.9% **Recognition Level**







Recognition Levels

















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.







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



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

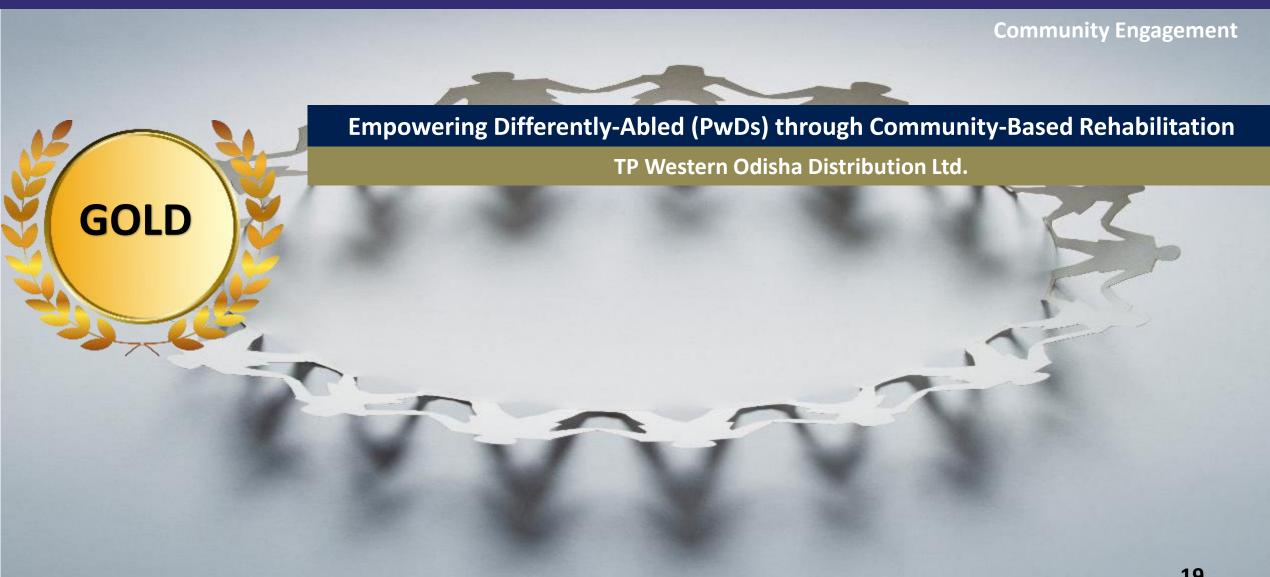
J.K.Fenner India Limited-Madurai Plant 1





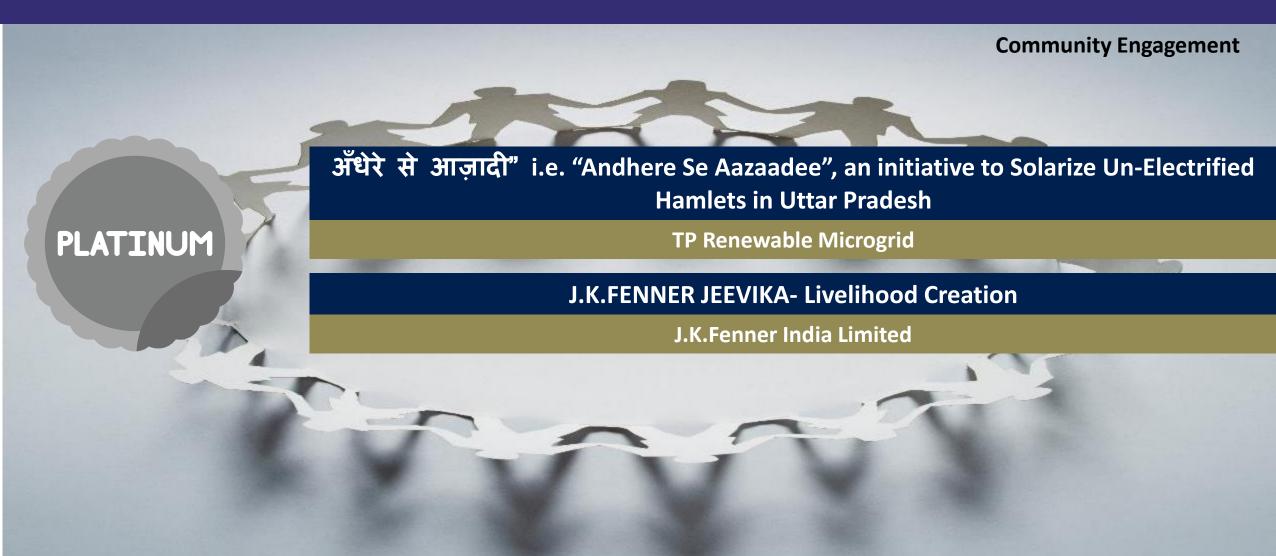


























Increase of market share in

Tractors & Farm Equipment Ltd (TAFE)

WINNER

2 1 3

Customer Experience
Manufacturing

Achieving Customer Peace of Mind

Tata Motors Commercial Vehicle

Second Runner -Up

Customer Value & Retention Analysis

Cummins Technologies India Pvt. Ltd.

First Runner-Up





Customer Experience- Services













People Practice - Manufacturing











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





People Practice - Services





























Winners: Best of Platinum/Gold Levels*







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

TP Renewable Microgrid

Empowering Differently-Abled (PwDs)

TP Western Odisha Distribution Ltd.

First Runner-Up



Community Engagement Services

Second Runner - Up













Thank You All for your participation and continued
Support