



National Institution for Quality & Reliability

80, NUNGAMBAKKAM HIGH ROAD, CHENNAI - 600 034

16th NIQR Global Quality Convention

NIQR – ASHOK LEYLAND AWARD for OUTSTANDING ORGANIZATION - 2018

to

Tata Consultancy Services Ltd.,

Presented on 11th August 2018 at Chennai

Tata Consultancy Services Limited (TCS) is an IT services, consulting and business solutions organisation that delivers real results to global businesses, ensuring very high level of certainty. TCS offers consulting-led integrated portfolio of IT and IT enabled, infrastructure, engineering and assurance services. These services are delivered through its Unique Global Network Delivery Model, recognized as the benchmark of excellence in software development. Being part of the Tata Group, India's largest industrial conglomerate, TCS started its operations in the year 1968 and as on date has over 3,94,000 of the world's best trained consultants spread across 46 countries. The company generated consolidated revenues of US\$19.09 billion for the year ended March 31, 2018.

TCS covers its operations to a very wide range of industries namely:

a) Banking & Financial Services, b) Consumer Goods & Distribution, c) Communications, Media & Technology, d) Energy, Resources & utilities e) Insurance, f) Life Sciences & Healthcare, g) Manufacturing, h) Public Services, i) Retail, j) Travel, Transportation & Hospitality etc., and the organisation has been playing an excellent role for their prosperity.

Data is the currency of the digital world and consumerization of IT has resulted in explosion of data being generated. Communications, Media and Technology Companies (CMT) are struggling with diversity and richness of data being generated as their customers consume their products and services digitally. Transforming organisation wide data into actionable insights and leveraging them to develop new products and services for enhanced customer experience is the key for future growth of CMT companies. TCS has been playing a very significant role in this sector.

In India nearly 266 million adults cannot read or write, and are there by deprived of critical growth opportunities. To address this deficiency, TCS came up with Adult Literacy Program (ALP) in the year 2000. ALP runs on TCS' proprietary Computer-based Functional Literacy (CBFL) solution, which employs innovative information and communications technology solutions to promote literacy. The CBFL solution enables adult learners to read, write, and perform basic arithmetic within 50 – 55 learning hours.

TCS has partnered with local governments, non-governmental organisations, corporate, academic institutions, as well as jail authorities in 15 states to implement ALP. In collaboration with the local prisons authority, TCS has achieved 100% literacy in the district jail in Lucknow, India, by transforming 1,431 inmates functionally literate. Today, ALP has surpassed half a million beneficiaries and the focus has also been on women beneficiaries, who have accounted for more than 80% of total reach so far.

Smart Cities need smart software and city leaders are challenged to address urbanisation and to deliver superior services to citizens across multiple domains –transportation, water, energy, governance and more while managing with limited resources. More and more, they are turning to IoT, BIG Data, and sophisticated analytics to manage, measure, and improve public services. TCS Intelligent Urban Exchange is a modular solution serving many players in the governance of eco system with ready to go applications.

The TCS m Krishininitiative offers personalised and integrated services in local languages to the farmers on their mobile phones. The service aims to enable farmers in remote areas to connect to their stakeholders, access good quality agricultural inputs, find advice on farming practices and to get information on market prices, weather and other information that can help in planning and boosting the agricultural yields. The vision of TCS is to establish and empower micro enterprises through the m Krishi platform to reach a large number of farmers.

The above are only a few shining examples where TCS has been offering outstanding services for the growth of these sectors culminating towards growth of our country.

We, the members of NIQR, are privileged to present NIQR-ASHOKLEYLAND AWARD for “ OUTSTANDING ORGANISATION – 2018” to TATA CONSULTANCY SERVICES Ltd., represented by Mr. Suresh Raman, Vice president & Head Chennai Operations, & Mr.K.Subramanian, Head -Delivery Excellence on this day, 11th August 2018 at Chennai.

K. Manikandan

Convention Chairman - NIQR

Pradeep Kumar Aggarwal

National President - NIQR