

# VALUE CREATION MODEL



TCE constantly endeavours to deliver customer aspirations and ensure customer satisfaction. Providing best-in-class solutions using the latest technology and value engineering ensures timely delivery and helps save costs for the customer, thus making TCE a partner of choice. Creating value for all the Stakeholders and taking actions aligned with the Company's strategic focus areas helps it create sustainable long-term value.

## OUTCOMES

- Total Consolidated Income of Rs 1137 Crores; New Order Acquisition at Rs 1586 Crores
- 38% of business from international markets
- 19% of business from Opex Services
- Prestigious projects bagged include 2 x 700 MW PHWR Units 5 & 6 at Kaiga in Karnataka, Lithium Battery Manufacturing Plant at Chennai, VCM – PVC Plant – Detailed Engineering for a Japanese Major, Smart Cities in Gujarat and Madhya Pradesh,
- TCE continues to work on marquee projects such as ITER, High-Speed Rail and Ayodhya Temples in FY 2022-23

### Customers

- 11.6% of business orders through cross-selling and offering Integrated Solutions
- 19% acquisition from Large deals
- 41% Revenues from Key/ Strategic Accounts
- Customer feedback index at 71.25 (target 70)

### Responsible Member of Society

- 28165 Students benefitted from various targeted Education Initiatives
- Total CSR investments were at Rs 281 lakhs
- Corporate volunteering clocked 15616 hours

### Learning/People

- Focus was on reskilling and training. All-round training was at 30+ person-days per employee. While overall attrition is a challenge, Attrition of key talent was curtailed at 8.3%.
- Safety was a key focus on site and in offices. The safety index was 4.07 at sites.

### Processes

- Processes were strengthened through several automation applications for technology (knowledge management), people process, sales & operations, streamlined deliveries and improved sales process.. A strong focus on innovation across the organisation led TCE to secure the prestigious 'Tata Innovista Award'.