

ISP Report

Rutwik S (23BCS112)

Rithwik M (23BCS109)

Rishik N (23BCS108)

Aneesh P (23BCS095)

Janaki Ram (23BCS141)

Krishna Sai (23BCS074)

Parmitha V (23BCS092)

Contents

1	Company	3
2	Profile Details	3
3	Employees	3
4	Recruitment and Selection	4
5	Training and Development	4
6	Performance evaluation	5
7	Rules and regulations	6
8	Industrial psychologist	6
9	Steps taken for career growth of the company	6
10	Milestones and Achievements	7

1 Company

Name	TVS Motors	Hero MotoCorp
Type of Company	Large scale (Fourth-largest)	Large Scale (Largest)
Service of Manufacturing	Manufacturing	Manufacturing
Manufacturing What?	Two-wheeler and three wheeler	Two-wheeler
Export	Domestic and International	Domestic and International
Differences in export	Location wise differences for temperature change and government rules.	Location wise differences for temperature change and government rules.

2 Profile Details

Owner CEO	Venu Srinivasan K. N. Radhakrishnan	Dr. Pawan Munjal Niranjan Gupta
Other major players	K. Gopala Desikan - Director of Finance/CFO Saurab Kapoor - Sales and Marketing Sudarshan Venu - Director/Board Member Ralf Speth - Chairman	Vivek Anand - Director of Finance/CFO Reema Jain - Chief Tech/Sci/R&D Officer Dhiraj Kapoor - Compliance Officer Michael Clarke - Chief Operating Officer

3 Employees

TVS : (Employees are Skilled and Workers are unskilled)

Sl. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	4129	3579	86.68	550	13.32
2.	Other than Permanent (E)	256	221	86.33	35	13.67
3.	Total employees (D + E)	4385	3800	86.65	585	13.35
WORKERS						
4.	Permanent (F)	1851	1850	99.94	1	0.06
5.	Other than Permanent (G)	10003	8985	89.82	1018	10.18
6.	Total workers (F + G)	11854	10835	91.40	1019	8.60

Hero : (Employees are Skilled and Workers are unskilled)

		Category	Total (A)
Category	Total (A)	Permanent workers	
		Male	4,674
		Female	7
		Total	4,681
Permanent employees		Other than Permanent workers	
Male	4,095	Male	18,590
Female	439	Female	2,133
Total	4,534	Total	20,723

4 Recruitment and Selection

TVS :

Recruitment Process: Comprehensive stages including screening, interviews, and assessments.

Talent Acquisition: Focus on engineering, software development, data analytics, and automotive technology.

Career Development: Opportunities include leadership training and cross-functional roles.

Hero :

56% of recruitment is campus recruitment (external).

24% by recruitment agencies (external),

10% from company website.

10% from internal sources (employee referral) and other sources.

Selection process is moderate. Employees find good work culture.

5 Training and Development

TVS :

P1: businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable

P2: businesses should provide goods and services in a manner that is sustainable and safe

P3: businesses should respect and promote the well-being of all employees, including those in their value chains

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programs
Board of Directors	6	P1, P2, P6	100.00
Key Managerial Personnel	6	P1, P2, P6	100.00
Employees other than BoD and KMPs	167	Covering All principles	100.00
Workers	62	Covering All principles	100.00

Institute of Quality and Leadership (IQL): Offers programs in AR, VR, and digital simulations.

Skill Enhancement: Programs in R&D, manufacturing excellence, and customer service.

Leadership Development: Mentoring, coaching, and strategic initiatives for leadership growth.

Hero:

11,18,505 Total training hours

32.93 Average training hours / employee

Rs 10,488 Average spent on training and development per employee (includes staff and permanent workers)

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	13	Covering all Principles	100
Key Managerial Personnel	13	Covering all Principles	100
Employees other than BoD and KMPs	42	Sustainability, human rights, health	32
Workers	-	-	-

Technical Training: Programmes like CNC programming, auto-gauging, hydraulics, pneumatics, electrical, drives, Integrated Management System (IMS) awareness, Total Productive Maintenance (TPM), Jishu Hozen (JH) pillar awareness, and Kobetsu Kaizen (KK) pillar awareness for all segments of workforce.

Behavioural Training: Training programmes which enhance soft skills such as nurturing workplace relationships, assertive communication, and Company's core values workshop. It also includes sensitisation programmes such as POSH, gender sensitisation, unconscious bias, and Code of Conduct.

Functional Programmes: Training programmes which enable our workforce for upskilling data analytical capacities like 7 QC tools training, Advanced Excel, and Power BI.

6 Performance evaluation

TVS:

Metrics: Business goal achievement, innovation, customer satisfaction.

Oversight: Nomination and Remuneration Committee ensures fairness in evaluations.

Feedback Mechanisms: Continuous feedback loops support employee development.

Hero:

Metrics: Business goal achievement, innovation, customer satisfaction.

Feedback Mechanisms: Continuous feedback loops support employee development.

Company does not follow 360 degree feedback method.

7 Rules and regulations

TVS and Hero: (Both follow similar rules and regulations)

Regulatory Compliance: ISO certifications (ISO 14001, ISO 45001) for environmental management and occupational health.

Ethical Practices: Code of Conduct guides integrity and accountability. (Most of the employee specific rules are found here.)

Environmental Stewardship: Emphasizes sustainability with renewable energy and eco-friendly practices.

Governance Framework: Board committees oversee compliance and corporate governance.

Community Engagement: CSR initiatives focus on education, healthcare, and environmental conservation.

8 Industrial psychologist

TVS:

- *Lakshmi Prabha A*
- HR Business Partner @ TVS Motor Company — Manager - HRD — HR Digital Transformation
- HR Professional with 10+ years of experience in Talent Acquisition, Performance Management System, HR Digital Transformation, Compensation & Benefits, and Employee Engagement

Hero:

- *Dr. Kamal Karamchandani*
- Expertise in business planning, strategic sales-marketing, channel management / development / productivity, CRM, multi-cultural diversity, manpower development, change management, coaching, behavioral guidance

9 Steps taken for career growth of the company

TVS:

- *Total Quality Management (TQM):* Utilising digital and AI initiatives, the Company continuously enhances customer experience processes and improves forecasting accuracy at the front end.
- *Cost and Price Management:* The Company provides high-value offerings to consumers achieved through aggressive waste reduction and quality improvement strategies such as value engineering, modularity, lightweight, alternative materials, localisation, and process innovation.
- *Research and Development:* Investing in building world-class in-house skill sets in technology research, product design and development, an exclusive team of specialised engineers has been formed for in-house software development.
- *Digital and AI Technologies:* The Company considers Digital and AI as a key organisation-wide accountability area. Currently, it prioritises digitalising the Company's operations in customer experience, retail and service management, manufacturing and supply chain, New Product Introduction (NPI), and enterprise functions.

Hero:

- *Enterprise-wide Quality*: Robust quality management systems relentlessly pursue continuous improvement, ensuring quality is incorporated across all our products, processes, systems, and services. 100% of the facilities are ISO 9001 certified.
- *Quality Sensitisation and Awareness*: Initiative focus on developing the right mindset among all stakeholders, while providing opportunities for young talent to showcase innovative ideas and critical thinking to a wider organisational audience.
- *Supply Chain Excellence*: They consistently assist their supply chain partners in improving their quality processes by sharing their technical expertise. Their Supply Chain Partner Quality Manual lays down guidelines for effective functioning and establishes stringent checkpoints along product development and mass production stages.
- *Vehicle Recall Policy and Traceability*: Following the roll-out of the Vehicle Recall Policy by the Government of India in 2021, Hero MotoCorp swiftly developed a framework to manage and execute a mandatory vehicle recall as prescribed.

10 Milestones and Achievements

TVS:

- 1980: Great milestone in Indian automobile history. Country's first 2 seater 50cc moped TVS 50 launched.
- 1984: First mover. TVS becomes the first Indian Company to introduce 100cc Indo-Japanese motorcycles.
- 1994: Pioneer of mobility for women. Launched India's first indigenous Scooterette (sub-100 cc variomatic scooter), TVS Scooty.
- 1996 - 1997: Bringing in green technology before it became a norm. Introduced India's first catalytic converter enabled motorcycle, the 110cc Shogun. Great ride. Greater speed. Launched India's first 5-speed motorcycle, the Shaolin.
- 2000 - 2001: Hiking speed limits. Launched TVS Fiero, india's first 150 cc, 4 stroke motorcycle. Indigenous technology. Launched TVS Victor, 4-stroke 110 cc motorcycle India's first fully indigenous designed and manufactured motorcycle.
- 2002: TVS becomes world's first two wheeler company to win world's most prestigious recognition in Total Quality Management- the Deming Award 2002. TVS wins Technology Award from Ministry of Science, Government of India for successful commercialization of indigenous technology.
- 2004: Setting benchmarks in mileage. Launched TVS Centra, a world-class 4-stroke 100cc motorcycle with the revolutionary VT-i Engine for best-in-class mileage. All terrain performance. Launched TVS Star, a 100 cc motorcycle ideal for rough terrain. TVS wins TPM Excellence Award from Japan Institute of Plant Maintenance (JIPM). TVS wins Outstanding Design Excellence Award for TVS Scooty Pep.

- 2005 - 2006: Spreading its roots. TVS launches its Indonesian plant. Making a style statement. Launched TVS Apache, which set the youth's imagination on fire. Apache went on to win 6 prestigious awards
- 2007: Never before in automobile history. TVS Motor Company rolls out seven new products Yet another first. TVS launches its Himachal Pradesh Plant at Nalagarh.
- 2008: Apache Refresh with rear disc brakes launched in Dec-2008 TVS Motor Company bags two coveted IT awards SAP ACE 2008 and 2008 Symantec South Asia Visionary Award Scooty Pep + launched with balancing wheels in Aug-2008 Scooty Wimbeldon collection launched in Jun-2008 Apache RTR Fi launched in Jun-2008 TVS Motor Company launches the revolutionary 125cc FLAME in Mar-2008 TVS makes its foray into the three-wheeler market with TVS KING in Mar-2008
- 2009 - 2010: TVS unveils the Apache RTR 180 ABS Jive : The Auto - Clutch bike launched Wego : First scooter with Body Balance Technology
- 2012 - 2013: TVS is India's most trusted brand in the 2 wheeler category. Source:Economic Times Most Trusted Brands Survey 2012 TVS Motor Company launched Its premium executive 125cc motorcycle, TVS Phoenix TVS Jupiter launched on Sep 2013
- 2014 - 2015: TVS Motor Company launched a bike in the popular commuter segment, all the StaR city+ TVS launches its all new premium commuter scooter, the TVS Wego 110cc. TVS launches its award winning scooter, the TVS Scooty Zest 110 with best in class features. To celebrate the 1st year anniversary of the Jupiter, TVS launches the special edition of the Jupiter with a new colour and additional features, to be sold in limited numbers. Launched All New Phoenix 125 J.D Power Asia Pacific India Automotive Awards The most Appealing Executive Scooter - TVS Wego The most Appealing Premium Motorcycle - TVS Apache The most Appealing Economy Motorcycle - TVS Sport
- 2016: After decades of conquering the track, 2016 saw the launch of the new TVS Apache RTR 200 4V. The most powerful Apache yet.

Hero:

- 19th January, 1984: Commencement of operations as a joint venture between Hero Cycles of India and Honda of Japan.
- 1994: The company plans to expand the Dharuhera plant to 240,000 units per annum and establish a new plant at Gurgaon Industrial Estate with a capacity of 150,000 units per annum.
- 1997: Hero Honda Motors Ltd (HHML) inaugurated a modern motorcycle plant in Gurgaon for Honda Super Cub production, marking a new era in India's motorcycle industry. Hero Motors, part of the Rs. 1,600 crore Hero group, also established a plant in Brazil for manufacturing Hero Winner scooters.

- 1998: Hero Honda explores scooters with Honda post Honda's exit from Kinetic Honda venture. In a five-year agreement, Kinetic Honda Motor retains technical support and market access after Honda's stake sale to Kinetic Engineering. The company introduces CBZ(ee), a groundbreaking bike with Transient Power Fuel Control (TPEC) system.
- 1999: Hero Honda and 20th Century Finance signed a MoU for Hero Honda motorcycle financing. The joint venture between Honda Motor's and the Hero group aims to increase its market share to 38.6%. Hero Motors forms a joint venture with Briggs Stratton for four-stroke engine development. Honda Motor Japan re-enters Indian scooter market and explores three-wheelers in collaboration with Hero Honda Motors.
- 2001: Hero Honda becomes the largest two-wheeler manufacturing company globally.
- 2002: The company is in the BSE Sensex top 30
- 2003: Hero Honda and SBI Cards launch a co-branded credit card. Collaborates with SISI to train diploma-holding unemployed youth. Implements a dealer credit system to cut receivables, saving Rs 100 crore.
- 2007: Yutaka Kudo appointed as Director of Hero Honda Motors from April 1, 2007. Hero Honda remains World No. 1 for the 6th year
- 2008: Inauguration of the Hero Honda Haridwar Plant.
- 2010: Board decides to terminate joint venture with Honda, allowing Hero Group to buy out Honda's 26% stake.
- July 2011: Hero Honda Motors Limited changes its name to Hero MotoCorp Limited. Hero Honda rebrands as Hero MotoCorp, marking a new licensing agreement with Honda. The company receives an updated Certificate of Incorporation as Hero MotoCorp Limited.
- 2012: Hero MotoCorp forms key alliances: Erik Buell Racing for high-end bike technology, a European design and tech partner, and HDFC Bank for 6.99% financing. Hero Investment Pvt. Ltd. merges with Hero MotoCorp Ltd.
- 2013: Munjal Family (founder) holds around 40% equity shares, individual shareholders hold approx. 7.44%, and foreign institutional investors hold approx. 30%. Hero MotoCorp starts constructing a new plant, Global Parts Centre, and an innovative Research & Design center. Achieving technological milestones, the company records over 1.2 million retail sales in Oct-Nov and introduces a unique 5-year warranty on all two-wheelers.
- 2014: Joint venture with Bangladesh's Nitol-Niloy Group leads to the establishment of HMCL Niloy Bangladesh Limited.
- 2014- 2015: Equity investments include acquiring a stake in Erik Buell Racing and investing in Ather Energy.

- 2015: HMCL Americas INC settles to acquire EBR's Consulting Business, while Hero MotoCorp launches operations in its first plant outside India in Villa Rica, Colombia.
- 2018: Hero MotoCorp begins constructing a new plant in Andhra Pradesh.
- 2021: Hero MotoCorp partners with Gilera Motors Argentina and also reached a production milestone of 100 million units.
- 2022: Hero MotoCorp expands in El Salvador, collaborates with BPCL for EV charging infrastructure, and partners with Nagpur Police on International Women's Day.