





TATA MOTORS GROUP: INDIA BUSINESS

Annual Analyst Meet | 5 June 2018

6 cylinders in the Tata Motors engine





Profitable growth delivered in challenging conditions



Revenue growth 9%; PBT at Rs 11.2K Cr up 20%

Rs Cr.	FY 17	FY 18	Delta	Growth
Volumes (K)	1,155	1,282	127	11%
Revenue	269,850	294,243	24,393	9%
EBIT	13,478	11,846	(1,632)	-12%
EBIT%	5.0%	4.0%	-100 bps	
PBT	9,315	11,155	2,220	20%
PBT %	3.5%	3.8%	30 bps	

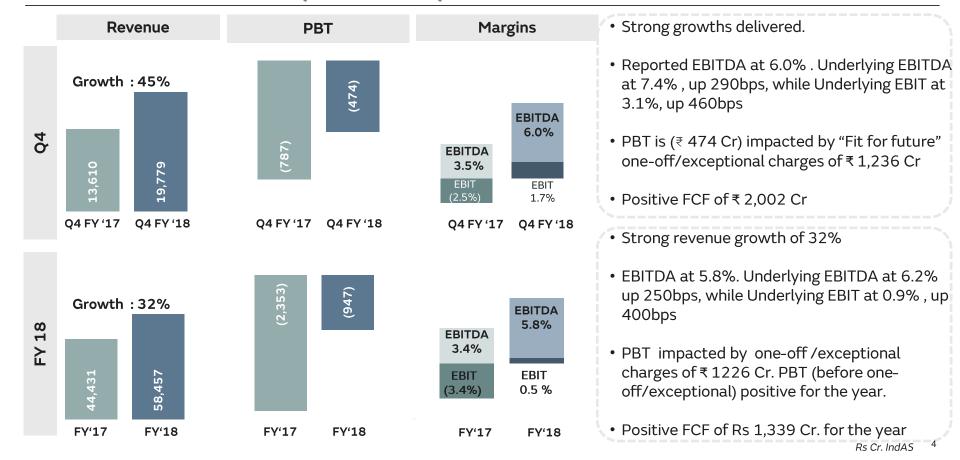
- Volume Growth at 11% and Revenue growth at 9%
- Reported EBIT at 4.0%. Underlying EBIT at 4.2% down 80bps on higher D&A costs
- PBT at Rs 11,155Cr up 20% due to exceptional pension credits partially offset by one-off/exceptional charges (net credit of Rs 1,512 Cr)
- FCF (Auto) outflow of Rs 7.3K Cr due to lower growth and higher investments in JLR. TML (S) +1,339Cr

D&A: Depreciation & Amortisation

Revenue up 45%, Underlying EBIT up 460 bps

Positive FCF for the full year after 5 years











TRANSFORMATION -> TURNAROUND

Guenter Butschek, CEO & MD

Transformation journey launched in 2016

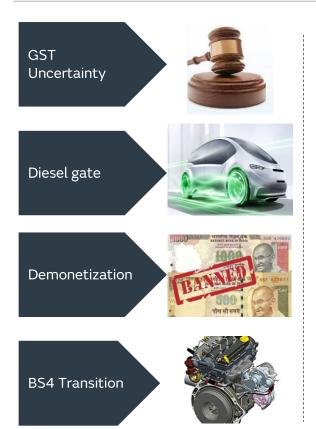






We shifted to "Turnaround" to urgently address our challenges









Turnaround brought a single minded focus on execution





Sales enhancement – 'CV domestic' centered

- Successful market entry with new products
- Greater stakeholder engagement and sales activation





Rigorous cost reduction and bottom-line improvement

 Lion's share of cost savings achieved through focused projects, run by dedicated teams (ImpACT)



Leveraging production & supply chain efficiencies

- Structured approach towards elimination of Supply constraints
- Consolidation of supplier base, fit for the future

Leading to strong all round performance

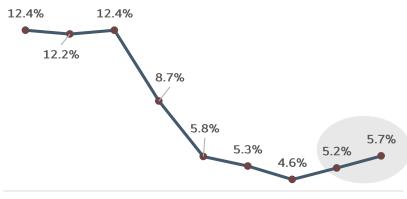


CV Market Share



- Highest Volumes recorded in Mar'18 after 5 years
- Gained +0.7% market share over last year (FY17)
- Significant bottom line improvement

PV Market Share

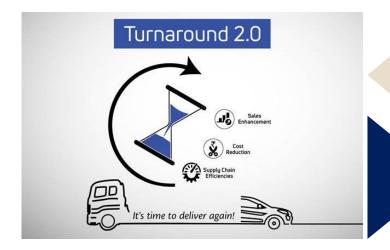


FY'10 FY'11 FY'12 FY'13 FY'14 FY'15 FY'16 FY'17 FY'18

- Highest Volumes recorded in Mar'18 after 6 years
- Gained +0.5% market share over last year (FY17)
- Achieved Industry Rank 4 on FY18 cumulative level
- Margins improve

Turnaround 2.0 called out for FY 19





- 1. Win Decisively in CV
- 2. Win Sustainably in PV
- 3. Embed turnaround into our way of life / culture

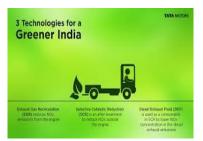
Deliver Competitive, Consistent, Cash Accretive growth

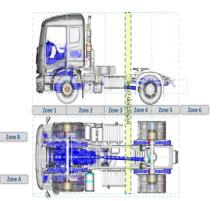
- Win customers, gain markets
- Build a profitable, fit for future product portfolio
- Drive operational efficiency & capital productivity

Our strategy to "Win Decisively" in CV

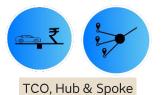














Strengthen product planning to address white spaces



Lead in technology & powertrain solutions (BS4->6)



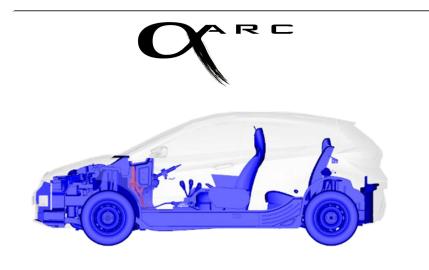
Build modularity & architecture approach in product dev.



Enhance customer engagement - product & service offerings

Our architecture approach to "Win Sustainably" in PV







Attributes:

Multiple top hats (Small hatch to SUV) Future Safety Indian NCAP / ENCAP High commonality across architecture Economies of scale; light weighting

Powertrain:

Diesel / Petrol Package protected for xEV

Attributes:

Proven Architecture (Land Rover) 5-star NCAP, Plug & Play for new tech 4.3m to 4.8m Long SUV, Coupe, MPV, Full-Size Sedan

Powertrain:

Diesel / Petrol MT, AT & DCT Package protected for xEV

Looking beyond Turnaround to leverage the mobility opportunity











Explore new partnerships, business models – e.g. Gov. fleets

Lead in EVs -Invest in tech & powertrain Support ADAS & connectivity, comfort & convenience

Drive Mobility as a Service to create disruptions

Our recent announcement to take the lead in EV



Tata Motors creates Electric Mobility Business vertical; elevates Mr. Shailesh Chandra as the President - Electric Mobility Business & Corporate Strategy

Mumbai, June 4, 2018: To capture the opportunities arising out of new mobility trends and to bring organizational focus and alignment, Tata Motors today announced the appointment of Mr. Shailesh Chandra to lead the Electric Mobility Business in addition to his current responsibility. He has been promoted as President- Electric Mobility Business & Corporate Strategy, with immediate effect and will continue to be a member of the Executive Committee. Creation of this new business vertical will enable Tata Motors to deliver on its aspiration of providing innovative & competitive e-mobility solutions.

Shailesh has played an instrumental role in leading the project teams to deliver the EESL project and has been closely working with some of the Group companies and other ecosystem partners in his current role.

Tata Motors is committed to the Government's vision for electric vehicles by 2030 and will work in a collaborative manner to facilitate faster adoption of electric vehicles and to build a sustainable future for India.



We are deeply inspired by "Connecting Aspirations"



TATA MOTORS

Connecting Aspirations







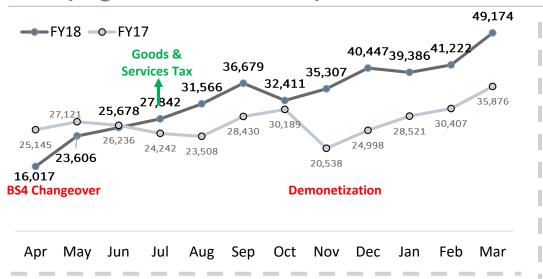
"Winning Decisively" in Commercial Vehicle

Girish Wagh, President CVBU

Strong volume growth ahead of industry after slow start



+70bps gain in share and improved net realizations



Segment	TIV Growth (YoY)	TML Growth (YoY)	TML MS Growth
M&HCV	19%	15%	-1.7%
ICV	27%	40%	3.1%
LCV	27%	32%	2.3%
SCV Cargo	30%	37%	2.1%
CV Passenger	-4%	-2%	1.1%
Total	21%	23%	0.7%

Improved Net Realization (as a % of Gr. Revenue)



FY 16-17 FY 17-18

Growth stepped up by focusing on 5 areas



1 Increased Customer Engagement

- Improved live deal visibility
- Focus on key customers





Bandhan – Felicitation Program for Key Accounts



Senior Management interaction with Key Customers

2 Increased Dealer & Other Stakeholder Engagement

Significant improvement in dealer & stakeholder satisfaction





Quarterly Dealer Signoffs with TML Senior Management





Regular Engagement with other Stakeholders (Financiers, Bodybuilders, etc.)

3 Establish Product Superiority

- 50+ Key Products (with 200+ variants) launched
- Established BS IV product/ technology superiority



SIGNA 3718 (Pusher & Tag Axle)





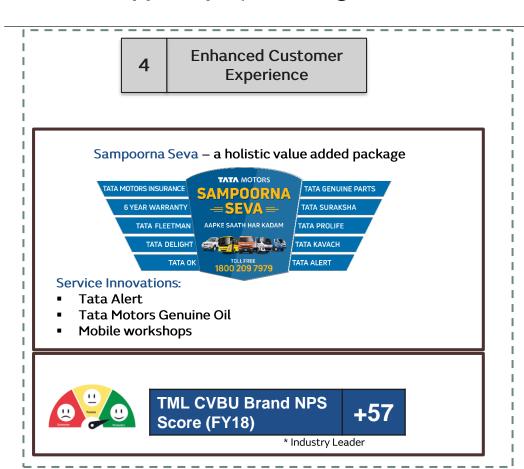


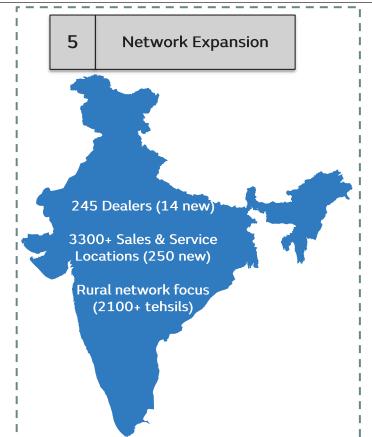


Starbus Hybrid

Growth stepped up by focusing on 5 areas



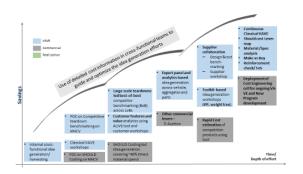




Structural cost reductions underway



Global scale teardown and benchmarking exercise done



Should Costing of parts covering 60% of spend



Scale of the Approach

Teardown workshops

80% Volume coverage

Cross-functional idea generation

- 200+ workshops in 8 months
- 100+ customers , 50+ dealers , 40+
 suppliers and 3000+ TML employees

Data generation & analysis

- 14000+ measurements taken
- 160+ should cost models created covering 80+ Product families

Outcomes

Significant cost reduction achieved in FY 17-18

Robust pipeline of Ideas for implementation in current FY

Will help partially offset commodity inflation in FY19

Structural cost reductions underway - Contd



Teardown benchmarking done on scale











Additionally, process for managing costs of products under development has been strengthened

Significant reduction in various Manufacturing Costs achieved across plants

Total Cost Savings

Other Fixed Cost

Variable Conversion Costs

MOP Savings

Machinary Spares

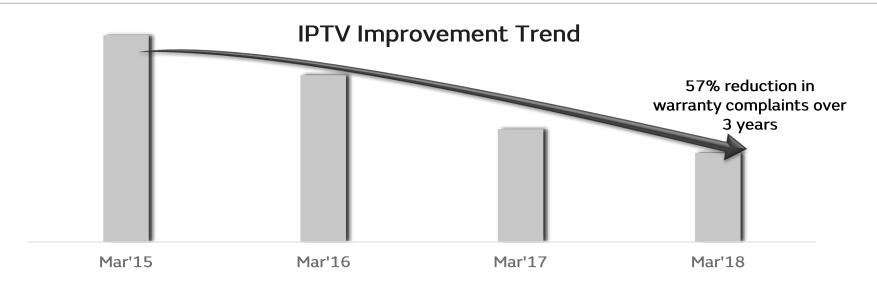
Inspection Testing

Rejection/Scrap booking

In house Contract Jobs

Vehicle quality improved consistently

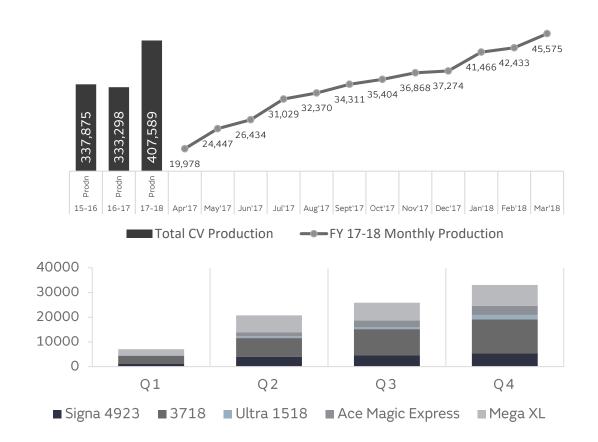




- Significant gains achieved on the World Class Quality (WCQ) journey; Target WCQ Level 4
- Total Cost of Ownership (TCO) improved through Fuel Efficiency & Payload improvement
- Quick response teams in place to address product issues

Production capacity significantly ramped up; Well prepared for FY 19











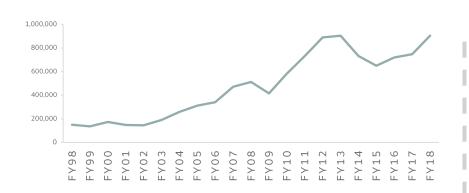
War Room approach across all plants to drive production



Looking Ahead

The growth in this cyclical industry is driven by macro factors

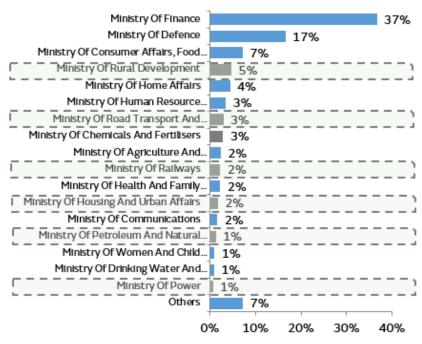




Key Macros that will support the CV Industry

- GDP growth
- Continued government spending on infrastructure
- Stable inflation / interest rates
- Strong private consumption
- Robust rural economy
- Pre-buying before BS VI implementation in FY20

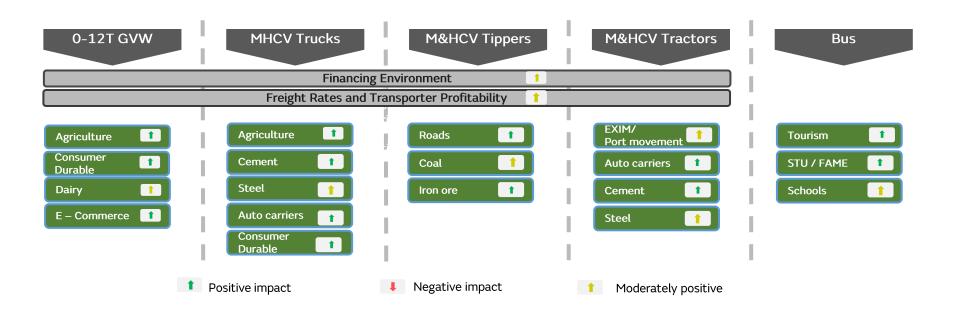
Sectors With High Commercial Vehicle Intensity Account For ~15% Of the Union Budget



Source- Union Budget, CRISIL Research analysis

These macro interventions to impact demand positively





Low double digit growth likely in CV market over the next 2 years

Likely regulatory changes in the coming years

cars by FY20

Safety Norms



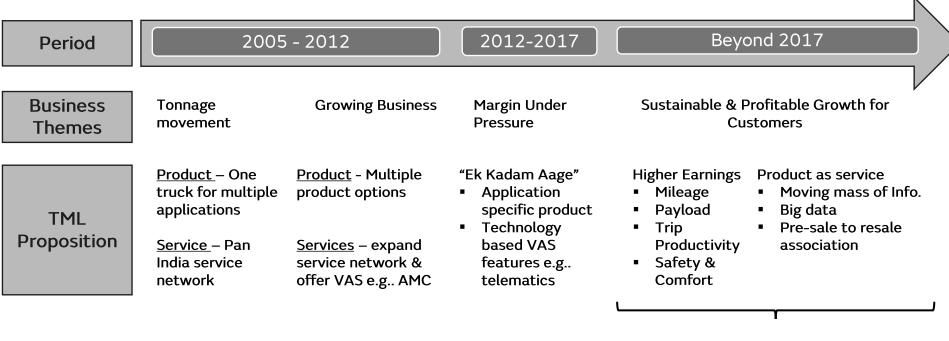
		<u> </u>	
	About	Emerging Impact	Segments Impacted
Emission Norms	India to move to BSVI norms in FY20	Cost increase expected to impact volumes in the short term	Across Segments
Scrappage	Govt. considering policy to replace CVs operational for more than a decade	Increased replacement demand	Across Segments
Electrification	Gol has been encouraging EV manufacture	Preference to Electric Vehicles	SCVsBuses for urban transport
Bus/Cabin Code	Stringent cabin code and bus body building norms expected to come into effect in next 2 years	 Shift from cowl trucks to cabin trucks/FBVs Move to OE Built Buses 	ILCVsBusesMHCVs
POLICIES APO PROGRAMMES	Passenger commercial vehicles treated same as	Increased costs for new safety norms might impact TIV	SCV Passenger



Our response

We have evolved our customer proposition over the years





TML Aspirations

Key trends impacting the CV industry & our response



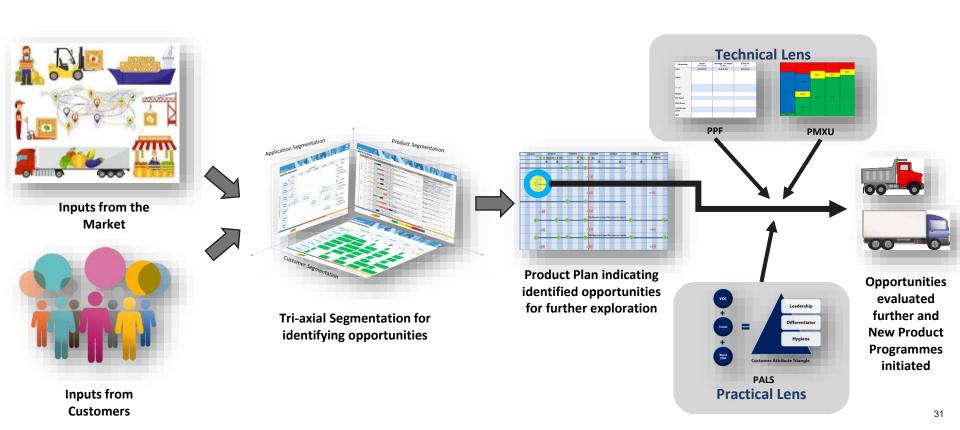
Industry Shifts		Our Actions	
1.	Rise in Value Trucks driven by Emerging Markets	Range of products (e.g PRIMA, ULTRA) offering cost effective advanced features introduced	
2.	Move towards Globally Scalable Platforms / Modularization	Modularization of the entire range for Faster Engineering, Reduced Complexity, and Easier Customization	
3.	Emergence of City Trucks for Urban logistical needs	Custom built solutions for E – commerce/Urban applications with green fuel options and improved driver comfort	
4.	Widespread adoption of autonomous driving technologies globally	Development of a number of Advanced Driver Assistance Systems	
5.	Increasing use of digital technologies for resource management and total cost optimization	Introduction of features like Navigation and Fleet Management, Vehicle Health Monitoring, Breakdown assistance, etc	
6.	Integration of digital tools with dealership infrastructure	Use of advanced sales and customer service delivery technologies	
7.	Rise of Asian OEMs leveraging value truck offerings globally	Continue to build our IB business; 4 th largest Truck Manufacturer (above 6T) globally	
8.	Emergence of new regions beyond BRICS		

Source: Frost & Sullivan - Disruptive trends in the commercial vehicle auto industry, 2017

A robust "Product Planning Process" is in place

5 year Product, Aggregate, & Technology Plans developed

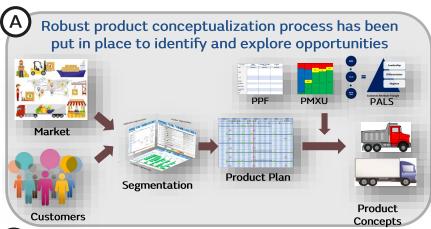


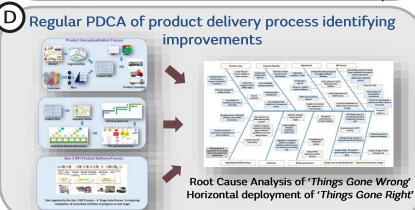


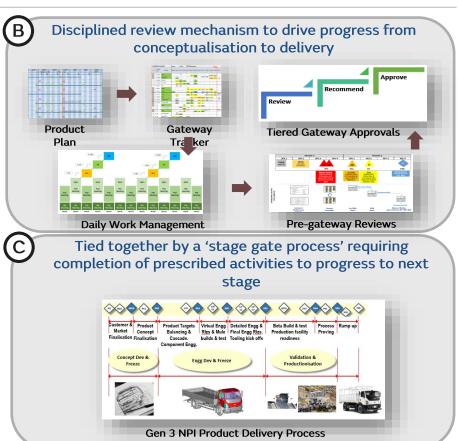
Our processes were strengthened for

On-time, On-budget delivery





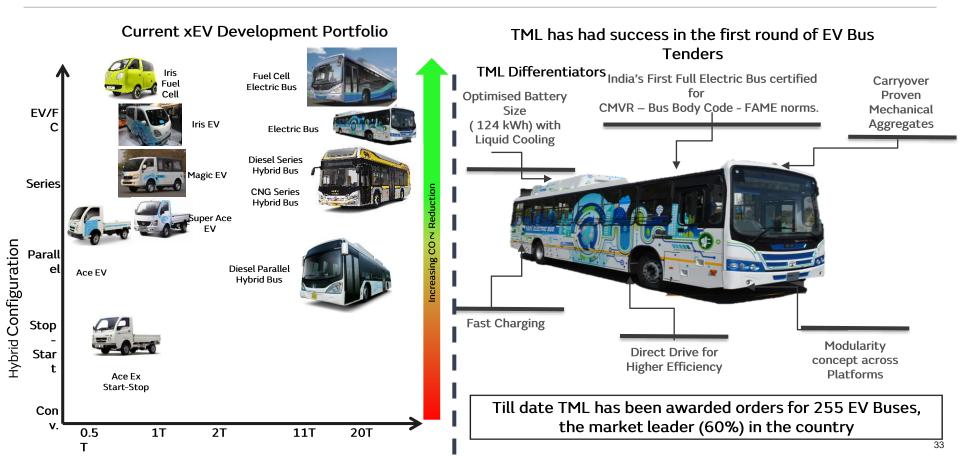




Simultaneously, we will invest to secure our future



Building our capabilities in electric and green vehicles



We are making clear choices on where to invest



Business Risk Mitigation Implement Regulatory Norms Improve Cost Efficiencies

Customer Driven
Quality

Improved Infrastructure

- Creating Flexibility across
 Manufacturing Plants
- Rationalization of capacities



- BS6 Migration by April 2020
- Other CMVR Norms



- MOP Improvement:
- Manpower utilization
- Shift optimization
- Variable Conversion Cost Reduction
- Energy Efficiency
- Recyclable packaging



- Upgradation of facility to improve
- Quality, Durability
- Reliability



- Improved infrastructure for
- Electrical Safety
- Other Areas

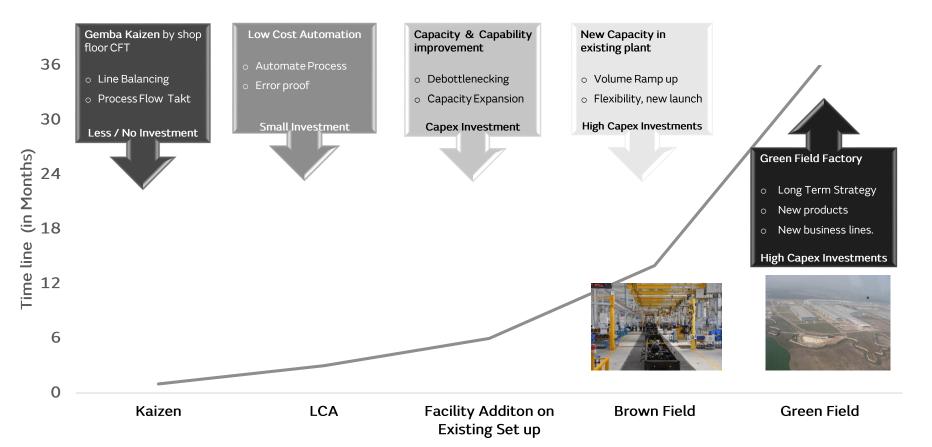


Vendor / Parts development to debottleneck & meet various requirements

Despite significant growth, capex kept under control

View capacity addition as a continuum

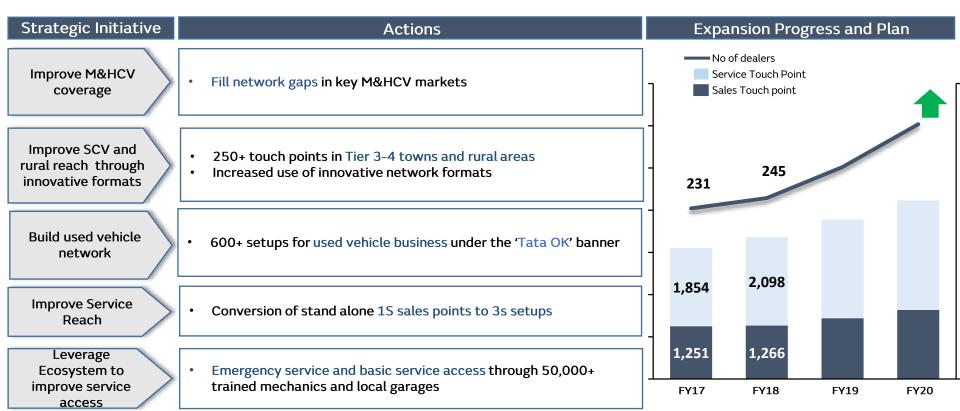




Network expansion to keep pace with demand growth





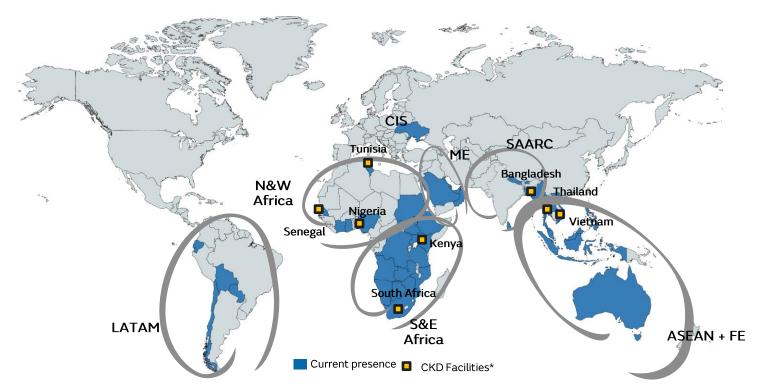




International Business

We are present across 7 clusters





* IB CVBU has assembly facilities across 8 countries. We aim to grow this to other strategic markets taking KD contribution to ~20% of total exports in FY21 compared to 8% in FY18

We would further strengthen this by focusing on 4 key areas



Develop suitable products to

- increase addressable TIV in current markets
- enter new markets

Enhance overall customer experience

Drive optimal sourcing & manufacturing

Establish & strengthen TML brand



TATA MOTORS

Connecting Aspirations







"Winning Sustainably" in Passenger Vehicle

Mayank Pareek, President PVBU

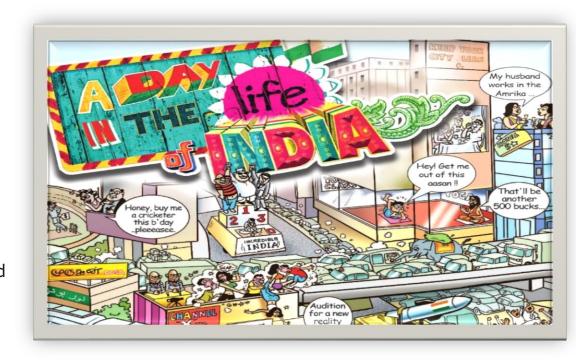
India a land of opportunity!

Opportunity to present ourselves as a challenger!



- Among the fastest growing economies
- Fifth largest Economy
- Demographic Dividends
- Rapid Urbanisation

- 5th largest PV market in world
- 2nd largest two-wheeler market in world



Key drivers for growth in Indian PV market











Government Policies

Road Infrastructure

Young Population

Vehicle Availability

Credit Availability, Interest Rate







Key trends that would influence the PV industry in future





Generation-I trading up with increase affordability and aspiration



Reducing car ownership to drive frequent refreshes/facelifts



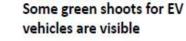
Tier-3&4 and rural to drive demand



SUVs fastest growing segment with maximum launches



Increasing demand for Active Safety
& Connected Vehicle Features





PV industry likely to grow @8% CAGR

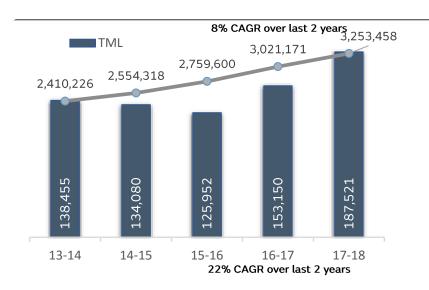
5+ million by 2023



The year that was...

Our volume growth ahead of the market over the last 2 years





Key Highlights

Growth ahead of industry for 27 months in a row

We are now the No 4 player

Tiago, Tigor & Nexon are in the list of Top 10 selling products in their segments

Tiago & Nexon are the second highest selling vehicles in their segment

	Q1	Q2	Q3	Q4	FY18
TML	10.6%	13.1%	20.0%	43.0%	22.3%
Industry	4.4%	13.1%	6.0%	7.0%	7.7%
Market Share	4.8%	5.2%	6.1%	6.8%	5.7%

Uniquely positioned

4 new nameplates in 4 different segments













'EXciting', 'EXpressive' & 'EXtraordinary'

- Unparalleled package of :
 - -Style,
 - -Performance, &
 - -Innovative features.



Product Video

Our basics are getting better





Key Highlights

NPS score improved from -1 to +14 in 3 years

3rd most loved brands

CSI improved from 847 to 877 (Rank 2nd)

Appeal index up 29 points

Adherence to SOP

Focus on Enquiries & Bookings



Looking ahead – "Win Sustainably" with sustainable profitable growth

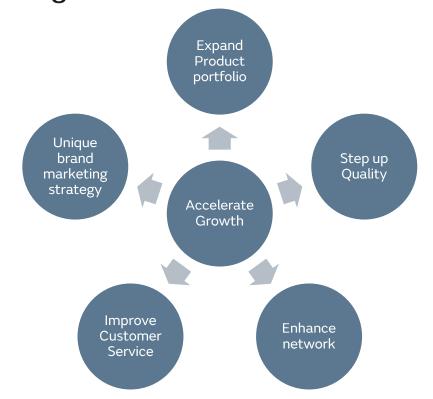
Steps to "Win Sustainably"



Immediate: Turnaround 2.0 Sales Enhancem ent Step up Structural **Turnaround** capacity cost 2.0 utilisation reductions Affordable & Efficient

capex

Long term : Accelerated Growth



Rigorous 'Turnaround' plan underway



1 One Team – One Target : Target cascaded across functions, levels - covering all products and plant locations

2 24 VMTs and 4 CFTs empowered to generate potential and execute them in a speedy manner.

- 3 Speed Accelerated efforts in maturing the newly generated potential across GEAR milestones. 56% reduction in time.
- 4 Rigorous review governance DWM and Weekly Cost Reduction reviews to drive the results.
 - Embedding new capabilities Focus on analysis based idea generation, data driven negotiations

Thrust on Idea Generation and Implementation



Involvement of all employees

Recovery of RED BIN Ideas Generate, Evaluate Re – evaluate, Re-generate



Robust Governance System



Stretched targets for cost reduction

Involvement of suppliers and dealers

Expand product portfolio





India is an "and" country

Car for every purse and every taste

Leverage our architecture to expand product portfolio



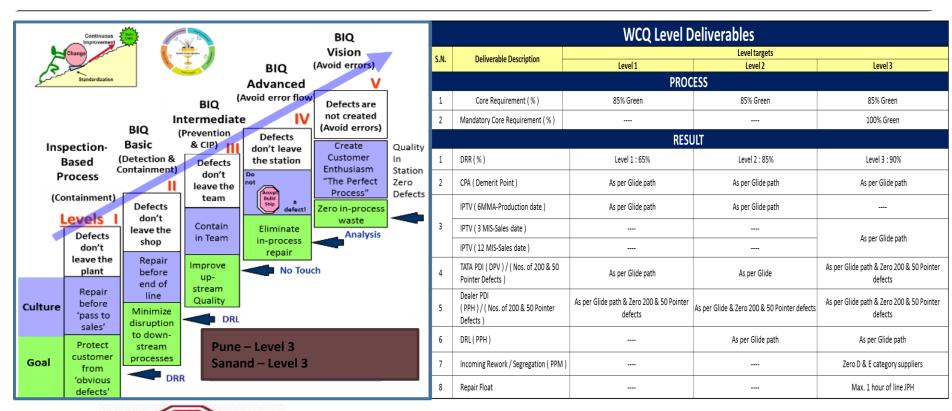


Agile Light Flexible Advanced Architecture



Towards World Class Quality!



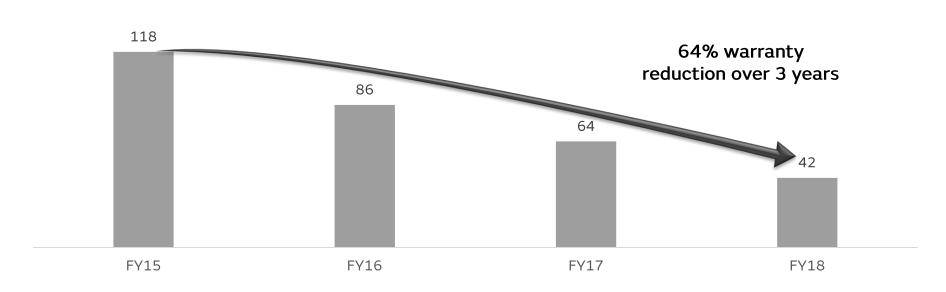




Vehicle Quality Improved Consistently

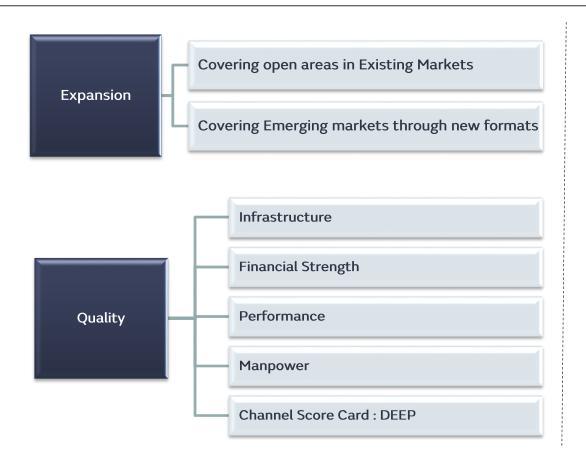






Enhance network coverage





Strategic Initiatives

Rapid expansion of dealer network to cover market and support business volume

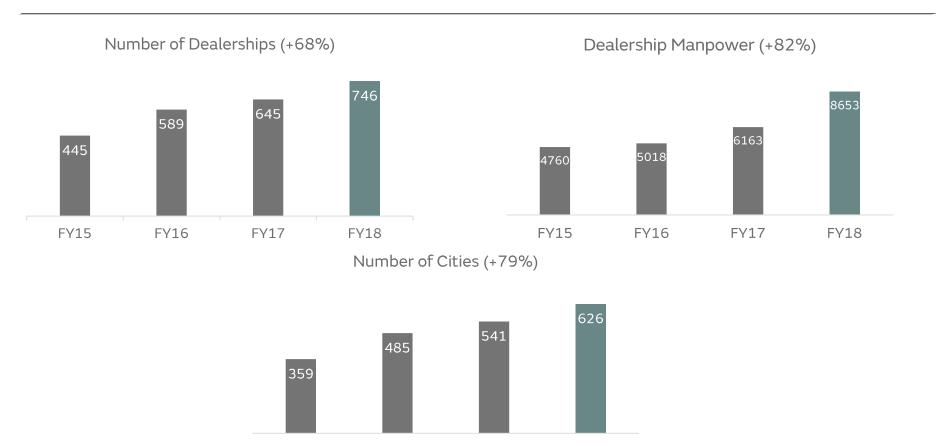
Revamping the network infrastructure in line with changing Corporate identity and customer preferences

Improving channel engagement level

Building channel capability and capacity in line with changing business environment and business needs

Enhance network coverage





FY17

FY18

FY16

FY15

Addressing the needs of new age customers





Consistent increase in Net Promoter Score

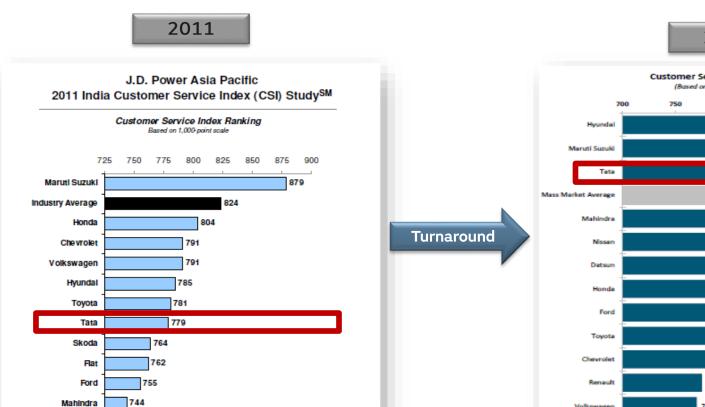




Customer Video

Improve customer service





2017



Focused efforts to step up brand image









Differentiated approach to segments



Different Segments....



...need Different Strategies



Our target customer – First Time Buyer





- · First Time buyer important for creating funnel
- Low Car Penetration @ 16/1000
- Current Penetration @ 40% is low
- Identify Likely Segments for first time buyers
- Focus specific models for the first time buyers
- One Anchor Event every month

Our target customer – Second car owner





• % of Households owning more than one car will increase

 Developing product portfolio will give us opportunity to position few products as additional cars

Loyalty cards and upgrade schemes

Replacement Cars – Tata Motors Assured





PRE OWNED CARS

Concorde

कॉनकॉर्ड





Our target customer – Rural Opportunity





- Sizeable untapped potential
- Fastest growing segment
- 35% of the total market
- Unique challenges

Experiential marketing



On-Ground Activations

Hexa Café – Mall Activations



We are committed & on-track to "Win Sustainably"



TATA MOTORS

Connecting Aspirations







Future Ready - Powertrain Strategy and Modular Platform

Rajendra Petkar, Chief Technology Officer

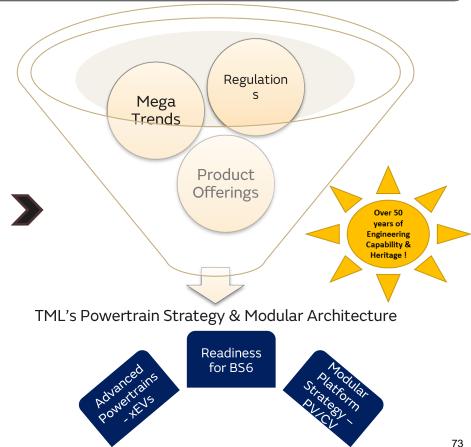
We are well prepared for the future

Addressing product & technology drivers



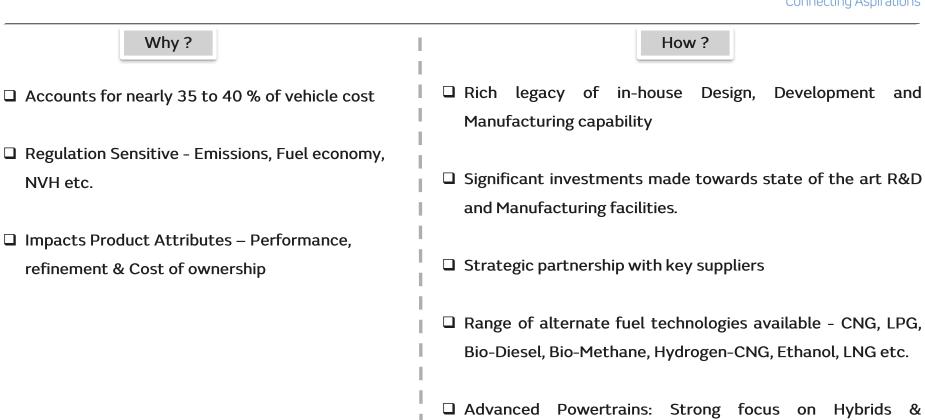
Product & Technology drivers

- Regulations
 - BS4/6 Emission norms
 - Fuel Economy
 - Safety norms
 - Rated loads, others
- Mega Trends
 - ACES (Autonomous, Connected, Electric, Shared)
- Strategic Product Offerings
 - **Brand DNA**
 - Attribute Futuring
 - White Space Opportunities



Powertrain is a core strength of TML





Electrification with related systems.

Powertrain is a core capability for TML

Economy

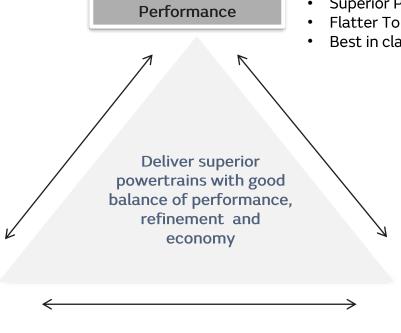
Acquisition cost

Fuel Economy

Cost of Service

Being leveraged to enhance customer experience





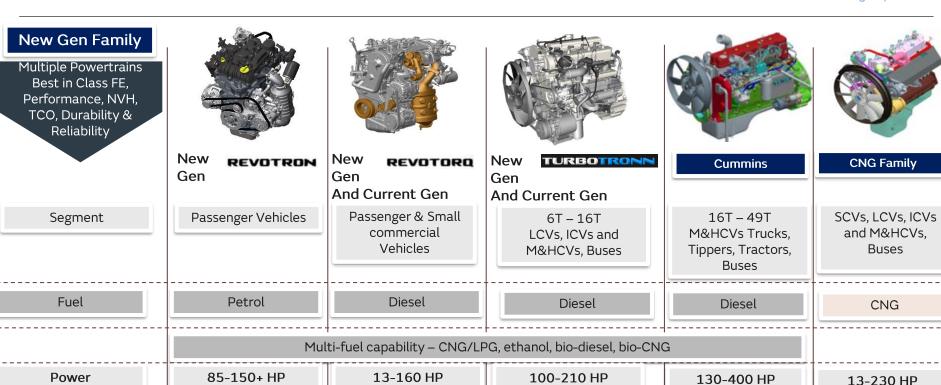
- **Superior Power**
- Flatter Torque curve Characteristics
- Best in class Low End Torque

Refinement, Reliability & Durability

- Robust architecture
- Higher B10 life
- Higher Warranty Period
- Gear Shift Quality & Pedal Effort

Unbeatable Powertrain Options delivering a range of applications TATA MOTORS

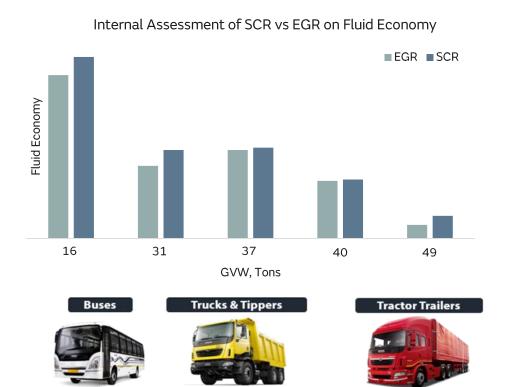




Capacity 1.2L NA,1.2L TC, 0.6L, 0.7L, 0.8L, 3L, 3.3L, 3.8L, 5L 0.6L, 3.8L NA/TC, 5.9L,6.7L,8L,9L 1.05L, 1.3L, 1.5L, New **5.7L NA/TC** 2.2L

SCR - Our winning proposition for MHCVs @ BS 4





Advantages of SCR vs. EGR in M&HCV segment

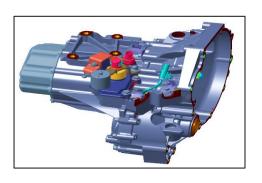
Parameter	SCR	EGR
NOx conversion efficiency	Up to 98%	60-70%
Power density	©	<u> </u>
Low TCO*	©	<u>:</u>
Robustness	©	<u>:</u>
Engine Durability	\odot	<u>:</u>
Oil Drain Interval	©	<u> </u>
Sulfur tolerance	©	<u>:</u>

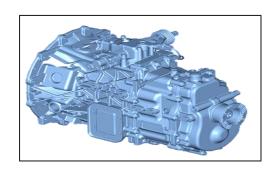
Strategy for emission control Technology
- Focus on duty cycle, market segment,
robustness and affordability

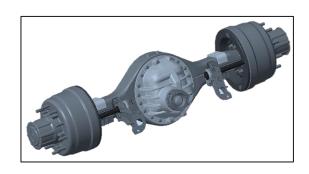
SCR: Selective Catalytic Reduction

Superior TCO from our reliable, rugged & efficient drivelines









Transaxles Gearboxes Axles

- In-house Design, Development & Manufacturing capability
- Widest range of manual and automatic transmissions for a wide gamut of applications
- Value Added features
 - Gear shift advisor, Self adjusting clutches with Low friction technologies

Automatic Transmissions enhancing driver comfort

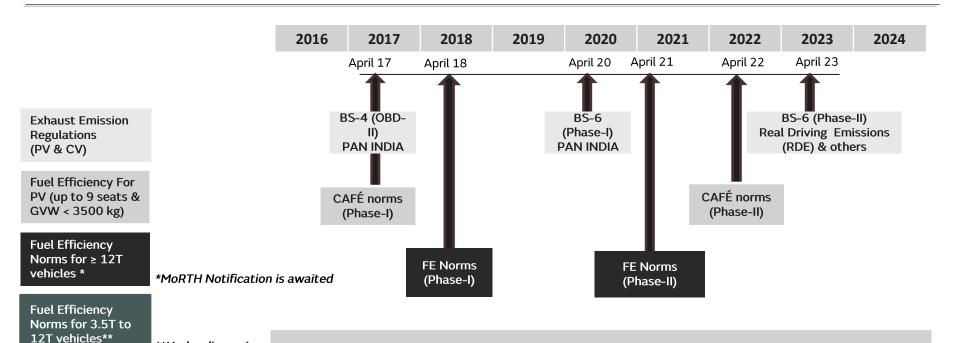




We will migrate to stringent BS 6 regulations on time

**Under discussion





- Substantial reduction in tail pipe emission is required (50 to 90 %)
- Shortest ever timeline (3 years) for switching from BS 4 -> 6 skipping BS5
- Europe took 7-9 years from Euro 4 to 6 migration with Euro 5 in between
- Fuel Efficiency regulations implemented in a phased manner for all categories

We are investing to create BS6 capacity & capability





Light Duty Engine Development



Mileage Accumulation - SCV



Mileage Accumulation Facility - HCV



Simulation & Measurement Equipment's



Heady Duty Engine Development



Emission Development Lab - PV

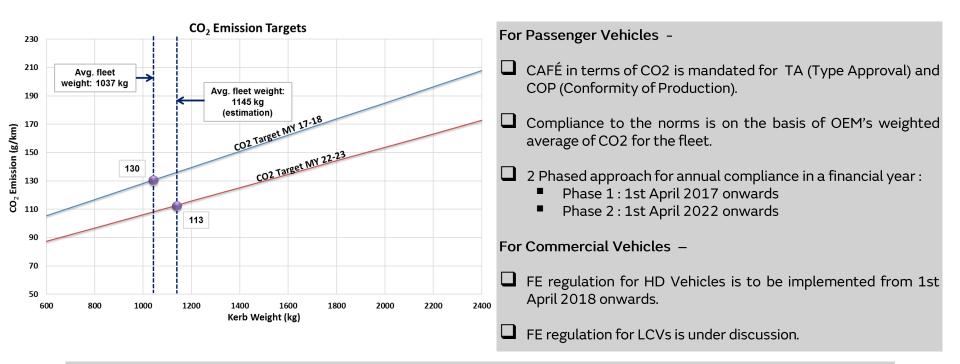


Data Acquisition & Control Rooms

- ☐ Efficiency gains in development timeline for BS 6 Powertrain from 48 to 30 months
- ☐ Well defined work scope for entire product range (PV & CV)
 - Unique Engine platforms
 - Vehicle variants

We will be ready for CAFÉ 2022 with best in class fuel economy TATA MOTORS

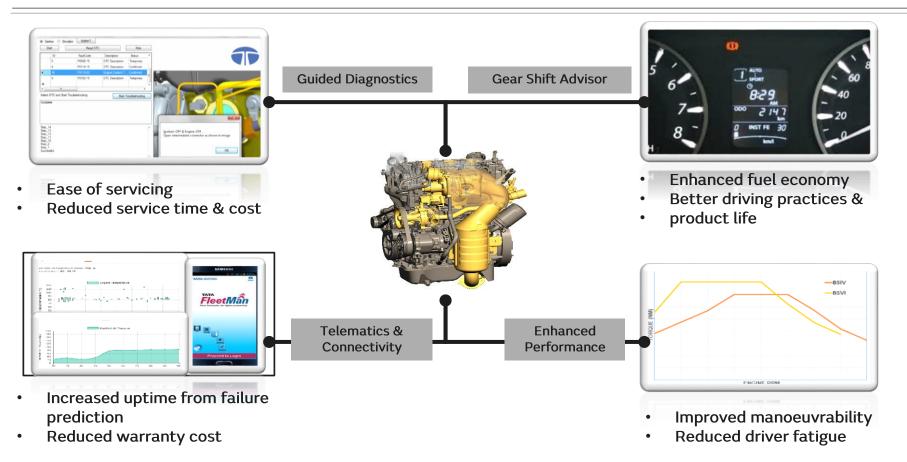
Connecting Aspirations



Simultaneous compliance to Emission & FE Norms within a short span of time (Technology & Timelines)

Our products continue to offer best in class features





We are going green with Advanced Powertrains (xEVs)









Tigor EV: EESL Order: Delhi

Diesel Hybrid Bus: MMRDA Order



12M EV: Kolkata



9M EV : Jaipur, Indore, Lucknow, Kolkata, Jammu, Guwahati.



Zero Emission, India's 1st Fuel Cell Bus

TML's future of mobility showcased @ Delhi & Geneva













Magic EV



12m Urban Electric Bus



Tiago EV



Tigor EV



RaceMo EV









EVision Concept Electric Vehicle

We shall be providing customer preferred options on EVs



Today

- I IC Engine based Architecture
- □ Low Voltage: 72 V
- ☐ City Range: 150 Km
- Moderate Acceleration
- Moderate Efficiency
- ☐ Slow Charging
- ☐ Air Cooled
- ☐ Diagnostics



Tomorrow

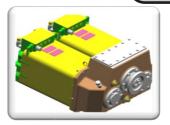
- Dedicated EV Architecture
- High Voltage: 320 V
- ☐ City Range : 300 + Km
- ☐ Higher Acceleration
- ☐ Higher Efficiency
- ☐ Fast Charging
- □ Liquid Cooled
- ☐ Prognostics



Battery Pack

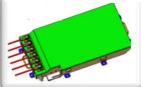


Battery Management System



Traction Motor

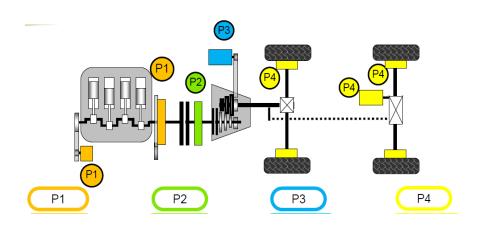


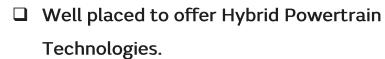


High Voltage Systems

And also for Hybrid Vehicles







- Over 15 years of experience in Design &Development in this space
- ☐ Exported first set of hybrid buses to Madrid,Spain in 2013.
- 25 diesel Series hybrid buses delivered toMMRDA .







Motor

Hybrid Battery Pack Motor Controller

CV moving rapidly to modularisation

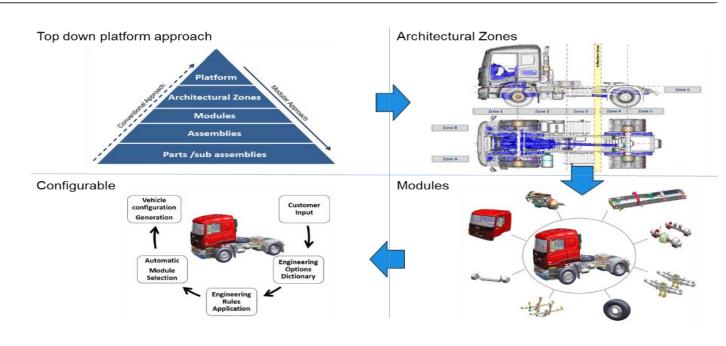
TATA MOTORS Connecting Aspirations

Key to customisation, cost savings, scale, capex optimisation & speed







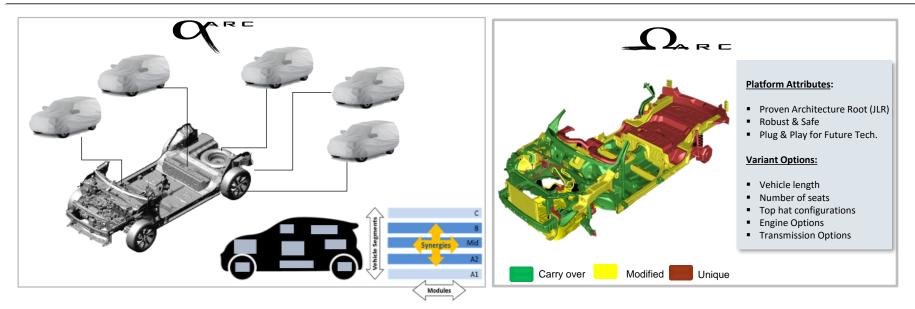


- Prima, Ultra & Intra Platforms designed with modular approach
- 99 Assemblies to 32 Modules

PV product development based on 2 basic architectures



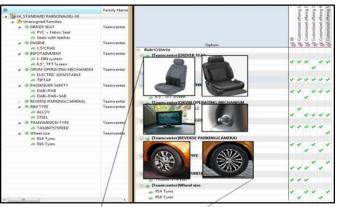
Key to product range, capex optimisation, cost savings, scale & speed



- Modular, Scalable & flexible platforms with 'Design to Edge' Engineering for lower weight and cost
- Multi-segment product reach ranging from small hatch to Compact SUV
- Protected for future technologies/safety requirements including ADAS and xEV

We are now moving to massive customisation







Rules & CAD data

Product configuration in PLM aligned with interface to customer selected configuration



Product configuration in PLM



Product configuration integrated with e-Guru Super App (Product catalogue at dealers)

Vehicle configuration App

- Modularization enables customers to configure the vehicle of his choice
- Product Configurator is designed from PLM and interfaced with front end (web & mobile enabled)
- Also helps streamline supplier base



Our new Design language





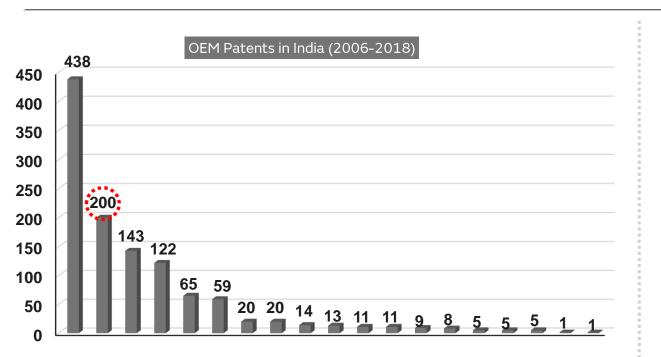
- **□** Exciting Proportions
- **□** Expressive Surfaces
- ☐ Extra-ordinary Details



- ☐ Inviting Spaces
- ☐ Intelligent Choices
- ☐ In-Touch Interfaces

We take pride in our culture of innovation & R&D capabilities







Thomson Reuters Top 50 Indian Innovator companies & research org for 2015



Top 50 most voted organization for IP Excellence in INDIA Award in year 2016

We will continue to create products that our customers love



TATA MOTORS

Connecting Aspirations

TATA MOTORS





Deliver now & Get Future Ready - ImpACT Initiatives

Shailesh Chandra

FY16-17 "Transformation" journey had 6 themes



Intense Topline focus



Customer Centricity



Agile Cost Management



Lean & Accountable Organization



Structural Improvements

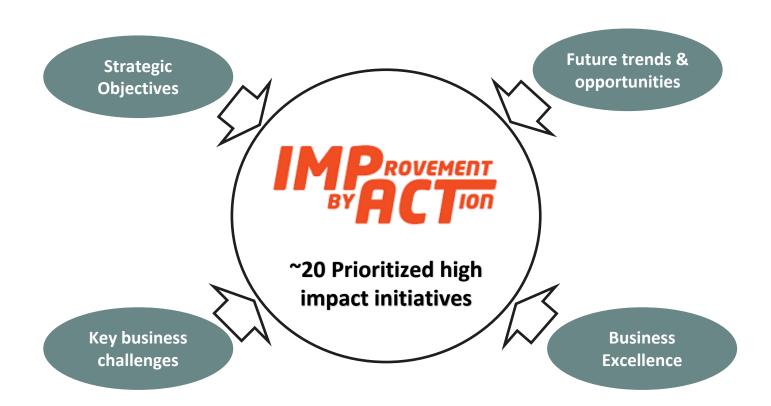


New technology & business opportunities



High potential initiatives prioritised under "ImpACT"





Highlights of the approach



Team approach



- ExCom Ownership
- Driven by senior leaders
- Dedicated & empowered CFTs
- Centralised PMO

Task approach



- Clear targets basis benchmarks
- Result oriented forward planning
- Focus on execution
- Rigorous review cadence

Initiatives clustered into 3 areas to deliver max impact





Market & Financial Focused

- Product Margin Improvement
- Value creation through GST

Realised ~ Rs. 1900 crores of savings through Impact initiatives (FY17-18)





Systemic Improvements

- Step up Customer experience
- Integrated Sales & Planning Process

A few examples covered in subsequent slides



Capability Development

- Building Strategic Supplier Base
- Quality Management Systems

Example 1: Product Margin Improvement



Challenge



- Rising DMC
 - regulation, technology, inflation & features
- Cost structure behind benchmarks
- Inability to fully price due to competitive intensity

Actions



Value engineering

- Mega-teardown & analysis (36 models)
- 270+ workshops (160+ VAVE, 40+ Supplier)
- 14000+ measurements, 5000+ parts covered, 3900+ unique ideas generated

Commercial Negotiation

- 160+ SHOULD Cost models & 900 parametric models
- Yield improvement and localisation
- Alternate cost effective sourcing, Value chain mapping, E-Auctions

Benefits



- Significant cost reduction achieved (FY 17-18)
- Significant cost reduction actions in pipeline
- Should cost and parametric modelling capabilities
- Extended to subsidiaries

Example 2 - Value creation through GST



Challenge



- Value creation opportunities by leveraging the GST framework
- GST Business Continuity & Compliance across all business entities

Actions



- Integrated working
 - 26 work-units + 8 Subsidiaries + Dealers / Channel Partners.
 - 90 major IT process & 6 IT Platforms
- Strong, across the company governance
- 400+ sessions with external stakeholders along with govt officials to get prepared.
- 50+ opportunities for 'Value Creation'
 e.g. Restructuring of discounts, outbound logistic; vendor Purchase Orders

Benefits



- Significant cost reduction achieved (FY17-18)
- Improved operational efficiencies across business

Example 3 – Step up customer experience



Challenge



PV

- · Weak brand sentiment
- Low sales conversion (enquiries to retail)
- Low dealer satisfaction and engagement

CV

Customer and dealer confidence

Actions



PV

- Tata 'Advocates' deployed, customer experience processes strengthened
- Mantra' Sales SoP rolled out; Capability built through large-scale training
- Online Engagement Platform deployed
- Incisive lead & lag sales metrics; training and rigorous review governance

CV

- Increased engagement with customers & stakeholders across levels
- Sampoorna Seva

Benefits



PV

- Net Promotor Score up 56%
- Brand Consideration up 16%
- Conversions up 40%
- Dealer Satisfaction up 17 points

CV

- NPS (Service) 22% up
- Dealer Satisfaction 35 points up

Example 4 - Building Strategic Supplier Base



Challenge



- Challenges in managing a large vendor base (>1000 nos)
- Agility and capability of the supplier base to meet future expectations (capacity and new product development)

Actions



- Purchase Category strategy finalized including supplier mapping
- Supplier capability analysis and independent audit
- 3 step Rationalization
 - Consolidate where possible
 - Product Phase-out based exits
 - Modular Systems Design & Sourcing
- 'Sourcing Council'

Benefits



- ~30% reduction in FY18
- Integrated Supplier
 Performance Dashboard

Example 5 - Quality Management System



Challenge



- High cost of quality
- Lack of standardised systems across locations
- Low First-Time-Right capability

Actions



- QMS training to production, quality and engineering staff (+2500)
- Cost of Quality (COQ) Model with benchmarking
- 100+ 'Lighthouse projects' tracked on-line
- 24 Pilot 'Zero Defect' (ZD); Horizontal deployment ongoing
- 'Do-It-First-Time-Right' (DIFTR) metrics implemented across 7 plants, 56 shops
- Standard Problem Solving Toolkit and Operator Certification process rolled out

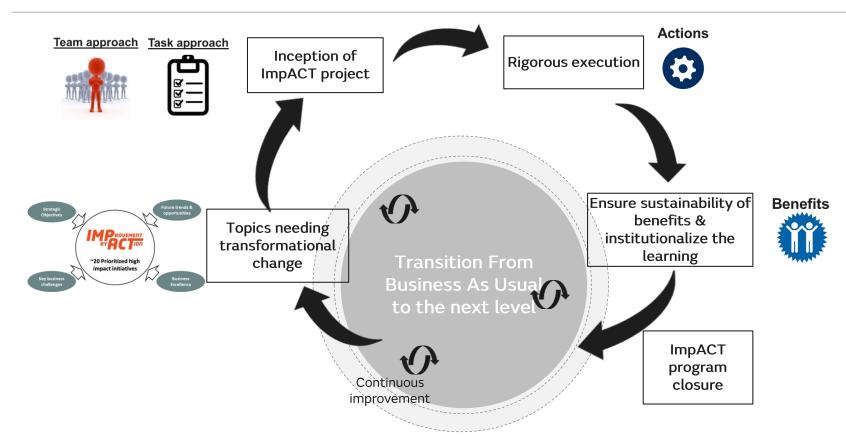
Benefits



- Significant cost reduction achieved (FY 17-18)
- Total throughput time improvement (DIFTR measure)- CV:20%; PV:40%
- Pool of Certified quality professionals (165 SPS)

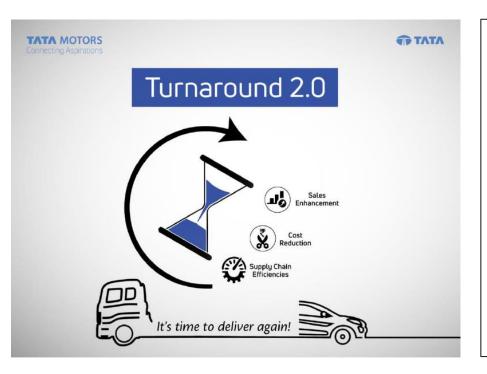
Turnaround 2.0 – Role of ImpACT





Stepping it up further - Turnaround 2.0





- Renewed focus on PV turnaround
- CV actions to continue
- Additional ImpACT initiatives planned
 - Distribution & Logistics
 - Modularity
 - Amazingly Simple: Process simplification
 - Warranty cost reductions
 - Time to market
- Specific ImpACT projects to continue
 - Next wave on Margin improvement project
 - Quality management system
 - Integrated sales and operations planning
 - Building strategic supplier base



Employee Speak

The new agile Tata Motors visible now

Winning the EV tender & supply of cars within 4 months



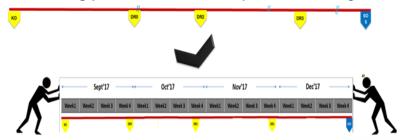
Culture of agile working to win in an industry facing disruptions....



- √ Agile culture to work with start-ups
- ✓ Creation of empowered ring-fenced teams
- ✓ Quick decision-making as and when required
- ✓ Joint Project House structure: Co-located
- ✓ Truncated process with adequate risk-mitigation

Declared L1 in the EESL tender for 10,000 electric car

Re-defining processes with adequate risk-mitigation to grab opportunities



Key project activities completed in 4 months

- ✓ Concept Development to ARAI Certification at exceptional pace
- ✓ Quick packaging and Proto development
- ✓ Joint Project House for quick software integration
- ✓ Supply chain ramp-up of within the short period
- ✓ Manufacturing facility pilot set up with swift actions

Continue to lead the EV and Mobility space





Explore new partnerships, business models

- ✓ Drive Mobility as a Service to create disruptions
- ✓ Develop Unique value proposition leveraging Tata Group







Service Provider/ Operator

Procurement

Operations

Maintenance

- Electric Buses (with Drivers)
- Charging Infrastructure

Proposed Mobility model for City Electric buses



Lead in EVs- Invest in technology & powertrain

- Optimised solutions sharply addressing customer needs
- ✓ Focus on Contemporary and accessible EV solutions



- Conversion route to address the immediate demand
- Optimise range and performance to maintain economic balance

Long-range EVs (300-400 km) package protected in our future platforms to meet longer term requirement





Drive aspirations through future products with class leading technology and features

We will continue to deliver today and prepare for tomorrow!



TATA MOTORS

Connecting Aspirations

TATA MOTORS





Fit for future – Creating a strategic supplier base

Tom Flack

A multi-pronged approach to build a future ready supplier base



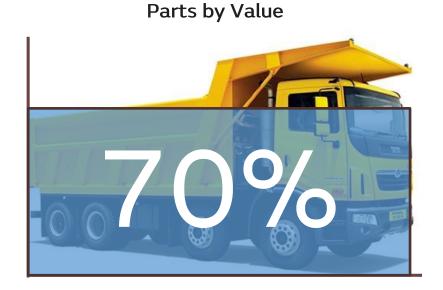


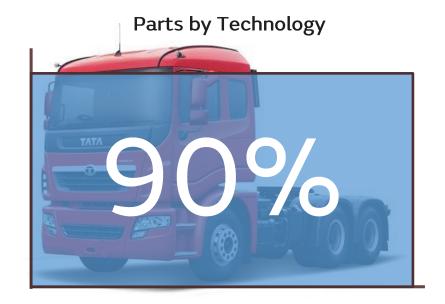


Partnerships to deploy smart, localized technologies across segments

Supplier Contribution by:

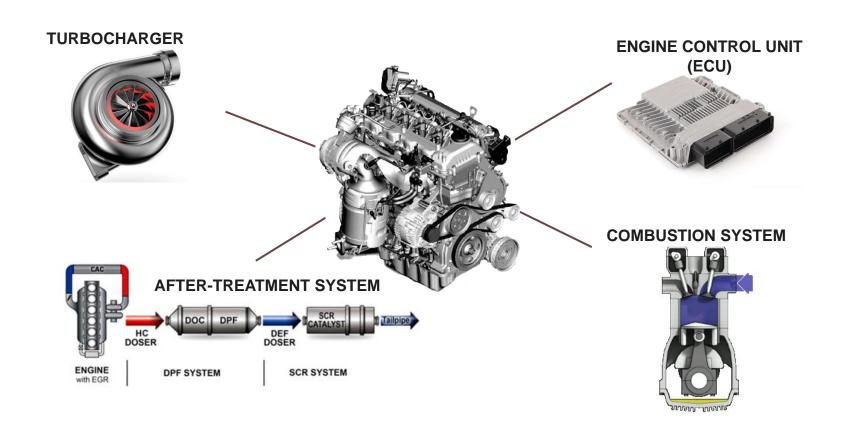






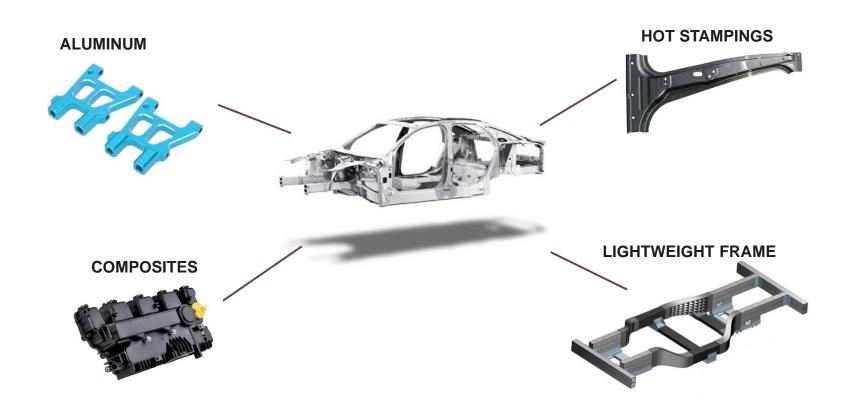
Engine technologies – BS 6 journey





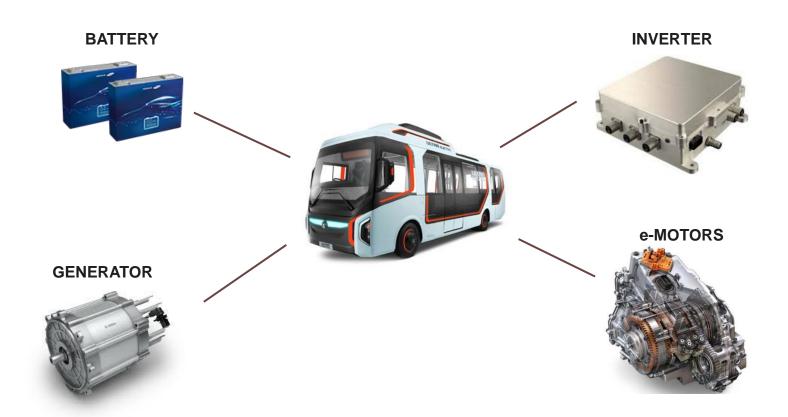
Light weighting technologies





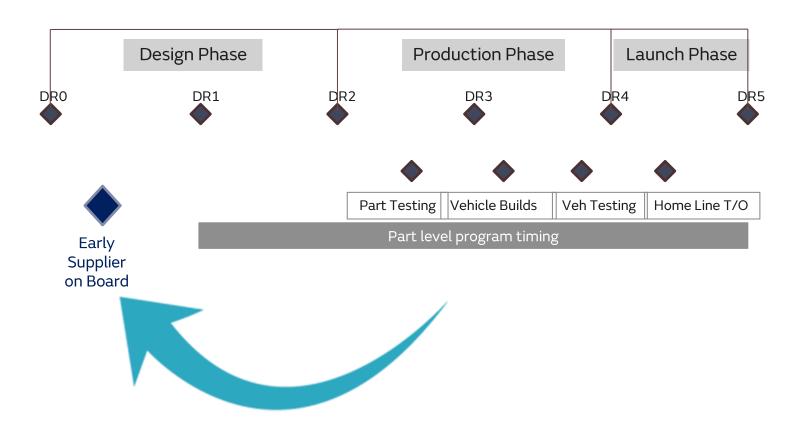
Electrification





Engage early to launch on time, improve quality





Leverage modularity & drive re-use

PV: Architecture strategy

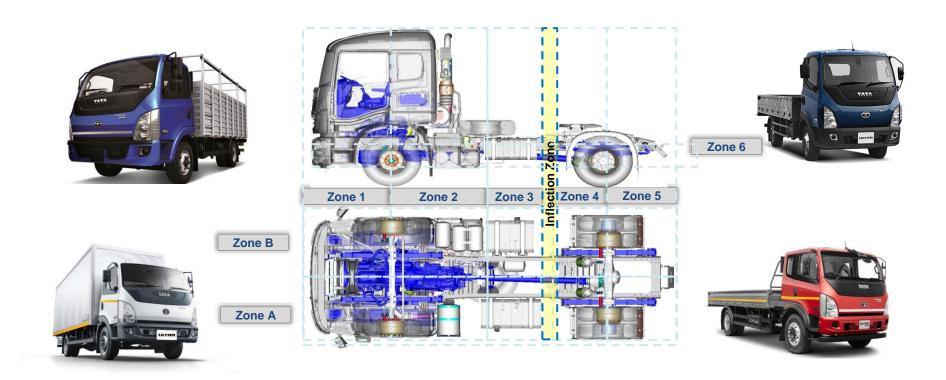




Leverage modularity & drive re-use

CV: Modular example

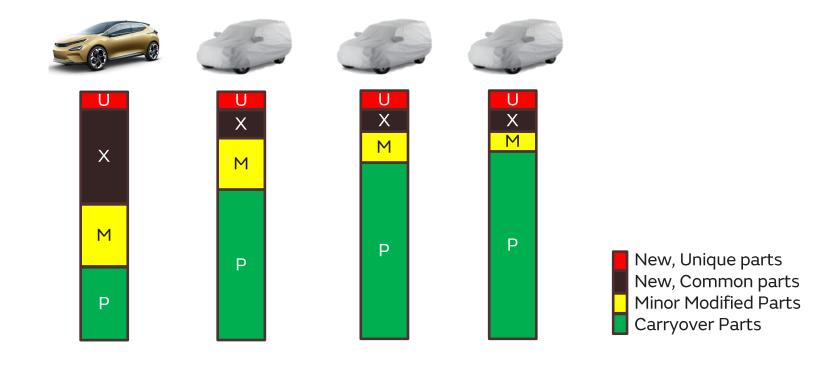




Leverage modularity & drive re-use

PMXU





Drive supplier engagement to become a "Customer of Choice"

TATA MOTORS
Connecting Aspirations

Gain preferential access to supplier tech & investment



Supplier council activated to drive proactive engagement



















YAZAKI







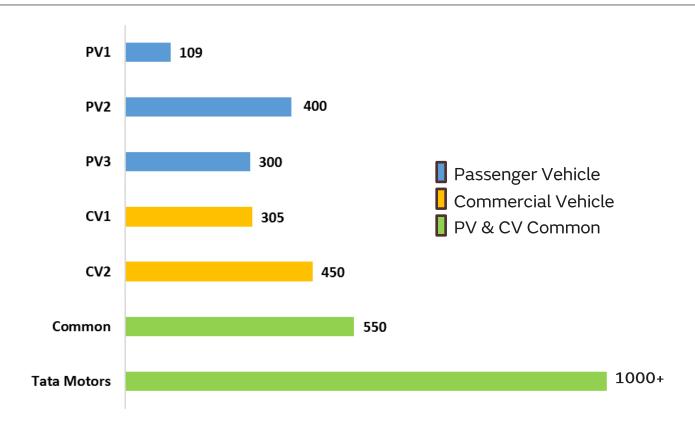






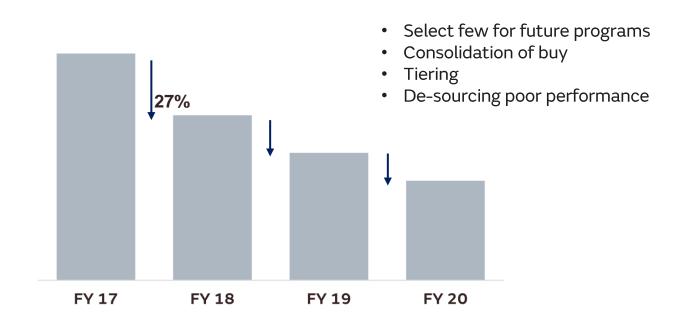
We need to build scale in our supplier engagements





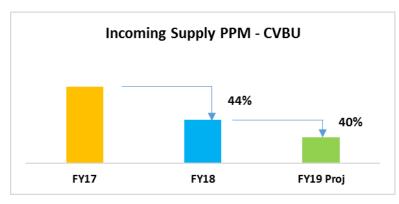
Initial steps taken during FY 18, more to follow

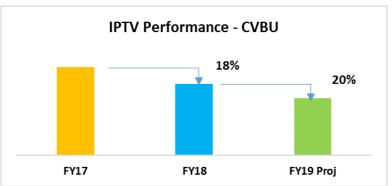


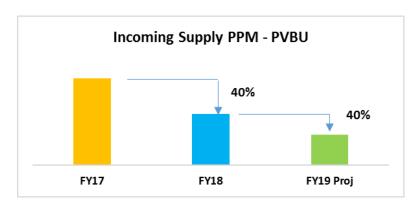


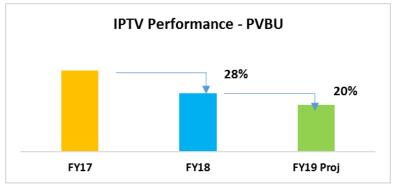
Initial results visible with step change in supply parts quality





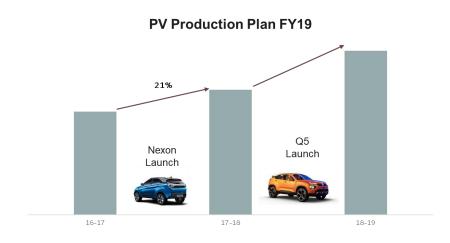


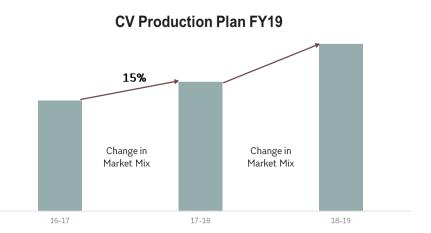




We are gearing up significant volume increase at the back-end

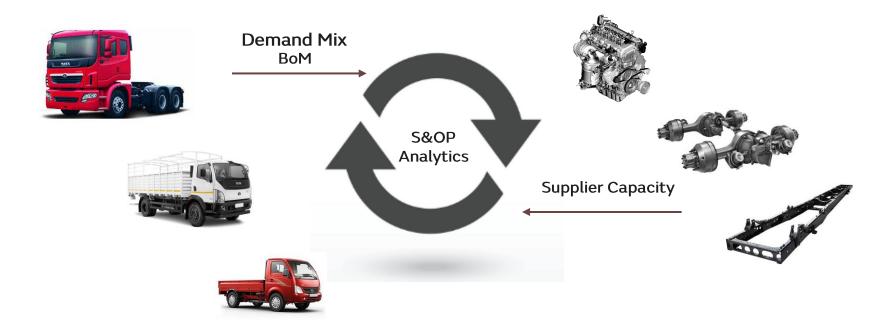






Connecting supply with demand dynamically





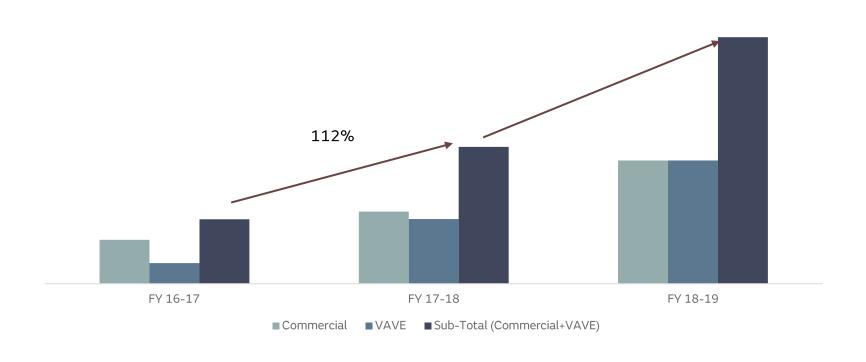
Wide variety of tools deployed to drive costs down





Sizeable cost savings delivered & more to follow





Partner suppliers with poor financial health to aid recovery

Joint working model with Tata Motors Finance



Role of Tata Motors Finance

Dedicated to TML and draws comfort on the relationship

Conducts Financial Risk Assessment of the vendor

Independent financier view

Ensures confidentiality of data

Correcting Capital Structure

Right design of capital Structure

Security backed Term funding linked to Cash Flows

Off balance sheet financing

Structured Financing & Other bespoke solutions

Financing Working Capital

Invoice Discounting

Purchase Order Financing

Working Capital Demand Loan

Revolving facility

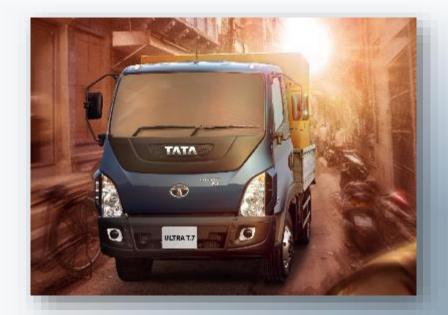
Win-Win-Win synergistic eco-system : Suppliers, Tata Motors Finance & Tata Motors

Well on-course to building a future ready strategic supplier base



TATA MOTORS Connecting Aspirations







Tata Motors Finance: Reclaim our future

Samrat Gupta

TMF Group Structure



TMF Holding company is a CIC which has two subsidiaries

TML

- Organisation Structure to create 'Centers of Excellence' for all TMF Group companies
- Group companiesLeasing to lighten TMLbalance sheet

TMFHL

Deleveraging TML Balance Sheet

- Funding of equity / Debt requirement of all subsidiary companies
- Regular dividend payout to TML

Play an active role in demand creation and fulfilment by doubling our loan book in 3 years.

Grow MHCVICV disbursement and help TML acquire competition customers

Improve SLCV & PV Market share of TML

TMFL

Grow TML Market Share

TMFSL

Improve
Residual
Value of TML
Vehicles

Grow Used vehicles customer base and book size and match portfolio quality to 'Best in Class'

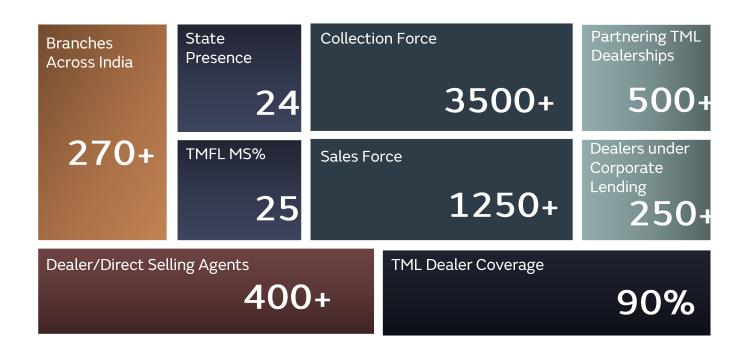
Grow Corporate Lending business within Tata Motors eco-system

Develop used vehicle brand

A Glimpse of TMF



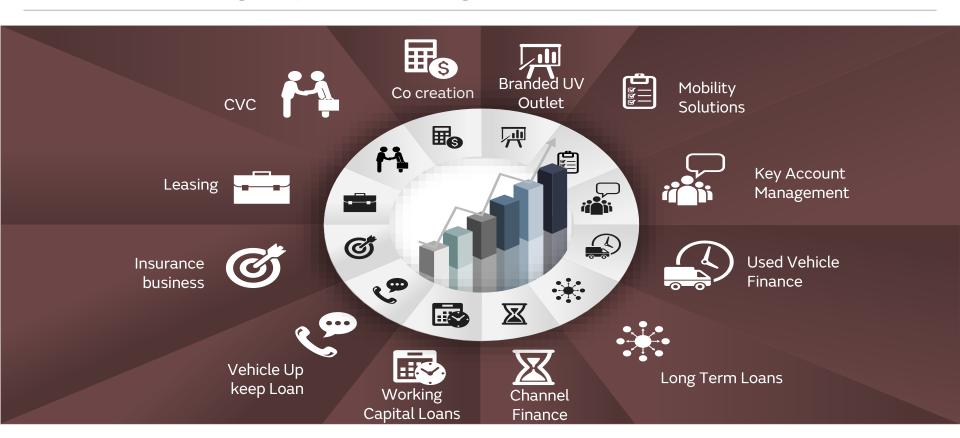
A wide network and extensive manpower caters to our customers



TMF's Product Suite



We have a wide range of products suiting customer needs



What do we stand for

TATA Motor finance driven by trust

A clearly articulated Vision, Mission and values drives us

Vision





Mission

"Enabling Economic Success, Fulfilling Aspirations" "To provide relevant customer centric financial products and solutions that support sustainable growth of the Tata Ecosystem"

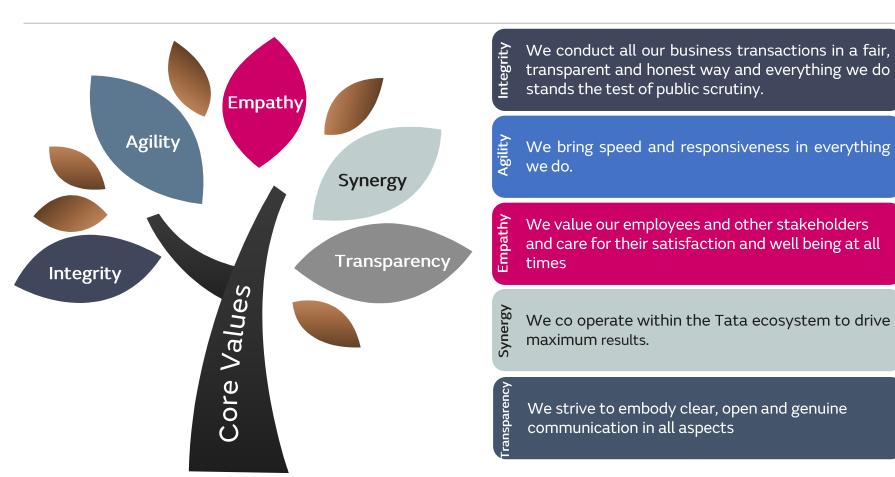
As a High Performing wolf pack, By 2020

- We are a Rs 50,000 Crores asset under management group
- Maintain top notch portfolio quality
- Expand reach to every demand pocket
- Transform to a tech savvy organization
- Attain 20% sustainable ROE



Our Values





Key Strategic differentiator

Our value proposition



Differentiators that will make us win in the market place





Innovative financing





Superior Responsiveness





Bespoke Wholesale Debt Offering

Where will growth come from



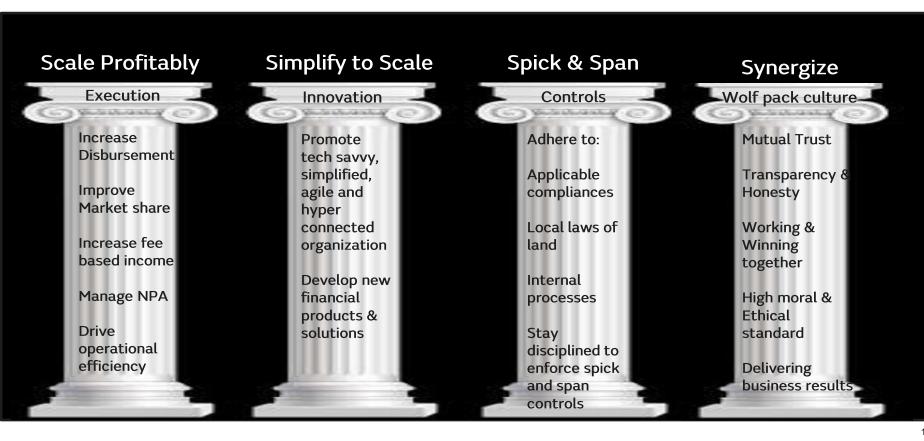
TMF's growth is expected to come from new customer acquisition



TMF Wolf Pack Culture..

TATA Motorfinance driven by trust

Hunt together, Work together and Win together





TMF: Business Commentary

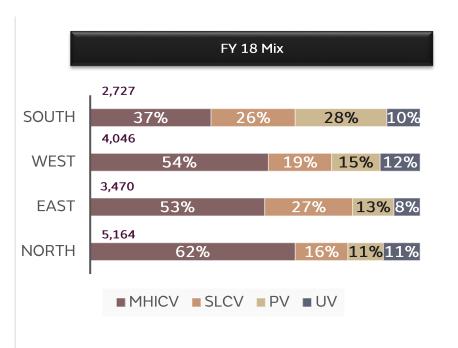
Retail Assets Financed



Rapid disbursement growth in the last financial year

Rs Cr.

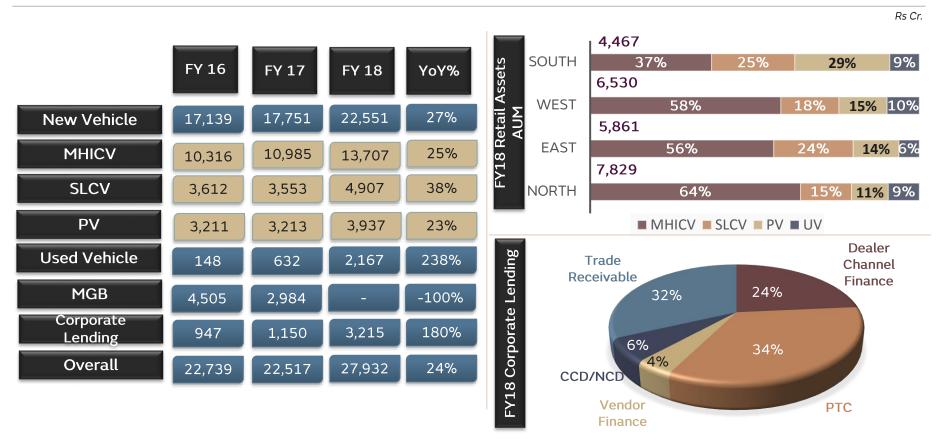
	FY 16	FY 17	FY 18	YoY%
New Vehicle	8,835	8,670	13,792	59%
MHICV	5,974	5,328	8,230	54%
SLCV	1,511	1,799	3,218	79%
PV	1,350	1,542	2,345	52%
Used Vehicle	150	628	1614	157%
Overall	8,985	9,298	15,406	66%



AUM Composition

TATA Motor finance driven by trust

Substantial growth in book has enabled market share increase



Credit Quality

The portfolio quality has improved significantly



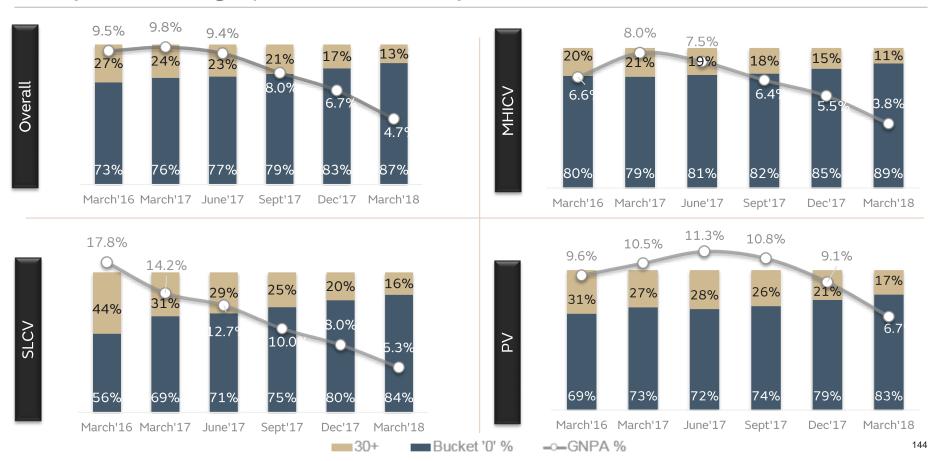
Rs Cr.

	On Book AUM	GNPA	NNPA	GNPA%	NNPA%
New Vehicle	21,215	996	685	4.7%	3.3%
MHICV	12,476	477	340	3.8%	2.8%
SLCV	4,808	257	171	5.3%	3.6%
PV	3,930	262	174	6.7%	4.5%
Used Vehicle	2,167	11	8	0.5%	0.4%
Corporate Lending	3,215	32	29	1.0%	0.9%
FY18	26,596	1,054	721	4.0%	2.7%
FY17	21,476	3,851	2,767	17.9%	13.6%
FY16	22,554	4,483	3,151	19.9%	14.8%

New Vehicle Finance- Credit Portfolio Quality

TATA Motorfinance driven by trust

Each product category has witnessed improvement



Profit & Loss snapshot- Consolidated



Rs Cr. IGAAP

Particulars	FY 16	FY 17	FY 18	YoY%
Total Income	3,229	2,720	2,876	106%
Finance Cost	1,704	1,580	1,456	92%
NII	1,525	1,139	1,419	125%
Operating Cost	560	589	540	92%
Emp Cost	188	227	306	135%
Credit Losses	450	1,001	265	26%
Depreciation	25	21	18	86%
РВТ	302	(699)	290	-
Tax Expense	35	484	73	15%
PAT	267	(1,182)	217	-

Balance Sheet- Consolidated



Rs Cr. IGAAP

Particulars	Mar'16	Mar'17	Mar'18
Net Worth	2,981	1,637	2,309
Borrowings	19,929	20,347	25,112
Other Liabilities	1,095	2,024	1,517
LIABILITIES	24,005	24,008	28,938
Cash & Bank	830	1,295	1,150
Finance Receivables	19,291	19,654	23,312
Investments	720	1,206	1,517
Other Loans & Advances	948	741	1,182
Trade Receivable	1,490	489	1,054
Goodwill	205	205	205
Other Assets (Incl DTA)	521	418	518
ASSETS	24,005	24,008	28,938

Strategic Goals

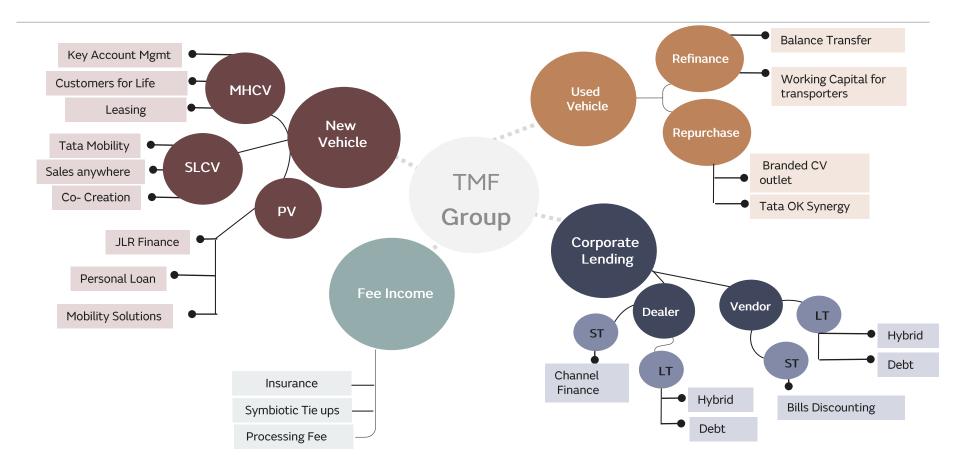
As a High Performing wolf pack, By 2020....





Areas of Growth

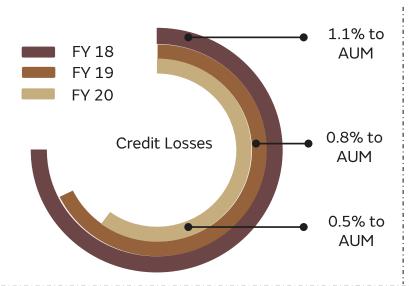


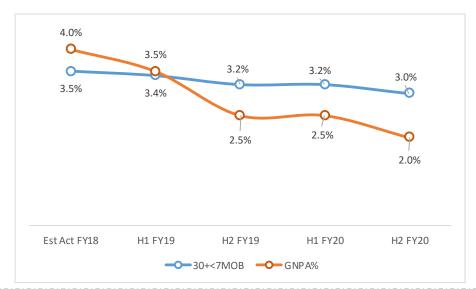


Maintain a Top Notch Portfolio Quality



Our endeavor is to maintain the health of the portfolio





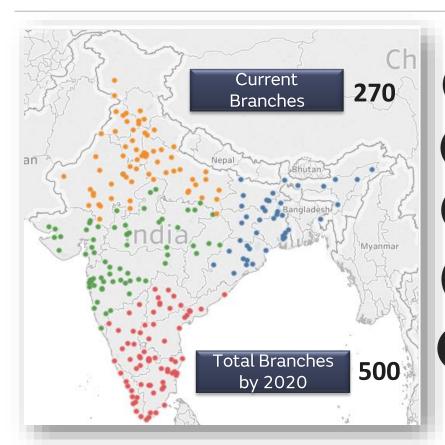
Effective risk management practices led by state of the art analytics and Business Intelligence

Collection efficiency improvements through NPA management and RSC (Recovery and Strategic Collection) recovery program

Expand Reach to every demand pocket

We aim to increase our footprint





BRICK & MORTAR BRANCHES

Future business potential for next 15-30 yrs

COMBINED BRANCHES / PARTNER BRANCHES

Piggyback on infra of partners / Dealers / Group Companies / DSA etc

MOBILE BRANCHES

Easy to move out, Occupy - Complete Action - Vacate

EXPRESS BRANCHES (HUMANLESS DIGITAL BRANCHES

No Manpower, Digital Kiosks, Automated Loan Processing Machines @ Dealer Outlets

EMPOWER DEALER BRANCHES

End to End Loan processing by Dealership, Empower dealer partners

Digitization

A Key growth driver at TMF



New channels for **Sourcing**

Transformed customer experience

Instant decisioning and disbursement

Bottom line growth

Sharper customer value proposition

Better risk management















Digitization as a lever to transform into a tech Savvy organization











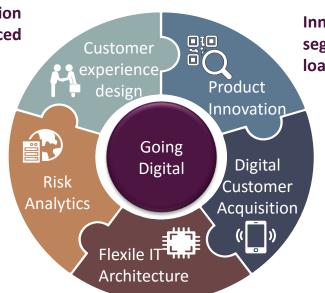


Transforming into a tech savvy organization



Digital assisted customer acquisition and servicing for enhanced customer experience

Setting up a 'Digital lending Lab' to build advanced risk analytics capabilities that would help build competitive advantage



Flexible IT infra with a "Open API" architecture connecting to the external world

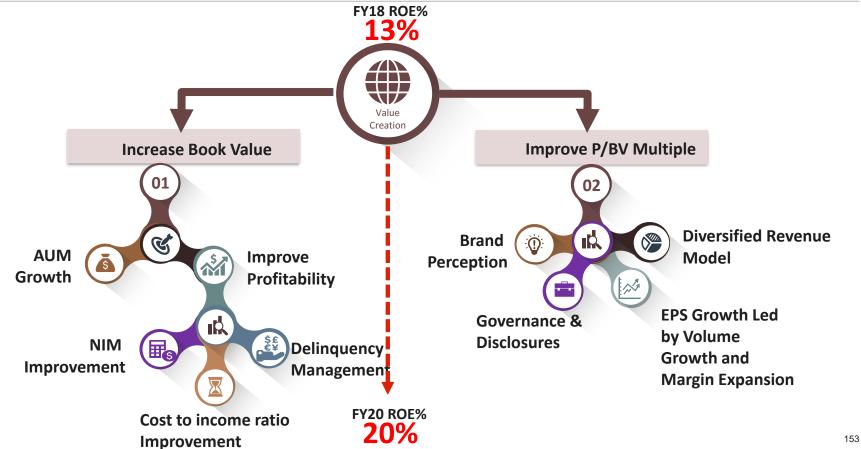
Innovative digital only loans to target segment for contextual and personalized loans

Improve TAT through Seamless loan processing from point of purchase to increase volumes through sales anywhere-Mobile application for feet on street

Attain 20% ROE



Focus on shareholder return is our top priority





Conclusion & Outlook

P. B. Balaji

Tata Motors Group: 6 Cylinder engine













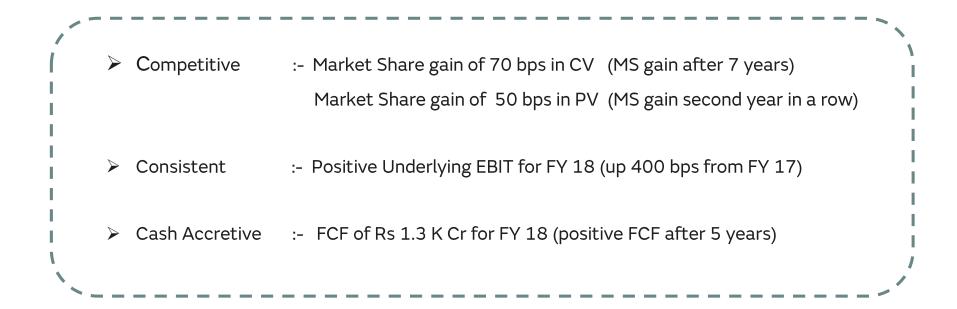




Achievements: Turnaround 1.0

All round execution

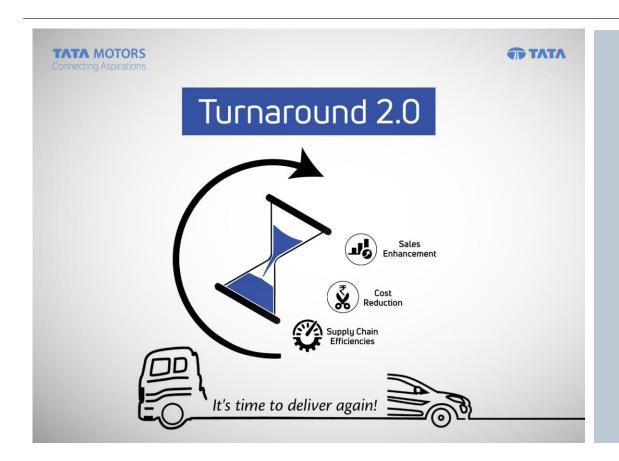




Positive PBT in FY 18 before 'Fit for Future' charges

Shifting gears





"ESOPs Proposed"- Aligning Objectives to rewards

linked to

- Market Share gain
- EBIT (%) Improvement
- FCF (%) of Revenue

'Fit for Future': Release of Cash

Review of investments



Decisions taken	Entities	
Sala in pragrace	TAL Manufacturing Solutions	
Sale in progress	Parts of Defense Business	
	Tata Technologies stake	
Held for sale	Tata Hitachi stake	
	Small shareholdings in other companies	
Windup	Tata Hispano motors	
Wind up	Tata Precision industries	
Bring "like / core"	TML Drivelines (merged with TML)	
capabilities together	All design capabilities to be brought together	
Continue to invest	Tata Motors Finance	

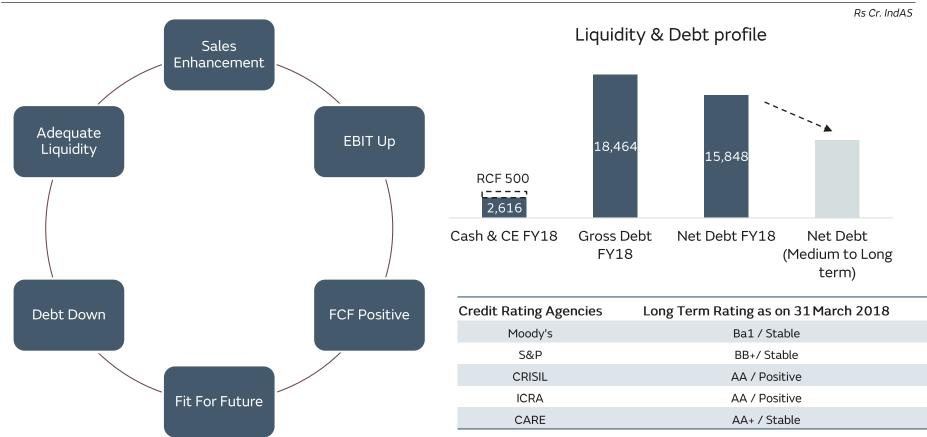
Others

Strategic review underway for a few others

To be updated in due course

Reduce net debt and support credit ratings





Looking ahead



Context

- · Optimistic on demand in India
- Higher infrastructure spending, better enforcement of overloading rules & higher GDP growth.
- Inflation and interest rate risks a cause for concern
- Commodity costs expected to be higher
- Investment needs likely to remain high BS VI,
 New Products.

Response

- Continue to drive all round performance improvement through Turnaround 2.0 while investing for future growth.
- Planning for 3-5% EBIT (post PDC policy changes) between FY19-21 &
 5-7% over the long term.
- Complete actions from the "Fit for Future" portfolio decisions to release cash.

We are committed to Competitive, Consistent, Cash Accretive Growth over the medium to long term

Our approach: Launch exciting new models, Drive cost efficiencies & operating leverage with affordable investment spends



Thank You

See you at JLR Analyst Day on 22nd June 2018 (Coventry, UK)

Tata Motors Investor Relations ir_tml@tatamotors.com