
Alok Shahapurkar
Deputy General Manager
Tata Business Excellence Group



Alok Shahapurkar is a part of the Improvement Interventions team at Tata Business Excellence Group (TBExG). He is focused on helping Tata Group companies on their journey of Operational Excellence and works with assignments involving project and portfolio management, process improvement and re-engineering, continuous improvement programmes, quality cost management, and strategy deployment. Alok also leads the Best Practices programme, a forum that facilitates learning and sharing of industry-first practices through the Tata EDGE Portal and EDGE Wednesday Webinars.

He has developed a Project Management Maturity Model that is used to gauge the project management capabilities of an organisation and guides them on the next steps to build on those capabilities.

Prior to joining TBExG, Alok led the new store opening team at Infiniti Retail. He was also responsible for designing, improving, and auditing operational processes across Croma stores. He also designed omni-channel processes and led projects on paperless operations, store refresh and e-waste management and was a key resource in multiple business process integration projects. During his tenure, the team opened 53 stores in 42 months, with the last 31 stores being opened in just 15 months

Having started his career as a Field Operations and Panel Engineer at a petrochemical plant, Alok also has prior experience in power generation and manufacturing.

Alok is a Certified Green Belt in Six Sigma and a Certified Manager of Quality/Organisational Excellence (CMQ/OE) from the American Society for Quality. He is also certified in applying Principles of TOC (Theory of Constraints) to operations and supply chain, and a Certified Quality Cost Specialist by CII (Confederation of Indian Industries). He has also been involved in Data and Business Excellence Assessments under the TBEM framework.

Alok holds an MBA degree in Operations from Symbiosis International University, Pune, a certificate in Digital Transformation and Innovation from IIM-Indore, and a bachelor's degree in mechanical engineering from VTU, Belgaum.

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