



Anil Nandakumar
Senior Consultant
Tata Business Excellence Group

As Senior Consultant at Tata Business Excellence Group (TBExG), Anil Nandakumar is responsible for Leading, Designing and Delivering Diagnostic and Business Improvement projects in Tata companies in areas of Operations Excellence and Customer Centricity. As part of TBExG, Anil has worked with companies like Tata Motors, Voltas, Tata Capital, Tata International and Trent Westside in projects spanning from Product Delivery and After Sales Management, Franchisee Management, Spares and Supply Chain Management, Key Account Management, Customer Experience Mapping and Design, Service Delivery enhancement to Process Efficiency Enhancement.

With an experience of 13+ years in the IT and Automation, Business Consulting, E-learning Hospitality and Power industries, and an exposure to working in multiple geographies like Middle East, Europe, America and Asia, Anil possesses a blend of operating and consulting experience. An MBA from Edinburgh Business School, UK in Strategic Planning, Anil has been in senior and mid management positions in companies like Tata Interactive Systems, American Bureau of Shipping (Consulting) and Amwal Investments SAOG.

Prior to TBExG, Anil was a Key Account Manager in Centre of Excellence for Simulations at Tata Interactive Systems, and was responsible for delivering consulting assignments in the e-learning industry, with an outstanding record of 100% customer satisfaction through the year. Prior to Tata Interactive Systems, Anil headed Operations for a digital automation startup responsible for scaling up operations from a five-member team to 65 in a span of a year and a half. He was also responsible for setting up various Project and Account Management Frameworks to maintain excellence in Project Delivery and Customer Satisfaction.

As part of American Bureau of Shipping (Consulting), Anil headed Business Development and Strategy for India and was instrumental in setting up the consulting arm focused on Operations, Risk and IT consulting projects in the Power and Oil & Gas industries.

Post the completion of his MBA, Anil joined a boutique consulting firm in UK focussed on Hospitality and Retail consulting projects. Some of the key assignments included Business plan remodelling for the Premier Inn Group of Hotels and Automation of Supply chain and Inventory Management for Lidl Europe. Anil has also been involved in consulting assignments in the Middle East with Ministry of National Economy in Sultanate of Oman, the key engagement being the Feasibility Study and Solution Blue Print for the E-citizen Project.

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