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**Namrata S Basnet**  
**Senior Manager**  
**Tata Business Excellence Group**

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Namrata S Basnet is part of the Business Excellence Assessment process team in Tata Business Excellence Group (TBExG). In this role, she facilitates the diagnostic interventions for the Tata Group to assess progress and provide value-added insights in their journey of business excellence using the TBEM framework. Namrata is responsible for seamlessly deploying the Assessment Process across Tata companies. She collaborates with the Business Excellence Heads of various Tata companies and the Assessors fraternity to enable effective and customized assessment outcomes. Namrata is an experienced TBEM assessor and supports the Assessment Teams as a Process Consultant.

With more than a decade's experience in Tata Group companies, Namrata's expertise lies in Marketing, Key Account Management, Customer Experience Management, and Problem Solving & Continuous Improvement. Before joining TBExG, Namrata worked with Tata Power for eight years, where she was responsible for conducting Voice of Customer Studies for the company's Mumbai Distribution customers. Additionally, she was also driving Process Management, Knowledge Management, Improvements, and Innovation. Before that, she has worked with companies like Hindustan Petroleum Corporation Limited, Hindustan Colas, and Tata Chemicals.

Namrata has a Post Graduate Diploma in Business Administration (two years full-time), with a specialization in Marketing, and she holds a Bachelor's Degree in Chemical Engineering from Mumbai University. She is trained in Continuous Improvement, Innovation, Process Management, and TBEM. She is based out of Mumbai and a regular marathon runner.

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