



Saurav Chakrabarti
Assistant Vice President
Tata Business Excellence Group

Saurav Chakrabarti heads the business excellence function at Tata Business Excellence Group (TBExG), a role in which he is responsible for process improvement, change management and process automation at the organisation. A post graduate from the Indian Institute of Management, Kolkata, and a certified manager of organisational excellence from the American Society of Quality, Saurav has more than 16 years of change management, IT and process consulting experience across industries and geographies. He also has an experience of 3 years as a journalist in the print media.

Prior to joining TBExG, Saurav was the Head of Business Excellence for Trent and managed strategy development, deployment and improvements across retail formats in the organisation.

In the past, Saurav has worked with TCS as a Regional Head and with Computer Associates as a Senior Technical Writer & Process Consultant. During his stints with these organisations, Saurav gained exhaustive cross-industry (Retail, Services, IT, Banking, Insurance and Manufacturing) and multi-geography (Americas, South East Asia, Middle East and India) experience in leading and deploying Strategy & Change Management, Business Process Re-engineering and Performance Improvement programmes for global corporations.

He also has expertise in rolling out Supply Chain Excellence programmes across retail formats (Fashion, Hypermarket & Family Entertainment) using Lean, Six Sigma and globally accepted frameworks like Malcolm Baldrige, ISO and EFQM.

Besides this, Saurav also has experience in business development, client management, project delivery and team management—onsite and offshore—for global IT implementations.

Saurav lives in Mumbai with his wife, daughter and parents. In his spare time, he loves reading and listening to music.

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