



Anil Nandakumar
Deputy General Manager : Operation Excellence
Tata Business Excellence Group

As Deputy General Manager 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 Star Bazaar, Croma, Tata Coffee, Tata Communications, Tata Motors, Voltas, Tata Capital, Tata International and Trent Westside in projects spanning from Supply Chain Management and Strategy, Customer Experience Design and Strategy, Product Delivery and After Sales Management, Franchisee Management, Key Account Management, Enterprise Process Management, Service Delivery and Process Efficiency Enhancement.

With an experience of 14+ 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 start-up responsible for scaling up operations designing and delivering cutting edge industrial automation solutions for the power and manufacturing industry. 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 the UK, which was focussed on Hospitality and Retail consulting projects. Some of his 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 the 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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