



Crichelle Mendonca
Deputy General Manager
Tata Business Excellence Group

As Deputy General Manager at Tata Business Excellence Group (TBExG), Crichelle Mendonca is currently engaged in working with individual Tata Group companies to enable them to leverage the strength of the Tata Group, as they chart their path towards performance excellence and business excellence.

In 6 years with TBExG, she has made it easy for companies she engages with to demonstrate excellence and participate in their first TBEM assessment. She has been instrumental in improving the quality of assessment outcomes and increasing participation levels of companies in the LBE survey (which help measure Trust in our Leadership with Trust motto). As part of her role, Crichelle actively ensured that the Tata business excellence journey is a partnership journey that engages and helps develop all stakeholders. Her responsibilities require collaborating with the teams within and outside TBExG to ensure that companies get the best support as they pursue Industry Leadership.

Crichelle is an ASQ Certified Manager of Quality and Organizational Excellence (CMQOE) with 19 years of experience in business excellence, continuous improvement, and knowledge management. In addition, she has participated in TBEM/data maturity assessments across manufacturing and service sector industries (steel, auto, chemicals, finance, loans and insurance, retail, construction, telecom and consulting companies) within and outside the Tata Group.

Prior to joining TBExG, Crichelle worked with Tata Interactive Systems for 8.5 years as AGM - Business Excellence, where she was responsible for deployment of key business excellence approaches (ISO and TBEM); analysis and reporting of key organisational process performance metrics for daily operations and TBEM deployment; knowledge management; and internal and external customer satisfactions and action planning.

Prior to her assignment with Tata Interactive Systems, Crichelle has worked in the areas of quality assurance and operations processes in the BPO sector with Transworks and Intelnet Global Services engaged in service delivery to clients in the UK and US.

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