



Crichelle Mendonca
Deputy General Manager
Tata Business Excellence Group

As Deputy General Manager at Tata Business Excellence Group (TBExG), Crichelle is responsible for the ongoing deployment of the TBEM assessment process and LBE assurance survey across companies, improving the quality of the assessment outcomes as measured by Applicant, Assessor and Mentor Satisfaction. Her role also includes collaborating with the Capability Building and Best Practices teams to ensure that both the input to assessment and outcomes from the process are effectively used.

Crichelle is an ASQ Certified Manager of Quality and Organizational Excellence (CMQOE) with 17 years of experience in business excellence, continuous improvement and knowledge management. In addition, she has participated in TBEM assessments across industries like infrastructure, logistics, insurance, retail, telecom and BPO companies across the Tata Group.

Prior to joining TBExG, Crichelle has 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 satisfaction surveys 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 Intelenet Global Services engaged in service delivery to clients in the UK and US.

She likes to read, listen to people talk and spends some Saturday evenings on the beach, volunteering with an NGO.

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