
Devraj Chattaraj
Deputy General Manager
Tata Business Excellence Group



Devraj Chattaraj is Deputy General Manager at Tata Business Excellence Group (TBExG). He heads the Tata Best Practices programme, wherein he creates opportunities to enable learning and sharing in the Tata group. He is responsible for establishing processes for both virtual and face-to-face interactions between Tata employees to meet, interact, discuss and learn from each other through Mini & Major Learning Missions, Knowledge Management (KM) Workshops, EDGE Webinars and EDGE Promising Practices portal. He facilitates implementation of best practices in group companies by connecting the recipient company with potential provider companies. He is also responsible for managing relationships with organisations, such as American Society for Quality (ASQ) and American Productivity and Quality Center (APQC), which provide the best practices and benchmarks beyond Tata group.

Devraj is a certified Train the Trainer and conducts training programmes on Total Quality Management (TQM), Lean Six Sigma, Tata Business Excellence Model (TBEM), Enterprise Process Management (EPM) and Balanced Scorecard (BSC). Having started his career in Tata Motors as a post graduate trainee in 2003, he gained experience by working in the field of manufacturing of transmission parts and being involved in CFTs for new product introduction, before moving to Vendor Quality and Central Quality functions. Devraj played an important role in driving the World Class Quality (WCQ) initiative in Tata Motors plant operations. Prior to joining TBExG, he was leading the business excellence (BE) function at Tata Motors' Pune plant. Devraj has also been actively involved in TBEM assessments over the past eight years, and is an experienced assessor. He is a certified climate change champion and has participated in climate change assessments of group companies.

Devraj has a bachelor's degree in Metallurgical Engineering from REC/NIT Durgapur and an M. Tech. in Materials & Metallurgical Engineering from IIT Kanpur. He has completed his post graduate diploma in Quality Management (PGDQM) from Mahindra Institute of Quality (MIQ), Nashik. Devraj is an avid Lean Six Sigma practitioner and has completed a number of continuous improvement projects with significant results.

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