



Sayantan Roy
Deputy General Manager
Tata Business Excellence Group

Sayantan is part of the Capability Building and Information Technology team in Tata Business Excellence Group. As part of the Capability Building team he is responsible for planning and organising various Business Excellence Practitioners and Assessor Programmes. Along with the team he is responsible for identification and design of new programmes that can support the efforts in enhancing the culture of Business Excellence in the Group companies. His role in the Information Technology team is to manage the day-to-day operations of IT systems including development, planning, monitoring of end-user impact and quality management. In addition, Sayantan is responsible for the Business Excellence deliverables in TBExG and manages the Shared Services function. Sayantan facilitates the areas of TBEM assessor certification, BE Practitioner Programmes and Process Improvement. He is experienced in the Malcolm Baldrige and CII EXIM Bank Excellence Framework and has been a part of several assessment teams.

Sayantan started his career as a graduate apprentice in the Captive Power generation division in Bharat Electronics Limited, Bangalore. He later joined Mercantila software where he gained experience in quality assurance and process improvement. He has been associated with other organisations like AVIVA, Jones Lang Lasalle as a member of the Corporate Quality team and has led several improvement projects using the Six Sigma and Lean methodologies leading to significant results. Prior to joining TBExG, Sayantan was associated with Tata Motors Finance and was initially responsible for driving Business Excellence initiatives in the Eastern region. Later he led the initiatives on Innovation, Knowledge Management and Process Improvements across the organisation. Sayantan has over 10 years of experience in process improvement, quality management, project management and training.

Sayantan has a bachelor's degree in Electrical & Electronics Engineering from Malnad College of Engineering, Hassan, and a Diploma in Management from ICFAI University. He is a certified Lean Six Sigma Black Belt professional from QAI Global and ISI Bangalore. He is also a BELBIN Team Roles Accredited professional with merit and is also a Certified Manager of Quality/Organisational Excellence (CMQ/OE) by American Society for Quality (ASQ). He is currently based out of the Mumbai office and lives with his parents, wife Pooja and only son Ishaan.

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