

**Devraj Chattaraj**  
**General Manager**  
**Tata Business Excellence Group**

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Devraj Chattaraj, General Manager at Tata Business Excellence Group, leads the Best Practices & Benchmarking programmes, wherein he creates opportunities to enable learning, sharing, and benchmarking. He facilitates capturing, sharing and implementation of best practices in group companies. He has developed a best practice implementation model, coined as Excellence Practice Implementation Champion (EPIC) programme wherein he creates the opportunities for implementation by connecting a recipient company with potential provider companies sharing their practices. 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 the Tata Group. He also helps companies in their Operational Excellence journey through various improvement interventions in the areas of process management, quality management, supply chain management, project management etc. He also facilitates the deep dive diagnostic and process benchmarking studies in Knowledge Management.

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 eleven years and is an experienced assessor & a process consultant. 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 several continuous improvement projects with significant results. He is also a Certified Manager of Quality/Organisational Excellence (CMQ/OE) from ASQ. A life member of Indian Society for Quality (ISQ), Devraj is Vice President - Executive Committee of its Pune Chapter. He is also in the Executive Leadership of Organisational Excellence Technical Committee (OETC) under ASQ's Quality Management Division (QMD) and member in the CII Knowledge Management (KM) committee. He is also a CII EXIM Bank Business Excellence Senior Assessor and has led multiple assessments.

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