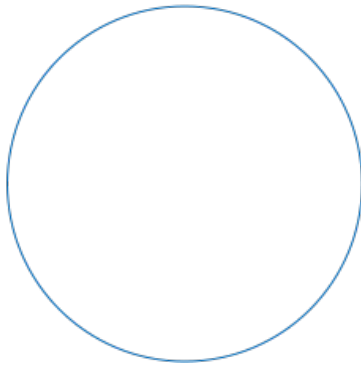


Crichelle Mendonca



Crichelle Mendonca

Deputy General Manager,
Tata Business Excellence Group

✉ cmendonca@tata.com

As a TBExG Facilitator...

“It also keeps me on my toes as different people bring different nuances and helps me learn and grow as I absorb (or try to) the different views...”

Functional Expertise

I have been working with TBExG since Dec 2014 and my main role has been to deliver the TBEM assessment process, closely collaborating with the Capability Building and Best Practices teams. I am also responsible for the deployment of the Leadership in Business Ethics survey (TCOC assurance tool).

Prior to TBExG I was with Tata Interactive for about 8 years, as part of the BE team responsible for ISO certification, Knowledge Management, Reporting on review measures and driving corrective/preventive actions. Before that I spent about five years in a couple of BPOs, first in Operations and then in Quality.

In Company Programme

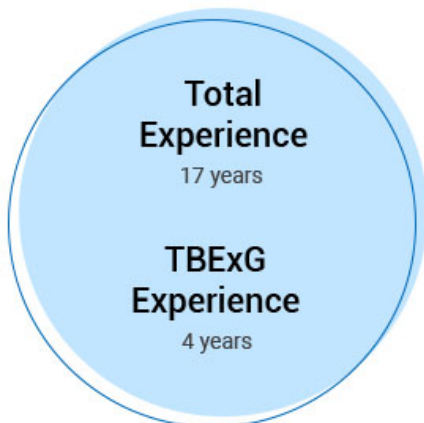
Tata Communication, Tata Bluescope Steel and IHCL

Subject Matter Expertise

TBEM, Operations Excellence, Business Excellence and Continuous Improvement

Beyond Business

Reading mostly murder mysteries and listening to people talk



Type of programme facilitated

Assessor Programmes:

Business Excellence Assessors Programme (BEAP)



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