**Author's Profile — Elusive Secrets In Building Organisational Excellence — Satyendra Kumar**

Satyendra Kumar has enhanced the quality systems for world-class global organisations with his contributions for over 40 years. He has served on several industry bodies and has received numerous awards in shaping the conversation for progress with his deep understanding of the systems view of an organisation that is a precondition for nurturing a culture of excellence.

Kumar today continues his passion by helping organisations strengthen their systems maturity by providing his rich experience as an Independent Advisor and Consultant to several large and medium-scale institutions and enterprises since 2013. Kumar was the Global Head and Senior Vice President – Productivity & Quality, Technology Tools & Software Reuse at Infosys Limited (2000 – 2013). He has worked as Vice President at IMR Global, the USA, between 1998 and 2000. As Deputy Chief Executive for Tata Quality Management Services – Tata Group between 1996 and 1998, he provided an intellectual impetus in laying the foundation for instituting the Tata business excellence initiative. Kumar's rich experience spans his consulting expertise to over 50 national and multi-national clients in areas of Business Excellence, Operational Efficiency, Customer Satisfaction Management, Business Continuity Management, Project and Programme Management, and Quality Management.

He has served on many Boards and Panels such as Board member (QuEST USA), On the Panel of Judges - Wisconsin State Award (USA), Administrative Reforms Committee of Indian Institute of Science, Bengaluru, and Chief Technical Advisor to the Confederation of Indian Industry – Institute of Quality. Has been a recipient of the IEEE-Software Engineering Institute (Carnegie Mellon University) International award (2011) and honoured with the "Life Time Achievement Award for Quality and Business Excellence" by an IT industry association.