



Debashis Sarkar is globally recognized name in **Lean Management & Customer Experience**.

He is credited to have introduced Lean management practices to service companies in Asia in early 2000s and known for his pioneering work on “Lean for Service”.

His ideas and experiences are captured in 8 books and more than 70 articles / papers.

His notable books are:

- 1) ***Building a Lean Service Enterprise*** <https://www.crcpress.com/Building-a-Lean-Service-Enterprise-Reflections-of-a-Lean-Management-Practitioner/Sarkar/p/book/9781498779593>
- 2) ***How can I Help You*** (<http://penguin.co.in/book/non-fiction/how-can-i-help-you/>)
- 3) ***Lean for Service Organizations and Offices*** <https://asq.org/quality-press/display-item?item=H1316>

He is currently the Managing Partner of boutique consulting firm Proliferator Advisory & Consulting (www.proliferator.net) that focuses on Customer-Centricity. Earlier, he held leadership positions such as Global Head of Process Reengineering for Finance at Standard Chartered Bank, Head of Organizational Group at ICICI Bank etc.

His articles appear in ***The Huffington Post*** <http://www.huffingtonpost.in/bloggers/debashis-sarkar/>, ***Process Excellence Network***, and ***The Economic Times***.

He is the recipient of 2014 Phil Crosby Medal from American Society for Quality (ASQ) and ASQ Fellow.

To know more about him, please visit: www.debashissarkar.com