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Topic “Management Learning’s from Dabbawala”

Certainly! One quote that captures the essence of the dabbawalas' management style is:

"Efficiency comes not from complexity, but from simplicity, teamwork, and a shared commitment to excellence."

This reflects how the dabbawalas operate through a simple yet highly effective system, relying on collaboration and dedication. Management as a whole covers concept of handling all the available resources at its best which dabbawala has efficiently used and taken advantage at their best. The ideology of providing home cooked food to working professional is the main agenda of dabbawala's without any detrimental effects on environment by using public transportation for their excellent services. The dabbawalas of Mumbai offer several valuable management lessons that can apply across various industries. Here are some key management learnings from their operations:

Simple Processes: Their operations are based on straightforward systems and

processes, demonstrating that sometimes simplicity leads to greater efficiency.

Effective Communication: Dabbawalas utilize a unique coding system to communicate vital delivery information, highlighting how clear communication is essential for operational success.

Teamwork and Trust: The strong reliance on teamwork among the dabbawalas emphasizes the importance of trust and collaboration in achieving shared goals.

Adaptability: They have successfully adapted to changes in urban dynamics and customer preferences over time, showing the importance of being open to change and innovation.

Customer Focus: Dabbawalas prioritize customer satisfaction by ensuring timely delivery of fresh food, showcasing the importance of understanding and meeting customer needs.

Decentralized Structure: Their decentralized management structure allows for flexibility and local decision-making, which can be beneficial in fast-paced environments.

Sustainability Practices: Their use of bicycles and public transportation highlights the importance of sustainable practices in modern business operations.

Training and Development: Continuous training for new dabbawalas ensures high-quality service, emphasizing the value of investing in employee development.

Resilience: They demonstrate resilience in facing challenges like traffic or monsoon conditions, teaching the importance of preparing for and overcoming obstacles.

Cultural Connection: Their operations are deeply rooted in local culture, illustrating how businesses can benefit from aligning with community values and traditions.

These lessons reflect the dabbawalas' efficient, customer-centric, and resilient approach, serving as a model for organizations aiming to enhance their management practices. Much of the dabbawala organisation's success is due to their human resource system, in the way they hire, develop, manage and reward people "It's an organisation built

around people, not around technology.” Although the dabbawalas are semi-literate, they are “suitably educated” for their jobs because they believe in serving the customer above all else. The dedication of the dabbawalas can be partly attributed to the value they place on the work they do. dabbawalas view their work as worship. They are grateful to have work, and to serve others by delivering food is to serve God. the dabbawala organisation has received suggestions to branch out into other business lines, such as cooking the food instead of merely supplying it, it has stayed true to its century-old purpose. The dabbawalas are self-motivated to be disciplined, not because they have a superior telling them what to do They work right because it’s the right thing to do. Self-discipline is the way to make an organisation great. The dabbawala organisation has no employees because every member is a shareholder So if one member does less work and earns less money, he’s also hurting himself. One customer should not cause thousands to suffer. If a Mumbai housewife is late with the

dabba for more than one week, we no longer serve that customer, for them time management and punctuality is mandatory.

Consider running a company for which large universities such as Howard and Stanford conduct case studies, many big scholars relate to your company, and many companies study your company's work type; how proud will you be? and the felling becomes more intense when you know that more than half of your company's employees are not even 8th pass.

Dabbawala, a company that is an example for every businessman, a company that makes life easier for every middle-class person in Mumbai, is in trouble today. These people were once the pride of Mumbai, but now their lives are in jeopardy. Someone is in debt, someone is working as a security guard to meet their family's needs, but the question is, is there a company that provides food to over 2 lakh people every day, a company without which Mumbai is incomplete? Why is that business failing? Why did Dabbewala

have to go through this, and, more importantly, is this the end of Dabbawala's. According to my perception I would request the dabbawalas to incline towards growing technology and keep their approach more dynamic so that they can cater efficiently to meet the evolving needs. They should thrive on technology to constantly

evolve with changing needs. Training of the same should be held to increase the efficacy. Integrating technology for order management, scheduling, and route optimization can enhance efficiency. Mobile apps or platforms could be developed for real-time communication and tracking. Investing in training for better logistical planning can help navigate urban congestion more effectively, ensuring timely deliveries even during peak hours. Promoting their unique value proposition through digital marketing can help raise awareness and attract new customers, countering competition from delivery apps. Developing strategies for workforce management, such as flexible

work hours and performance incentives, can help attract and retain skilled workers. Collaborating with local businesses, restaurants, and community organizations can enhance service offerings and create a more extensive network for potential customers. Emphasizing eco-friendly practices, such as using sustainable packaging, can appeal to environmentally conscious consumers and enhance their brand image. Establishing a feedback mechanism to regularly gather customer insights can help improve services and adapt to changing preferences. 10. Developing strategies to address challenges from adverse weather, economic fluctuations, or health crises can improve resilience and operational continuity.