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Management Learnings from Dabbawala

My understanding from the given ppt:

Steps involved in the whole process are:

- Collection of lunch boxes
- Sorting and grouping
- Transportation
- Final Delivery

All the Dabbawals have

- Amazing skill of teamwork.
- Enthusiasm towards their work
- Time management
- Loyalty towards the work
- Unity among themselves
- Powerful Workforce

Uniqueness of Dabbawala:

- Speed
- Time Management
- Efficiency with zero technology
- Sustainability
- Accuracy
- Decentralized Structure
- Low cost
- Strong Community
- Global recognition

There are a few ideas that I want to share with Dabbawal Group to increase their business and income:

Now, apart from office workers, there are also many students coming to Mumbai for their graduation or postgraduation from across India. So, the taste of every person is different according to their state.

As Dabbawala is already a brand that everyone knows for their punctuality, honesty, and time management. They can add the people from different states who live in Mumbai to their business.

The people that are from different states can be homemakers or street food vendors. Those people will make the food in their particular state, so the customer will get the same taste as their own home.

Dabbawala can spread awareness of their food with the dabbas that they are delivering daily. They can also collaborate with different colleges for the lunch boxes for the students who come from outside of Mumbai.

In this way, they will provide more jobs for the homemakers, who have not even a single connection in the city.

Dabbawala can launch an application where they have options to choose their home state, taste (normal, medium spicy, very spicy), veg/nonveg, preferences (rice or roti), along with the address of delivery and personal information. In this there is also an option for monthly/weekly lunches.

From this app, any person, either from an office or a college, can avail of the Dabbawala service within Mumbai.

They have to establish their different centers in Mumbai that will be near office and college areas from where they will deliver the lunch boxes. Near all the centers, they have to collaborate with different people from different states so that they can provide hot and fresh food to the customers and get 100% satisfaction.

In the app there is also the feature to track their dabba, and if someday you don't want your dabba, you can tell the dabbawalla and the food maker, which avoids the wastage of food.

Apart from this, Dabbawala can also increase their area with the same planning of delivery and food cooking, because now a days there are lots of colleges that are opened in the outskirts of Mumbai.

Advantages that Dabbawalla has over Swiggy and Zomato:

- Dabbawala are punctual; they have their own way of working without any use of technology.
- They use bicycles and local trains to deliver the boxes, so there is no chance of getting late due to traffic.
- They have an experienced and powerful workforce.
- Responsibility for each area is given to that person only who knows everything about that area.
- Prices are very minimal.
- Eco-friendly as they don't use vehicles and trains.
- No plastic use because they work on both sides. Take the dabba to the office and take it back. But in the case of Swiggy and Zomato, they use polyethene's plastic cutlery.
- Generate employment even for less educated people.