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Declaration

I declare that this essay is a work of my own creation as part of the essay competition organized by the Dabbawala Enterprises Pvt Ltd. I transfer the ownership, rights and titles of this essay to Dabbawala Enterprises Pvt Ltd. Dabbawala Enterprises Pvt. Ltd. Can use the content of this essay in any way it deems suitable.

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Management Learnings from the Dabbawala's.

Dabbawala's Enterprises Pvt Ltd had a guest session last week on our Campus, at N.L. Dalmia Institute of Management and Research. It was a very insightful lecture on our part. They spoke to us about the struggles they face on a daily basis and the struggles that we might face since we are bound to move forward onto our corporate lives.

I find it so interesting that the error rate of such a traditionally driven business model with almost no technological involvement has been less than 0.001 percentage.

Dabbawala Enterprises Pvt Ltd promotes employment and better standards of living for the people they serve and also, for it's employees. But most importantly, they love what they do for a living.

The business model of Dabbawala Enterprises Pvt Ltd which is over a 130 years old withholds an influential role and has such a tremendous impact in the urban and suburban lives of Mumbai.

To sum it all up, Dabbawalas Enterprises Pvt Ltd gave us valuable insights on various managerial and corporate aspects. They are as follows:

- 1) Operational Efficiency: The Dabbawalas' ability to deliver thousands of lunchboxes daily with minimal errors demonstrates the importance of streamlining processes and focusing on efficiency. Their success is rooted in a simple but highly effective logistical system.
- 2) Effective Use of Technology: Despite limited use of modern technology, their system relies on basic tools like color codes and a detailed manual tracking system, showing how low-tech solutions can still be remarkably effective.
- 3) Employee Empowerment and Motivation: The Dabbawalas are known for their strong sense of community and ownership. Their cooperative structure

and profit-sharing model help in keeping employees motivated and dedicated to their work.

- 4) Customer Focus: Their commitment to punctuality and service quality reflects the importance of understanding and meeting customer needs. Dabbawala Enterprises Pvt Ltd has always been a consumer centric Business, they keep their customers first in any given circumstances. Even during COVID pandemic they still delivered tiffin boxes to their customers.
- 5) Scalability and Adaptability: The system's ability to scale and adapt to changing demands highlights the value of having a flexible and scalable business model. For a business model to run over a 130 years with the bare minimum technological involvement is already breath taking. But, they tend to always take things to the next level and are intend to expand their business more further into various other tier 1 and tier 2 cities.
- 6) Training and Standardization: Rigorous training and standardized procedures ensure consistency and reliability in service delivery. The Dabbawalas Enterprises Pvt Ltd hires people from the street, gives them training and a means to livelihood.

These principles from the Dabbawala model can offer valuable insights for Students which are bound to move forward in their corporate lives and businesses aiming to enhance their operational efficiency, employee satisfaction, and customer service.

Towards the end of the guest session, there was time allotted for the Question-Answers. During which, a lot of the students asked various kinds of intriguing questions regarding the scalability of the business of the Dabbawala Enterprises Pvt Ltd, if they will maintain the current technology for the boxes' distribution and if there will be women Dabbawali's in the near future. The Dabbawalas' made sure to answer them all and agreed to our opinions and speculated our point of views.

I curiously wait for the 7th anniversary of Dabbawala's on 7th September which will be held at N. L. Dalmia Institute of Management Studies and Research.