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Kunal Sheth      11-8-2024

## Management learnings from dabbawalas and the vision ahead

“Dabbawalas” we are hearing this name since 1890s Even our grandfather use to say there stories they have achieved 99.99% accuracy every time .They have achieved the six sigma method a long ago People often get late for there work but dabbawalas are always on time reason is simple they have a time bound chain system if one tiffin is delayed the whole process get delayed

Dabbawalas wear white shirt and pant which makes them heat resistant so that they can work in afternoon as well where its most sunny They use cycles which is available at a very cheap rate and it is efficient as well because you don't have to wait in traffic and and there are no extra cost of petrol and diesel zero carbon emissions

Suggestions I would like to give for better work of dabbawalas

I would like to advice them that they should use EV cycles because it will incur them less cost compared to ev scooter if they use EV vehicle then they will have to pay for there license petrol maintenance etc so its better to use EV cycles

They should start their own cloud kitchen because there are lot of outstation people who don't have time to cook food this will generate a different source of income for them as well and it will be cost efficient as well because they have a very big network of man power for delivering food to their customers

The dabbawala system also highlights the importance of sustainability. Unlike modern delivery services that rely heavily on motorized vehicles, the dabbawalas primarily use bicycles and trains, making their operations environmentally friendly. This aspect of their work has gained recognition in an era where sustainability is becoming increasingly important.

### **Conclusion**

The dabbawalas of Mumbai are a shining example of how tradition and modernity can coexist in harmony. Their story is one of perseverance, innovation, and dedication to service. As Mumbai continues to grow and change, the dabbawalas remain a vital part of the city's identity, reminding us of the value of hard work,

community, and the simple joy of a home-cooked meal. In a world that is constantly evolving, the dabbawalas stand as a testament to the enduring power of human ingenuity and resilience.

## MANAGEMENT LEARNINGS FROM DABBAWALAS AND THE VISION AHEAD