

# JCI & Career Point University jointly conducted session on Management Learning by Mumbai Dabbawala

JCI and Career Point University jointly conducted a talk show on "Management Learning by Mumbai Dabbawala" at Career Point Auditorium. Mumbai Dabbawala is a group of 5000 people delivering dabba (lunch box) to around 2 lacs people every day with 99.99% accuracy. They are mostly semi literate people of Warkari sect from rural Maharashtra who are passionate about their work. Their passion towards their work is shown by the fact that they denied Prince Charles even to give demo as it would have lead to delay in delivering of dabba to their customers. They are highly committed people who worship their work. Each member carries 60 to 80 kg weight daily without any strike in last 125 years. They got six sigma certification by Forbes for their accuracy and precision in delivering of dabba that is one in 16 million. Many Universities endorsed their work and done case studies viz. Harvard, Stanford and IIM Ahmedabad.

Co-ordinator and speaker of Mumbai Tiffin Box supplier Subodh B. Sangley unfolds the success story of Mumbai Dabbawala with his presentation. He started his presentation how the idea conceived long back, almost 125 years and how it has taken a shape in current scenario. He explained that a bond between the members which leads to efficient team skills, a bond with the customer having values and principles; along with dedication and commitment towards work is the real crux of success of Mumbai Dabbawala. They have formulated a unique color coding system without any use of technology through which they delivered the dabba daily with such a precision.

Following are the key management principles and success mantra that these dabbawala's are following and undoubtedly lot of learning in its own:

1. Keep operational cost as low as possible
2. Customer is not 'Raja' rather King of Kings
3. Keep your employees emotionally motivated
4. Do not transfer your employees very often
5. High salaries alone cannot retain employees / members
6. Commitment matters – Qualification doesn't
7. Keep extras for fault tolerance
8. Time is precious so always on time delivery
9. Value addition in services to customer – delivery of specs, important docs or any accessories in case of emergency or urgency
10. Customer should not remain hungry
11. Don't waste food stuff – "Anna Daan Mahadan"

Eminent personalities of Kota, IG – Vishal Bansal, Chancellor Career Point University – Pramod Maheshwari, Director Atlantis Group, Vice President CFCL – AK Bhargava; JCI members, President Vinay Sharma, Project Director Lokesh Maheshwari, students, faculty members and management staff of CP and CPU were present in the event