

What are the main learnings of the case?

Business



The dabbles carry Tiffin for the unemployment's contains two main committees of the contractors who run the business. From the case we can learn why the Tiffin carrying service has been successful. In India following are learning of case understanding the logistical system that can survive due to the culture in various places. How can human resource management used in this field? Flat hierarchy of the dabbles and how well they deliver the services. How the food is delivered and what are the other things involved in its service. What team and inter-team processes are reflected in the operation of the dabble system?

The essence of this whole system is the trust that is there between the employees and the contractors. There are two committees: The Amanda committee and the Trust committee. It is mostly flat hierarchy. 5000 workers called carriers, 800 supervisors, 11 members in the Amanda committee. In total there are 5800 members in this system. The inter team process is between the carriers and the delivery address: Carrier will pick up Tiffin at 10 am, labels the essentials about where it is to be reached. Special carriers are those who take up area wise service. All the Tiffin are taken to the railway station where another carrier arranges them and puts them on a 2. M long wooden cart carrying up to 40 Tiffin at a time. After that he ascends the train and reaches specific destinations where another carrier collects them at different places. This carrier who picks up the Tiffin will deliver it to the office of the customer. The Tiffin are collected later and the same chain is repeated backwards. How has the dabble system responded to the changing context of the life of office-goers in India? The dabbles' main feature is the trust that runs

along In their system. Employees who go for work can't of return back for having lunch .

And hence they miss their home food and had to spend unnecessary money eating outside food. Dabbles are giving the employees what they want at the right time