

World Class Supply Chain Excellence -Amazing Operational Brilliance of Mumbai Dabbawalas

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Abstract

The Mumbai Dabbawalas represent a unique and highly efficient supply chain model that has attracted global attention for its near-perfect delivery system, despite relying on minimal technology and limited formal education. This research paper explores the operational practices, organizational structure, and performance metrics that position the Dabbawala system as a benchmark in world-class supply chain management. Through qualitative analysis and case study methodology, the study investigates how this human powered network achieves remarkable levels of accuracy, punctuality, and customer satisfaction reportedly operating at a Six Sigma level of efficiency. Key focus areas include time management, coordination, low-cost logistics, and adaptability within a complex urban environment. The findings provide valuable insights into sustainable and scalable supply chain practices that challenge conventional technology-driven models. This paper also discusses the implications of the Dabbawala system for modern logistics, particularly in emerging economies, and draws lessons for decentralized, human-centric supply chain innovation.

Keywords

Dabbawalas, Logistics Customers, Supply Chain, Six Sigma