

Business & Quality Objectives FY 2020-21

1. **Work towards a Socially Responsible Organisation by:**
 - ⊙ Achieving ZERO Accidents in All Operations, and
 - ⊙ Reduction in Environmental Load by 3%
 - ⊙ ZERO DEFECTS during commissioning and 50% Reduction in Defect Rate upto 2000 hours
2. **ZERO Leakage upto 500 Hours**
ZERO Fabrication failure upto 2000 Hours
3. **Top Line Growth of 6% from existing operations**
4. **Spare Parts Revenue Growth by 18% & Service Revenue growth by 5%**
5. **Achieve Market Share of 35% in Excavators, 6% in Wheel Loaders and 4% in Backhoe Loaders**
6. **Achieve Cost Control through:**
 - ⊙ Restricting Fixed cost at 9.5% of T.O.
 - ⊙ 4.5% net decrease in Direct Material Costs
 - ⊙ Reduction in Inventory Days by 40 days
7. **Increase Production Efficiency by 81%**
8. **Achieve 96% First Fill Availability of Spares and 90% of calls to be closed within 2 days**
9. **Promote a Culture of Innovation by:**
 - ⊙ 100% Employee Engagement through Kaizens, and SGA
 - ⊙ Achieving a level of 8 Ideas/Person for the year
10. **Achieve GMD pass score of 86% for Manufacturing (As per new norms) & 97% for Quality**
11. **Achieve Level production (25/25/25/25)**
12. **Strengthen employee engagement through Employee Welfare initiatives**
13. **Enhance skill set of manpower of Tata Hitachi & Stakeholders**
 - ⊙ Dealerships
 - ⊙ Vendor partners
14. **Compliance to Tata Hitachi Code of Conduct**



Sandeep Singh
Managing Director