


Business & Quality Objectives FY 2019-20

1. **Work towards being a Socially Responsible Organisation by:**
 - ⊙ Achieving ZERO Accidents in All Operations, and
 - ⊙ Reduction in Environmental Load by 5%
 - ⊙ ZERO defects during commissioning and 20% Reduction in Defect Rate upto 2000 hours
2. **ZERO Leakage upto 500 Hours**
ZERO Fabrication failure upto 1000 Hours
3. **Top Line Growth of 15% from existing operations**
4. **Spare Parts Revenue Growth by 42% & Service Revenue growth by 15%**
5. **Achieve Market Share of 37% in Excavators, 7% in Wheel Loaders and 5% in Backhoe Loaders**
6. **Achieve Cost Control through:**
 - ⊙ Restricting Fixed cost at 8.5% of T.O.
 - ⊙ 6% net decrease in Direct Material Costs
 - ⊙ Reduction in Inventory Days by 22%
7. **Increase Production Efficiency by 5%**
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 85% 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