

Business & Quality Objectives FY 2021-22

1. **Work towards a Socially Responsible Organisation by:**
 - ⊙ Achieving ZERO Accidents in All Operations
 - ⊙ COVID-19 vaccination of 100% employees
 - ⊙ 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 35% from existing operations**
4. **Strengthen customer engagement over digitized platform**
5. **Spare Parts Revenue Growth by 21% & Service Revenue growth by 14%**
6. **Achieve Market Share of 30% in Excavators, 5% in Wheel Loaders and 5% in Backhoe Loaders**
7. **Achieve Cost Control through:**
 - ⊙ Restricting Fixed cost at 9% of T.O.
 - ⊙ 2.5% net decrease in Direct Material Costs
 - ⊙ Maintain Inventory within 63 days
8. **Increase Production Efficiency to 86%**
9. **Achieve 96% First Fill Availability of Spares and 90% of calls to be closed within 2 days**
10. **Promote a Culture of Innovation by:**
 - ⊙ 100% Employee Engagement through Kaizens, and SGA
 - ⊙ Achieving a level of 8 Ideas/Person for the year
11. **Achieve GMD pass score of 86% for Manufacturing (As per new norms) & Zero Non-compliance issues for Quality**
12. **Achieve Level production (25/25/25/25) in 2nd half of the FY**
13. **Strengthen employee engagement through Employee Welfare initiatives**
14. **Enhance skill set of manpower of Tata Hitachi & Stakeholders (Dealerships & Vendor Partners)**
15. **Compliance to Tata Hitachi Code of Conduct**



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Managing Director