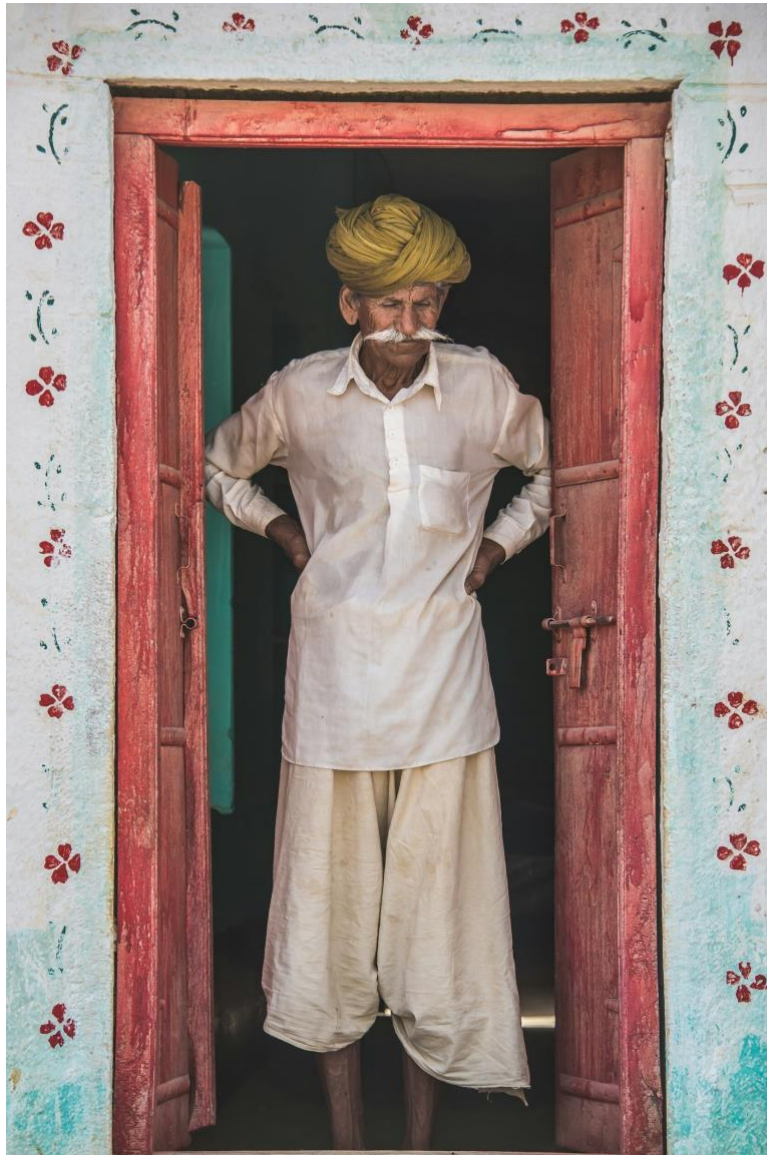
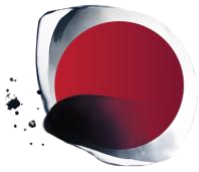


Leaders as Architects



The four-pillar approach.



Deeply seated and entrenched in the daily operation of the city, Mumbai's [dabbawalas](#) operate a business that is noteworthy. Poorly educated, without the use of cell phones or any IT system, this work force is indeed a force to be reckoned with.

An article in November, 2012 Harvard Business Review entitled, "*Mumbai's Models of Service Excellence*" suggests that the dabbawalas can teach any company a thing or two about service.

The dabbawalas rely on the alignment and mutual support for the success of their...

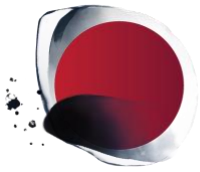
Four-Pillar Approach: Organization, Management, Process, and Culture.

In most corporate environments, it is unlikely that management pays specific attention to all four, and in many cases, it is the fourth pillar, culture, that is overlooked, overshadowed and soon sacrificed. People are expendable, people are replaceable; employees are as easily fired as hired. It takes a skilled leader who can "fine-tune" all four pillars, maximizing employee potential to craft an organization that is both reliant and supportive, diverse yet unified. The craftsman or architect builds from the ground up, knowing full well that the cornerstone of any building or corporation has to remain in balance in order to weather even the slightest storm.

The dabbawala service was founded in 1890. It has endured, it has thrived; it remains the backbone of the Mumbai work force. And today, their business model has become an exemplary model for corporations worldwide.

Reference

- <https://mumbaidabbawala.in/>



DR. TIMOTHY DUKES

DrTimothyDukes.com | Sanctuary | Inquire | Leaders as Architects | 20240216

Image (search "India Food Delivery") courtesy of: [Abhas Mishra](#) [@abhas1108](#)

The Tim Dukes Method provides an opportunity for self-reflective individuals to cultivate the capacity to receive into consciousness hidden aspects of the self, claiming your unique gifts – ensuring that today's brilliance successfully transitions into tomorrow's wisdom. The Tim Dukes Method is designed and implemented by Dr. Timothy Dukes for determined creatives to ensure long-term viability — as a continuing investment in the well-being of yourself, family, organizations, culture, society, and the Earth itself.