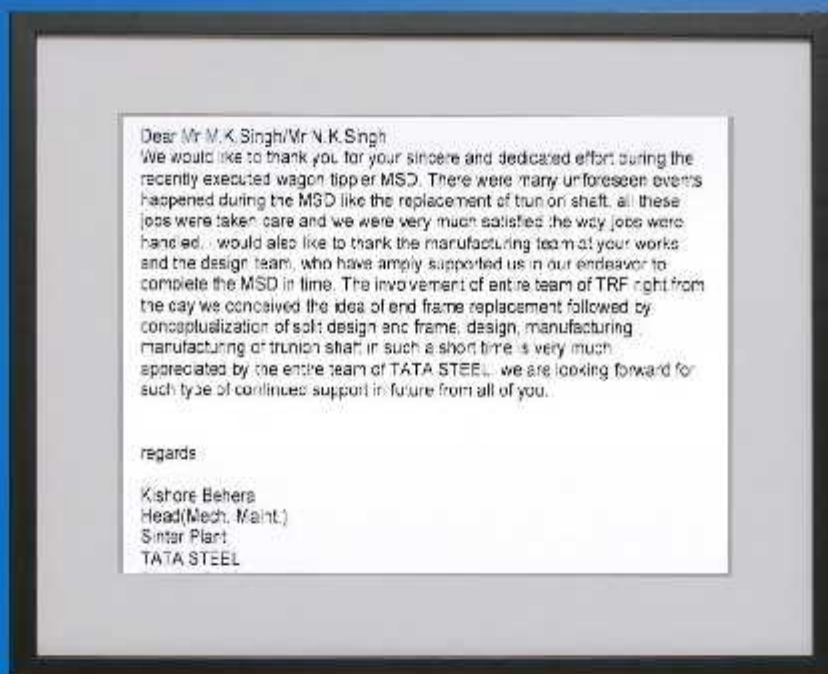


# Redesigning of Wagon Tippler End Frame Results in Customer Delight



Mithilesh Singh (2<sup>nd</sup> from left) at Tata Steel's Iron Making ASPIRE Recognition Function in May-2016



Letter of appreciation from Tata Steel

The Tata credo of, "Our Promise to every Customer" through the 3Ds of **develop, deliver and delight** was epitomized to the hilt by our Services group when they provided the innovative concept of split type design for end frame of a wagon tippler at Tata Steel's raw material and bedding & blending yard. Tata Steel was so delighted by the solution provided by Mithilesh Singh and team that it shot a letter of appreciation to them and made a unique gesture of inviting them to attend it's ASPIRE Recognition function held in May this year, which is rarely attended by employees of group companies.

The redesigning of the wagon tippler end frame helped Tata Steel to save nearly a month's downtime and substantial money which it would have incurred for dismantling of several key components related to the end frame and its reassembly. Enthused by the solution, Tata Steel submitted this idea as a Promising Innovation in Tata Innovista.

However, the Services group has not been resting on its laurels. It seems to be consistently exceeding customers' expectations through its approach of developing deep understanding, delivering pioneering (read innovative) solutions and delighting them with great experiences.

Recently, CESC Limited expressed its sincerest appreciation for the prompt service by the Services team during the breakdown of its sole wagon tippler in one of its generating stations. The ingenuity and diligent efforts of Mithilesh and his team helped to restore the wagon tippler operation well before schedule.

