

Redesigning of Wagon Tippler End Frame Results in Customer Delight



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

Dear Mr M. K. Singh/Mr N. K. Singh
We would like to thank you for your sincere and dedicated effort during the
recently executed wagon tipper MSD. There were many unforescen events
happened during the MSD like the replacement of trun on shaft, all these
jobs were taken care and we were very much satisfied the word were
handled, would also like to thank the manufacturing team at your works
and the design team, who have amply supported us in our endeavor to
complete the MSD in time. The involvement of entire team of TRF right from
the day we conceived the idea of end frame replacement by
conceptualization of sold design end frame, design, manufacturing
manufacturing of trunion shaft in such a short time is very much
appreciated by the entire team of TATA STEEL, we are looking forward for
such type of continued support in future from all of you.

regards

Kishore Behers
Head(Mech, Maint.)
Sinter Plant
TATA STEEL

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.

