

GOVIND G PANGRADKAR
CONTACT : 9833453396

Email ID – govind.pangradkar@gmail.com

Profile Summary:

- **16 years of experience in Customer Care**, currently working with **Mahindra & Mahindra Ltd. in International Operations**, as a **Manager, Customer Care**.
- **Handling after sales function like Dealer Management, CSI & DSS improvement, Dealer Excellence program (DEP), Pick service Promise etc.**
- **Monitor product performance across geographies and provide feedback to R & D/Quality to improve product reliability, thereby enhancing customer satisfaction and containing warranty cost.**
- **Concern Resolution Tracking System (CRTS) - Development and implementation of CRTS module to enable tracking of customer concern and its resolution in time.**
- **Knowledge of developing & implementing the processes, SOPs to meet the quality standards.**

Core Competencies:

- Customer focus
- Technical support
- Team management
- Innovation led transformation
- Result Orientation with Execution Excellence
- Weaving Passion and Energy at work.

Achievements:

- Completed Mahindra Yellow Belt (MYB) in F19 on Implementation of **CRTS module (Portal development)** to lodge field complaints on line through portal for **effective tracking of complaints and its resolution.**
- Completed Mahindra Black belt (MBB) project in FY18 – To ensure receipt of first time right vehicles in international market. Reduction in work by 50% at dealer end. **Cost saving of 26.5 Lacs.**
- **Improvement in DSS score from 4.32 to 4.52 in F18 & 4.67 in F19 and 4.6 in F20**
- Roll out of ECN Management process in F18 leads to customer satisfaction (Parts catalogue updation/revision & pricing)
- Completed Mahindra yellow belt (MYB) project in FY17 – Improve free service claim process efficiency by implementing free service module leads to **reduction in no. of claim processing days from 55 days to 07 days.** This is resulted in customer satisfaction and first time right.
- Contributed in development of Mahindra diagnostic system (MDS) tool.

Career Profile:

1) Mahindra & Mahindra, International Operations, Mumbai
Period: Apr'2011 till date

Role: Manager, Customer Care, Field Operations

Key Result Areas:

- 1) Responsible to drive Service & Parts Operations.
- 2) Implement policies and procedures in dealership network.
- 3) Implement policies and procedures in dealership network & drive Dealer excellence Program (DEP)
- 4) Drive Pickup service promise.
- 5) Support dealer in Launch readiness.
- 6) Dealer manpower training (Technical, portal & soft skill training)
- 7) Drive and monitor DSS and CSI parameters.

- 8) Customer concern resolution and warranty management (Warranty policies and Audit)
- 9) Monthly con call with dealer for effective communication.
- 9) Monitor Service actions/Recall campaigns activities.
- 10) Monitor product performance and provide feedback to improve product quality & reliability.
- 11) Dealer profitability (Assist dealer to grow business through Service Marketing activities)
- 12) Monitor activities like vehicle retention and other various activities.

Role: Manager, Customer Care, Technical Services

Key Result Areas:

- 1) Monitor product performance and raise concerns with PVT (Plant vehicle team). Ensure resolution of concerns as per severity (Sev 8,9,10 – Closure within 60 days & Sev 7 – Closure within 120 days). Also keep track of reliability and effectivity of solution offered.**
- 2) Participation and lead monthly meetings with PVT (Plant vehicle team).
- 3) Analyze & understand top concerns (Incidence wise & cost wise) and take up with PVT for concern resolution.
- 4) Monitor concern resolution to control warranty cost by releasing TSB for product enhancements / improvements.
- 5) Aftersales technical process deployment and standards implementation.**
- 6) Initiate, deploy and monitor field actions and ensure the completion.**
- 7) Support in forming & documenting the solutions and containments of product issues for network.
- 8) Effectively manage the customer queries and ensure the speedy and timely resolution.
- 9) Analyze warranty cost on a monthly basis and review status of CPU. Accordingly plan and take corrective measures to contain warranty costs.
- 10) Monitor reduction in R/1000 (0MIS/3MIS/12MIS) by analyzing the warranty data and concern resolution with PVT/PET/PDT.**
- 11) Review RTS and have rationalized approach for amending the same
- 12) Monitor Aggregate replacement and take it up with PVT for resolution.
- 13) Improve Technical capabilities at distributors by releasing clear, easy to understand SOPs, Also releasing Video SOPs for critical processes.**
- 14) Monitoring Vehicle launch operation (OLV) of new launched models to track the emerging concerns at early stages and provide field solution on fast track.**
- 15) Monitoring ECN Management and timely release of TSB (Technical service bulletin) of various changes at part level.
- 16) Ensure availability of special tools of newly launched products.
- 17) Monitor vehicle outgoing quality and feedback from customer at the receipt of the vehicles.
- 18) Monthly con calls with markets/dealers to update status of concerns raised by them and if any emerging concern reported from market.
- 19) Initiate, deploy and monitor the field actions/Recall campaigns.
- 20) Monitor dealer performance through their monthly reports.**
- 21) Monitor the dealer claims for quality and timely submission.
- 22) Monitor DSS and work on the areas which needs improvement.**
- 23) Monitor CSI and work on the areas which needs improvement.**
- 24) Contribution in freezing extended warranty program for various markets.
- 25) Working of Cost of ownership model wise and benchmarking with competition.
- 26) Contribution in freezing of service processes.

Mahindra & Mahindra, International Operations, Mumbai

Role: Executive, Export vehicle quality

Period: From 3rd Nov 2006 to Mar'2011

Key Result Areas -

1. Monitor product performance/outgoing quality of vehicles from plant.
2. Co-ordination with plant team for vehicle quality as per export standards and countries requirement.
3. Joint inspection of vehicles along with plant team for newly launched markets.
4. Joint inspection of vehicles along with plant team at PDI facility located at Mumbai seal port.
5. Monitor feedback from various markets on receipt quality of vehicles.
6. Analyze the feedback received from market and take it up with plant team for resolution.
7. Monthly con call with markets for feedback of vehicle receipt quality.
8. Communicate market with action plan.

2) Ashok Leyland Limited, Mumbai

Role: Customer support engineer, Spare parts

Period: From May 2005 to Jul'2006

Key result areas:

1. Monitor dealer sale performance of Leyparts.
2. Survey of market by visiting and meeting retailers, fleet owners, local technicians.
3. Promotion of Leyparts to bring awareness.
4. Promotional campaigns of Leyparts through service van at Truck terminals and fleet owners outlets to bring awareness to local technicians.
5. Conduct training programme to local technicians.

3) Tractors India Limited, Jamnagar

Role: Customer support engineer on site at Reliance oil refinery, Jamnagar

Period: From Apr 2004 to Apr 2005

Key Result areas:

1. Monitor product performance of Cranes running on site.
2. Carry out timely Maintenance of cranes and Keep MIS for record purpose
3. Attend on site break down on cranes to avoid any delay in site work.
4. Keep record of Consumables and parts consumed month wise.
5. Commissioning of new crane/machine.

Certification:

- Mahindra Yellow Belt certified

Academic Details:

- PGPMS from Welingkars Institute of Management and Research Mumbai in 2016.
- Post Diploma in Automobile engg. From VJTI in 2004.
- Diploma in Mechanical engg from Maharashtra State Board of Tech Education in 2002.

Personal Profile:

DOB : 28th Mar 1982

Nationality : Indian

Languages Knows : English, Hindi, Marathi

Marital Status : Married

Gender : Male

Residential Address : Srushti Residency, C/1303, Tata Power road, Khambalpada, Dombivli (E) - 421201