

# KANWAL JEET JAWA

Managing Director and Chief Executive Officer  
Daikin Airconditioning India Pvt. Ltd.



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## MY STORY

### SEED OF THE DREAM

After completing my education, I worked in the sales & service departments of various domestic & multinational organisations. These roles took me to the deeper parts of India on my motorcycle. Selling anything, back then was a herculean task to Indians, as the market was not homogenous, as compared to the present times. It is then I realised that creating & nurturing a dynamic distribution channel is the "Mantra" for success in India and I decided to rebuild my future keeping that the centre point of my professional pursuit.

### PANDEMIC PIVOT

COVID is a pandemic, undoubtedly, but with every adversity, comes an opportunity.

The world is changing at an alarming rate & I see there a beacon of optimism & hope to convert these adversities into advantages. And this rate of global change is compelling the human race to adopt new methods & technologies to match this transformation. The pandemic has directed us to take a step towards creating a sustainable & innovative business models to increase the penetration of our products & services.

The "WFH" concept is giving rise to new consumerism, and no longer can the old drifts support the new trends. The old business methods are giving away modern such as - E-commerce / CROWD Sourcing etc. So Daikin has already created a parallel online sales technological platform

to support the proliferation of our products & assist the local dealers & distributors.

### MY BIGGEST LEARNING

In my career spanning more than 40 years, I believe change if adopted with time can lead to long-term stability and development. Corporations are NO different, and with new order of business, changes & mistakes will happen. It's human error, people are people working within the context of systems & processes, so we should takes people out of the equation and focus on risk, the risks of the systems that employees work within for bigger outcomes. But the trick lies in anticipating inaccuracies, minimising mistakes & increasing productivity.

### COMMUNITY CONNECT

The current situation in India and across the world is of grave concern and needs immediate action. Daikin India have in the past risen to the needs of the nation. At this moment, the need of the hour is greater than any other time. In this exceptionally difficult period, we believe that urgent emergency resources need to be deployed to cope with the needs of fighting the COVID crisis, which is one of the toughest challenges the human race had to face.

Daikin India partnered with CII & Gautam Gambhir Foundation for providing food & dry ration to people in need across Delhi. At Neemrana, Rajasthan, Daikin India supported citizens with edible food kits, during those trying times. Earlier on March 24 2020, Daikin India announced

a work from home policy for its employees and enforced safety measures at our offices, factory, Research & Development, stores & service centers.