

TMI Group wins patent for workforce performance tool

TMI Group has secured its first Indian patent for a methodology designed to measure and improve frontline workforce performance. The patented system aims to reduce employee attrition by helping organisations identify performance gaps and accelerate role mastery across large frontline workforces.

TMI Group on Thursday announced the grant of its first Indian patent for an invention focused on measuring, analysing, modelling and improving workforce performance.

The Patent Office, Government of India, recently granted Patent No. 596003 for the invention titled “System and Method for Modulating Performance of Subjects in a Work Role” to TM Inputs and Services Pvt Ltd, a TMI Group company, and T Muralidharan, Founder and Chairman of TMI Group and inventor of the methodology.

The patent recognises a proprietary Indian methodology developed to improve frontline productivity, accelerate role

mastery and address a root cause of employee attrition.

Large employers have traditionally responded to frontline attrition by recruiting more people, conducting more training, tightening targets or replacing employees who do not perform. Yet, the cycle of hiring, low performance, exit and backfilling continues.

The patented methodology begins with a different diagnosis: high attrition is often the final consequence of an earlier failure to help employees achieve performance quickly enough.

The deeper problem is the wide and persistent variation in performance among people doing the same job under comparable conditions.

The invention therefore focuses on measuring the performance gap within comparable role cohorts, identifying the critical tasks that drive role outcomes, tracking daily lead indicators, learning from top performers, supporting individual employees and enabling supervisors to coach more effectively.

“For decades, companies have tried to solve frontline attrition by recruiting more people, conducting more training or replacing employees who do not perform. We discovered that attrition is often the final consequence of an earlier problem, the failure to help an employee achieve performance quickly enough,” said Muralidharan.

“The real challenge is the enormous variation in performance among people doing the same job under similar conditions. Our invention provides a scientific pathway to measure that variation, understand why it occurs and help more employees achieve role mastery,” he said.

The invention is relevant to sectors with large frontline workforces, including banking, financial services, insurance, retail, consumer products, telecommunications, logistics, e-commerce, field sales and customer operations.

A NEW INDIAN PATENT.

A GLOBAL FIRST.

A New Beginning for Frontline
Performance Science.

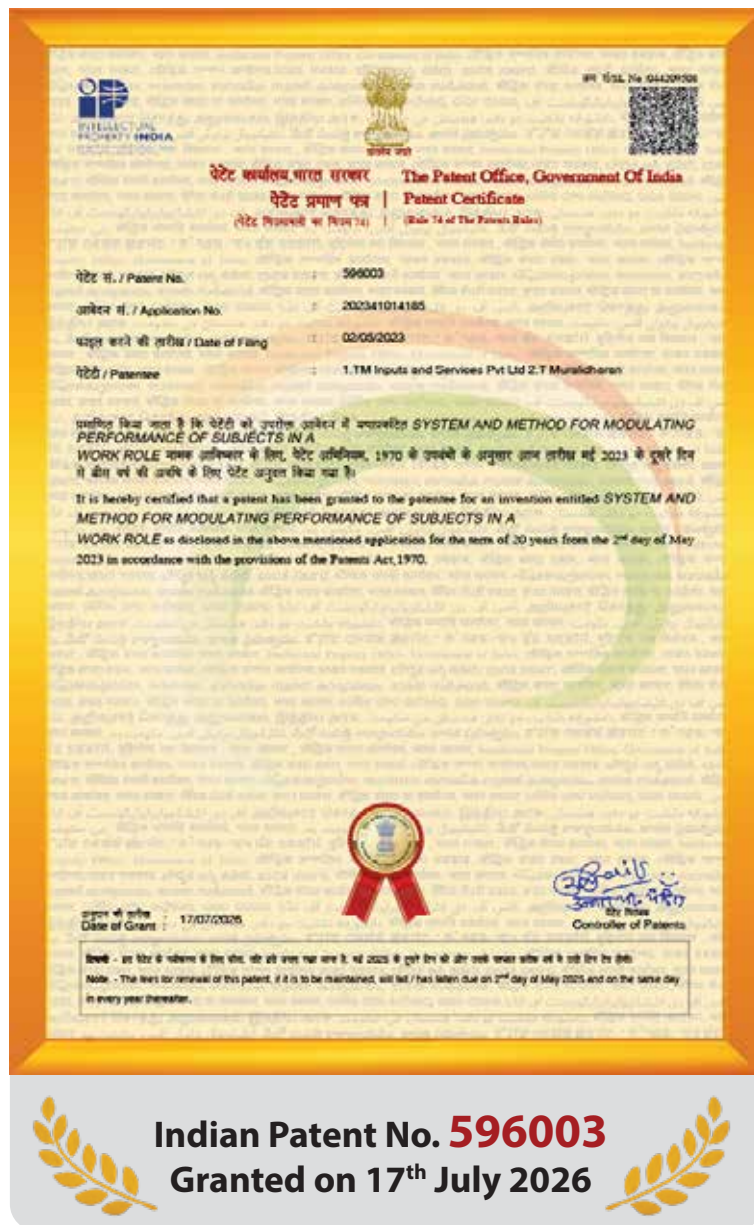


For Decades...

Organisations across the world have invested billions in improving frontline productivity and reducing attrition.

Yet, the questions remain unanswered

Perhaps... we have been trying to solve the right problem... **in the wrong way.**



This patent, which is the scientific proof of QP's research, marks the beginning of a different approach



One that starts not
with targets...



or Incentives...



or Training...



But with understanding **how**
frontline performance is
actually created.

It introduces a new scientific way of looking at frontline work - one that has the potential to **reshape** how organisations Recruit, Train, Coach, Measure and Develop their frontline workforce.



*Every breakthrough begins with a different question.
This patent begins by asking a different question about
frontline performance.*



TURN THE PAGE.

Discover why this patent could change
the way the world thinks about
frontline productivity and attrition.



WHAT MAKES THIS PATENT DIFFERENT?

It changes how organisations improve frontline performance.

For decades, organisations have asked:



How do we improve frontline productivity and reduce attrition?

For decades, organisations have asked:



How is frontline performance actually created?



THE CORE DISCOVERY

Most organisations manage TARGETS.
This patent focuses on the daily work that creates those targets.
Instead of measuring only what happened, it helps organisations understand how it happened.

And, more importantly...
What have the highest performers already discovered that everyone else has not?
That single question changes everything.



THE SECRET SAUCE:

This patent systematically discovers the Secrets of Success of your top performers - and turns them into everyday capability across your frontline.

EVERY DAY, WORK CHANGES



FOR THE FRONTLINE EMPLOYEE

Master the few Critical Tasks that create results.
Not just the monthly target.



FOR THE SUPERVISOR

Become a Daily Performance Coach.

- Coach Critical Tasks.
- Recognise daily small wins.
- Accelerate mastery.



FOR MANAGEMENT

Track Lead Indicators of Performance every day.

See performance being created - not merely reported.



FOR THE ORGANISATION

Discover the Secrets of Success of your highest performers.

Turn those discoveries into:

- Better Hiring
- Better Induction
- Better Coaching
- Better Learning

and ultimately, better enterprise performance.

FROM PERFORMANCE MANAGEMENT...



TO PERFORMANCE ENGINEERING



DISCOVER
the Secrets of Success



IDENTIFY
the Critical Tasks



MEASURE
the Lead Indicators



COACH
Every Day



MASTER
Critical Tasks



SCALE
High Performance Across the Enterprise



QUANTA PEOPLE
FRONTLINE PERFORMANCE
MATTERS

Engineering Frontline Performance.

A New Science. A New Way. A New Future.

Indian Patent No. **596003** Granted on 17th July 2026

Explore what this could mean for your frontline:

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