C:\Documents and Settings\ragini\Local Settings\Temporary Internet Files\Content.IE5\8LQNWDIJ\MC900434401[1].wmf **IRRITATION IMPROVEMENTS MEETING MINUTES**

**Date:** 6th September 2013

**Director Present: – Alpa Hathi**

Alpa welcomed all to the meeting and was pleased everyone is voicing their thoughts on the Intranet.

**Laxmico Irritations:**

* Ground Floor hot smelly food is being eaten – please refrain and use the canteen
* Canteen is not a pleasant place to eat, needs a deep clean – HR to sort
* Deep clean first floor, the floor is really dusty – HR to sort
* Toilets: ladies for hygienic reasons please wipe the toilet seat after yourself
* Toilet: gents toilets are being stuffed down all the toilets, this is abuse of our company facilities – if you see anyone doing this please report

**Ruislip Irritations:**

* First Floor offices people are leaving printing paper everywhere in the office – please put these back in the cupboard once you have loaded the Printer
* Toilets: for hygiene reasons no hand towels to be left in the bathroom
* Hygiene: people are drinking out of a glass, not washing it with soap and putting it back in the cupboards – this is unacceptable, please leave dirty glasses/mugs in the sick for the cleaners to wash

**Improvement/ Updates:**

**Alpa Hathi**

* There have been some physical security changes to both the buildings; we have had bollards put up. Please be aware of more changes to come.
* Security, please be reminded all company equipment is monitored, this involves PCs, laptops and company phones. This is for training and security purposes.
* We are looking at refurbing the building plans will start from second floor IT room. Updates will be given closer to the time.
* Recruitment is going very well
* PMS is on its way, we have developed 360 peer reviews into this and these will bring about fairness and transparency. You will review yourself as well as your managers. Workshops will be delivered on how to use the system.

**Dipen Jethwa – Specials and O’Neills**

* It has been a difficult August due to holidays and economic climate, 20 – 30 accounts opened. Improving to move better faster.
* Specials – there is a lot of interaction between UK and India office, there is more structure and team work. Customers are becoming more confident. Ashwini who used to work in Specials UK a few years ago has now joined the India team and will be helping.

**Ruth – Customer Service**

* Product recall has been difficult 1500 returns
* Thanks to Simran Wallia for joining without her we wouldn’t be able to cope, 80,000 invoices cancelled

**Alex D’Souza – Telesales**

* July ended well for us, August has been a nightmare (Specials + Sales)
* Been profitable holiday season, generics have been increasing
* September – picked up achieving more sales

**Anna Sidiropoulou – European Buyer**

* New supplier on board in Belgium
* In November – we will have a new European system which will help with communication and workloads

**Vish Patani – Finance**

* Audit 31st July has finished I would like to thank all departments who have contributed.
* New Terms and Conditions have gone out to all customers securing way business is done.
* New loyalty bonus has been implemented
* Sit down with Customer Service for training so they know all the Q+A
* Credit control have hit 101% on targets
* Working more with European Buyers to get more suppliers
* Expenses Policy has been launched, please refer to the Intranet for a copy

**Aman Dhillon – Production**

* Everything in our department is going very well. Manufacturing gone through lots of validation, high capacity, loads of equipment and manufacturing.
* EPS – No complaints, works brilliant thanks to department.

**Dean Barham – Regulatory PLI**

* Slow month only 7 licenses granted, will pick up in October.
* Lots of work in India team (Specials)
* 3rd party stock, License need to stay up to date
* PI System started this week everything is going well, will be efficient in future.

**David Masih – Quality**

* QC everything going fast 7 vacancies, 4 taken, 3 left to recruit.
* Business is growing fast. Keep up the good work, support will be coming soon.

**Roshni Patel – Regulatory Specials**

* Arti and Arpita joined Regulatory specials
* Each procedure takes 9 months to 1 year to process
* Products for next year are in the process

**Hardik Patel - Warehouse**

* August 56K Stock will be coming mid September compared to last year, higher stock
* PLPI new software is up and running, this has helped us.
* **Aman** – big thanks to Kunal Padia to help launch the new system

**Promotions:**

* Vishal Pindoria – Perivale Telesales (Team Leader)
* Vishal Deshmukh – India Telesales ( Team Leader)
* Adam Broomfield - Perivale Junior Buyer

Congratulations to all!

**Welcome to our new starters:**

**In Ruislip:**

Warehouse

Manufacturing – Nehaben Jaiminkumar Patel

Warehouse PI – Artiben Patel

Warehouse PI – Tejalben Shah

Quality Control – Shyam Barot

ADL – Kunal Dachawar

Clinical Graduate – Dhimal Varsani

Grad Buyer – Kavita Patel

QA Officer – Premlata Verma

**In Perivale:**

Warehouse:

* Manoj Gurung
* Dipak Saru
* Koras Sunwar
* Akash Ali
* Keerthana Ganeswaran
* F&A MI – Sarega Nair
* Supervisor – Jo Durrant

**Leavers:**

Rohan Patel, Saroginidevi Kumaralingam, Bhargav Desai, Tejal Desai, Ama Angele Gbolo, Olivia Barreto, Kamleswaran Sathasivam, Aarti Sharma, Usmeet Singh, Darma Rajkoomar, Rakesh Saini, Rahul Suryakant Bhatt, Bhavin Patel, Ashvin Rajkoomar, Sarita Badhan.

We are sorry to see them leave however we wish them all the best for the future.