



# IRRITATION IMPROVEMENTS MEETING MINUTES



**Date: Friday 5<sup>th</sup> June 2015**

**Directors present: Samit & Alpa Hathi**

Alpa and Samit welcomed all to the meeting and brought forward the new starters, in which they were made to dance at the end in front of everyone. Pictures of the meeting will soon be up on the intranet.

## **Alpa & Samit:**

- Explained how irritations came about and outlined the purpose of it
- Tas will be welcoming everyone with 'hello' in numerous languages for future irritation meetings

## **Irritations**

### **Perivale**

- Car Park – recently cars have been blocked which makes it difficult for employees when leaving work. Please take a picture of the vehicle or make note of the number plate and liaise with Reception team.

### **Ruislip**

- People are wearing lab coats to go to the toilet and outside for a cigarette. *This is against regulations!*
- People are smoking on site near the QC Lab. *Please refrain from this.*
- People are sitting in Reception, please note this space is for external only. Please use the canteen. - ***Maria will now record the names and send a list to Alpa once people have done this 3 times they will have a meeting with Samit and/or Alpa!***
- Canteen – need a new fridge and microwave

## **Announcements**

- **Renovations update:** Will be starting on first floor in Ruislip shortly, Neil will be looking after this.
- **Waymade Update:** Winding down operations end of this month, phenomenal journey.
- **Operations Board:** Welcome new member Sheila Patel
- **Arpit Shah** – has transferred to IT Networks Team from India. We wish him all the best. Arpit will be going back in August!
- **Baby news:** Congratulations to:
  - Bhikhalal and Meena – Baby Girl
  - Sarega Nair – Baby Boy
  - Umairuby Paranirathan – baby girl
  - Sushila Dhanji – Girl
  - Alfred Soloman – Baby Boy

## **BUH Updates**

### **HR – Ragini**

- New starters in the team
  - New HR Intern: Jaina Kansara
- Leavers in the team
  - Good retention
- How did the team do compared to last Irritations any improvements to be made
  - Recruitment UK – 153 positions filled, phenomenal achievement!
  - Recruitment India – 74 positions filled
- Big focus on PLPI Regulatory in India and UK and PLPI Warehouse, we have support from Jobcentre and walk ins. Team have interviewed **over 300 candidates** in the past quarter for PLPI alone. Great achievement!
- Recruitment, Sarita and Shaleen went to Greenwich University for our first Graduate fair. Successful day of getting our name out.
- Waymade: The team have been going to Essex daily to help out with workloads and all the changes.
- **Benefits:** We are pleased to announce we have renewed all Benefits. For those that have passed probation you can make full use of these. Our newest launch this month in line with the warm weather is the 'Cycle2work scheme', this is a salary sacrifice scheme where you can spend up to £1000 on the bike and accessories. For more information please log on to the [bnsgroupbenefits](https://bnsgroupbenefits.com) website. Alternatively you can attend the benefits workshop, Perivale 12<sup>th</sup> June in the Board room. If you have any issues or queries please contact a member of the HR team.
- **What future projections are there for the team?**
  - Keeping up with critical positions through work permits and Intra company transfers
- **How are the team and yourself doing**
  - Team are strengthening, efficiencies are improving.
  - Team and I are very happy and very motivated for the next quarter!

### **QA – David**

- 4 new starters
- Team have grown to 6
- Carried out intensive training with team to become more effective and responsible
- Team are continuing their hard work to become stronger, more structured and efficient.

### **Regulatory PLPI – Arti**

- 1 new starter
- Transferring many licenses from Waymade to B&S
- Although there has been an increase in workload, processes have become a lot more smoother
- Great support from Jatin and team

### **Learning & Development – Sheila**

- Principle training is going well
- TV has been put up in Ruislip canteen to show training courses
- Received great feedback from managers in regards to training – thank you!
- Seen a great difference in employees since training has been carried out and communication has improved a lot.
- Principle training in India will be rolling out from July 2015
- Job cards has been introduced for managers to give to their team to show appreciation of staff and to also increase recognition
- Investment in training; behavioural assessments will soon be introduced to everyone to better understand an individual's behaviour and to also grow individuals skill set
- Introduced L&D awards to show recognition of improved behaviours, performance and attitude as per Sheila's recommendations. That does not mean others are not doing well – we all are –this is for individuals and teams who have really shown a positive attitude and response to training and challenges and each other!

### **Warehouse PLPI – Hardik**

- Over 100 new starters
- Joao is the new night shift manager and he has brought with him 15 years of experience
- There have been changes made in the way we receive stock to utilise space capacity more efficiently
- At the moment, Goods In area are struggling with space and Kamleshbhai is assisting us with this issue
- Night shift has begun on 1<sup>st</sup> June 2015 and is going well – thank you to the HR team on the recruitment side of it
- Without the help and support of the PLPI team we would not be here today so a huge thank you to the whole team – we are proud of all the hardwork!
- PLPI team members have come forward to help with night shift workload – really appreciate this
- For all departments, we have good support to run night shift – thank you!

### **Regulatory – Roshni**

- 2 new starters
- Team have been working on maintaining current licenses
- Procedures have become more smooth and efficient
- Team are working on making processes more robust and are also working cross-functionally with all teams
- In regards to liquid products, questions have lessened which means we have been improving as a team

### **Manufacturing – Sanjeev**

- 3 new starters; 2 leavers
- Since last quarter, we have introduced new commercial products – successfully manufactured these products in the BMS area

- Increased products in BMS department and increase in orders for EPS department
- Focusing on modifications for semi dosage in the coming months and by the end of August, solid dosage will be introduced

#### **QC – Kamlesh Junior**

- 2 new starters
- Team have grown phenomenally
- Team have been through external training to improve skills, a big thank you to Sheila's training as it has helped the team
- 3 shift pattern has begun from 7.30am to 10pm

#### **Perivale Warehouse - Subodh**

- Above 30 new starters
- Workload has increased and team are working hard to improve efficiency.

#### **IT – Satish**

- Team have been working on projects; introduced a system that connects Perivale Warehouse to Waymade warehouse to help with distribution

#### **Telesales – Mohsin**

- No new starters; 2 leavers
- Sales have increased tremendously – beating the India team!
- Currently, team have been coping well and working hard
- Absorbed workload from leavers to help with efficiency

#### **EU Buyers – Louise**

- No new starters; 1 leaver
- Mithun has joined the team and will focus on Belgium, Germany and Ireland
- In regards to Waymade, we have had to slow down workload to help get stock in place
- Waymade team and Perivale team have been working together to get best prices and good deals
- Have been travelling to keep up company's awareness and to strengthen our image
- Working with India Sales team to share knowledge and provide adequate training to make team stronger
- Using Sheila's responsibility training, each team member has to take care of a function within their role – to have expertise in a particular role.

#### **Sales – Dip**

- 2 new starters; 2 leaver
- Distribution sales have increased
- Specials – 27 lines have been dropped due to internal changes
- Working with Waymade's sales team to become more efficient
- The principle training with Sheila has helped the team to better understand the importance of these.

- Using the learning principle, we have introduced educational training in team meetings. Each team member will be given a topic to speak about in sessions.

### **Finance – Vish**

- 2 new starters, and in India there have been a few recruits
- 2 leavers
- Since last quarter, team have been extremely busy
- Audit will start on 8<sup>th</sup> June so we have been preparing for this
- Team are getting ready to take on workload from Waymade

### **New Starters**

#### **Perivale**

Rhea Patel (Reception/ Office assistant)

Namrata Parmar (Accounts Assistant)

Jeyananthini Yoganathan (Payroll and Accounts Assistant)

Jaina Narendra Kansara (HR Intern)

Welcome back to:

Kanty Srikanthan Sivalingham - Warehouse Team Leader

Neil Khakhria - Project Manager

Geoff Bell - RSM

### **Warehouse – 38 Warehouse Operatives**

#### **Ruislip**

Joao (John) Sebastiao Mendes (Night Shift Manager)

Atul Patel (Project Manager for Pharma Development– Clinical)

Hiral Calan (Regulatory PLPI Graduate)

Hemantkumar Patel (QC Analyst)

Kalpesh Patel (QC Officer)

Binnu Joseph (IT)

Rupa Bhandari (QC)

Satwinder Kaur (QA Administrator)

Priya Mangrola (Regulatory)

Atula Patel (QP)

### **Warehouse**

#### **PLPI team - 101**

#### **Manufacturing team - 8**



## Well done to all who voted!



### **Gowrie Star Performer – Parim Patel**

This person hit the ground running, even transferring licences and maintaining current portfolio. Always worked the extra mile to make sure that the task is completed. Firm on communication and providing training to new members effectively with work load. Olga was impressed with his training, mentoring and coaching techniques. This person has given good support to PLPI team, PLPI India team and Arti.

### **Laxmico Star Performer – Mohsin Ghori**

This person always goes the extra mile. He has taken on new responsibilities over the past months and has met his targets, keeps the numbers high and is able to manage the rest of the Team



### **Gowrie Best Team – All of Manufacturing**

Outstanding performance during acquisition of Waymade and Thame laboratory. After acquisition, manufacturing nearby 200 orders every day on time without any complain from customer end. Also did perform well during flying visit of MHRA and X-MHRA. They are always ready for any audit and keeps premises always auditable.

Good team work. All members of team are work as unity and work made very easily. They also help each other as well.

### **Laxmico Best team – All of Perivale Warehouse**

The hardest working team they are the key point to our company. With all the work going on and Waymade stock integration they have still functioned on a daily basis getting thousands of orders out. Ensure all the boxes are picked and packed ready to go out to customers. Continually ensuring operation does not stop.



### **Living the B&S Principles – Sheila Patel**

She feeds on feed back, always ready and happy to help in every situation. Always makes us feel welcomed when we approach her. Great training.



### **Gowrie L&D Award - Yogesh Patel and Dimpal Patel**

There has been a lot of training aside from Principles for example room and team leader PLPI training. This award is going out to a few key individuals who have consistently received positive feedback over the last 2 months

### **Laxmico L&D Award – Vish Patani**

There has been a lot of training aside from Principles for management and leadership training etc.

This award goes out to an individual who is now much more approachable, easier to communicate with and many people have noticed this improvement