



## **Irritation Improvements Meeting**

**Date:** 07/06/2013

**Welcomed by:** Samit and Alpa Hathi

### **General Topics:**

The Voice on the Intranet and the suggestion box are being used more frequently.

### **General Irritations:**

- **Gujarati is being spoken in an open plan office.** This needs to stop, it harms the working environment. If you need to speak to someone in a different language do this in a closed office. Disciplinary action will be taken for frequent abusers.
- **Mobile phones being used and people are playing games during working hours.** This has been logged via the Voice. For those who are doing this please stop! Action will be taken.

### **Perivale- Irritations**

- **'Smelly' food on the work floor,** please use the Canteen.
- **Employees going out for an hour on their break and then coming back to eat** – this is being monitored.

### **Improvements/ Updates**

- **Toilets** in Perivale are in the process of being refurbished, this should be done by 21<sup>st</sup> June.
- We now have two new **Health and Safety officers** who will be working between sites- Nileshe Limbachiya and Jatin Patel.

### **Alpa Hathi, Leadership & Development Director**

- **Benefits** have been introduced however it is not being used. Due to;
  - Takes time to go through and see how the process works
  - Seems complicated to use

This will be monitored for a year to see the progression; if it is not used often it will be changed, so that it is more beneficial for all. Ragini and team will be setting up training sessions for employees on how to use the benefits scheme.

- **Performance Management System-** there has been a slight delay due to technical difficulties however the team is working on it. We will keep you posted.
- We will be launching **360 feedbacks**. Management will be asking employees questions surrounding the work place and their work. This will encourage employees to voice any feedback or issues they are facing around the work place and in turn help us with training to make improvements within their working environment.
- **Launch of HR Clinic** - This will enable any employees with problems or questions surrounding work, you will now be able to make appointments with Ragini to discuss.
  - It will be held in Ruislip on Wednesdays 10-12pm on the 1<sup>st</sup> floor and Fridays in Perivale 10-12pm in HR Office
  - You can book out slots by using the: <http://hr.bnsgroup.co.uk/index.asp> or alternatively call Ragini and she will do this for you.
  - Please note meetings will be kept confidential.

**David – Quality**

- The Lab has been able to acquire more established equipment which has allowed the team to complete activities quicker.
- An increase in man power has allowed the team to push targets
- We are hoping to obtain more licenses in August
- The growth of the team and structure of business has helped move things in the right way
- We have a new Lab Manager who has joined: Kamlesh Patel (Jnr)
- We are looking for QC Analysts, if you are interested please send your CVs to the HR team.

**Aman - Production**

- New equipment has meant we are producing in bulk a lot easier and it is manageable.
- The team is expanding
- Producing orders on time. Well done to all!

**Dean – PLPI Regulatory**

- An increase of 25 applications
- The quality of applications are getting better, MHRA are approving these quicker
- The 'on hold' list has decreased considerably from 100,000 to around 20,000
- Currently in the process of implementing a new PLPI system

**Hardik – Warehouse Ruislip**

- The 'On hold' list has been reduced
- We are gaining more licences
- Stock- an increase for Contract Labelling
- Labelling department has a flow of consistent work; the team itself have made massive improvements. We are receiving fewer complaints, well done to all!
- We are managing with less people on the team, thank you to everyone for there hard work.

**Ruth - Customer Services**

- IT have introduced a new system which has helped
- Tasmia, our new starter has made a good start in Customer Services

**Louise – Commercial (Europe)**

- European Buying team have been hitting well over their targets set, though the exchange rate has not helped matters.
- Despite the fluctuation on exchange rates more licences have been granted. Good relationship with Regulatory team, all is working well.
- Gained a solid relationship with suppliers

**Dipen – O'Neills**

- Mobility has been introduced.
- Exchange rate effecting sales- but business is still growing.

**Alex - Sales (UK & India)**

- Increase in sales
- Our new focus will be towards PI's once they are introduced
- Lost a few employees but managed to cope with the demand

**Jahangir – Finance**

- Auditors starting from Monday 10<sup>th</sup> June.



- Credit Control – over achieved on their target, they have hit 102% Great work team!
- Accounting has had a good month overall

#### **Dip - Hospitals**

- Better relationship with RSM's
- Increase in turn over
- Portfolio steady
- Hospitals have been a tough market – gaining more attraction by meetings and RSM's.

**Sadly we lost** Arvind Patel (Kaka) from Warehouse Perivale; he was suffering from ill health. He was with Colorama since 1994 and has been employed with B & S since 2010. He was a well respected employee who was an asset to the Company. Our thoughts and prayers go out to his family.

#### **New starters**

Kalmesh Patel- Lab Manager  
Roshni Patel- Regulatory Manager  
Aarti Patel – HR assistant  
Jane Ashe- Cleaner at Perivale  
Tasmia Khokher – Reception/ Customer Service  
Lousia Parsons- Demand Planner  
Adam Broomfield- Asst Warehouse Manager

#### **Leavers**

Megha Shah ,Vrunda Parekh, Smitaben Chauhan, Kalpesh Patel, Alrica Brown, Mark Humphries, Mohammed Abu -Baker, Rajesh Padatiya, Cheryl Lyne, Roy George, Hitesh Patel, Jean-Claude, Daanish Riaz, Ami Soni, Prashant Patel, Soumya Chatterjee, Premanand Yazala, Monali Patel, Mansi Shah

We wish them all the best.

#### **Sales Awards**

- |                      |   |                                   |
|----------------------|---|-----------------------------------|
| 1. BEST TEAM         | - | SUNIL'S TEAM                      |
| 2. BEST TL           | - | SUNIL NANDWANI                    |
| 3. SPECIALS CHAMPION | - | VISHAL. P (UK) & HARSHITA (India) |
| 4. BEST TELESALLES   | - | FARHAN PATHAN                     |

#### **- BEST TEAM SUNIL'S TEAM**

o Once again Sunil's team has proved that they can come on top. We are glad to see that one team is performing outstanding for last 6 months and still they are on top. We are highly impressed by their team work and co-ordination. We would like to congratulate them for their top class performance. Well done team again.

#### **- BEST Team Leader SUNIL NANDWANI**

o None other than Sunil Nandwani who is performing and maintaining his top position for last 6 months and more. He has the right qualities of a Team Leader; he is someone who is hard working. He challenges himself to stay on the top. Once again well done to Sunil.



- **SPECIALS CHAMPION** - **HARSHITA & VISHAL.P (London)**

- Harshita worked hard and overshoot her specials target by adding maximum number of specials. First time we can see her name in the list of performer which indicates that she is started performing and hopefully we will see her in top performers list in future as well. Well done Harshita.
- Vishal Pindoria is not only an acting Team Leader, he has also consistently hit his own targets for Specials yet again. Well done to Vishal and keep it up.

- **BEST TELESALLES** - **FARHAN PATHAN**

- Farhan Pathan works in Sunil's team and has joined this team 1.5 years back. We are glad to see his name in the performers list in this short period. Coming up on top by competing against experienced Telesales is a big achievement. Another rising star in the team and hopefully we will see him again in the top performers list. Well Done Farhan.

**Recruitment**

We are recruiting for the below roles, if you know anyone who is interested please ask them to send their CV to [hr@bnsgroup.co.uk](mailto:hr@bnsgroup.co.uk)

- Business Analyst, Finance Team
- Operations Graduate Trainee, Operations Team
- Clinical
  - Production Manager
  - Clinical Graduate
  - Graduate Buyer
  - Regulatory Executive
  - Analytical Development Scientist
  - Quality Control Analyst