



## IRRITATION IMPROVEMENTS MEETING MINUTES



**Date: Friday 5<sup>th</sup> July 2013**

**Directors present: Samit Hathi and Alpa Hathi**

Samit and Alpa welcomed all to the meeting.

As Kamleshbhai was late he danced at the end of the meeting with Vyara who didn't calibrate the clock in the office : )

Samit also danced as he was late to Perivale irritations accompanied by Alpa.

### **Ruislip Irritations:**

- Please can we can have refurbished toilets aswell. – *Plans for decorating are in place*

### **Laxmico Irritations:**

- Sales Floor needs a deep clean – *looking to improve this by having a thorough clean, please all help to maintain this.*
- Due to the number of people coming to work here, the opposite car park becomes full and peoples cars are getting blocked in – *any suggestions on to improve this matter please use the Voice.*
- Windows are being left opened at the end of the day – *Please all close windows as alarms go off at 3am. If you opened a window, please close it*
- Office is starting to look messy – *please keep desks tidy*

### **Improvements/Updates:**

#### **Alpa Hathi and Samit Hathi**

- Samit and Alpa are looking at the **Performance Management System** (PMS). 1<sup>st</sup> August PMS will be rolled out to the UK.
- As you are aware we are having an internal **re-structure** within the Business Unit Heads – changes on this will be taking place shortly.
- The **toilets** in Perivale are finally done, pictures can be seen on the Intranet.
- **Benefits** Launch, we understand there has been some confusion, Ragini will be holding tutorials for this in the upcoming weeks.
- We will be adding more **standalone screens** in the Ruislip Canteen for the training matrix.
- Changes to the **intranet** – We now have a CEO Blog which Samit will update every month. There is also a social corner, where you can all write your comments for birthdays. All irritations have been recorded on the Voice so it is going well.
- **HR Clinic** has been going very well. We have received positive feedback and the response has been good.

- Remember guys in your benefits package you have **Employee Assistance Program** (EAP) you can call if you have any problem, which is completely confidential as well. Nothing gets sent to the company.
- Rahul Sharma came from India site to England, we can now do **transfers** within both sites. Well done to the HR team on all the hard work doing the immigration work.
- In September we will start up the **awards** again, it is on the agenda once we have done the re-structure.
- Ridhi Patel is a new **work experience student** working with us for two weeks. She came through Bansal Pharmacy. So proud to know that one of our customers would want their child to work for B&S Group which is fantastic.
- Tasmia has now moved from Customer Services into **HR**. We welcome her to the team.
- **HR Audit** will be starting on the 8<sup>th</sup> July 2013. Please can you bring all your paperwork and documents with you to the HR Office.

### Aman Dhillon, Production

- We have a few problems with the equipment, however the major ones are fixed. Everyone in the team did a fantastic job to get the guys in and do the repairs as quickly as possible. Thank you to the Team.
- EPS Staff having been keeping up with the high demand even though we can not produce these bulk. Well done.
- As we have been coming up to summer we are getting more and more busy.

### Arpita Patel, PLPI Regulatory

- In PI Regs we have 8 licences granted and have now applied for another 15 licences.
- We have more licences coming through.
- We have almost finished looking at the new PI System, which will hopefully become live by the end of the month.
- Thank you to Jatin Patel who has been helping with the Warehouse system.
- We have a new team member in India, so we now have 4 Regulatory members there.
- Our biggest achievement – The stock on hold that ties up our money has gone to 2000! Which is the lowest we have had and we are looking to clear this by next month.

### Roshni Patel, Specials Regulatory

- The UK Team has expanded as we have two new recruits.
- We have set up the department and looking at areas to improve.
- We have submitted 3 applications
- Bottleneck area - we can proceed with applications
- We have planned the rest of the years application. There are 15 – 18 applications which we will hopefully get by next year.

### David Masih, Quality

- QA have started doing software validation, which is a Audit software, findings will be on there. So now we have a control manner and everything will be going out on time. Big improvement from a paper system.

- A training matrix is being prepared for everyone. This will be a lot easier for when auditors come in, as we can help identify the training needs.
- QC is still expanding. Everything is being submitted and we are keeping things moving to have a solid business pipeline.
- We have brand new equipment in the labs to ensure there are no bottlenecks. The calculations are now being done electronically to save time.
- New software in place to support regulatory.

#### **Jatin Patel, Warehouse**

- Work was slow last month, we have tried to cover it in this month to catch up with targets
- PLPI is going well
- Good team work

#### **Julie Moore, Customer Services**

- Sadly lost Tasmia to HR
- Has been a busy start to the month
- All POD's were done properly
- Are now training on the specials WMS Systems, to ensure things are done efficiently

#### **Nidhi Vyas, Finance**

- The audits are going really well as we have no major issues. Thank you to everyone for your help.
- Cash collection – we have collected 95% of our target so well done to the team.
- Credit control team are also working with RSM and Sales in making the account opening process a lot smoother for our customers.
- Buyers and suppliers are having regular meetings so there is stock to sell

#### **Alex D'Souza, Sales**

- Sales have gone up, opening new accounts and collecting enough money for stock so we can sell more
- Sales have been high
- All the team are doing well, with the highest sale of generics this month.
- June daily average has increased
- Not a great month for specials because of the article in the paper, however we are in the best suited position on how we do specials.
- All good focus is now on specials

#### **Dipen Jethwa, Specials and O'Neills**

##### **Ireland**

- The Irish market having a bad month, however we are doing better this month
- Customers are coming back and ordering.
- We have the most number of accounts buying from us – Hospitals and UML
- Still tackling other areas of the business.

## **Specials Customers**

- Started managing the team, they all have a lot of knowledge about specials.
- The team have done so well keeping things going, have trained the India team and everything is still going well in UK. Well done to you all!
- Looking at the market now specials is now seen to us as a category so we will sell that way, but still maintaining and giving a good service.

## **Dip Khakhria, Hospitals & RSM**

- Licences and Specials are going really well.
- Buying groups – sales have gone up by 40% from our buying group
- Specials have been slowing down due to the papers, we have lost some business to the wholesalers. Since then we have taken advice from Charles Russel, 'David Raisener' has given us advice on specials scheme and propositions. We are in a good place and trying to hunt down specials
- Linking specials in with everything, now integrated within so we are selling everything.
- Hospitals have been a tough market but now have a positive response.
- Now doing over labelled generics packs – good service
- Need to tidy up the delivery and resources and Alpa will help with this.
- Overall everything is going well

## **Anna Sidiropoulou, European Buyers**

- Anna has been promoted to Senior Buyer. Congratulations!
- Whilst Louise has been gone we have allocated duties and the different countries Louise was looking after to the team.
- The team are still doing well on the first week, our margins have been good.
- Before the European supplier close for the summer we have sent out our double orders
- Rahul Sharma joined us from India and has helped on different areas, unfortunately he will be leaving us soon! Was lovely meeting him and putting a face to the name. Thank you Rahul.

## **Sales Awards**

### **Best Team – Mohsins Team (UK)**

### **Best Team Leader – Sunil Nandwani**

### **Specials Champion – Jaishali Kahar**

### **Best Telesales – Farhan Pathan**

Mohsin and Team have worked tremendously hard, as a team they have overshot their Generics Targets by 5%, their sales target by 18% and other category target by 1%. They all have worked as a unit together persevering all month and working together unanimously towards their daily achievements, keeping track of hourly, daily and weekly sales.

Well done Team, Great Effort. Congratulations to Mohsin, Sanje, Sonia, Ashvin, Aarti, Brijesh, Shradha and Mohammed.

## **Welcome to all our new starters:**

### **In Ruislip**

- Regulatory
  - Krupali Patel
  - Bhargav Desai
- Labs
  - Mansi Patel
- Warehouse PI
  - Nehaben Patel

### **In Perivale**

- Warehouse – Akash Ali  
Keerthana Ganeswaran

### **Leavers**

Divya Patel, Ninoshkumar Patel, Shahana Begum, Keyurkumar Patel, Gary Smart and Aarti Patel.

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