



## IRRITATION IMPROVEMENTS MEETING MINUTES



**Date: Friday 15<sup>th</sup> March 2013**

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

Samit and Alpa welcomed all to the meeting.

### **Ruislip Irritations:**

As Kamleshbhai and Kasia were late to the meeting and both were not in pyjamas! They both showed us some of their moves to Disco Divani. Pictures can be seen on the Intranet under Gallery.

- Non-PC users do not have access to the intranet or leave portal – *IT are working with John to get touch screens in the canteen, this will be done by the end of April*
- Personal mobile phones being used during work hours – *reminder of our company policy of mobile phones are to be used at lunch times only, all other times they should be out of sight and on silent*
- Can Ruislip have vending machines- *Kamlesh is sorting*
- 1<sup>st</sup> Floor fridge is not working- *John to sort, delivery on Thursday 21<sup>st</sup> March*
- Can management update us on financials on how well we are doing against competitors- *Samit will start doing overviews of this/ newsletter on the intranet*

### **Laxmico Irritations:**

- Non- pc users do not have access to the intranet or leave portal – *IT are working with John to get touch screens in the canteen by the end of April*
- Meeting rooms in Perivale are being used for lunch- *Please all refrain from doing so*
- Hot food (smelly food) on floors still in Perivale – *Please use the canteen*
- Can someone automatically top up the tea, coffee and sugar without having to keep asking John- *Sam will replenish automatically*
- No-one uses powered milk, can we have liquid milk – *No to liquid milk due to wastage, however each department can arrange a kitty to buy milk.*
- Personal mobile phones being used during work hours – *reminder of company policy*
- Smokers are not using designated smoking areas, rising complaints from customers and non-smokers- *All smokers please use designated smoking areas*
- The toilets are awful- *renovations plans are in process, will be getting more toilets, everyone will be updated once sorted*
- Is the water from the tap safe to drink – *Yes it is*
- Facility issues such as toilets and heating, HR keep getting calls about this – *please log on to facilities via intranet, this will be sent to John Broomfield*
- Can management update us on financials on how well we are doing against competitors- *Samit will start doing overviews of this*
- Canteen is too cold to sit and have lunch in – *Looking in to this*
- Cars are being blocked at 7pm by warehouse staff in the car park- *John to action*
- Can we have water dispensers – *not at the moment, financially costs £2400 per month, when business is improved will re-look at this.*

## **Improvements/Updates:**

### **Aman Dhillon, Pharmacist/Production Manager**

- New R&D facility in India, team are very enthusiastic.
- In a few months business will increase which is great

### **Dean Barham, Regulatory Manager**

- Now we have a new Quality Management System. At the moment getting used to it, but already has been a great improvement

### **Hardik Patel, Warehouse Manager**

- Stock at the moment is going down, need 100k as mentioned in previous meeting.
- All team are working hard
- Have no customer complaints

### **David Masih, Quality Manager**

- The new lab is now up and running which is working really well for all the team.

### **John Broomfield, Operations Director**

- Whilst conducting a risk assessment of the building and for insurance purposes, smoking onsite may not be allowed in the future
- Not only for insurances purposes but being a Pharmaceutical company, smoking does not set a good image for our brand
- This is something we need to think about for the Group

### **Alpa Hathi and Samit Hathi, CEO & Director of Leadership and Development**

- Three Years today we took over Colorama, from having 0 people to having 400 is astonishing. We are very proud and thank you to all who has helped. We see a great future ahead of us.
- **Red Nose Day:** Please all contribute, this is for a very charitable cause. Samit and Alpa will match the total made. We have made over £600.
- Thank you all who have been using the intranet - we have 5000 hits so far
- We are becoming more efficient using the intranet and leave portal – thank you to Ragini and Kunal Padia for all your hard work in the development of this
- We have donated to the Eye hospital in India, a mobile van will go the villages to treat individuals that are less able to come in to the city for treatment.
- New R&D site in India, we are continually investing more and the clinical side is growing well.
- As promised when we took over Colorama, we said in the 3<sup>rd</sup> year we will reinvest in our people. Thanks to the Finance department, Vish has been working hard with benefits providers, this will be launched to you shortly. The HR Team and us have been devising

a Performance Management System which is a follow on from the Operating Principles, we we all be assessed on this. From this each individual will have a career plan, Personal development plan and KPI's. This will give everyone a chance to progress and get support from us. This will be launched in April in the UK.

- Intranet will be able to vote for awards – will be able to do so in a few months
- Now looking for the following, if you know anyone who is interested please liase with the HR Department:

Graduate Buyer

Graduate Operational Trainee

Clincial Graduate Trainee

Health and safety Officer – Internal

Laboratory Manager

- **Perivale**

- We have now got a Sales Trophy award. Every month a trophy and certificate will be given to the best sales team, best telesales, best team leader, best specials telesalesn joint with India Sales Team
- Well done to Sanje Balendra for best telesales! Sanje has been with us for under a year and he has grown leaps and bounds! Last month he overshot his Sales by 35% and his Generics Target by 44% bringing in an addition of 40k in the business on top of his target. He has top the sales chart across both the sites and has proved clearly with dedication and efforts you can achieve the inevitable.  
We congratulate him for doing so well in Feb, it is well deserved.
- Well Done to Vishal Pindoria for specials champion! Vishal has been with us more than a year and he has grown in all aspects, whether you put him in an acting Team Leader role or Sales role selling specials or promotions. He has brought in 5 brand new accounts on board for Specials and overshot his Specials target by 65%. He has worked smartly to persuade his customers to buy Specials from us. Once again well deserved and Congratulations to him.
- Adam showed us his moves to the Harlem Shake to celebrate his team mates success– Well done!

- **India**

- Best Team: Sunil's Team- Once again Sunil's team has taken the lead and finished the month on top. This time the competition was tougher because there were 7 teams participating in the competition. However this team has proven themselves yet again as the Best Team in India & London. We would like to congratulate Sunil's team for their all efforts and team work. This shows that team work always gives us good result. Very well done to Sunil, Arpan, Dhaval, Farhan, Jagdish, Sanju, Jayesh and Rinki. Keep up the good work!
- Best Team Leader: Sunil Nandwani - Well it's easy to judge who will be the Best Team Leader if Sunil's team has proved themselves as the best team. We would like to congratulate Sunil Nandwani as the Best Team Leader declared for the month of Feb'2013. We are pleased he continues to prove himself and has taken his team to the next level despite he is competing with more teams this month. Once again an amazing performance by Sunil Nandwani.

## **Internal Transfers:**

- Tushar Patel moving from the UK office joining HR Team in India from 8th April as HR Generalist. Congratulations to him.

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

### **In Ruislip**

- Labs
  - Dhirensinh Chauhan
  - Ashish Ravat
  - Maulikbharthi Goswami
- Quality
  - Vikram Vempati
- Warehouse PI
  - Chetanaben Patel
  - Durga Gadhavi
  - Pallaviben Modha
  - Dharati Mayani
  - Sushila Dhanji
  - Sangitaben Patel
  - Rashmikaben Patel
  - Rajeshbhai Patel
  - Premanand Yazala
  - Srinivas Uppu

### **In Perivale**

- European Buyer- Louisa Mafeld
- Telesales
  - Waseem Syed
  - Victor Wright
  - Shradha Thakrar
  - Mohammed Saeed
- Warehouse – Jasleen Arri

### **Leavers**

Emma Channer, Nikayla Parris, Ujwaldeep Kaur, Ketan Shah, Bamini Sivagnanasundaram, Thangarajah, Jagruti Gondaliya, Vikasbhai Patel, Balini Inbaratnam, Joseph Desire, Komal Panchal, Niruben Patel and Saumil Bhatt

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