



IRRITATION IMPROVEMENTS MEETING MINUTES



Date: Friday 2nd November 2012

Directors present: Alpa Hathi

Alpa welcomed all to the meeting.

Ruislip Irritations:

- No Email for reminders regarding Irritations, please check all.ruislip@bnsgroup.co.uk mailing list - *Ragini and IT to sort Mailing list*
- Sofas in canteen need to be changed- *John to action*
- Customers should not call personal phones- *IT to sort, telephone system coming in with individual direct lines.*

Laxmico Irritations:

- Too cold in the building. Heaters need to be turned on- *John to sort*
- Customers should not call personal numbers- *IT to sort, telephone system coming in with individual direct lines.*

Improvements/Updates:

Aman Dhillon, Pharmacist/Production Manager

- Specials are now hitting targets, which means the orders are going out on time.
- Productivity high and moving at a fast pace enabling workers too leave at a good time.
- Thanks to everyone in EPS who have taken time out with QC to develop new products
- Working on making capsules to sell in bulk
- Working towards 15th November for the next half of the MHRA inspection.
- Thank you to everyone in Specials and QC.

Dean Barham, Regulatory Manager

- In the last two months we have applied for 40 licences – with the help of Arti joining the team and a strong team in India
- We have cleared the back log of Ireland applications
- Applying for a lot more licences now and will get more through in January, overall doing well.

Hardik Patel, Assistant Production Manager

- Good amount of stock of wholesale for Ireland.
- September had 95K- highest invoiced stock
- October had a lot of stock for 3rd party/ Ireland/ Wholesale

- 3 different parts came together at once, we were under tremendous pressure to get it done with only one Operations. Thank you to the labelling team who worked hard to enable all the work was completed on time.
- We aim to release more stock next month.

David Masih, Quality Manager

- Quality has now been split in to two functions Quality Control and Quality Control Analyst, with the direction of Kamleshbhai the process is now a lot more clearer.
- Helping to bring new products to the EPS area.
- EPS are working into bulk manufacture area, so more product can be made in to bulk.
- The expansion of the company has allowed us to refurbish the old office area to make a new lab, with state of the art equipment giving double capacity to the QC area. Floor layout and lab design is complete. It will be completed by 19th November.
- Quality Assurance- more audits are being completed internally, we are inspecting our departments and suppliers to ensure we are compliant
- Developed a QA Team – Kasia is now QA Specialist
- New recruits in the team: Swapna Katragadda and Vishal, welcome on board.

IT Team

- The launch of the new software for Specials went live on Monday 29th October, it was a smooth process
- The telephone system is due to come out soon
- New recruit- Vinit Patel has made a great addition to the team
- We have been working with HR for the new Intranet which will be launched soon.

Kamlesh, Pharmaceutical Development Director

- New telephone system to be launched soon – IT ongoing
- Last year and towards the middle of this year we have been developing softwares which are trying to bring efficiency into the system which can support the Quality and Regulatory systems Ruislip.
- Implementing new Change Management System and Complaints Management System where we will see a review every week. The new system will support QC.
- We have more confidence in the system which will enable us to get more licences.
- We are thinking ahead for the future to make it visible that the system has become more efficient.
- We will have a full electronic Quality Management System by the end of the year.

Neil Khakhria, Head of Specials

- A lot of changes, the move has been really good.
- A lot of pressure on Specials as competition has been getting stronger.

- Changes with Telesales- NP8s totals are now being pushed by Telesales. Big move on to a new system side which will be rolled out to Telesales week commencing 5th November.
- Hopefully big improvements next week
- Thank you Telesales and Ireland Teams for the support.

Louise Khakhria, Commercial Manager (Buying)

- October has been a fantastic month, great pick up after August.
- Best Month of the year 1.3 million for Laxmico Ltd
- 16% Margins, with key lines through generics.
- New Starter Raffealla Marchoine has made a new edition to the team, we now have growth

Edmund Green, Head of Buying

- Has been a very busy period for the buyers, we've had fantastic sales, this month being a record for us.
- Good sales across all the buying teams
- Generics have provided good sales
- Drinks availability has improved and our margins are looking very good
- Dressings has been a challenging area, we are working hard to get the numbers up.
- Fragrance sales have picked up due to the run up to Christmas, now launching our fragrance website which will be seen on Monday 5th November website: http://www.fragrancedepartment.co.uk/Fragrance_Main.php
- Export is an area we are looking to focus more on
- Thanks to the Finance team, we are having a good follow up with suppliers.
- Thanks to the Sales team, sales are looking strong allowing us to work very well together.

Dipen Jethwa, O'Neills Manager

- Ireland has hit minimum profit values
- Still dealing with 500 customers
- Our target is £1.3m sales however there has been 10 hard days in Ireland though we have still managed to make £1m sales.
- The price drop in Ireland has caused 211 PI in Ireland to suffer, we could have made a loss on the stock but Louise transferred it back to her department and we made a gain – Thanks Louise
- Thanks to Edmund and Piyush who increased other ranges into Ireland, and also increasing the perfumes in Ireland by 70%.
- We are gaining customers month on month, very positive for us.

Alex D'Souza, Head of Telesales (UK)

- This month has been fantastic, October sales were £12m a rise by £1.2m from September.

- Low credit in comparison
- Telesales Team is growing and we are still filling positions. The need is increasing as the company is growing at a fast pace.
- Specials numbers are playing a big part in the growth needed
- RSM's are being pushed towards specials aswell, we are now looking where to make more money.
- It has been a fantastic 3 months, where we have overcome many challenges.
- London Sales this month are £2million, India 9/10million a huge milestone for us.
- Well done to Mohsin's team who have made £1m this month.

Nidhi Vyas, Finance

- We have done really well over the last few months, things are running smoothly.
- 105% targets have been achieved in Credit Control, well done Team!
- We have a new Head of Finance in India, called Manish he has settled in well.

Ruth Kingsbury, Customer Service Manager

- Big changes have been made with Specials moving in.
- Both teams are collaborating to improve the performance of the department
- We are looking forward to the changes that we are going to implement ahead.

Saumil Bhatt, Specials Buyer

- The move from Ruislip has been very smooth thanks to everyone for the help, we have settled in very well.
- Since the move from Ruislip the 2 departments and supply chain, have been moved in a smooth manner and business has been totally unaffected. Thanks to John and his team.
- From 1st November, an area of buying has been transferred to Anna, she is responsible for sourcing any unlicensed medicines from all over the world.
- At the moment we only deal with pharmacies however we would like to expand in to Dispensing Doctors Pharmacies. We have made contact to two Dispensing Doctors and now are targetting them with our product.
- Overall there is good progress in all the areas of buying & lot of change happened in supply chain from last 2 months.

Saurabh, Stock Control Manager

- Has been a very busy month, with the whole team working hard.
- We have successfully moved from ULM'S and NP8 from Ruislip to Perivale and the operation is moving smoothly.
- We have been keeping on top of the short dated stock, ensuring there are no losses made

Alpa Hathi, Director of Leadership and Development

- Swipe cards have all been cleansed, each individual should now have one swipe card assigned to them. No-one should be using others swipe cards. If misplaced or forgotten please inform HR ASAP!
- Irritations can be put in to the suggestion box or you can email Ragini throughout the month. The new intranet will have a facility where you can do this online also.
- **Perivale**
 - We have gone through our first phase of deep clean through the Canteen and toilets.
 - New Cleaner has joined, he will be assisting Sam.
 - New Receptionist in Perivale, gives an overall good impression of the company. Thank you to those in Ruislip who have been taking on this duty.
- **India**
 - Have had huge improvements, the structure and retention is brilliant. We also have a really good Business Unit Heads structure there now.
 - After several requests a Social committee has been formed, employees feel a lot more motivated.
 - Puja went brilliant all the teams worked very hard out there to ensure it was seamless. 90% of staff came to the Puja, civilians were invited and we all shared the arti together.
 - We are now becoming well known in India with the new name of 'Gowrie Healthcare PVT'
 - We have now got a Sales Trophy award. Every month a trophy and certificate will be given to the best sales person.
- **Communication Day** - On 14th November Samit and I will be having a whole day to roll out the same information that was passed on to the 30 individuals in the UK. Ruislip roll out will be in the morning, Perivale roll out in the afternoon, more details to follow shortly. India roll out will be in January 2013 when Samit and I are there.

Please can you all try to make it. Snacks will be provided. Huge achievement for the company, everyone will now understand the future of the company.

- After the Communication day, by January 2013 we will ensure everyone understands the Vision of the company and we will be implementing Personal Development plans and KPI'S.
- The confusion about what to call the company will now be explained on the 14th November.
- MHRA Inspection on the 15th November, please ensure you are all looking the best and desks are cleaned.
- Christmas Party this is on the 8th December at Mumbai Gardens. Friday 2nd November is the last day you should tell you BUH's if you can make it or not.
- Diwali we will be providing snacks on the 14th November 2012, more information to follow shortly.

- Intranet launch will be on the 19th November and everything explained in the roll out will be on there. This will allow us to communicate effectively between all three sites.
- Telephone system has had slight delays, will keep you all updated.

Promotions

- A huge Congratulations to Kamleshbhai who is now our Pharmaceutical Development Director! Kamleshbhai is one of our success stories, he has learnt and grown with B&S, having initially started as a Labeller in the Printing Department, he was always keen to give Samit ideas to grow and develop the company. This is something we always encourage at B&S. Kamleshbhai is a well respected employee and we are so pleased he has now joined the Board of Directors! Well done!

Internal Transfers:

- Arti Gondhalia transferred to the Regulatory team from Ireland Sales
- Anand Baria and Ashwini Sojitra from Warehouse Ruislip to Customer Services Specials

Congratulations all!

Welcome to all our new starters:

In Ruislip

- Quality PI – Naveen Chandel
- Quality Specials- Harshad Dudhat
- Warehouse Production
 - Narendrakumar Patel
 - Vijayabhaskar Ganugapanta
- Quality Specials – Swapna
- Warehouse Dispatch- Bhairavi Vaidya
- Warehouse Labeller- Prabhjot Kaur Kahlon

In Perivale

- Human Resources- Sarita Badhan
- IT- Vinit Patel
- Buying PI – Raffaella Marchoine
- Sales Telesales
 - Ashvin Rajkoomar
 - Krina Bhudia
 - Josephine Doherty
 - Adam Deane
- Sales Telesales Ireland- Simran Walia
- Customer Service- Sairah Ali
- Warehouse
 - David Glide
 - Biplap Thapa

- Punaj Thapa
- Srithas Murugathmarajah
- Jyotikumari Mohan
- Sahardid Wadi
- Mohammed Abu Baker Rahman
- Jegan Parameswaran
- Joanne Doumuyah
- Shivani Sharma
- Seliah Thedsanmoorthy
- Nikita Patadia
- Bamini
- Arulthas
- Halickuzzaman
- Rupesh Mall
- Shekhar Mann
- Mohamed
- M Kurinchilkumaran
- Abdul
- Chetan Vasudev
- Ashishkumar Patel
- Ramon Costa

Leavers

Davide Rinaldi, Warda Mohammed, Nickisha Patel, Mehul Bhatt, Hiral Raval, Shahana Begum, Patrick Mulligan and Serena Nahar.

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