IRRITATION IMPROVEMENTS MEETING MINUTES



**Date: Friday 17th June 2016**

**Directors present: Samit & Alpa Hathi**

Alpa and Samit welcomed all to the meeting, Binnu Joseph and Vishal Deshmukh were late- They were asked to dance. Pictures of the meeting will soon be up on the intranet.

**Samit:**

If you follow the five operating principles you’ll do great

Employees have gone through so many stages to get where they are today

You show passion and we drive you forward

“Anybody can achieve anything if you want”

Remember your passion and drive!

**Ruislip Irritations:**

* Spitting in toilets near reception mainly coming from men’s toilet-it’s disgusting having to hear people do this every day, especially if we have visitor/external visitors-it’s embarrassing and not professional at all.
* Ladies toilet-sanitary bins-please dispose properly into bins provided-keep toilet seats clean after use-it’s not nice for the cleaners to be cleaning up after your mess!
* People to inform Krina via email/phone of ANY visitors they know they are expecting so she can be more prepared in advance (organizing lunch, snacks, drinks, Biscuits etc)
* People to stop parking cars along the fence, as it is getting difficult for delivery drivers to pass through
* Do not park in Directors reserved parking  & visitors parking
* Smoking-please use designated area for smoking

**Perivale Irritations:**

* Product return system very slow, Time consuming – IT will fix the issue
* Room bookings – schedule on door so it doesn’t clash

**Improvement updates:**

* Growth is growing – Taken on new premises behind Ruislip office which will be completely demolished and bringing back to scratch where manufacturing site will be expanded. It will be 2 stories 60000 square ft bigger – It will be ready in May 2017

**Announcements:**

Welcoming 4 employees who have come from India: Harshil, Sunil, Manish, Arnab to work on clinical side

**Promotions:**

* Alex D’souza has become key account manager – South
* Mohsin Ghori promoted to RSM
* Halima Wahbi promoted to Telesales Team Leader
* Ajay Soin has become sales manager national specials

**Congratulations to:**

* Dip Khakhria who has had a baby boy
* Anastasia Pappa who has had twin boys

**David - QA**

New starters in team Bimalraj,Johnathan,Phinias.

Leavers - Sithara

Lots of positions available so please spread the word

Always wearing Lab Coats, Posters have put up on all doors which now notify employees not to wear lab coats past doors.

All medical products are at high risk so please follow procedures

**Kris– Regulatory**

Busy 3 months x 2 more new licenses 2 more molecules which is equivalent to 5 new products

Leavers – Zenit

Arpita has returned from Maternity Leave

Traning provided for pharma – which will cover responsibilities who we report to, What we do with our own licences.

**QC – Kamlesh (Junior)**

New Starters – Ankita Patel

Leavers – Mandeep Singh

Foundation growth of our business, Night shift has also now started

**Warehouse PLPI – Hardik**

Last month wasn’t good – Stock in transit

PlPI has been very worried about stock – A lot of stock has been ordered all stock goes to Basildon, Stock should arrive next week.

In 2011 we had 76 employees and today we have 258 employees

**Claudette – HR**

New Starters: Claudette, Sandra and Fareshta

Claudette is looking at restructuring all of HR

Very challenging and exciting time

Have a fun environment and get the work done at same time

Make sure all processes will now be shared

Sandra will be looking after Ruislip – Mon Friday. On Tuesday will be in Perivale for HR Meeting and on Wednesday will be starting at 6am to meet night shift employees

HR System will be going live soon – Claudette will be giving training to all BUH – which will then pass on to employees in teams.

**Recruitment:**

**Ruislip**

49 Warehouse

4 QC

3 Business Developments

4 Production Assistant

1 lab technician

1 head of security

1 compliance manager

**Perivale:**

HR: x3

Finance x1

RSM x1

Warehouse X26

**Halima – Telesales**

Mohsin has been promoted to RSM, Halima has been promoted to Team Leader, Danny is now sales manager for uk Sales

Crossing 1 million per month

**Louise – Buyers**

PI – Keep stock on minimum last 3 months, May orders where great. June orders are Fabulous. Buyers are experienced to know the value of stock.

Licence we have 3000, Competitors have 1400 licences.

Dhiraj Mittal has moved over from Ruislip to work on clinical to find new products

1 country each buyer covers

Raffaella has been promoted to senior buyer in Team, On louise absence next point contact is Raffaella

**Hardik – IT**

Television and polycom on ground floor will be installed

Door access system is now live – with ID Cards and Face recognition

No office staff will have access to the warehouse – Will need to get authorization from John Broomfield

Ashwini has moved from Ruislip to Perivale to look at all backups and improving systems for efficiency

**Pinkesh – Specials and Hospitals**

**Sales update:**

* This quarter has been stable with average sales of 50k
* Number of accounts has been increased from 25 to 33 k
* Looking for growing number of accounts as we can’t control usages
* Focus – Mainly on license lines
* Success – We have had 2 countries biggest hospital starting dealing with

Great Olmond Street

Brimingham children hospital

* We have managed to work with CMU to get all our licensed products put on national frame work
* If we get success with this contract we will be able to secure supplies to NHS Nationally – Exciting news
* New Starters: Kushal Patel – RSM

**Vish – Finance**

Chintan – Maternity cover for Latifa

Maria – Has come over from Ruislip to work with Mayur

All accounts have now become direct debit

**Neil – Facilities**

Projects cosmetic changes

1 of the biggest projects – Building behind

Focusing on marketing/Branding/Advertising – To make all look more professional

Change the complete look

Projects in Perivale:

Ground floor end of next week will be completed

Furniture has also been ordered – Will be more chairs for next meeting

Side goods in car park will be finished by Next Friday which will fit 30 car spaces

Leavers – Charandeep Benning

**Nivedita – Business Development**

Has come on board to work with Samit on Portfolio planning, Working with Samit and Kamlesh is fabulous.

Speaking to specialists to get products in EU 200 companies and looking for partnership – Evaluating a short list.

**Sheila L&D**

Andrew has now started individual trainings, Also starting to work on Business writing skills.

Apologies on rescheduling training – More Upcoming

In 3 months Andrew has achieved to 69 1-2-1s, Sheila has managed to do 64 1-2-1’s.

Alpa and Samit would love to come around and spend time with individuals Great news – Too many employees hence L&D has come on board.

RED/AMBER/GREEN – reports go directly to Alpa, Samit and Kamlesh Bhai so start focusing more.

There are now E-Learning short courses on intranet

For all new starters in next 3 months principle trainings will be taking place

Should you need anything contact L&D More than happy to help

**Jason Faulkner – Sales team manager**

Since taking over the Specials team I have been re-shaping the whole department, we have been more focused on account management and are tailoring the deals we can offer based on some of the Colorama methods.

The team have experienced serious interruption over recent weeks and only 2 of the 5 remain in Specials, I have taking Grainger and Ruth from Retail in to specials and they are already having a positive impact on sales and customers.

Someone sat and told me 3 months ago that Specials was a dying market and that Waymade Specials would be shut down,,,, I would love to have the same conversation with that person now and tell them how wrong they are.

 Online sales continue to grow; the launch of the new cascade will have a big impact on electronic sales and allows us to be in full control of our customers ordering.



**Awards – Pictures are up on the intranet**

**Basildon Star Performer**

**Jason Faulkner**

**Laxmico Star Performer**

**Tony piper -** Never say no always very good at resolving issues and does it with a smile and very hard working

**Gowrie Star Performer**

**Hetul Patel (Assistant production manager)**

Cooperates well with recruitment always liaises back with feedback – lovely individual to work with always dedicated to work hard

**Laxmico Best Team**

**Telesales Perivale -**Always on the go, constantly motivating each other to make sure stock is selling

**Gowrie Best Team**

**QA -** Hard working always works with enthusiasm handling audits on a professional level to make sure everything goes perfect

**UK Money making scheme**

N/A

**Living the B&S Principles**

**Mohsin -** Always positive and focused works hard to achieve success very approachable and helpful also recently been promoted