

ISSUE - APRIL 2022

VOICE OF MIBS

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NOTE FROM THE CHIEF

The 3rd wave of Covid is almost over and things are coming back to normal. I wish & pray you and your families are safe & healthy. Over the last few months we have continued on our organisational journey of **“How to Become Good to Great”** and make MIBS a **“High Performing Organisation”**.

MIBS and few of its Leaders are becoming more closely integrated within the Mahindra Group.

Just to re-iterate and at the costs of repetition, a few specific areas, which the Leadership Team of MIBS is working on, for improvement @ MIBS are:

1. Making MIBS a High **‘Technology Driven Shared Service Centre’** than it is today
2. Improving ‘Quality of Delivery’ in everything we do at MIBS and focussing on getting it **‘First Time Right (FTR)’**
3. Investing in **‘Training for the People’** and making **‘MIBS and its People Future Ready’**. How should MIBS and especially the Team Leaders take more ownership/accountability and improve our communication to all our stakeholders
4. Working on identified actions to improve **‘Employee Engagement’**
5. Creating a full framework for ‘Succession planning’ for Key Roles
6. Making the Staffing vertical much more **‘Automated and Ready for Scale’**

Nikhil Madgavkar

Managing Director – MIBS
Head – Global Shared Services,
Mahindra Group



We have also rolled out the M-Cares Survey and based on the feedback, will ensure we take “Corrective Actions”. Revamp of the MIBS website is another action being worked on.

Apart from all of the above we are finally focussed and continuing to work on ‘Sales Growth’ with ‘Excellence in costs, quality and delivery’, ‘Improve Free Cash Flow’ and make MIBS a ‘Great Place to Work’.

For now, and before I close, whilst there is a separate Organisational Announcement which has been made, let me take the opportunity to welcome **Jaydip Dhar** as the new **Chief Operating Officer** of MIBS and look forward to MIBS achieving newer heights under his leadership.

Once again, stay safe and best wishes to all of you.

We began the new calendar year 2022, with the January issue of **'Voice of MIBS'** in its new avatar. Hope you enjoyed reading it. Staying committed to keeping it **'Inclusive, Interactive and Informative'**, we are happy to present to you the April issue, which looks back at the Quarter gone by.

What is unique about this period of Jan-Feb-Mar, also known as the **'JFM' Quarter** in business parlance, is that it plays the dual role of being the First Quarter of the Calendar Year and the Last Quarter of the Financial Year at the same time. In the former role, it sets out the tone and direction for the year ahead, while in the latter, it pretty much summarises and reflects on the year gone by.

In this issue, we will be looking back at:

- the major events during the last Quarter which were celebrated at MIBS
- how MIBS featured at the M&M Group level

and featuring:

- poetic contributions shared by our colleagues from across locations
- an interesting read
- activity for the brain muscles

While January 2022 witnessed the resurfacing of the Corona Virus with a new variant named Omicron, the pandemic gently reminded us of its presence.



Janhavi Yadwad

Lead – Training, Quality, Process Excellence

Therefore, inspite of vaccinations and ease in restrictions, requisite care and precaution still needs to be practised and adequate focus on our health and immunity should be a matter of life-stay. MIBS remained at its agile best and ensured seamless Business Continuity yet again.

While the Quarter gone by is known to be a high-pressure one from a business perspective, our colleagues did manage to keep the atmosphere lively by participating in events organised by the respective location HR teams. From the patriotic mood of Republic Day to the splashing of colours at Holi, it was enthusiasm galore, all along!

As we step foot in the new Financial Year 2022-23, we renew our commitment to deliver nothing but the best to our clients, through **Quality of Delivery** and passionate focus on getting it **First Time Right (FTR)**. We also extend a warm welcome to our new Chief Operating Officer (COO) – Mr. Jaydip Dhar, who joined us on the 01st April, 2022! In line with the Note from the Chief, let us resolve to do our bit in contributing to the improvement areas for MIBS and under the guidance of our new COO, collectively make MIBS a **'Great Place To Work'!!**

Glimpse *Kandivali location*



Women's day

A NEW HABIT

Brian Tracy once said, “Successful people are simply those with successful habits”. A habit can completely change you and the way you live life. We often find ourselves on a self-improvement spree of reading more, writing more, working more, living better, eating healthier, and often it leads us to so much chaos. As we try to get our lives in order all at once, all we need to do is hold back, yes “hold back!”. Hold back your enthusiasm and do not overestimate yourself, instead create a process.

We can basically break habits into 4 different stages - the cue, the craving, the response, and the reward. The cue pertains to noticing the reward. The craving is about wanting the reward. The response is about obtaining the reward. Before we go ahead and get into how to build a new habit one must understand these stages. Remember we can talk about good habits all we want, which will not be of much help. That's because only YOU can decide what a good habit is. Here are a few tips on how you can start a habit!

01.**Do not quit**

The idea of getting up early every morning is daunting, but it takes baby steps to get there. Don't be discouraged if you can't get it right the first time. Be honest with yourself and don't let anything stop you from succeeding.

02.**List everything**

You now need to go all out and write down everything you ever wanted to achieve and just have fun in the process. Don't limit yourself here, go back proofread and this time highlight everything that stands out to you. Take every day in stride.

03.**Visualize the result**

Narrow down your list, target what's most important for you.

Focus on the end goal, if you want to make a habit of sleeping early specify what it is you want to achieve by sleeping early.

Pre-plan the process, visualize each actionable... And get started!

04.**Consistency is key**

If you're only trying to achieve perfection, you might feel overwhelmed, so don't be afraid to make mistakes. You won't be able to keep up one day, and it's okay if you do mess up. Just remember to pick up where you left off.

We think we can achieve a lot in a short period. That's false. We can achieve A LOT over a long period. That's true. So *Ready, steady, get set, and keep going!*

Shiby Thomas
Content Creator



Women's day

"She Is On The Rise"

08th March is celebrated as International Women's Day across the world. This year, Mahindra Group continued the celebration throughout the month of March, by dedicating the month to the women in our midst. One woman employee from Group Companies was celebrated on the 'Cover' for the #SheIsOnTheRise series.

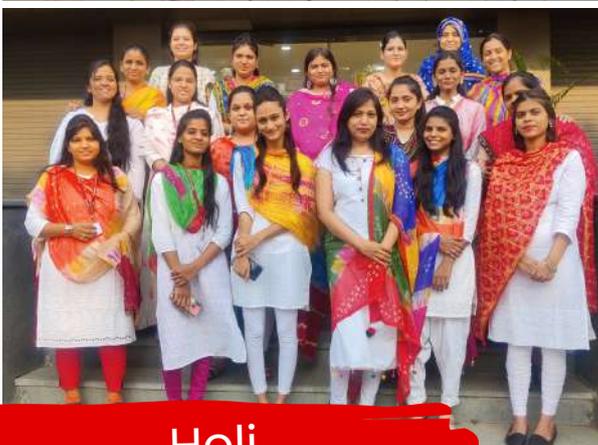
It was an honour for MIBS to have our very own Ms. Vaishali Desai – Head of F&A and Payroll Practices, to feature in this series on the official social media pages of the Mahindra Group. While below is a glimpse of the 'Cover', you may view the detailed post by clicking:

[SEE THIS ON FACEBOOK](#)

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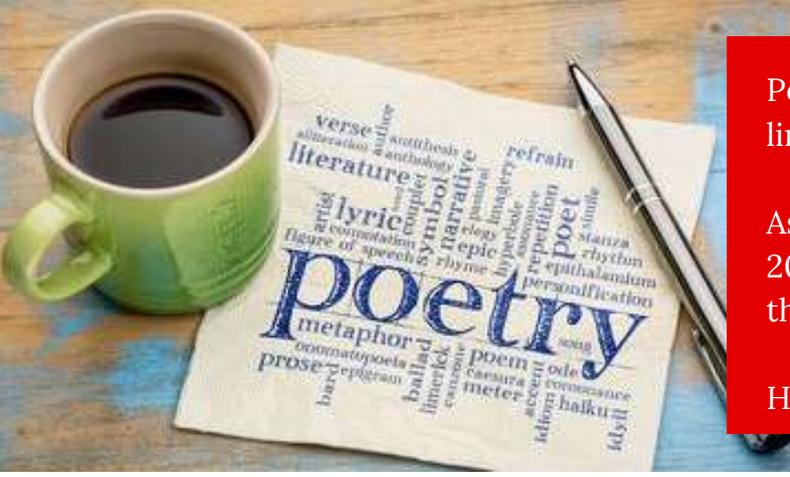


Glimpse *Solapur location*



Holi

Is there a poet within you?



Poetry – humanity’s treasured form of cultural and linguistic expression and identity!

As the world celebrated ‘Poetry Day’ on 21st March 2022, our budding poets at MIBS also penned down their thoughts.

Have a read!

सिर्फ तुम हो खयालों में, सिर्फ तुम।

हर लम्हा जैसे अरसा हो,
एहसास है ये, तुम कहीं दूर नहीं हो!

हर लम्हा एक नया खयाल है,
खयाल जो अशकों भरा है!

अशकों में हैं, सवाल कई,
सब खैरियत है, या नहीं?

चलो मानते हैं, खबर नहीं जब तक,
खैरियत है तब तक!

लेकिन बस, अब खबर नहीं लगती जरूरी
तुम कहो न, क्या तुम दोगे हाजिरी?

लोग ना जाने क्यूं मिल रहे ऐसे
वापस ना आने वाले हो तुम जैसे!

खैर, हमदर्दी-सी है लोगों को,
क्या बयान करू मैं उनको?

सिर्फ तुम।

Mamta Patil
MIBS, Kandivali



– ‘कहे छोटेभाई...’

नमाज़ को ठुकराने वाले, एक बार नमाज़ पढ़कर तो देख,
गीता को झुटलाने वाले, एक बार गीता पढ़कर तो देख ।

हर मज़हब चाहे अमन और सुकून,
तू एकबार अमन और सुकून की बात करके तो देख ।

आंदोलन, मोर्चे, दंगे, किसीको नहीं पसंद,
तू एकबार हक़ की बात करके तो देख ।

वो तेरे अपने ही हैं, नहीं तेरे दुश्मन,
तू उन्हें एकबार गले लगाकर तो देख ।

हर रंग अलग न लहराओ,
तू एकबार तिरंगा लहराके तो देख ।

आज उनका घर जला है, कल तेरा जलेगा,
तू एकबार दिल से नफ़रत बुझाके तो देख ।

कहे छोटेभाई, कहे-सुने पे न रख यकीन,
उस बात की तू जाँच करके तो देख ।

Khajabhai Bagwan,
MIBS, Solapur



कठपुतली

जो जैसा है, नचा रहा है,
जिंदगी तमाशा बन गई
बचपन की सब्जी प्यारी गुड़िया,
अब कठपुतली बन गई
चर्चा इस तमाशे का, हर गली मशहूर है
देखनेवाला हर कोई, आदत से मजबूर है
मजबूरी की ईन आदतों के पीछे,
नाजाने कितनी कहानियां छुपी हैं
हर दिन कितनी गुड़िया कठपुतलियां बनी हैं
कठपुतली को अभी ना जाने किसका इंतजार है?
हर दिन नया नचानेवाला, डोर लेके तयार है
नचानेवाली इस डोर को, अब उसे खुद तोड़ना होगा
क्रांति की मशाल लेके, उजालों की ओर चलना होगा
ईन उजालों से, एक नया सवेरा होगा
किसी गुड़िया का जीवन, फिर कठपुतली ना होगा

Utkarsha Thorat
MIBS, Solapur



‘अब भी बाकी हैं...’

कुछ करम अब भी बाकी हैं,
ज़रा देर से आना ।
मैं बुलाउंगा खुद तुम्हे,
एक झोंके में ले जाना ।
सुनहेरी शाम में लपेट कर,
फिर लौट ना आने वाली सुबह की तरह, ले जाना ।
बंद हो जाए जब पलकें मेरी,
सांसों को भी थमा देना ।
दो पल ही क्यों न सही,
मुझे जिंदगी से है मिल जाना ।
कुछ करम अब भी बाकी हैं,
ऐ मौत, जरा देर से आना....

Niranjan Manjrekar
MIBS, Goregaon



‘अगर...’

उसके होंठों कि बंद कलिया,
यूं तो बहोत खूबसूरत दिखती है ।
अगर वो खुल जाए,
कयामत आ जाती है ।

उसके काले लंबे बंधे हुवे बाल,
यूं तो उसके कंधों से खेला करते है ।
अगर वो खुल जाए,
जान निकल जाती है ।

उसकी काली मतवाली आँखे,
यूं तो मुझे देखती रहेती है ।
अगर वो नजर झुका के नजर मिलाये,
कसम से, दिल पानी पानी हो जाता है ।

उसका सुंदर सा मुखड़ा,
यूं तो मैं बार बार ताकना चाहता हूं ।
अगर वो सामने आ जाए,
जुबा ही भूल जाता हूँ ।

यूं तो, न वो मेरे मुकद्दर मे है,
न मैं उसके मुकद्दर मे ।
अगर वो मिल जाए,
जीने का समां बन जाए ।

Jairaj Nasikkar
MIBS, Nasik



Glimpse *Goregoan location*



Republic day



Women's day



Holi



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Let's celebrate the spirit of
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Unveils its new brand promise
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Lekhara

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majority stake in Whizzard

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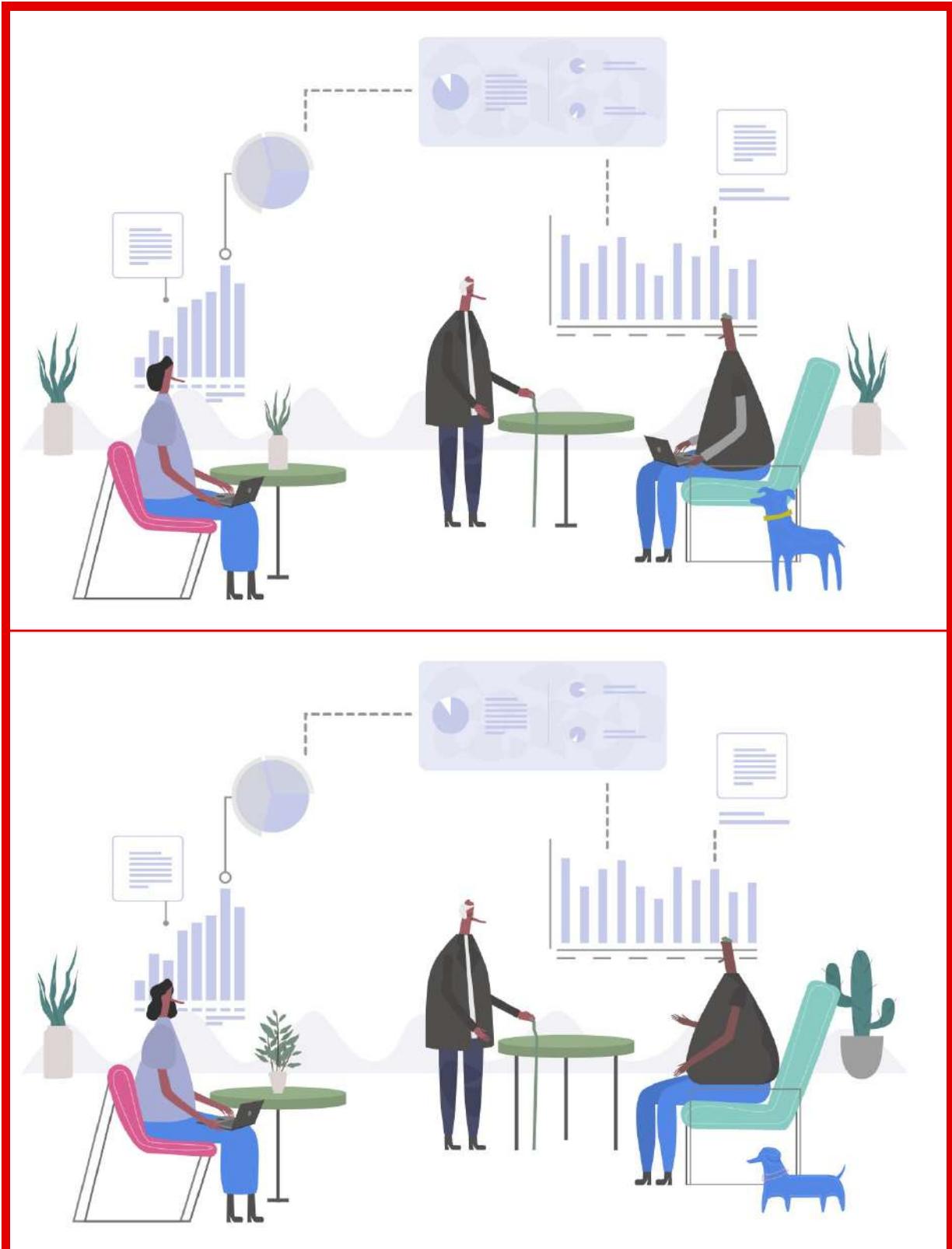
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Nanhi kali a campaign that
tugs at the heartstrings

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