



VOICE OF MIBS

ISSUE - JANUARY 2022

One mission at a time

Making MIBS a 'High
Technology-Driven Shared
Services Centre' than it is
today

The Show Must Go On

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changes was and remains
our attitude towards
change and agility in
adapting to it.

what's

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NOTE FROM THE CHIEF

Let me begin with by wishing all of you & your families, a Very Happy & Prosperous New Year. I also wish & pray that during this 3rd wave of Covid all of you and your families are safe.

I took over as the Head of Global Shared Services in May 2021 and as Managing Director of MIBS in October 2021.

Whilst, as a part of Auto & Farm Sector for the last many years, I had the opportunity of interacting with MIBS, the last few months have indeed helped me closely interact with some of you and I now have a much more closer and hands-on understanding & view of MIBS. It is a good organisation, the challenge is 'How to grow from Good to Great'.

As a part of the Mahindra Group, we have a Vision for MIBS. To achieve the Vision, MIBS and few of its Leaders need to be more closely integrated within the Mahindra Group.

Keeping the Vision in mind, I recently conducted a workshop for some of the Leaders at MIBS on, 'How to improve the culture and make MIBS a High Performing Organisation'.

Nikhil Madgavkar

Managing Director – MIBS

Head – Global Shared Services,

Mahindra Group

A few specific areas identified by the Leaders during the workshop, which I personally as well as the Leadership Team of MIBS will work on, for improvement at MIBS are:

- Making MIBS a 'High Technology-Driven Shared Services Centre' than it is today
- Improving 'Quality of Delivery' in everything we do at MIBS and driving 'First Time Right'
- Investing in 'Training for the People' and making MIBS and its people 'Future Ready'
- Working on identified actions to improve 'Employee Engagement'
- Creating a full plan for 'Succession Planning' for the Key Roles
- Making the Staffing Vertical much more automated and ready for scale

I hope to work with all the Leaders at MIBS and infact all of you to ultimately enable and deliver 'Profitable Growth' with 'Excellence in costs, quality and delivery' & Make MIBS a 'Great Place to Work'!

For now, closing on the above.

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

“Change is the only constant”, they say, and what can one ask for as a better testimony than the recent times the entire world has been witnessing and living through?

The last two years have more than emphasised the need for change and one’s adaptability to change. There are numerous stories not just from the pandemic times but also earlier than that of how those who adapted to change survived and even went ahead to prosper, while those who resisted change perished. Change is inevitable as Nature’s rule of thumb, and change we must! It is ‘**how we adapt**’, that matters and decides our future course.

As a part of the M&M Group, MIBS closely aligns with the **Rise** Philosophy and taking cue from our Managing Director’s note, the right culture is a strictly no-compromise area, in building a high performance organisation.

MIBS not only witnessed but also weathered changes in the last few months – from frequently switching working patterns in abidance to government guidelines, getting our workforce vaccinated at super speed, bidding farewell to former CEO – Mr. Richard De’Souza and former CBO – Mr. Mahesh Krishnamoorthy, from resizing our capacities to acquiring new businesses and bouncing back bolder & better. Under the leadership of our Managing Director, MIBS is all set to scale greater heights!

‘The Show Must Go On’ and it did! The key to weathering the changes was and remains our attitude towards change and agility in adapting to it. A most-deserved mention here is of our IT and Admin teams, (led by Mr. Sanket Deshpande and Ms. Sonia Rodrigues respectively) across all our locations. The seamlessness in transitions, inspite of ambiguity in directives from the local authorities at times, proved to be the backbone of not only our sustenance, but also growth during such times of uncertainty. Huge appreciation for both the teams for constantly ‘being there’ for us.

Aligning it to the context, it fills me with delight to present ‘Voice of MIBS’ to you in its changed avataar in this new year. Now on, we have a newsletter which is Inclusive, Interactive and Informative.

- Inclusive – covering all the strata of the organisation
- Interactive – a dedicated email id created for employees to contribute to the newsletter and a puzzle at the end to flex those cortex muscles
- Informative – information about industry, surrounding and about our larger belonging – the M&M Group

Find out ahead, what’s in store in this New Year issue of ‘Voice of MIBS’. Happy Reading!

Closing with best wishes to everyone from our content creator **Shiby Thomas** and me, for a Happy & Healthy New Year!

Janhavi Yadwad

Lead – Training, Quality, Process Excellence & Corporate Communications

WELCOMING OUR NEW MD



**MD'S FIRST VISIT TO
GOREGAON CENTRE**



**MD'S FIRST VISIT TO
SOLAPUR CENTRE**



As the world headed into a lockdown, many activities which were intrinsic to our fast-moving life, came to a stand-still.

Full capacity offices, crowded shopping malls, movie theatres, playgrounds, public transport and the likes, all stood deserted. The hustle-bustle and buzz of life had all got silenced, in a blink of an eye!

In addition, what also took a hit, was education. Schools and colleges were shut, classrooms stood empty and the chirps of students had suddenly disappeared, not knowing until when.

Thanks to the resilient nature of humans, 'remote schooling' which was unheard of until then, came forward as an alternative and thus, the education sector held its ground back.

Amidst all the arrangements for remote schooling, one section of children was left unthought of – the visually challenged children. Such a section, for which even regular schooling needs special aides, remote schooling era posed a major question mark on the future of their education.

MIBS, through its **Corporate Social Responsibility (CSR)** initiative, reached out to one such school in Solapur, Maharashtra – Shri Bhairuratan Damani (Residential) School for the Blind.

Understanding the needs of the resident students, MIBS arranged a donation camp at the school. The elaborate day-long activity began with the school management hosting MIBS representatives for a tour of the school premises, welcome speeches, performances and presentations by the students, and concluded with distribution of items by MIBS specially customized for the specially abled. A total of 32 varieties of items in quantity of over 400, were distributed by MIBS, which included:

- Sound enabled football and cricket ball
- Chessboard compatible for the visually challenged
- Signature maker
- Oxymeter and Blood Pressure machines with sound function

The foundation of this school is a humble one which began with 4 students, built on the land donated by philanthropist Mr. Rajesh Damani and developed by the Rotary Club without any support from the government. It was indeed a fulfilling experience for MIBS to be able to contribute to the noble cause.

As MIBS lived up to its Corporate Social Responsibility, we also had instance of some 'Individual Social Responsibility'. Not heard of it, right?

Yes, out of social conscience and realization, a need was felt by some of our colleagues to identify who remained as 'have-nots' in this humungous wave that changed the world, and further, find a way to reach out to them in their own individual capacity, to lower the adverse impact, if not eliminate it completely.



Sachin Nandargi, observed that in this new era of online schooling, there was a large section of society who could not afford the resources required for online schooling. So as to prevent the education of such children from going on a halt, Sachin managed to connect with a couple of children in his locality every evening after his working hours and conducted in-person teaching lessons for them.

Feeling the starvation of the unfed, especially during the lockdown, Tanvi Didwaniya decided to serve food items to a section of the needy everyday. Although the lockdown is lifted, Tanvi is still committed to the cause and continues to serve the disabled hungry.



BIDDING ADIEU



**BIDDING ADIEU TO FORMER
CEO - MR. RICHARD DE'SOUZA**



**BIDDING ADIEU TO FORMER
CBO - MR. MAHESH KRISHNAMOORTHY**

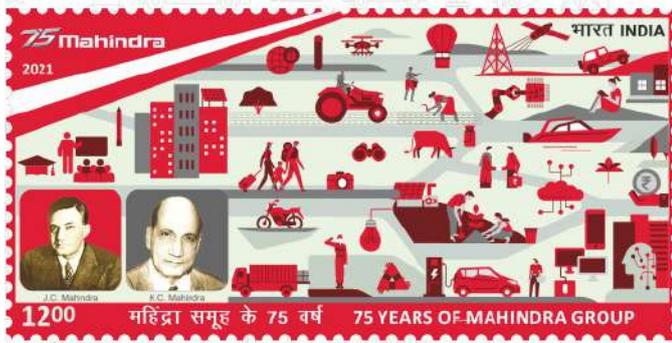
CELEBRATIONS AT KANDIVALI OFFICE







75 YEARS OF MAHINDRA GROUP



A proud moment for Mahindra as the Department of Posts (DoP) released a commemorative postage stamp to mark 75 years of the Group. Devusinh Jesingbhai Chauhan, the Honourable Minister of State for Communications, unveiled the special stamp along with Anand Mahindra, Chairman, Mahindra Group, in the presence of officials from

the DoP and colleagues from the Group. This commemorative stamp celebrates 75 years of its contributing to the growth and development of the nation. The design is inspired by miniature paintings and art and uses a modern graphical style to illustrate the various facets of the group. A closer look at the stamp is a celebration of this defining moment in the Mahindra's history, it is a reminder of celebration of this defining moment in the Mahindra's history, it is a reminder of the core values that the Group stands for.

Anand Mahindra, Chairman, Mahindra Group remarking on the Group's journey said, "We at the Mahindra Group are truly honoured to have this commemorative postal stamp issued on our 75th anniversary and are thankful to the Department of Posts and honourable minister for this acknowledgement. Commencing its journey as a steel-trading venture seven decades ago, Mahindra was founded with a vision of being a firm imbued with a national purpose and a new outlook. Since then, the Mahindra Group has steadily evolved into a global brand, spanning nations and industries. We are very proud of our legacy and are humbled by the opportunities we have had along the way to contribute to the rise of our nation. As we take the next steps in our journey, we are committed to driving growth and prosperity. I take this opportunity to thank all associates, partners, and stakeholders for their contributions in our efforts towards helping people Rise."



GROUP IN THE Loop

Mahindra Lifespaces® recognised as climate change leader in India by CDP
[Read more.](#)

Pininfarina wins two Good Design® Awards 2021
[Read more](#)

Mahindra Auto sells 40,102 vehicles in November 2021; Utility Vehicles register a growth of 8 percent
[Read More.](#)

Tech Mahindra acquires 100 per cent stake in Activus Connect, a leading provider of work at home customer experience management solution0073
[Read More.](#)

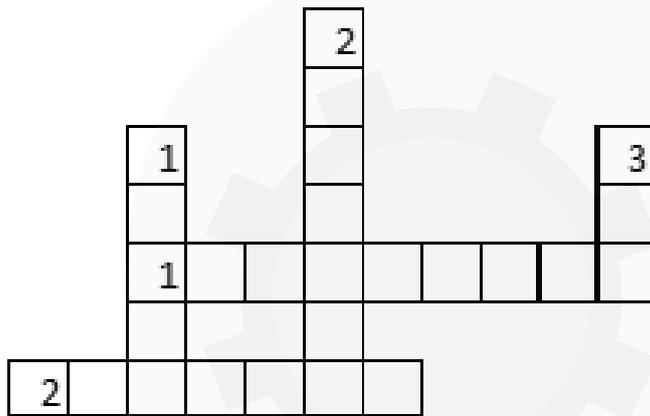
Jio-bp and Mahindra Group sign MoU for EV and low-carbon solutions
[Read more.](#)

This is how sustainability and helping people 'Rise' is at the core of Happinest
[Read More.](#)

Mahindra Finance's Quiklyz to offer Electric Vehicles for leasing and subscription
[Read More.](#)

Nick Heidfeld reports on Battista development ahead of deliveries in 2022
[Read More.](#)

Tech Mahindra and Pyze partner to provide cutting-edge enterprise modernisation solutions_
[Read More.](#)



DOWN		ACROSS	
1	Wearing these in public places will help prevent infection	1	Use this on your hands frequently
2	Preventive injection against infection	2	Essential for battery charging
3	First Time Right' abbreviated		

Do write-in to us at MIBS.Newsletter@mahindra.com with your contributions, suggestions and feedback.

Stay safe!

*** THANK YOU ***