

# tkE (India) Weekly Newsflash

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synergize+ award 2016

## Congratulations to PSM India Team



**Together**

PSM India team has won the coveted synergize+ award 2016 for Outstanding Performance in Global Collaboration. The synergize+ award underlines tk's appreciation of extraordinary performance and projects in PSM. Since 2014, this annual award has been presented at the Global synergize+ Day in Essen and this year's winning projects were selected from a total of 28 proposals submitted from across the globe.

At a time when there was a lack of cross-entity collaboration in India in the field of procurement, our PSM India team structured a six-step approach to create trust among the members of the PSM Community as well as between the various stakeholders. This helped tk India to create, build, weave, and strengthen its network in India and beyond.

Member of the tk Executive Board and synergize+ sponsor, Dr. Donatus Kaufmann outlined the decision rationale of the cross-functional award panel. Together with Christian Holzer, CPO - tkAG, he handed over the prizes and certificates to the PSM India team representatives - Rakesh Sharma, HoP Elevator India, P.V.S. Nageswararao, HoP tkII Pune and Milind Phulse, CPO tk India. Members of the tk Executive Board – Heinrich Hiesinger, Guido Kerkhoff, and Donatus Kaufmann congratulated the teams on stage.



India PSM Team (From Left to Right : Rakesh Sharma, P.V.S. Nageswararao, Milind Phulse ) with the synergize+ award 2016

## Safety Demonstration at “Palm Beach Residency”, Navi Mumbai



### Customer-focus

With elevators becoming an essential tool in urban life, it has become imperative to create safety awareness among the users. In addition to correctly using the elevators, it is also important for them to know the steps that they can take in case an elevator stalls within floors.

To create safety alertness and make the users acquainted with general elevator operations, a Safety Training and Demonstration Program was organized on 17th November 2016 at Palm Beach Residency, Nerul, Navi Mumbai. Undertaken by Mr. Mayur Shinde, Safety Executive, the 90 minute session was attended by 15 users, including the society manager, members and security guards of the locality.



Mr. Mayur Shinde conducting “Safety Training and Demonstration at Palm Beach Residency

### The training covered following topics:

- Dos and Don'ts of elevators.
- Safety features of tkE Elevators and their behaviour in case of any fire emergency.
- Measures and actions to be taken during an entrapment.
- Brief overview of incidents and accidents taken place in elevators and escalators across India.

## tkE wins ONGC high value Modernization contract



### Customer-focus

tkE (India) has won a large modernization project in terms of project value. The company will upgrade all 6 elevators at ONGC Housing Complex, a public residential estate located at Noida, Uttar Pradesh.

Built in 1980s, ONGC Housing complex comprises of three 8-story residential blocks. Each block has two elevators, servicing 300 residential units in total. The existing third-party elevators had high callback rates, causing inconvenience to the residents.



ONGC Site where Elevator Modernization will be carried out

The contract has already been signed in September 2016 and the modernization work is scheduled to commence from January 2017. It will cover installation of 6 Synergy-1000 MMR elevators and the complete upgradation of other equipment. The project will become due by August 2017. Upon completion, the upgraded elevators will provide enhanced flexibility, better service uptime and a greater reliability to the residents.

## ESIC Health Checkup at North Zone



**Together**

Today’s changing lifestyle, stress and pollution levels can lead to severe health issues without warnings. A regular health check-up not only helps to control such unexpected disruptions, but also improves our long-term wellbeing.

With this objective, an ESIC Health checkup camp was organized by Zonal HR for all employees and subcontractors on 21<sup>st</sup> October 2016 at North Zone. Approximately 150 employees from Delhi/Noida/DIAL took benefit of the camp.



## Pune Branch receives appreciation from “Phoenix Market City”



**Customer-focus**

tK E India Pune Branch has been successfully maintaining 33 escalators, 2 moving walks and 15 elevators at Phoenix Market City, Pune. Delighted with our service team’s excellent performance, efficient customer service and true professionalism, the client

sent us an appreciation letter and complimented our high service standards. This letter from customer speaks volumes about the proficiency and commitment shown by our Pune Service Team.

The two year Gold Maintenance Contract commenced from April 2015 . Though it was a tough task to execute as it started under several site difficulties, the team pulled it off successfully and yet again ensured that the spirit of “We” prevailed in all its actions.



## Emergency Response Training & Evacuation Mock Drill For MZ Field Technicians



**Together**

Emergency is non-planned condition that is a threat to health and safety. Depending upon the intensity, it can cause as a serious disruption to the regular functioning of any office or residence, or lead to widespread human or environmental

losses. Considering its criticality, Sr. Safety Executive Mr. Kishore Kadam conducted an Emergency Response Training and Evacuation Mock Drill on 19th November 2016 for the employees and supervisor of “Amorina Height”. Another session was organized on 22nd November 2016 for the service sites of “Deepa Shree”, Mumbai. Both the sessions were 1 hour 30 minutes long and covered the following pointers:

- Identifying emergency situations.
- Responding to different levels of emergencies.
- The right way to evacuate from the emergency location.
- Role and responsibilities of different employees in case of a fire emergency.



Mr. Kishore Kadam conducting the training at “Amorina Height” Site

Field employees, including area supervisors and area managers benefited from the trainings.

## Noida branch received appreciation from “Radisson Blu Hotel”



### Customer-focus

tkE India’s Noida branch, which has been successfully maintaining elevators at the Radisson Blu Hotel, has been given a note of appreciation by the management of Radisson Blu Hotel. The note offers praise to the excellent service-delivery level of the team and quick call adherence time of its technicians.

The client has also treasured the efforts of our entire Service Operations Team; especially Mr. Sumit Kumar for his dedication, perseverance and round-the-clock support. Such stories are a motivation for our entire team as it reinforces our commitment towards being the most customer centric organization in this field that drives us to perform even better.



## Gurgaon branch received appreciation from “Bestech City Center”



### Customer-focus

tkE India’s Gurgaon branch has been successfully maintaining escalators at Bestech City Center and has succeeded in providing excellent services to the client.

The management of Bestech City Center was delighted with our team’s professionalism, customer centricity and expressed its satisfaction through an appreciation letter. The client appreciated the efforts of the entire Service Operations Team; especially those of Mr. Murugan and Mr. Sunil for their dedication, professionalism and constant support.



## Letter of appreciation from “Best Western Skycity Hotel”



### Customer-focus

tkE India’s Gurgaon branch, which covers the contract of elevator maintenance at Best Western Skycity Hotel, has been praised for its excellent service record. The management of Best Western Skycity

Hotel has acknowledged our deep commitment to their work and has recently signed their contentment through a written note.

Through the letter, they have appreciated the efforts of our entire Operations Team. Mr. Santosh Kumar has been specifically thanked for being courteous, knowledgeable and round-the-clock supporter. Pleased with our service team’s performance, Best Western Skycity Hotel has shown interest in working with us again in the future.



## Handing-Over Ceremony for “Ace Infracity Developers Pvt. Ltd.” by Noida Branch



### Customer-focus

tkEI North Zone's Noida branch conducted Elevator Handing-Over Ceremony for Ace Infracity Developers Pvt. Ltd. The handover process was carried out by our NI and

Commissioning Team after successful installation of two units of 1.5 m/s with 10 stops.

The client thanked our representatives for completing the elevator installation work within committed time, while maintaining high safety and quality standards.



Jageshwardayal Sharma (Project Manager) Ace Infracity performing the “Ribbon Cutting Ceremony”

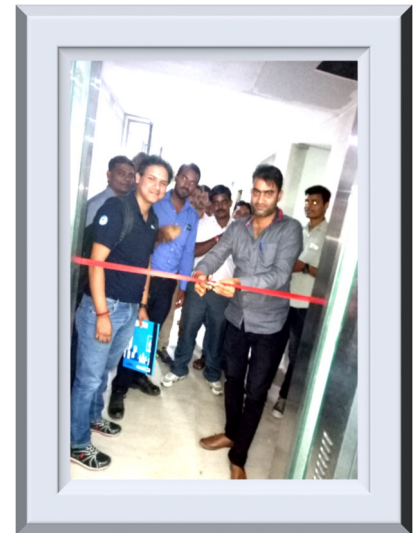
## Handing-Over Ceremony for “Feather InfoTech Pvt. Ltd.”



### Customer-focus

North Zone's Noida branch conducted another similar activity for Feather InfoTech Pvt. Ltd. at their Urbtech Matrix Tower site.

The ribbon cutting ceremony was performed by Mr. Amit Jain- Business Partner, Feather Infotech Pvt. Ltd. The ceremony and handover process was executed by our NI and Commissioning team. The client welcomed tkEI's commitment to qualitative installation, and appreciated the team for their professionalism and customer centricity.



Amit Jain from Feather Infotech carrying out the “Ribbon Cutting Ceremony”

## Diwali celebrations at North Zone



### Together

Festival of Lights has a great significance in our entire country. Symbolized with lighting up houses and workplaces with candles, it gave us all a chance to be informal celebrations.

On 28<sup>th</sup> October 2016 North Zone celebrated Diwali by decking up the entire office and making attractive and colorful Rangoli at the office reception. Later during the day after lamp lighting ceremony, sweets were distributed to the staff by Senior General Manager Mr. Ashwani Kumar Gaind.



Rangoli prepared during Diwali celebrations at NZ

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