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Welcome Message

From the MD's Desk

Dear Colleagues,

Welcome to the 3rd edition of our in-house news magazine. At the outset, I would like to thank you and your family members for receiving Umang so well.

A medium by which we strive to connect with your family, Umang keeps them apprised of our major developments. From now on, based on a new global directive, we will be referring to 'Umang' as 'we in India'. Though a new name, it essentially carries the same essence and intent.

Looking at the current market scenario, this year's first quarter was not as good with respect to OI and Receivables. This calls for all of us to go the extra mile in the coming quarters so that we can cover the shortfall in this year's performance target.

With safety of all our employees being the foremost concern, we carried out a First Aid Training program across all our branches during the last quarter. The program covered about 1300 employees in 62 different batches. The techniques imparted through this program can help save someone's life in a medical emergency, hence we request you to keep practicing them.

As the next phase of our last year's sales training program, this year will see the tk ET global EAGLE sales training program roll out across various branches of the company. Aimed to establish a company-wide customer centric culture, it will raise our sales staff in understanding the customers' preference and help us prioritize and maximise our order intake.

"This year will see the tk ET global EAGLE sales training program roll out across various branches."

Bharat Vishnani,
Managing Director



To help us enhance our maintenance services, we have launched a nationwide Technicians Technical Training Program for more than 1000 Team Service members. With a wide variety of topics encompassing, technical training, safety, quality, compliance and service behaviour, the program will further sharpen the team's skills and knowledge.

With so many initiatives planned across various departments, we as a team are committed to overcome all the challenges and achieve our goals set for this year.

With warm wishes to you and your family members and for our success in the new business year 2015-16.

Trends

Mobility Now

MAX, the 1st Predictive Maintenance Solution

A futuristic solution, MAX comes with the Internet of Things (IoT) solution which can reduce elevator downtime by 50%. MAX sends real-time data from connected elevators to the cloud computing system. Intricate algorithms then calculate the remaining life-span of key components, determining which parts will require maintenance and when. It predicts maintenance issues before they occur and flags the need to replace components and systems before their life cycle expires.



With MAX as their fact-based wing man, our 20,000 global service engineers and technicians receive real-time alerts for pre-issue repairs, thus enabling them to be more proactive by scheduling maintenance tasks way ahead of elevator breakdowns and at times with minimal disruption within the building. This way, our engineers help building managers and users avoid the frustration and inconvenience of out-of-service elevators and keep people moving by significantly enhancing the performance of elevators and buildings alike.

Global News

EAGLE Sales Training Program

The recently launched EAGLE sales training program by tk ET, aims to establish a company-wide customer centric culture and boost our order intake by enhancing the tk ET employees' understanding of the customers' preference. Benefitting some 30,000 tk ET employees working across New Installation, Modernization and Service, the program will cover more than half of the company's worldwide workforce. All trainers in the EAGLE program are sales subject experts from each BU, the SEED Campus and our external program partner, Sales Performance International. The first country-wide EAGLE training will be available in India during this year's 2nd quarter.



Turbulent Beginning to Fiscal Year

Turbulence in the global economy and downward pressure on commodity market prices reflects in our first quarter figures for 2015/16. Both material distribution and steel activities are suffering from falling prices because of overcapacity, and pressure from Asian imports. This has led to decline in sales, profitability, adjusted EBIT and in the Group's 1st quarter loss of €54 million.

Despite negative signals from the market, we are within the range of our forecasts. The 2015/16 Group sales is likely to remain in line with previous year, and adjusted EBIT will be within €1.6–€1.9 billion. Orders for industrial goods and our impact efficiency program place our company on a stable footing. With full-force restructuring at the Group, we are stronger and on a sounder foundation than a few years ago. However, for us to meet our forecasts, there needs to be a strong recovery on the commodities markets in the second



half of the fiscal year. The impact efficiency program generated positive effects totalling €850 million over the entire fiscal year and we will continue our efforts on this front.

tkE Buzz

Technicians Technical Training Program

In March 2016, tkEI launched a technical skill enhancement program for Team Service which would be attended by 1000+ participants across the country. The program covers topics like technical training, safety, quality, compliance and service behaviour. This will eventually reduce job stress, improve work life balance and customer satisfaction. The training will be completed by June 2016 and will motivate Team Service to be the Brand Ambassadors of the company.



First Aid Training for 100% Safety



Taking employee safety to the next level at tkE, a First Aid Training program was rolled out. Imparted to 1287 employees over 62 different batches in the months of Oct 2015, Nov 2015 and Jan 2016, the program covered topics like using first aid, performing a CPR, basics of human anatomy and handling emergencies like electric shocks, fractures, heart attacks and choking among many others. Further on, a list of first aiders shall be made available to all branches. Refresher training sessions will be conducted on an annual basis to ensure reinforcement of all knowledge.

Milestones

New Projects

Helping create State-of-the-art Living and Entertainment Spaces



ACE City

Location: Greater Noida West, Sector-1

Developer: Crest Promoters Pvt. Ltd.

Mobility Solutions :

- 36 TE-C Gearless Elevators



Taj Gateway

Location: Cochin

Developer: MPG Hotels and Infrastructure Ventures Pvt. Ltd.

Mobility Solutions:

- 5 TE-C Gearless Elevators



City Centre Mall

Location: Bistupur, Jharkhand

Developer: P&M and Hi Tech Infrastructures LLP

Mobility Solutions:

- 10 Velino Classic Escalators
- 3 Synergy1000 Elevators
- 7 TE-C Geared Elevators



Multipurpose Convertible Stadium and Integrated Sports and Entertainment

Location: Ahmedabad

Developer: SE TransStadia Pvt. Ltd.

Mobility Solutions:

- 24 TE-C Machine Room Elevators

daproh News

daproh SAP FOT - 1st Anniversary

tkE India has been successful in leveraging the experience and dedication of 277 SAP users and many other employees directly or indirectly involved in day to day operations in Field SAP. Since daproh's successful GoLive, tkE India sap users have executed approximately 80 Lakh SAP transactions over the last one year. tkE India's success story has been showcased as a role model globally across all Business Areas in several leadership forums including tk CIO forum which was anchored by Dr. Heinrich Hiesinger (CEO - thyssenkrupp) and by Mr. Guido Kerkhoff (CFO - thyssenkrupp). This can be credited to the hard work of power and end users and we take this moment to recollect our journey since 6th April 2015.



Benefits since GoLive of daproh SAP FOT:

More Productive Month Ends - More time spent on quality review rather than working on multiple excel spreadsheets

Saving Time - Since the AC Layer went live from October 2015, the Mersy report analysis now takes only a couple of hours instead of a couple of days

Higher Transparency - We can access more field data from anywhere any time, leading to higher transparency

Role Clarity - People have accepted the role assignment with segregation of duty well and earlier than expected timelines

Raised Cross Zone Interaction - Better experience and guidance exchange across zones

Improved Efficiency - Centralisation of project related GR at HQ has improved operational efficiencies. Also, Payment Processes have been streamlined by reducing 7 payment runs to just 1

Centralisation - With Paid Maintenance Contract Booking being centralised, all zones and branches can now focus more on core operational and sales activities. Besides, with View~SAP interface the centralization of OI for NI / Mod - has been quite encouraging

“BA's and countries have sought continuous support from us post GoLive over last one year and our performance has been the talk of the town in several leadership forums globally.”

Mr. Azmathulla Khan

“SAP for me is a foolproof system to control, monitor and execute complicated activities with ease.”

Mr. Ashwani Gaiind

“In coming months we will be deploying many new components to daproh like daproh HR, Dunning Process, FSCM (Financial Supply Chain Management), SRM (Supplier Relationship Management), which will further improve business control and analysis.”

Mr. Sandeep Bhatia

“Positive attitude, readiness to learn and work in different areas and modules are key factors to get more benefits out of the system.”

Mr. Jitendra Gurjar

“On this memorable occasion of daproh SAP FOT anniversary, we take the opportunity to thank each and every one associated with it for their strong contribution and commitment and wish you continued success.”

Mr. Bharat Vishnani, Mr. Manish Mehan and Mr. Abhay Srivastava

Hidden Gems



Akshay Saxena

As a Technical Engineer, tkEI North Zone:

An indispensable part of the tkEI's Modernization Sales Team, Akshay hails from a small town in Khargoane in Madhya Pradesh and is the youngest member of his family. Having lost his father at very young age, growing up wasn't easy for Akshay. Since his family was closely associated with education, his inclination towards education grew immensely. His interest in linguistics became his strength and helped him to perform well in studies. Quickly growing up to become a strong support for his mother and grandmother, this mechanical engineer from BM College of Technology Indore, soon started tutoring junior engineering students.



As an Author in the Making:

Akshay always had multiple achievements to his name. Besides being a rank holder in the state merit list, this two time student of the year award winner also excelled in sports like football and table tennis. He also represented his school at regional level Vedic Mathematics and has been awarded 26 times for regional level extempore and debate competitions. With 138 certificates, 37 medals and 78 mementos to his credit, he now wishes to extend his success towards his dream of writing books. With two books already in the making, we wish him a bright future and all the success.

Meenakshi Chowda Bose

As a Front Office Executive, tkEI South Zone 2:

A dedicated Front Office Executive, Meenakshi handles administrative duties of 6 different branches in South Zone 2 covering Bangalore, Mangalore, Mysore, Hubli, Goa and Hyderabad. With over two and half years of experience, she has been an indispensable part for thyssenkrupp's southern region.

As a Fashion Designer:

Tailoring and designing clothes since childhood, Meenakshi's passion for fashion designing reveals itself when she stitches different trends for different seasons. With a Diploma in fashion designing from Jayachamarajendra Polytechnic Institute Bangalore, her creativity comes to life in forms of beautiful frocks for babies, smart uniforms for young girls and trendy dresses for women. Popular among children, colleagues and friends, Meenakshi's hobby serves her as therapy. The joy of creating new outfits fills her heart with a sense of achievement, helping her unwind while expressing her creativity.





Subhash Jadav As a Sr. Service Technician, tkEI Mumbai Zone:

With 14 years of experience in elevator maintenance, Subhash Jadav currently serves as a Service Technician for tkEI. Subhash hails from Ratnagiri, Maharashtra and he joined tkEI in August 2001 as a repair technician. Responsible for immaculate performance of elevators, he is in charge of repairing elevators across Thane, Maharashtra.

As a Bhajan Singer with his Family:

Practicing regional bhajan singing since childhood, Subhash has conducted many bhajan singing programs till date. After having mastered the art of playing instruments like the tabla and dholak, he decided to pass this skill on to his two equally gifted children, Shraddha and Siddhesh.

An extremely talented team, together they are all popularly known as the Mauli Bhajan Mandal which translates to 'God's Own Group'. In the year 2014 this bhajan mandal was honoured with the best performer award by the Government of Maharashtra at the state level Bhajan Singing Competition which was organized by the Rashtravadi Paksha. We congratulate them on their success and wish them all the luck on their soulful journey!



Family Achievements

Siddhi Gupta Gold Medal in Abacus & Mental Math:

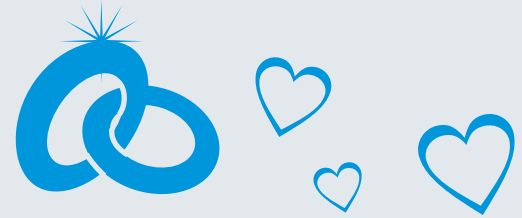
Abacus is considered to be one of the fastest methods of calculations in the world, which also helps kids to improve their speed and accuracy in mathematics. Used as a calculating tool centuries ago, Abacus existed way before the adoption of the written modern numeral system took place, and is still widely used by merchants, traders and clerks. Likewise, Mental Math is an ability to calculate and derive a correct answer without using pencil and paper or any other electronic devices. Integrating Abacus with Mental Math, young kids today are taught the art of performing mental calculations by creating a virtual Abacus in their minds.

A 6 year old mathematical genius, Siddhi Sandeep Gupta (Daughter of Mr. Sandeep Gupta, Assistant Manager, Finance & Controlling, West zone) became the youngest gold medal winner ever in an Abacus and Mental Math Competition for RIMS International School in Undri, Pune. Currently studying in the first standard, she scored the maximum possible 100% marks to achieve this accolade. An intellectual prodigy with a heart, she also holds an additional gold medal for excelling in a social service activity conducted in her school for helping the poor and needy.

Over and above these, she has many more achievements, medals and certificates to her name for her performance across multiple competitions. With so many accomplishments at such a young age, her journey seems to have only just begun. Recognizing her potential, her parents Mr. and Mrs. Sandeep Gupta provide her with all the support and encouragement she needs to succeed in her journey. We wish Siddhi all the very best for a bright and an outstanding future.



Wedding Wishes

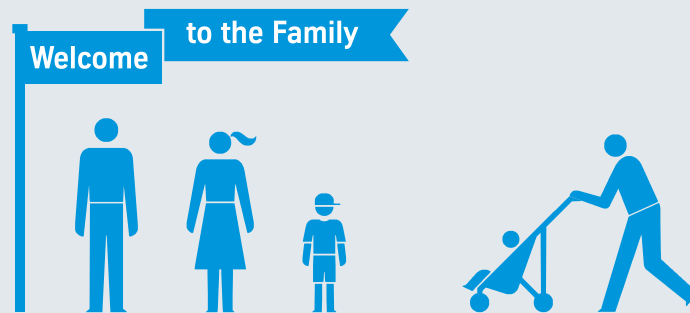


May you all have a Blissful and a Happy Married Life!

HQ-India	Abhay Srivastava	Mumbai Zone	Arunkumar Thakurdin Gupta
North Zone	Gaurav Sharma	Mumbai Zone	Parag Ganesh Save
North Zone	Parmendra Kumar	Mumbai Zone	Keyur Rajendrabhai Bhatt
North Zone	Yogesh Kumar	Mumbai Zone	Vishal Vishram Parab
North Zone	Preet Kumar Singh	Mumbai Zone	Ganesh Rajendra Deshpande
North Zone	Rohit Kumar	Mumbai Zone	Akhilanand Sunil Prasade
North Zone	Rahul Chaudhary	Mumbai Zone	Prashant Gangaram Desai
North Zone	Deepak Katiyar	CSC	Mayur Ganpat Phadale
East Zone	Dilip Ghosh	CSC	Nakul Vijay Farkade
East Zone	Abhijit Banerjee	South Zone 2	Arun Govinda Setty
East Zone	Shibaji Deb	South Zone 2	Naveen Kasturi
West Zone	Arvind Mandloi	South Zone 1	Balaji Venkatesan
West Zone	Nilesh P Take	South Zone 1	Dhanabal Natarajan
West Zone	Idrak Ali	South Zone 1	Sreejith P B
Mumbai Zone	Samir Jamil Shaikh	South Zone 1	Rohid Vayalassery

New Borns

Congratulations to all Parents



HQ-India	Pratap Singh Thakur	Mumbai Zone	Pravin Tavate
North Zone	Gaurav Chandra Upadhyay	Mumbai Zone	Bhaskar Balkrishna Dhuri
North Zone	Gainda Lal	Mumbai Zone	Jitesh A Gurkhe
North Zone	Dinesh Kumar	Mumbai Zone	Radhika Raju
North Zone	Shailesh Kumar Gupta	CSC	Virendra Pratap Pandey
North Zone	Vishnu Kumar	CSC	Abhinav Tyagi
North Zone	Lal Sahab Yadav	CSC	Amit Nerurkar
North Zone	Vineet Kumar	CSC	Pravin Sudhakar Sathe
North Zone	Deepak Rai	South Zone 2	Dimple Kanta Gaude
North Zone	Amit Kumar Prajapati	South Zone 2	Veerabhadrayya Siddayya
North Zone	Vimal Kumar Tiwari	South Zone 2	Sachin Chandrakant Walawalkar
North Zone	Anil Chauhan	South Zone 2	Basalingappa Hugar
East Zone	Bakul Patra	South Zone 1	Gnanaprakash C
West Zone	Kirankumar Attarsingh Rajput	South Zone 1	Prathap Samraj
West Zone	Pavan Verma	South Zone 1	Justin Selvin Durai D
West Zone	Yogendra Gurjar	South Zone 1	Prabhukumar Ravikumar
Mumbai Zone	Dinesh Yellappa Shelar		