

April 2016 to June 2016

Quarterly Newsletter

# OEC TODAY



**Vishal Doctor-Director**

Some journeys are special. Almost 18 years ago when we picked up our first box, we had to deal with one of our most difficult customers. He was a perfectionist... and taught us a lot. The best part about working at the ground level is the suggestions we get from our customers and employees. Vijay Gite and Satish Divekar were the first to be on my right and left... and together we were always keen to hear out our customers and implement their suggestions for the improvement of our service. We did not do anything extraordinary... in fact, the only thing we did was LISTEN. All the top MBA schools say to improve ourselves we should listen 80% of the time and talk 20% of the time.

That's how we can take feedback, improve ourselves and get better. This simple mantra of listening will not only help you at your workplace but also at home. Try it out sometimes.

Over the years the team has grown to 500+ and our customers grew by leaps and bounds too. On that note, I would like to dedicate this column to ALL the employees and customers of OEC, without whom this special journey would not have been possible. I thank you all for being a part of this special journey... and look forward to many more milestones. Thanks for listening.



mumbai

kolkata

delhi (ncr)

chennai

ahmedabad

pune

vadodara

hyderabad

lucknow

bhopal



**Mr. Raghunandan Nair ( VP- Sales & Credit Control)**

**Mr. Dinesh Rao ( VP- Operations & IT)**

I would like to extend my sincere gratitude to my Sales Team (Pan India) for adding new clients in last quarter like i.e., Mumbai international Airport, India Oil Corporation, Kamani Oil Mills Ltd ,Central Income Tax etc. Please keep it up!!



The first quarter has been dedicated for Operational Excellence. With a commitment to deliver highest of efficiency, Operations team has been instrumental in retrieving volumes as high as 2,77,351 files/documents during April, May and July months. Team has exhibited a spotless performance of ensuring very good turn-around time (TAT) for retrievals during these months & also have shown consistent improvement during the quarter. Five of the Branches have achieved 99% and above on IN-TAT %, setting a new benchmark for rest of the branches. Consistent improvements are observed even with increasing volumes for retrieval and pickups. We also had a successful ISO 9001:2015 Operations Audit at Dheku facility resulting in ISO 9001:2015 certification. We have been raising the performance bar and we are confident of achieving newer heights in the months to come.

Litchi Party



Birthday Celebration







"Cake Cutting Ceremony On OEC Foundation Day"



Organised Yoga Session for corporate Employees on International Yoga Day i.e., 21<sup>st</sup> July



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HIGHLIGHTS

Got ISO Certification  
9001:2015



A very inspiring Poem  
by a Famous  
Hindi Poet-Makhanlal  
Chaturvedi

पुष्प की अभिलाषा

चाह नहीं मैं सुरबाला के  
गहनों में गूथा जाऊँ  
चाह नहीं प्रेमी माला में  
बिंध प्यारी को ललचाऊँ

चाह नहीं सम्राटों के  
शव पर हे हरि डाला जाऊँ  
चाह नहीं देवों के सिर पर  
चढ़ूँ भाग्य पर इतराऊँ

मुझे तोड़ लेना बनमाली  
उस पथ पर तुम देना फेंक  
मातृभूमि पर शीश चढ़ाने  
जिस पथ जाएँ वीर अनेक

Please share your views, ideas and updates on [hr@oecrecords.com](mailto:hr@oecrecords.com)

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