

TIL TALK

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OUR NEWS VIEWS & EVENTS

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Dear Reader,

Welcome to this issue of TIL TALK.

The outcome of the forthcoming General Elections is going to determine in a big way the direction and pace of India's economic growth. A general air of positivity pervades Indian industry across sectors, supported by the encouraging upturn in new orders – as evident from TIL's own order books over the last few quarters.

Government's continued focus on Infrastructure is indeed a very positive sign. With linkages across sectors, Infrastructure is the main driver and anchor of sustainable economic growth. It is expected that Infrastructure will remain in sharp focus of the Government, regardless of the electoral mandate, and continue to have a positive effect on the performance of equipment manufacturers like TIL. We have already noted the upsurge in demand. We at TIL need to garner and channelize our efforts to take full advantage of this opportunity, which has not

been so buoyant for some time. With greater focus, perfect planning, better cross-functional co-ordination and quicker adoption of the latest technology, the results for TIL can be quite significant.

In this issue of TIL TALK, on the eve of TIL's 75th Anniversary, we share with you a story on TIL's enduring identity as a customer centric organization, containing testimonials from key customers, which reaffirm their faith in TIL. In addition, in this issue we share with you recent happenings at the Kharagpur Plant including an impressive new test track, which is the first of its kind in India. The issue also covers technical training programs undertaken by TIL for both employees and customers, a new employee recognition initiative called Bright & Beyond, and ValueFirst – a new initiative to enhance the Customer Support function by means of IT-enabled services. CSR, as you all know, has always been pivotal to TIL's aspirations for collective social development. We are proud to be continuing with that same tradition and in this issue we bring you valuable comments of some of our CSR beneficiaries, along with other stories and regular features.

All the best and happy reading!

Warm regards,



Sumit Mazumder
Chairman & Managing Director



Customer First



Our customers drive our business. It is a widely acknowledged fact in corporate experience that the customer is the only real boss out there - the absolute numero uno. If an organization fails to recognize this fact and starts treating a demanding customer on adversarial or condescending terms, it is certainly courting trouble. Surveys have shown that while only 9% of customers shift loyalties because of price, almost 70% leave a company because of poor response or unsatisfactory service. Correct customer - orientation is absolutely critical to the sustenance and success of an organization.

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“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”

~ Mahatma Gandhi

It is imperative that an organization designs and implements its strategies and policies around its customers as the main

pivot, treats them as guides and equal partners in its journey of success, and continues to evolve its customer experience interface to grow from mere customer satisfaction to customer delight and beyond. Such an organization would forge for itself an equity that can withstand the toughest of market conditions and the fiercest of competitors.

TIL's enduring success, over more than seven decades, is a testament to the belief that a company can only be as strong as its least satisfied customer. With values and guiding principles founded in fairness, integrity and trust, TIL's culture of continuous innovation and unstinted commitment to creating value for customers is the singular most important reason behind its legacy of performance and goodwill. TIL has evolved into a customer friendly and customer centric organization, always committed to empowering them to achieve more.

TIL TALK has always brought to you the voices of our valued customers as an integral part of TIL's relationship-building journey. Poised on the eve of a glorious 75th Anniversary, we reaffirm our pledge to our customer centric ideologies by profiling some of our esteemed customers - both old and new - and their perceptions about TIL.

Phonex Traders (P) Ltd

Phonex Traders (P) Ltd is a leading logistics provider at the Kolkata Port. Launched in April, 1996, as a primarily transporting and warehousing service provider by Founder Director, Mohammad Ayub, the company has since then diversified into export-import business, logistics chain management and ship building & repairing services. A total logistics solutions provider offering high quality, comprehensive logistics services - that include storage, transportation and delivery - at various maritime ports across the country, Phonex Traders is also involved in cargo handling and transportation operation at the Central Warehousing Corporation CFS.

The esteemed customer procured their first reach stacker from TIL in 2006 - an equipment that they continue to use even today. Phonex now owns a total of 19 such powerful machines from TIL, mostly Hyster-TIL® RS45 series, including the new generation RS45-37CH, in addition to 1 unit of the RSL model and 2 units of the RST model - all of which are presently deployed in container handling activities at their own CFS in Garden Reach and at Kolkata port. Mr Ayub has many good things to say about his company's enduring association with TIL...



Mohammed Ayub (Left), Director - Phonex Traders (P) Ltd receiving a memento from Jan Willem Brand, Director Big Truck Strategy & Solutions, Hyster

"We are one of the oldest associates of TIL and we have a very good relation with the company as a valued equipment supplier. We purchased our first TIL machine back in 2006, followed by two other machines in 2008 & 2010. Since then, we have been regularly buying Hyster-TIL® ReachStackers, and it has been a wonderful journey so far. We look forward to continuing this for the times to come. TIL is a pioneer in the manufacturing of reach stackers in India and the company has been in business for more than seven decades, which is clearly evident from its technical expertise. Hyster-TIL® ReachStackers are high on performance and reliability. These machines are very durable, delivering consistently good performance for the past one decade. We are very satisfied with the availability of spares and the extensive aftermarket support network of TIL. Their service teams are very reliable and have always been highly responsive to our problems, night or day. However, TIL should continue to work on the pricing of spare parts and other consumables, which will add more value to their offerings."



It is a matter of pride for TIL to be associated with Phonex Traders (P) Ltd. As professed by our valued customer, it is the quality of Hyster-TIL® ReachStackers, coupled with TIL's unmatched service support, which prompt them to go for TIL products time and time again. Here's wishing Phonex all the very best for the future.

Dwarkesh Transport Corporation

Deepal R Dwivedi and Romal R Dwivedi are the partners of M/s Dwarkesh Transport Corporation - a pioneer in transportation and equipment rental businesses since 1974. Based out of Anand (Gujarat) with offices in Ahmedabad, Baroda, Jamnagar & Mumbai, Dwarkesh has operations all over India.

Proud owners of a mixed fleet of cranes of various makes and capacities - Dwarkesh has a rich experience of having worked in various sectors like refineries, fertilizers, cement, defence and petrochemicals, in both private and Government projects.

With a view to bidding successfully in Government tenders, Dwarkesh Transport recently added to its already impressive fleet 8 units of TIL cranes - 4 each of TMS 850 and TMS 860 - its maiden purchase from TIL. The TIL cranes are currently deployed in metro railway projects, refinery projects and wind power projects, and working to the satisfaction of our esteemed new customer.

Romal Dwivedi had personally come down to our Kamarhatty factory, along with his maintenance team and operators, for an inspection of the TMS 850 & TMS 860 cranes before taking delivery. Satisfied with the quality and performance of TIL cranes, the customer has placed an order for more TMS 860 cranes and is in talks to procure some units of TMS 880M cranes.



(R-L) Ajay Shah, Romal R Dwivedi, Rana Majumder and others at TIL Kamarhatty

Here's what they have to say...

"We are very satisfied with the performance of TIL cranes and also impressed with their aftermarket support and availability of spare parts. We would advise them to be more competitive with the pricing of their spare parts in order to achieve greater sales volumes."



TIL is proud to be associated with Dwarkesh Transport Corporation and looks forward to many more business opportunities in the future. We thank them for their feedback and wish them all the very best!

Amity Rock Products Pvt Ltd

Amity Rock Products Pvt Ltd, founded in 2008, is one of the leading contractors of Kerala, operating out of the district of Pathanamthitta. Amity Rock has diversified business interests in granite mining, crushing & screening and production of ready-mix concrete. They have been associated with TIL for the last 6 years, having procured from us 3 units of High Frequency Screens (HFS), which are working in conjunction with 2 crushing & screening units in Kerala. Siby Sebastian, GM (Projects), of Amity Rock, is all praise for the performance of the TIL HFS and offers valuable feedback.



Siby Sebastian, GM (Projects) - Amity Rock Products Pvt Ltd

"We enjoy very good relations with TIL and look forward to a long business association with them. The performance of the High Frequency Screens that we have purchased from them has always met our expectations. We are also very satisfied with their timely and dedicated service support. The availability of spares is okay, but TIL will stand to benefit a lot from reducing the delivery time for these spare parts. We shall certainly recommend TIL products to others."



TIL thanks him for his feedback and wishes Amity Rock all the very best!

Alliance Commercial Transport

Alliance Commercial Transport - led by Nimesh Saraf, CEO - is one of the pioneers in the transportation of ODC, project supply items (steel, fabricated structures, structural items, etc.) and heavy equipment, since the last four decades. Alliance Commercial has also made a successful foray into heavy equipment hiring business in the last one decade with a large fleet comprising of multi-axle, low-bed trailers and trucks, catering to various sectors, like, Building & Construction, Cement, Steel, Thermal Power, Oil Refineries and Coal Mining industry.

TIL has an excellent relationship with the customer, who owns 6 TIL Cranes, including a recently procured RT740B that has been deployed in the construction of a bridge in West Bengal.



Nimesh Saraf (Center) with his entire team at Alliance Commercial Transport

In his own words...

"We have been associated with TIL since 2012 when we purchased our first rough terrain crane from them. Since then, we have purchased more TIL cranes and will continue to buy more in the future. TIL is a leading crane manufacturer in India and it has collaborations with some of the best global brands. TIL machines are very robust. Good availability of spares and a pan-India service coverage make them more reliable."



CUSTOMER SAYS SO

TIL wishes Nimesh and Alliance all the very best for all current and future endeavors!



"We have purchased FT 2650 Jaw Plant, FT 300 DF Cone Plant and FT 3620 FNG Screen Plant for our plant/site at Hunterganj, Jharkhand. The machines are commissioned successfully and performing very well. We are also very satisfied with TIL's timely and dedicated service support. We shall recommend TIL products to others and also look forward to a long business association with TIL Limited."

Arun Kumar Singh
Ashutosh Stone Works

Owners of FT 2650 Jaw Plant, FT 300 DF Cone Plant, FT 3620 FNG Screen Plant

"TIL is a customer centric company, with a prime focus on aftermarket solutions. We are extremely satisfied with the performance of our Astec-TIL Portable Crushing & Screening Plant - a sophisticated piece of equipment with high productivity and low maintenance; all you need is a good operations team to keep the machine running. We have been associated with TIL for the last three years and we are highly satisfied with the promptness with which TIL has always responded to our issues. For consumable parts, the availability is spot on time."



Praveen Kumar Sharma
Rameshwar Prasad Sharma Contractor

Owners of an Astec-TIL 200 TPH 3-Stage Portable Crushing & Screening Plant



"We are extremely happy with the performance of High Frequency Screen for 100 TPH. The HFS has been working since the past 4 years and we are satisfied with the gradation and silt removal from the crushed sand. The end product M-Sand and P-Sand after processing from the screen is highly appreciated by our end customer. The service quality and timely support provided by TIL is fully satisfactory."

Sanjeev M
MS Industry

Owners of 100 TPH High Frequency Screen (HFS)

"We are happy with the performance of the plant and satisfied with the capacity. We also get appreciated by our end customer for delivering high quality aggregate and meeting the commitments. TIL is closely associated with us for achieving my Company's successful growth. We appreciate the service quality & support being extended by TIL Limited."



Binu RS
Akshay Granites

Owners of 300 TPH Crushing & Screening Equipment

Some of our other valued customers...

Noor Lifters - a proprietary firm owned by Noor Khan and his brothers - specializes in providing rental service of forklifts, cranes and boom lifts to both private and public sector developers all over India. Their customers include big names like Reliance, Essar, Hindalco, ONGC, JSW, and NCC. The company owns a fleet of mobile cranes in Mumbai with capacities from 10T to 220T, including 4 units of RT880 cranes from TIL. On a recent visit to the TIL Kharagpur factory, they were highly impressed by our manufacturing infrastructure.



Noor Khan (center) at TIL Kharagpur



Pawan Bagadia (Right) at TIL Kharagpur

Revival Infra Solutions is a leading construction equipment operations company, having the most technologically advanced equipment in their fleet, which includes mobile cranes, crawler cranes, boom placers, and piling rigs etc. With a view to augmenting their fleet with the latest Mobile Cranes, Pawan Bagadia, MD of Revival Infra, visited both the TIL factories at Kamarhatty and Kharagpur. Impressed with our state-of-the-art manufacturing processes, he had initially placed an order for one TMS850 Truck Crane. So satisfied he was with the performance of the machine that he ordered for another crane of the same model and capacity soon thereafter.

Starting operations in 1998, **Arjun Enterprises** - led by Hardeep Singh, MD - is one of the leading crane service providers in the industry. With a fleet comprising of mobile cranes and crawler cranes of various makes and capacities, they have always provided cost effective, timely and custom built solutions to meet the expectations of their customers. Mr Singh, during his recent visit to the TIL Kamarhatty factory, opted for an 80T Truck Crane, the TMS 880M, after comprehensively studying and thoroughly testing the machine for 3 days. He was so impressed with TIL's advanced facilities and manufacturing processes that he has already committed to buying another crane shortly.



Hardeep Singh (Right) at TIL Kamarhatty

At TIL, our customer centricity has enabled us to become more innovative. We firmly believe that creating greater value for customers as a core business strategy is not limited to the customer service function alone. Rather, it has been integrated into the very fibre of the Company. Customer service is in the very DNA of TIL and at the core of our corporate vision, which says...

*A responsible and respected corporate citizen guided by our core values in partnering India's infrastructure build... We shall achieve this by being a **dynamic customer-centric manufacturing company** providing technologically superior products, driven by innovation, representing global leaders and backed by a world class service organization... The unstinted commitment and relentless contribution of all employees at TIL will translate into sustainable growth for all stakeholders year after year.*

TIL TALK will continue to bring to you more stories of our great customer relationships.

TMS 850 - Longer Boom. Optimum Reach.

The TMS 850 is a 50T Hydraulic Truck Crane from TIL LIMITED, India's leading manufacturer of material handling equipment, and the market leader in Mobile Cranes.

The TMS 850 Truck Crane features TIL's latest technological innovation - the full power formed boom - for greater outreach and superior lifting performance. TIL, with its proven and time-tested expertise in Mobile Cranes, has equipped this heavy lifter with cutting-edge technology and all the latest features to augment efficiency, safety and operator comfort.

| | |
|-----------------------|---|
| Max Capacity | Outriggers - 50T at 2.5m Radius (85% Rating) 360° Slew |
| Boom | 5 Section formed full power boom - 11.0m to 41.3m; 10.1m Fixed Lattice Extension (optional) |
| Carrier | 8 X 4 Drive |
| Max Road Speed | 47 km/hr |



Following are some of the salient features of the TMS 850 truck crane:

- Lifting power maxes out at 50 tonnes, at a radius of 2.5 meters
- 5-section, telescopic, formed, full power, sequenced-synchronized boom, enabling a maximum reach of 41.3 meters and maximum tip height of 44 meters
- Robust superstructure fabricated from high tensile steel plates and sections
- Ergonomically designed operator's cab for fatigue-free operation
- Joystick controls in operator's cab for slewing, telescoping, hoisting and derricking with independent or simultaneous operation of crane motions
- Electronic Load Moment Indicator (LMI) system with audio-visual warning & control lever lockout
- Pendant Limit Switch on boom head to prevent over-hoist
- Optional 10.1 meter fixed lattice extension
- Certified by Automotive Research Association of India (ARAI)
- BS III CEV compliant engine
- Pan-India aftermarket support

Also available in its range of Truck Cranes are - TM 825, HYDRA 830M, TMS 750B MKII, TMS 845, TMS 855, TMS 860 and TMS 880M.

CII Summit on Integrity and Transparency in Governance

'To Create a Culture of Trust and Ethics' - that was the theme of the Summit on Integrity and Transparency in Governance organised by the Confederation of Indian Industry (CII) at New Delhi recently, which was graced by Sumit Mazumder, CMD of TIL, in his capacity as Chairman of the CII Taskforce on Integrity and Transparency.

Mr Mazumder, during his opening remarks, observed that regulatory principles, meant to evaluate ethical practices and governance followed by Industry, should be prefaced by the theoretical and global paradigm that forms the foundation for such norms. While he acknowledged the ever increasing competitive pressure on an organization to excel in the business world, Mr Mazumder stressed on the necessity for the adoption and treatment of ethical conduct by Industry in isolation from commercial interests in order to ensure the welfare of society at large. He went on to explain in details the CII Advisory on Human Rights and the CII Model Code of Conduct for Ethical Practices in Business Dealings, which suggest the general principles and recommended actions to be adopted by companies in order to adhere to integrity and transparency in business transactions.

Among other eminent panelists, the summit witnessed the presence of Dr Jitendra Singh, Minister of State (Independent Charge) for the Ministry of Development of North Eastern Region; Minister of State for Prime Minister's Office; Minister of State for Ministry of Personnel, Public Grievances and Pensions, Department of Atomic Energy, and Department of Space, Government of India.



Sumit Mazumder and Minister of State, Dr Jitendra Singh (3rd & 4th from the left respectively), with other panelists

Exhibition of Mexican Heritage

Sumit Mazumder, CMD of TIL and the Honorary Consul of Mexico in Kolkata, recently inaugurated 'Mexico in the World Heritage' – an exhibition of 44 photographs by renowned and acclaimed Mexican photographer, Adalberto Ríos Szalay, portraying the UNESCO World Heritage sites and the architectural, sociocultural and culinary heritage of Mexico and Latin America, at the Academy of Fine Arts, Kolkata.

Present at the inauguration were Nandita Palchoudhuri, Trustee, Academy of Fine Arts, Kolkata, Santiago Ruy Sanchez, Head of Culture and Tourism Affairs, Embassy of Mexico in India, distinguished guests from the diplomatic and cultural communities of Kolkata, as well as photography and art enthusiasts. Commenting on the significance of the exhibition, Mr Mazumder said -

"Mexico and India have enjoyed excellent diplomatic relations since 1950, having championed the interests of developing nations and nuclear disarmament on various global forums. We enjoy active co-operation in the areas of investment promotion, taxation, air services, traditional medicine, tourism, science & technology, arts & culture, and education... With continued co-operation, I'm confident that we can take our relationship to greater heights."



(Left to right) Santiago Ruy Sanchez, Nandita Palchoudhuri and Sumit Mazumder

Technical Training

Sales Force

TIL has always believed in enabling people to accelerate business success - promoting a competitive environment that breeds a growth oriented mindset in employees. Our learning interventions - driven by the key imperatives of today's ever changing business dynamics - are designed to primarily improve managerial capabilities, leadership skills, team management skills and execution excellence, in addition to customer relationship management and effective selling skills. It is the last factor that was in focus at a couple of recently held two-day technical training sessions for the TIL Sales Force. Conducted by Pinaki Niyogy, VP - Chief Technology Officer, TIL, the insightful sessions acquainted participants with superior technical features and strengths of Truck Cranes and RT Cranes manufactured by TIL. The objective was to arm the sales personnel with more information that would help them to convince customers about the advantage of our products over competitors'. There were two consecutive programs - one at TIL Kamarhatty and the other at TIL Chennai - to cover all four regions. Participants gained many insights and ideas on how to make their sales pitch more effective, by adding greater depth to their understanding of TIL products.

Customers & Operators

When it comes to technologically advanced heavy engineering equipment, man and machine must be optimized in tandem to extract the maximum productivity out of operations. To that end, TIL has adopted training and upgradation of human resource by way of structured programs as an integral part of its business strategy.

The training modules incorporate vocational safety and technical issues, as well as, hands-on operational training on material handling equipment manufactured and distributed by TIL. The programs furthermore strive to acquaint the participants with industry best practices in operations and maintenance for a more comprehensive learning.



Pinaki Niyogy conducting the session at TIL Kamarhatty



Pinaki Niyogy (3rd from the left) with the participants at Chennai



Training session at ITD Cementation, Bangalore

Recent programs include a comprehensive class-room and onsite training program conducted by the TIL Training Team at ITD Cementation, Bangalore - one of TIL's major customers, having 47 TIL cranes in its fleet, including 36 units of the PIXEF 215 Pick-and-Carry Cranes. 20 participants, including mid-level managers from ITD Cementation - which is a leading customer of TIL's PIXEF 215 - attended the program and were thoroughly satisfied with the discourse.

Also held recently were two successive training programs for two different batches of participants from Oil India Limited (OIL), the first one at Duliyaan, Assam, and the next one at the TIL corporate office at Taratolla, Kolkata. OIL is another important customer of TIL, owning 25 cranes of our different models that are deployed at their various sites.

The customer has contracted TIL for a total of three training sessions, the third and final one of which will be held soon.

TIL has also received a letter of appreciation from the Indian Airforce for a training program conducted recently at the Bagdogra Air Base.



Onsite Training at Duliyaan, Assam



Classroom Training at Taratolla, Kolkata



Letter of Appreciation from the IAF

Welding Technology

A 2-day training program on advanced welding technology was conducted on the premises of the TIL Kamarhattya factory, in association with the Indian Institute of Welding, for 22 participants from both Kamarhattya and Kharagpur factories. There was an evaluation test at the end of the program, after which the participants were presented with certificates from National Welding Research & Training Institute (NWRTI).



Training on advanced welding technology at TIL Kamarhattya

Hyster-TIL® ReachStackers at CONCOR

In the year 2016, TIL had successfully executed an order from the Container Corporation of India (CONCOR) for the supply of a large fleet of Hyster-TIL® ReachStackers. Impressed by the robust performance of our machines, CONCOR placed a repeat order soon thereafter.

Ever since, the mighty machines - deployed at various sites of CONCOR - have been delivering top notch performance, thanks to their efficient upkeep under the Operation & Maintenance Contract that TIL had executed with the esteemed customer for these Hyster-TIL® ReachStackers. Many of these machines have already clocked more than 17000 hours and still going strong. To ensure the maximum equipment uptime, the TIL Customer Support Team has ensured high machine availability of 98%.

This year, TIL secured a repeat order from CONCOR for 24 reach stackers, taking the total CONCOR tally to 50 Hyster-TIL® ReachStackers. The new machines are being deployed at various important ICDs (Inland Container Depot) across the country, such as, Dronagiri (Mumbai), Whitefield (Bangalore), Nagpur, Vizag and Khatuwas (Haryana). With the increasing containerization and palletization of cargo, the demand for our powerfully built reach stackers is set to witness a sustained growth. TIL is proud to be associated with such a prestigious customer like CONCOR and is geared to address all of their future needs.



CONCOR-bound Hyster-TIL® ReachStackers at TIL Kharagpur

ValueFirst

TIL prides itself for the efficacy of its aftermarket support system that complements its wide portfolio of material handling and crushing & screening equipment - playing a key role in enhancing the perception of brand TIL. In order to further strengthen aftermarket service delivery, in terms of the speed and efficiency with which a customer complaint is resolved, TIL has taken the first step forward towards enhancement of customer satisfaction and streamlining of processes through IT enabled services by launching ValueFirst - a downloadable mobile app for service engineers on the field and key service personnel across the country. In addition to generating important reports and dashboards that will be very useful for call analysis and qualitative improvements - such as, call type report, region-wise ART (Average Response Time) report, region-wise MTTR (Mean Time to Repair) report, region-wise MTBF (Mean Time between Failures) report, open call report, call breakdown report, online service report, manpower utilization report, etc - the app also includes various value-added features like facilities for direct request for parts from the site, live customer feedback and live tracking of service engineers (through GPS) for enhanced monitoring and more efficient service delivery.



Screen shots from the ValueFirst Mobile App

Integral to Success - SCM

The supply chain department has a very critical role to play in how well an organization is able to match production with market demand and ensure timely product delivery time and time again. Performance of the Supply Chain Management (SCM) function affects both speed and efficiency of service delivery of an organization.

For an organization like TIL - a leading manufacturer of state-of-the-art infrastructure equipment - the matter assumes added significance in light of the sheer volumes, technical complexities and TIL's strict standards of quality involved in the entire process of procurement.

In response to that requirement, TIL undertook an initiative to augment the capability of the Supply Chain Management (SCM) team and enforce a more dynamic performance culture. Apart from inculcating a more aggressive sense of target orientation among the team members through an ingeniously designed system of weekly assessments,



SCM Training in Session

the intervention included a 2-day training program to hone their skills in the areas of communication, etiquette, vendor management and negotiation. The results of this intervention have been quite positive so far.

Meet the champions from the TIL Supply Chain Management (SCM) team, who have repeatedly and successfully connected components with the Production function and achieved 100% of their commitments - Hari Narayan, Susanta Mukherjee, Partha Sarathi Kodal, Rajib Bhattacharya, Pritha Biswas, Sayantan Jana, Arghajit Bandopadhyay, Kaushik Paine, Avijit Ghosh, Sandip Chakraborty, Shahrukh Gouhar, Kulasekaran Tamilasaran and Dipa Mondal.

Many kudos to the SCM Champs!



SCM Champs with Bipasha Sanyal (6th from the right), VP Corporate Strategy

New Test Track at TIL Kharagpur

A new Test Track - one of its kind in the country - has been constructed at the TIL Kharagpur facility for road testing of Hyster-TIL® ReachStackers manufactured at the plant. The 420 meter-long and 7 meter wide Test Track is capable of withstanding axle loads of upto 110 tons. It's meant primarily for testing speed, brakes, gears and maneuverability of ReachStackers, which can reach speeds of upto 22 kilometers per hour on the Test Track.



The new Test Track at TIL Kharagpur



New CNC Brake Press at TIL Kharagpur

New Automation at TIL Kharagpur

With a view to enhancing accuracy and productivity, a new CNC Brake Press has been commissioned at the TIL Kharagpur factory for forming the Boom Channels used in the Megaform booms. With a bending length of 12 meters and a pressing force of 1600 tons, the robust and custom built Brake Press - PPEB-H - is now producing formed boom channels of a superior quality in order to support the increasing demand for Megaform booms.

TIL Quality Circle

Two Quality Circle (QC) teams from TIL - *Anant* from TIL Kamarhatty and *Utsah* from TIL Kharagpur - participated in the CII 31st Convention on QC Circles - a flagship event to promote and encourage the practice of Quality Circle and other allied concepts integral to Total Quality Management (TQM). *Anant* - comprising of Sandip Das, Anmol Khawas, Adhip Banik, Tanmay Rai (Mentor) and Jayanta Kumar Patra (HOD) - were successful in eliminating the telescopic operational fault in the Boom Inner Mid-Section of the TMS 850 Truck Crane, for which they won an accolade. *Utsah* - comprising of Lalit Pal, Souvik Sarder, Parsuram Sahoo, Pushpendu Chand (Mentor) and Mrityunjay Banerjee (HOD) - were assigned the task of increasing productivity by increasing the utilisation of TOS-Kurim machining center.

QC Circles continue to be a vital tool for fostering TQM practices in a company. The CII competition provides a unique opportunity to motivate companies to form QC Circles and also presents them with a forum to exchange ideas and share experiences.

Kudos to teams *Anant* and *Utsah* for taking part in the competition!



Team TIL 'Anant' accepting their award at the CII QC Convention

Factory Visits

Harley Smith, Global Product Director - Crawler Cranes, Manitowoc, recently visited both TIL factories at Kharagpur and Kamarhatty, along with Saumyendu Chakrabarti, AVP - Integrated Supply Chain, TIL. Mr Smith held discussions with senior TIL personnel on prospective export of structures for RT, Truck and Crawler Cranes to Manitowoc Cranes.



(Left to Right) Ratindra Nath Das, Chris Hill and Manas Mohanty

Chris Hill, Senior VP - Global Business Development, Hyster-Yale Group, visited the state-of-the-art TIL Kharagpur plant, accompanied by Manas Mohanty, VP - Customer Support, MHS & EPS, Ratindra Nath Das, AVP - Production, and SK Khaund, Head - Parts, of TIL, for a successful tour of the factory.



Harley Smith (Center) with Saumyendu Chakrabarti (Left) and Mrityunjoy Banerjee (Right)

Factory Visit by Techno India

Students and faculty members from the departments of Mechanical Engineering and Electrical Engineering of Techno India, Batanagar, visited the TIL Kamarhatty factory recently to understand our production process and have a firsthand experience of the modern manufacturing practices being followed by the industry. This visit was organized by CII ER Education Excellence Forum as part of an ongoing initiative for students and faculty members of various engineering colleges in the eastern region. The visitors were given an overview of the entire manufacturing process, starting from the cutting of steel plates to the assembly and testing of finished cranes. An interactive session was organized to address the visitors' queries after the visit, which turned out to be quite an enriching experience for all of them.



Visitors from Techno India Batanagar at TIL Kamarhatty

Health Check-up at TIL HO

The often used phrase, 'Health is Wealth' is known to all. The more relevant corollary is that there is a clear and direct co-relation between the health and productivity of an employee.

TIL had recently organized, in association with health partner, ICICI Lombard GIC, a free Instant Health Check Up at the Corporate Office, Taratolla, for the employees.

The Health Check Up included a Gamified Health Risk Assessment and tests to measure heart health, pulse rate, blood pressure, blood oxygen saturation, electrocardiogram (ECG), diabetes (random blood sugar test), hemoglobin, triglyceride, total cholesterol, vital statistics, body mass index, etc. Reports were provided instantly.



Health Check-up at Taratolla

CSR@TIL - *Touching Lives. Making a Difference.*

Voice of Beneficiary

Weekly Health Camp at Kamarhatty

Since the last two years, 65 year-old Anil Chandra Roy, a resident of Jaiprakash Colony, Panihati, has been regularly visiting the Weekly Health Camp – organized at Panihati jointly by TIL and HelpAge India to address common geriatric problems of underprivileged elderly people of the area. Mr Roy, who used to own a small cycle repairing shop, was forced to stop working three years ago, owing to his declining health, and become dependent on his son's meagre earnings. Having received maintenance treatment for hypertension, diabetes, gastritis and osteoarthritis at the TIL-sponsored Weekly Health Camp, Mr Roy has seen significant improvement in his condition. His wife is also a satisfied beneficiary of the Health Camp. He expresses his gratitude to TIL and HelpAge for the much needed medical assistance provided to him and his wife...

"I have been coming to the Health Camp regularly for the last two years. I am fine, thanks to the treatment and medicines that I receive here for my pressure and sugar problems."



Anil Chandra Roy (Left) at the Health Camp

Coaching Center at Kolkata

Rupali Mondal, aged 12, is the eldest of 4 children living with their parents in one of the slums in the Topsia-Tiljala area near the Eastern Metropolitan Bypass in East Kolkata. Owing to the poor economic condition of her family, Rupali - currently studying in the fifth standard of a local school - was at risk of discontinuing her studies, until she was identified by Child In Need Institute (CINI) and enrolled in the TIL-sponsored free Coaching Center run by CINI. Since then, she is being provided with academic support, life skill education and intensive counselling, to help in her all round development. A child who was unable to recognize alphabets or symbols before she came to the coaching center, Rupali's academic improvement has been remarkable. Her reading and writing skills have both improved. Her creative and analytical faculties have also developed owing to the life skill education that she has been receiving at the center. Here's what Rupali has to say...

"I have been studying in this center for past two years, and have been extremely benefitted from child rights education training, as well as health check-ups at the center. This year, we also went for Puja Parikrama and got to see many idols and pandals... It was a great day for me!"



Rupali Mondal at the Coaching Center

V Jayanarasimhan

Customer Support, MHS, Chennai

V Jayanarasimhan has been with TIL since October, 1992. Needless to say, in this age of fast changing industry dynamics and shifting loyalties, an association of more than 26 years with a Company shows commitment and dedication of a certain magnitude.

Perhaps this enduring relationship has a lot to do with the way in which he perceives TIL - having immense faith in its leadership and transparent work culture, and admiring its abilities to maintain high employee morale and address opportunities and challenges with equal finesse.

His wife Amudha Priya is a homemaker and both of his children are grown up - son VJ Uday Kiran is a mechanical engineer working with Cognizant Technologies and daughter VJ Rithika is in her first year of MBBS.

Presently assigned the role of Regional Customer Support Manager, Southern region, and based out of TIL's Chennai office, Jayanarasimhan is a disciplined and hardworking individual who would always consider the tumbler to be half full, rather than half empty.



V Jayanarasimhan (2nd from the right) with his family

In his own words... I have enjoyed working for 26 years in TIL and the quantum of opportunities for professional growth and personal development that I have been provided with is phenomenal.

Sanees Muhammed

Sales, EPS, Kochi

Sanees Muhammed is working with TIL since September, 2013. A diligent worker and quick learner who is always open to accepting new challenges, Sanees believes teamwork and the support of his seniors to be crucial to success. What he likes most about TIL are the Company's customer centricity and employee friendly culture.

An earnest personality, humility and easy manners make for a natural advantage for Sanees in his chosen vocation. Currently working as Assistant Manager Sales, Sanees is also a socially responsible individual who had actively participated in rescue and rehabilitation work during the Kerala floods in August 2018.

His wife Nasrath is a homemaker and his two sons Sinan & Sidan are 4 years & 8 months old respectively.



Sanees Muhammed (right) with his family

In his own words... TIL had given me additional responsibility to take up MHS sales in Kerala, which was a new challenge and a career enriching experience for me.



*Sayantan Jana (Right) accepting his award from Sumit Mazumder,
CMD TIL Limited*

Bright & Beyond

Many congratulations to Sayantan Jana, Head Vendor Development, for winning the TIL 'Bright & Beyond' award. This is a new award instituted by TIL to recognize bright and promising newcomers who have shown great potential and demonstrated outstanding results far beyond their KRAs within a short span of time. Sayantan has brought a fresh perspective to his job function and achieved significant improvement in systems, processes and operational efficiency.

CONGRATULATIONS

TIL congratulates Kalpana Manna on her exemplary sporting achievement in Bangladesh. Her husband, Achintya Manna, works in the Production Planning & Control (PPC) department at TIL Kamarhatty. At a recent athletics meet in Bangladesh, Mrs Manna participated in the above - 40 age category for women. She secured 3rd position in the 100 meters run, 200 meters run & long jump events, and came 2nd in the 400 meters relay race.

Kudos to Kalpana and all the very best to her for future achievements!



Kalpana Manna



KUDOS !!

Keep up the spirit !!!

The Best Response to Negative Feedback is a Simple One

Everybody loves feedback . . . as long as it is positive. But when faced with negative feedback, many of us tend to get defensive. We play the victim, sink into denial, or blame our circumstances - and this kind of behavior is detrimental to our learning and professional growth.

Feedback often uncovers our blind spots, especially when in many cases, we thought we were doing a good job. So we don't immediately or intuitively agree with the validity of it (we tend not to believe things we can't see ourselves).

Here are some common things we say (or think) when hearing negative feedback to defend against new information that threatens the way we perceive ourselves:

1. **Play Victim:** "Yes, that's true, but it's not my fault."
2. **Take Pride:** "Yes, that's true, but it's a good thing."
3. **Minimize:** "It's really not such a big deal."
4. **Deny:** "I don't do that!"
5. **Avoid:** "I don't need this job!"
6. **Blame:** "The problem is the people around me."
7. **Counter:** "There are lots of examples of me acting differently."
8. **Attack:** "I may have done this (awful thing), but you did this (other awful thing)."
9. **Negate:** "You don't really know anything about X."
10. **Deflect:** "That's not the real issue."
11. **Invalidate:** "I've asked others and nobody agrees with the feedback."
12. **Joke:** "I never knew I was such a fathead."
13. **Exaggerate:** "This is terrible, I must really be awful."



If you ever notice yourself saying or thinking any of the above, it's a clear sign that your ego is getting in the way of an important learning. A lot has been written about how to receive feedback well. But once our ego is involved - and we feel the emotional charge, it's hard to access the nuances. What we need is to give a simple, yet reliable, response:

"I really appreciate you taking the time and the effort to tell me. Thank you."

This response may seem simple (and it is), but it shows people you're open to hearing what they have to say. This response also communicates to people that it's safe to offer you feedback and they will be far more likely to speak directly to you. This also means you'll have the chance to respond and improve the situation before it gets any worse. And the added benefit? This response dramatically increases your ability to listen. When you stop defending against feedback externally, you stop defending against it internally, too.

Isn't that the way you would want someone to respond after you gave them a gift? Accept the gift (in this case, that means 'listen'), and then say 'thank you.' That's it.

Adapted from "13 Ways We Justify, Rationalize, or Ignore Negative Feedback," by Peter Bregmanby - as published in HBR

Reduce Stress in Seconds with These Pressure Points

8 Pressure Points That Can Banish Your Stress

Pressure points are a quick and effective solution to dealing with stress. Pressure points are areas in the body that can trigger various physical and mental effects when pressure is applied to them. Here are a few stress busting pressure points.

1. The Scalp: The scalp is full of pressure points, many that can effectively reduce stress levels. Lean back and use two fingers to massage the point where the neck meets the skull for about 20 seconds. Much of the stress we accumulate during the day collects in the shoulders and neck muscles, and applying pressure to this point can relieve much of it.



2. The Ear: This pressure point is known as Shen Men (The Spirit Gate), and some experts claim it's the best stress-relieving point in the body. It's recommended that you massage this spot with a cotton bud or even the blunt tip of a pen, and to take deep, slow breaths during the massage.

3. The Chest: Stress can make us forget to breathe or induce us to take shallow breaths. Use three fingers to massage this point, or one finger to tap rhythmically on the area while taking deep breaths. If you experience chronic stress, combine massaging this point with the point between your eyebrows. The connection between these two points helps to calm the nervous system.



4. The Stomach: Many reflexologists prefer to use this point because it helps create movement that frees the chest and diaphragm, which in turn improves the breathing process.

5. The Forearm: This is a classic spot for reflexology and acupuncture. It helps your energy to move in the right direction while aiding your mental focus and reducing stress.

6. The Palm: The moment you press on this spot, you'll feel your stress evaporating. It is located on one of the most important meridians (an energy channel), which affects the heart, liver, and pancreas. It is also a great spot for treating headaches, stomachaches, indigestion, and insomnia - all of which could be symptoms of stress.



7. The Calves: If you feel stress in the upper part of your body, massaging this spot will bring relief. The area could be quite tender in people who deal with a lot of stress - women in particular.



8. The Foot: Pressure on this point can help ease a stressed mind. Some reflexologists believe that this is the best meridian for treating the pancreas and that its location, at the center of the foot, helps patients reduce stress and pay better attention to their bodies.



Secret to SUCCESS

A reporter asked a bank president, "Sir, What is the secret of your success?"

"Two words: Right decisions."

"And how do you make right decisions?"

"One word: Experience."

"And how do you get experience?"

"Two words: Wrong decisions."

THE RACE

A race is about to start. The coach says: "1-2-3-GO!" and blows the whistle.

Everybody except Fred runs.

Coach: Fred! Why aren't you running?

Fred: Because my number is 4.



TEST YOUR Brain Teaser SKILLS



Brain teasers are a fantastic way to test your lateral thinking skills. Work out the word each capital letter stands for to complete some common English phrases.

- a** 7 D of the W
- b** 7 W of the W
- c** 12 S of the Z
- d** 90 D in a RA
- e** 12 M in a Y
- f** 3 W on a T



Answer : a. 7 Days of the Week
 b. 7 Wonders of the World c. 12 Signs of the Zodiac
 d. 90 Degrees in a Right Angle e. 12 Months in a Year
 f. 3 Wheels on a Tricycle

MURPHY'S LAWS

- ☞ The printer is either out of toner or there is no paper only when the boss asks for 10 copies of a 120 page report by evening.
- ☞ The client will call only when you had left for a coffee break. And when you call back, he/she won't be available in office.
- ☞ Of all the vehicles in the parking lot, yours would be most difficult to take out when it is an emergency.
- ☞ Tell a man there are 300 billion stars in the universe and he'll believe you. Tell him a bench has wet paint on it and he'll have to touch to be sure.



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