

HOPE IS THE VACCINE WE NEED



We all know the importance of review meetings. For any company, review meetings are very essential and they help in knowing where are we and in which direction head next.

It is said that an ideal review meeting should have The 5 Ps in it, which are –

Purpose – the most important point is to have the purpose predefined. All the people who are going to be a part of the meeting must know that what is their role in the meeting and what is expected from them.

Participants – for meetings that have a purpose clearly defined, it becomes more clear to know that who all are supposed to be a part of that meeting.

Process – for successful meetings to happen, a well charted process plays an important role.

Payoff – All participant has to have the clarity on the outcome of the meeting.

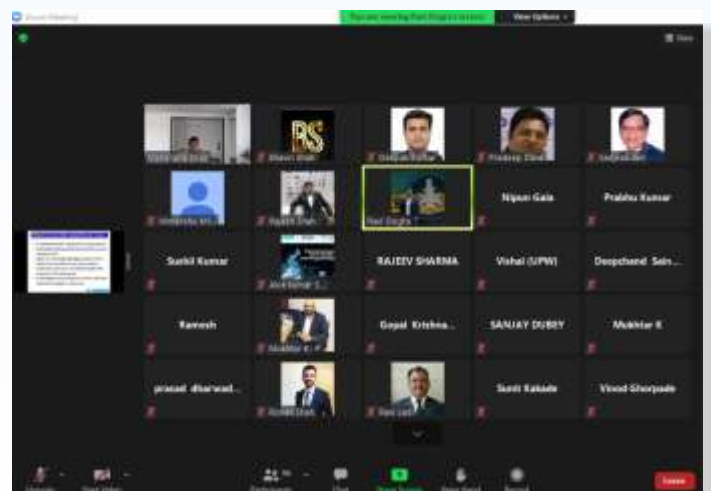
Preparation – Very important point, participants have to do required preparation for the meeting and should have the required details to discuss the points during the presentation.

Review meetings provide an opportunity for the team members to spend time with their reviewer: To discuss their performance and development. To discuss and agree future targets and objectives. These meetings provide an opportunity to

brainstorm & solve together, to make everyone feel included and get everyone aligned about the topic.

At V-Trans, our review processes are completely scientific and have all the Ps well defined. Specially our ECM (Executive committee meetings) have become excellent with continuous additions and changes over a period of time. Supported with digital drive larger team is taking part. Under the guidance of MD Mr. Mahendra Shah, now new emerging managers, are also a part of the leadership team sharing their work in the bigger forum. This helps in making the colleagues part of the larger picture and building the ownership culture.

Another good part is the second in line team and key members are able to be a part of the meeting while respective function or region is presenting. This makes them in sync with management's thought process and their function / region's performance. This has immensely helped the team to align the efforts as per priority and importance.



A screen shot of our recent ECM

Dear Friends,

We are connecting in a very uncertain time, where on one hand we have the hope of vaccine and on the other hand the second wave has hit us all very hard. We all need to stay safe and take maximum precautions. With help of everyone getting vaccinated and following the COVID-appropriate behavior, we all can overcome this. With keeping the precautions in mind, all our backend staff are working from home and our field warriors are executing the on-ground tasks with the highest safety.

The business again has got impacted due to the rise of cases and sadly there are some cases of demises also of our colleagues and those of family members of our staff. We express deepest condolences for all those departed and pray to God for peace to their souls.

Our business performance for the last financial year has been decent and encouraging, despite the low of the first quarter, we could put up a good total on board with both VT & VX doing the highest ever business in March 2021. All the extra efforts put up in the last year in operations & service improvement and the good & timely decisions helped in achieving this. Our virtual connect through online meeting apps, great efforts from all the departments and the role of the brave-hearts executing work on the ground played a vital role in improvising the business. Every function came out with flying colors. Our operations team has done great work to improvise the overall service quality, the CCD team has made a brilliant show and got receivables under control and at the ever best level with diligently setting the credit assessment and collection. The sales team worked hard to convert all the opportunities and took some timely decisions to help the

revenue and mitigate the rising input cost pressure. Corporate sales performed exceptionally well, breaking all-time highs a couple of times in the year in both, sales as well as in collections. HR worked relentlessly for ensuring the safety of people, helping the affected people, and keeping a check on the health of the team. IT team has worked on a war footing scale to ensure that our technologies are in sync with current demands and ready for the future. Marketing team also ensured that there was proper communication and were very aggressive on digital engagement with consumers. Customer service team did couple of good automations, kept the customer connect strong and handled all the queries efficiently. The finance & accounts team also were on top of things and helped in successful migration from RCM, to FCM in the GST regime.

The year-end gave us a wonderful surprise, as we got recognized by Team Marksman and CNBC TV 18 as One of **“The Most Trusted Brands of India 2021”**. Our core values motivate us to do utmost to keep this trust of clients and employees, and we'll keep doing the best possible to uphold this trust. In addition to this, we also follow the philosophy of continuous improvement, where we strive to make each day better than yesterday, however small that improvement be. We are very confident that 2021 – 22 will be a much better year in all aspects.

My sincere request to all of you to keep the safety of yourself and your family at paramount and let us all have a wonderful financial year ahead.

Best wishes,

Mahendra Shah



In people profile section we covered the Corporate Key accounts department in last issue and got good feedback as our readers got to know the team working in the department. Continuing the same, we are featuring another very important department in this issue – Corporate Operations.

Our MD Mr. Mahendra Shah is a service-oriented person and firmly believes in having the best possible service and continuous improvements, therefore, in V-Trans operations becomes a key function, as its performance is directly linked with the service quality. The team in operations gets direct support and guidance from the MD himself. We have seasoned players in operations with diverse strength on field & corporate operations team.

By consistently driving it for betterment, Mr. Shah has given the department a new look and made it more effective by aligning the experts in each sub-function, we have Mr. Ravi Dogra at helm of it, positioned as National Manager Operations. To help the national manager, there is a team of 4 senior colleagues:



Mr. Vijay Trivedi
Corporate Manager
Traffic Department



Mr. Ramesh Swami
Corporate Manager
TC Operations



Mr. Udai Pratap Singh
Corporate Manager
Branch Operations



Mr. Vishnu Deo Mishra
Senior Manager
Branch Operations

**“One should be honest
with oneself and be
self-disciplined.”**

Mr. Ravi Dogra
National Manager Operations



People Profile – Corporate Operations

Mr. Vishnu Mishra – Sr. Manager Branch Operations & Ms. Bharati Khot – Asst Manager MIS & Support, focus on Training and development of entire Operations teams in all the departments & also coordinate with IT team on new web development. Both are assisting National manager in new developments and projects in Corporate Operations department.

Total Strength of National Operation is 20 personnel including National Manager & Three Corporate Manager each for one Department.



Mr. Parag C. Mota
Manager Operations,
25 Years experience
of which 2.5 months in VT



Mrs. Bharati Vilas Khot
Asst. Manager Operations,
17 Years experience
of which 8 years in VT



Mr. Trilochan Panda
Assistant Manager Operations,
20 Years experience
of which 4.5 years in VT



Mrs. Manjiri Mungekar
Executive,
20 Years experience
of which 12 years in VT



Mr. Shrikant Shripat Mali
Sr. Operation Executive,
12 Years experience
of which 8 years in VT



Mr. Dhiraj S. Pande
Sr. Executive Operation,
14 Years experience
of which 5 years in VT



Mr. Rohit Patel
Executive,
9.5 Years experience
of which 7.3 years in VT



Mr. Yash S Kanakhara
Executive,
4 Years experience
of which 1.3 years in VT



Mrs. Rajani B
Executive,
16 Years experience
of which 5 years in VT



Mr. Milind Pawar
Executive,
20 Years experience
of which 3 years in VT



Mr. Dinesh Singh
Executive,
16 Years experience
of which 2.5 years in VT



Mr. Avinash Indulkar
Executive,
10 Years experience
of which 6 years in VT



Mrs. Arpana A Athawale
Sr. Assistant,
10 Years experience
of which 8 years in VT



Mr. Santosh L Mohite
Sr. Assistant Operations,
9 Years experience
of which 2 years in VT



Mr. Rahul B Gaikwad
Assistant Operations,
6 Years experience
of which 1 years in VT

Successful migration from RCM to FCM

V-Trans has always lived up to its brand promise of driving excellence and has been accredited with many Industry Firsts'. One another move that very few organisations in transport fraternity have opted for is Forward Charge Mechanism under the GST regime and our company V-Trans is one of those few.

As it may look like the movement of RCM to FCM is not an easy task, it has impact on all other departments of the company like it impacts the sales department as the GST gets added into the price, it impacts the billing hence CCD department gets impacted, the IT has to work a lot to amend the system as per the new structure. The Finance and accounts team has to ensure that GST liabilities are complied with.

Our team faced with many challenges while making this migration happened but they spiritedly worked and made this happened. In the entire process our team countered tasks and sailed through those successfully.

Challenges:

- Communication to both Walking and Contractual Customers for Moving of RCM to FCM.
- Convincing those Customers where GST is Exempt or NIL Rated
- Fund management with huge outflow of GST Liability.
- Series of training sessions with multi-function teams for proper update on new structure.
- Close of year end billing of customer under RCM
- Taking care of compliance for moving RCM to FCM with GST departments.

- Lockdown impact where we had to reach to customers and provide proper communication about FCM and update the contract master.
- IT readiness with work from home scenario to update the biggest changes in our system.

Achievements:

- Retained all Customers with FCM, which was most important for us.
- 100% GST compliance - which has to be there as per the brand's practise.
- Taking care of all GST compliance and return on time so customer get input credit on time.
- Customer satisfaction with providing GST bill on time with proper details of GSTN.
- Provide guidance to customers for GST related issues on real time - gsthelpdesk@vtransgroup.com

Our best wishes to entire team for putting relentless efforts for making this move worked well and flawless, and hearty thank to our clients and associates and vendors who extended their cooperation and kept their trust in us, as always.



We are sharing one story that appeared in a newspaper recently, because the story just echoes the leadership style of our MD Mr. Mahendra Shah. He has termed it bit different as a practice of “continuous improvement”, where he states and believes that we should try to do better every day than yesterday, even if it is 1%. By doing so regularly, immense benefits can be gained. In his recent webinar on Improved life through journaling he even shared that writing acts as a key stone habit and helps in daily goals settings and improvisation of achieving them. The trailing motivating real life story confirms this ideology.

The aggregation of marginal gains

In 2010, Dave Brailsford faced a tough job. No British cyclist had ever won the Tour de France, but as the new General Manager and Performance Director for Team Sky (Great Britain's professional cycling team), Brailsford was asked to change that.

His approach was simple - Brailsford believed in a concept that he referred to as the “aggregation of marginal gains.” He explained it as “the 1 percent margin for improvement in everything you do.” His belief was that if you improved every area related to cycling by just 1 percent, then those small gains would add up to remarkable improvement.

They started by optimizing the things you might expect: the nutrition of riders, their weekly training program, the ergonomics of the bike seat, and the weight of the tires.

But Brailsford and his team didn't stop there. They searched for 1 percent improvements in tiny areas that were overlooked by almost everyone else: discovering the pillow that offered the best sleep and taking it with them to hotels, testing for the most effective type of massage gel, and teaching riders the best way to wash

their hands to avoid infection. They searched for 1 percent improvements everywhere.

Brailsford believed that if they could successfully execute this strategy, then Team Sky would be in a position to win the Tour de France in five years' time.

He was wrong. They won it in three years.

In 2012, Team Sky Rider Sir Bradley Wiggins became the first British cyclist to win the Tour de France. That same year, Brailsford coached the British cycling team at the 2012 Olympic Games and dominated the competition by winning 70 percent of the gold medals available.

In 2013, Team Sky repeated their feat by winning the Tour de France again, this time with rider Chris Froome. Many have referred to the British cycling feats in the Olympics and the Tour de France over the past 10 years as the most successful run in modern cycling history.

Purport: What can we learn from Brailsford's approach?

The Aggregation of Marginal Gains

It's so easy to overestimate the importance of one defining moment and underestimate the value of making better decisions on a daily basis.

Almost every habit that you have — good or bad — is the result of many small decisions over time.

And yet, how easily we forget this when we want to make a change.

However, improving by just 1 percent isn't notable (and sometimes it isn't even noticeable). But it can be just as meaningful, especially in the long run.

Key Highlights of Key Departments

Last year, was one of the toughest years that current generation has seen ever. It was a test of everyone on personal and professional fronts, for ensuring health of self and family members, and meeting the business expectations. It takes a great team work and presence of mind to come over the challenges and our colleagues in various functions at V-Trans displayed extraordinary efforts. Though all the departments worked extraordinarily well, we are sharing some highlights of key departments of Operations, CCD & Sales.

OPERATIONS DEPARTMENT

Operations is the nerve centre of our industry and also our company. The year went by had many tests for the team and our team with support of MD, brilliantly handled the tests and executed many winning strategies

Significant achievements for year 20-21:

- Sundry Operations Cost maintained at desire level.
- SIM based Operation tracking system implemented which helped to track the real-time location of a vehicle
- GPRS installed in 800+ vehicles
- One way attached module activated and where in lorry hire to be fixed (Above 50 LAKH saved on Truck Hire cost in last three months)
- Digitalization of Vendor & Broker agreement
- Centralize Hub monitoring from Corporate live through CCTV 24 X 7.
- MGM project redesigned, focused on dispatched within 12 hrs & Daily monitoring of Vehicle movement on these routes from CO-operations
- Procurement of MHEs, container seal considering safety of material during handling in warehouse and during transit.

Important initiatives during lockdown:

- During 2020 Pre-lockdown 2592 vehicles were on the road. Following the SOP and safety

guidelines, all the vehicles unloaded in Branches and hubs very safely.

- While lockdown all transhipments were equipped with sufficient manpower for loading unloading support.
- All hubs had smooth functioning during and post lockdown period in spite of various challenges.
- Staff training Conducted with 600+ employees count at hubs and branches during lockdown.
- Each branch and TC being reviewed on daily basis on the while situation of lockdown.
- Health and safety measures were utmost priority of each and every individual on floor.



SALES DEPARTMENT

Last year things were changing rapidly and there had been many fluctuations in business performance. Sales team had to act instantly as per the call of the situation and the opportunity present for the moment, and our team did so. Despite the tough times the team performed very well. Some important points to highlight the achievements of the team are as under –

- The pandemic situation didn't allow for a fixed AoP to follow and hence the sales head adapted the approach of setting up target by 6th of every month as per the assessment of the business environment outside.

Key Highlights of Key Departments

- Business target for Part load was overachieved and for Full Truck it was close to 100% despite very low business in 1st quarter of last FY.
- This feat is really commendable where our team was connected with clients in full digital way. The Corporate sales team too executed wonderful strategies and achieved many life time highs in the last year.
- The important part of channel strategies, Franchisee business was also focused and many business partners were added at key locations.
- A strategic move to expand beyond the nation's boundary was also executed on a very important day of our 62nd foundation day - 21st November 2021 as our company expanded in SAARC region.
- During early days of uncertainty our team took initiative to connect with the customers on daily basis with the prime aim to understand their wellbeing. Also, our company extended all support in running their business smoothly like always being there for our clients when they need. This gesture was very well appreciated by the customers.



CCD DEPARTMENT

Turnover is vanity, profit is sanity but cash is reality, doesn't this summarises the importance of credit control team in any company, especially in B2B companies where large part of business happens with credit customers. Likewise, in our company too CCD is a very important function, and our team in CCD worked very well during last year. They converted the crisis in to an opportunity to perform the business hygiene exercises. Highlighting below our the key achievements of CCD department -

Key achievements:

- Industry's highest achievement 70 Days DSO (from the date of booking)
- Ensured control overdue payments 8% of total o/s is lying above 90 days
- 22 Days Billing TAT (from date of GC till submission) results in better cash realization
- Thorough due diligence while on-boarding new customers through GOI's MCA site and with the help of D&B check
- Temporary activation and suspension of customer codes to ensure proper risk assessment
- Continuous touch base with large and problematic customers for quick resolving queries and realization of funds
- Half yearly procurement of balance confirmation from customers

Strategic initiatives:

- Special focus on positive customer experience by providing timely resolution to old & new receivables
- By maintaining highest standard of billing accuracy resulted in to quick processing of bills and faster cash flow
- Focused approach on revenue assurance by implementing weekly billing audits
- Alternate movement of PODs through own and attached trucks
- Timely bill submission has resulted in zero communication gap between customers
- Kept focus on registering our customers on CPM portal for better customer experience
- Industry segment wise close monitoring of blocked funds which helped us to sense future risk
- Bucket wise weekly collection review with internal teams



Our company V-Trans, has grown from a humble start to where we are today, and many of our clients in the initial days were the MSMEs. We are blessed that a lot of our clients are with us for 10, 20, 30 years and more. As we grew we got associated with large multinationals and became a single window solutions provider, however the MSMEs hold a special place for us and we have always wished for their growth and have endeavored to help the sector.

A large multinational company has established process, highly skilled and domain expert people working for them, and hence they are able to optimize the resources and maximize the output. Whereas in case of MSMEs the large responsibilities are with the promoter or top 2-3 people, and they don't have best of the processes and many a times struggle due to lack of knowledge.

To help, guide and support the MSME segment, we have tied up with ICC, and have curated a series of knowledge sharing sessions of experts from various functions. We have done 2 sessions so far focused on Finance and Logistics, where top industry professionals and subject matter experts were present. Ideas on how various government scheme are easing out the finance availability for MSMEs and help on managing their company finances and the logistical Operation, were discusses. The program is gaining momentum and eminent people are coming forward to speak and guide the enterprise owners. In the program conducted on 22nd March, we had the privilege to have Honorable Minister of State for MSME & export promotion, UP, Shri Siddharth Nath Singh as a special speaker in our session accompanied by Ms. Glory Swarupa Director General, National Institute for MSME, Hyderabad.

We shall have more sessions going forward with topics that provide roadmap and direction for better business operations to MSMEs.

V-Trans & ICC initiative for supporting the MSMEs

www.youtube.com/watch?v=Dcy75G68GC8



V-Trans - “Most Trusted Brands of India 2021”

Every organization wants their brand to be trusted by consumers, to occupy that fuzzy little space in consumers' mind that is so hard to get at. Trust is that intangible, emotive value that is so hard to quantify, but holds so much value, making some brands stickier, more beloved and more trusted than others of its kind.



We are happy to share with our readers that V-Trans, has been

recognized as one of the “Most Trusted Brands of India 2021” by Team Marksmen and CNBCTV18 in the Logistics Category. This is a proud moment and the recognition is a result of the faith that clients, stake holders & our employees, have placed in the brand.

V-Trans was chosen as a trusted brand with the likes of Colgate, Pepsi, Godrej, SBI Cards, Eureka Forbes and others. We heartily congratulate all the top brands receiving this prestigious recognition.

We humbly accept this recognition on behalf of

our clients, associates and employees who believed in us and will continue to do our best to ensure millions of trustworthy cargo deliveries.



Mr. Vivek Oberoi & Mr. Rajesh Khubchandani presenting the award to our MD & Executive director.



Motivational Story

The Ant and the Grasshopper

In a field one summer's day a Grasshopper was chirping, singing, and hopping about for fun. An Ant passed by carrying an ear of corn back to his nest.

Why not come and chat with me," said the Grasshopper, "instead of doing all of that work? "I am helping to store up food for the winter" said the Ant and suggest you do the same." "Why bother about winter?" said the Grasshopper, "We have got plenty of food at the moment." The Ant went on its way and continued its work. When the winter came.



The Grasshopper had no food and was dying of hunger. The Ant, however, had plenty of food to last all through the winter from his hard work in the summer. Then the Grasshopper knew. **Moral of the story - It is best to be prepared.**

N J V Y Y H W O Y H G S C W S C M P U W T D Y P
 N W N T Z T H B J W E V I T C A O R P K T I S N
 J D E T A C I D E D C V I G N I D R A W R O F I
 G C W W X L C W E N A P G O J A W H Y M J P B O
 G S U Z P D Z E C O N O M Y O U C B L B D O K R
 B S T J N F T V F H E W V L F S R C C H I D C D
 S N Y W J P H S P B A J K U P Z S I W X M Q H E
 G J E X P E R T P P M C I X I D I B W S S S A L
 X E S U O H E R A W U C I F I C A P S N A R T E
 X I Y Y U E O L U R Z X S B E C S C P S T Q A L
 K G X E A Z O C T N N E E H Q B A A N G B E N L
 U Y Z C E T H G I E R F P P T L R R I M Q O H A
 S Y Y I E C O N T A I N E R T D T E T E N K C R
 Q P L V S K C M S H Y R X E F Z T C F A F M J A
 V P E R X N T Z A C E H A L C X F I J O G Z I P
 G C M E S U A J B I C M H O N O Q O M X E E D N
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 Z W T L Q V O L I O G R L G J E D I H G X O I M
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 P Q T X C U S T O M E R Y B N Q C K F A A I E C
 T D I E R Q C W H S J H A J J E P A V B I M P L
 X S I C P J J K A K Y M V V H V J G L Y S R X V
 C T U B T R J N D Q S R K J B I R Q E M S H E J

Logistics Word Search

Words to find

- Invoice
- Customer
- Expert
- Ocean
- Timely
- Warehouse
- Airplane
- Dedicated
- Forwarding
- Proactive
- Transpacific
- Cartage
- Economy
- Freight
- Service
- Truckload
- Container
- Expedited
- Logistics
- Team
- Unparalleled

Rank yourself

- Excellent - All 21 words Average - Above 10
 Superb - Above 18 Fair - Above 5
 Good - Above 15

We are constantly expanding the network as this is indispensable for any growing logistics company. At V-Trans, we have made leadership moves of opening up the smaller transshipments in the current pandemic and have seen numerous benefits of the same in being agile and getting better efficiency, for the huge load that we carry.

The first success for us in this was the “Kathwada mini transshipment”, and we have opened up 2 more key mini transshipments in no-time at Changhodhar (ADI region) & Kadodara (SGR region).

Changhodhar TC is located at national highway of Ahmedabad~Rajkot and Ahmedabad ~Mumbai. Area of this TC is 6000 sq.ft. and it has become very crucial in reducing the load of Goblej TC, and plays important role in ambitious MGM Project.

Kadodara Mini Transshipment has an area of 13500 sq.ft. and is situated at National Highway (NH) 48 at Surat city. It is playing key role improving efficiencies of Vapi Superhub at SGR region and also aiding in end to end service level, with minimizing the existing crossing cost.

Changodhar Transshipment (ADI)



VT Kadodara Transshipment (Surat)



JITO Goregaon, organised a session with renowned Dr. Bipin Doshi, on general queries and questions on COVID 19. We are sharing the extract from the session.

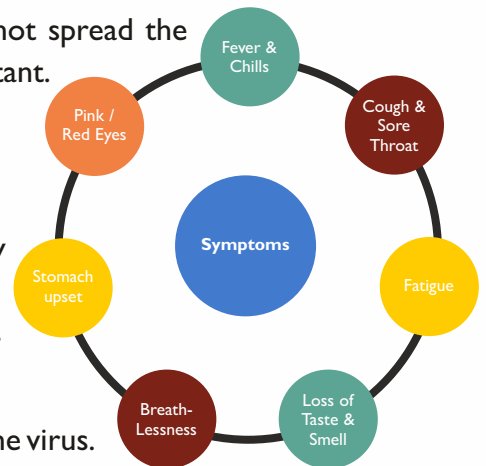
At first he explained everyone to not believe in any rumours and understand that CORONA is a real threat and we are at war phase and safety and health has to be the priority above all. Another important thing he highlighted is to have religious advices and tips to be done at home that are prescribed in our ancient science, in sync with modern medicine practices and not in contradiction.

He informed that COVID infected people are isolated so that they do not spread the infection and hence staying in isolation for COVID + ve people is very important. One positive person can infect 30 people if guidelines are not followed.

About Coronavirus & how its spread in our body?

Coronaviruses are RNA types of group viruses, that enters in human body through nasal cells and reaches lungs where they multiply & burst like a tiny balloon with fire (pyroptosis) causing inflammation & fluid secretion- that damages lung tissues.

The incubation period would be 2-14 days Symptoms show up in people to the virus.



Mechanism to fight against COVID

Other than the established preventive measures he advised of the following too, as these steps helps in increasing immunity -



He said that carelessness and the mutant type are the main reasons of the second wave, in which incubation period is short and even youngsters are affected.

Regarding vaccination, he discarded all rumours and said it is undoubtedly helpful in the fight against COVID and we must get ourselves vaccinated at the earliest possible. It has

- 92% protection from infection
- 99 % protection from hospitalization
- 100 % protection from severe decease



Dr. Bipin Doshi

Though we have covered the important points, we are sharing the YouTube link of the session also here for our readers to watch and get the details as needed. - <https://www.youtube.com/watch?v=YyNpwbwZod4>

The whole world is suffering with the pandemic, we all were still coming over the shock of the last year and got hit by stronger second wave. Vaccination looks like the only hope in the second wave as infection is spreading fast and there are more severe cases. Everyone is stressed and little afraid of the current circumstances, it is imperative that in these times, we provide support to each other in whatever form possible. Some words of hope and affection can make someone feel better and cared.

Our MD Mr. Mahendra Shah, spoke with V-Trans team and asked for their well-being, and suggested all to take maximum care possible. He highlighted that the COVID appropriate behavior must be adhered too, that includes, wearing of masks, using sanitizers or washing hands frequently and maintaining social distance. He also urged for taking the vaccine on first priority. Mr. Shah mentioned that our HR team has been tirelessly working on keeping the workplaces up as per the guidelines received from the authorities and doing their best for ensuring the safe practices of thermal scanning, sanitization and social distancing.



He expressed condolences for colleagues who suffered loss of family members and reaffirmed that whole company is like a family and we all are there for help and support wherever required.



We love it, when you share your inputs / feedback.

Dear readers, content of our Vijay Path is designed, keeping in mind your interest and reading style. We will request you to share ideas or suggestions, which can make it more interesting. If you like something and you want us to know, you are most welcome for that too.

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