

Selected emails from the desks of
Amrinder Singh, Divisional Vice President, Sales & Marketing,
Akhilesh Gupta, Head, Logistics & Operations and
Amrita Chakraborty, General Manager, Corporate Strategy & HR

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Day 1

From : Amrinder Singh
To : Tanya Gulati
Sent : Tuesday, 10 July, 2:01 pm

Subject : Window Seat !!!!!

Tanya

My stated seating preference on record with our overpaid travel agents and the airline is a window seat.

Can you urgently check with both of them why I was not given a window seat for this trip from Mumbai to Pune ?????? And may I remind you, this is despite being a prestigious silver card holder.

The journey was planned four hours in advance, which in today's technologically advanced state should be enough notice to organize such important details

My concern is purely work related as my work gets seriously impacted because in aisle or middle seats I am unable to operate my laptop.

Make sure this doesn't happen again !!!!!!!!

PS : Due to the discomfort caused by the long trip in the middle seat, I've had to take a massage in the hotel on medical grounds, please clear that with HR

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From : Akhilesh Gupta
To : Dharam Sen
Sent : Tuesday, 10 July, 6:12 pm

Subject : Sharing of information protocols

What the hell are you doing sharing information with marketing people and violating every protocol in the company without even bothering to have the basic courtesy of informing me or seeking my permission when you know that they will only misuse the information to point more blame at our department despite our (and especially me) dripping blood, sweat and tears for our organization ?

Our YTD order fill rate for the West division is not 62% but 95% when you consider and exclude important factors like the days the Kolkata depot was not functioning due to the strike there or the health scare caused by the new outbreak of swine flu in Rajashtan or the truckers strike in Chennai and it doesn't matter that these three don't have a direct bearing on your depot in Pune because they still do have an indirect bearing and in our department everything is related since the whole departmental vision is about connecting people.

Also remember that my target is 90% for the bonus for this year and I have not received any bonus last year due to unforeseen marginal issues and I cannot afford to not receive the bonus this year especially since my three batchmates in the group headquarters have all made the downpayment for their flat with DLF in Gurgaon, so don't ever release any number for fill rate below 90% before checking with me first.

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From : Amrita Chakraborty
To : All
Sent : Tuesday, 10 July, 8:39 pm

Subject : Morale Inducing Strategic System (MISS)

Dear Friends ☺☺☺

It is my great pleasure to introduce an important initiative for the entire company, MISS

The objective of MISS is to overcome, recharge and focus the entire company towards moving on from last years disappointing results (where we missed our targets by 43%) and instead look forward towards achieving our ambitious plans (of 32% growth) this year.

Let me remind you this has never been achieved before in our industry so its definitely something to shoot for.

A special team, including the world renowned psychologist, Dr Eric Jennings, and famous world cup winning cricket coach, Mr Dave Bhutmore along with myself will lead this initiative and over the next 3 months will visit our office locations to conduct an Emotional Quantitative Index Assessment (EQIA) with all Branch Heads to assess where are we and where do we want to go.

I look forward to receiving your full co-operation in this highly important , top priority mission and am sure you all recognize how critical it is to achieving our goals ☺☺☺

"Trust because you are willing to accept the risk, not because it's safe or certain.

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