



WIRECOM (INDIA) PVT. LTD.

NEWS LETTER

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Birthdays of the month

- Ganesh Pujari 01st
- Roy Thomas 02nd
- Shrutika 07th
- Vaishali Thorat 12th
- Mangesh Shinde 25th
- Ghanshyam Prajapati 27th
- Devyani Dalvi 30th

Keep your cholesterol in check with a healthy lifestyle

High cholesterol puts you at more risk for heart disease. It's a good idea to get your blood cholesterol checked once every year.

Terms to learn:

Total Cholesterol: LDL + HDL; a result less than 200 mg/dL is desirable

LDL: "bad" cholesterol; builds up and blocks your arteries; a result less than 100 mg/dL is optimal

HDL: "healthy" cholesterol; prevents cholesterol build-up in your arteries; 60 mg/dL and higher is considered protective against heart disease

Triglycerides: another form of fat in your body; a result less than 150 mg/dL is considered normal

4 ways to keep your cholesterol in check

1. Focus on fats. Avoid foods high in saturated fats, which increase unhealthy LDL levels. Steer clear of trans fats, which raise LDL and lower protective HDL. Instead, substitute healthier unsaturated fats, which are found in fish, nuts, and vegetable oils.

2. Choose whole grains. Whole-grain breads, pasta, and cereal help prevent a blood sugar roller-coaster and make you feel full longer. Many of these foods contain fiber that lowers LDL levels.

3. Make other healthy choices.

Eat more fruits and vegetables, especially if you substitute these for processed foods like potato chips. And make healthy dairy substitutions: fat-free milk instead of whole milk, or low-fat yogurt instead of sugar-laden versions.

4. Take a medication if you need to.

If lifestyle changes aren't enough to get your cholesterol down to a healthy level, talk with your doctor about taking a cholesterol-lowering drug. The statin drugs are very effective, but if you can't take this type of drug, there are other options.

Move of the month : Front Plank

How to do it:

Step 1: Lie on stomach. With your elbows close to your sides and directly under shoulders, palms down and hands facing forward.

Step 2: Slowly lift entire torso off the floor, maintaining a stiff torso and legs. Keep shoulders positioned directly over elbows with palms facing each other. Continue to breath while holding this position for a specified time (30 seconds to start)



Boost Your Productivity at Work

How to save your heart

Should: never expect
never demand
never assume

Know: your limits
where to stand
your role

Don't: get affected
get jealous
get paranoid

Just: go with the flow
and stay happy.

SUCCESS
doesn't come
to YOU,
YOU GO
to IT



> **Set your schedule for the next day the night before you leave the office:** Prioritize which tasks need to be completed. Even if you are interrupted by unexpected assignments or emergencies, you'll know exactly what needs to be done when you return to your desk. Not only will a schedule help keep you organized and focused, you'll get the satisfaction of crossing items off your "to do" list once you complete them.

> **Take a five-to-10 minute break whenever you feel mentally fatigued:** Take a short walk down the hall to the water cooler, or even across the street for a cup of coffee. Brief interludes from work can actually increase your productivity by getting your blood flowing and allowing you to return to your work with fresh eyes.

> **Reduce your multi-tasking:** Although multi-tasking is currently in vogue, trying to accomplish more than one task at a time can actually be more harmful than helpful. Studies have shown that people who try to do two or more activities at once end up becoming distracted, and the quality of their work suffers. Focus on one task at a time, complete it properly and move on to the next project.

> **Eliminate potential distractions:** Although interruptions during the workday are inevitable, minimize them to the extent possible. If you have an office with a door, keep it closed. When a co-worker is looking to shoot the breeze, let him or her know that you're trying to finish a project, but would be happy to chat later. (Just be sure not to brush off any of your superiors.)

> **Impose deadlines on yourself, and stick to them:** As you would with a financial budget, budget your time to help you meet deadlines faster. Some people who thrive under deadlines even deliberately shorten their workday by 15 minutes to ensure optimum efficiency.

> **Avoid large, heavy lunches that will leave you feeling fatigued:** Instead, snack on foods high in protein, fiber and antioxidants throughout the day. Granola and berries will keep you full and focused. Sugary foods and energy drinks keep you going only for a short time, and the inevitable "crash" may turn you into a zombie and ruin your ability to work for the rest of the day.

Five Steps to Use Six Sigma in Customer Service

The five steps of six sigma apply in customer service just as it does in production.

1. Define Customer Service:

In the first sigma we determine what the problem is and what we want to achieve.

In order to fix the problem, you have to understand the problem. Can you clearly describe the problem that takes place? Can you define it? What is happening? Why is it happening? The first step to six sigma is to clarify and understand the customer service problem. Once this is done, we're ready to move one towards fixing the problem.

2. Measure Customer Service:

In the second sigma we measure the data and effect of problems taking place.

Once we understand what is going on, we can outline variables and details associated with our problem we're attempting to resolve. Seek out every piece of evidence associated with our customer service actions so that we can accurately plan to perfect the service offering.

3. Analyze Customer Service:

The third sigma is where analysis of root causes takes place.

Once we've identified the problem, measured the effect and outlined the details of the problem, we can analyze the action taking place and what contributes to problems. Under what circumstances does the problem arise? What are the root causes that bring about problems? Are there certain groups or people typically associated with the problem? Is it related to one specific action? Is it limited to any particular segment of our business or offering? In short, where and when exactly is the failure taking place?

4. Improve Customer Service:

In the fourth sigma we finally address the typical solutions.

What are the steps commonly taken to resolve the problem? What recommendations can be made to keep the problem from happening? What changes need to be made to our process to apply these recommendations? Who is the final decision maker of these process changes? Who is going to institute change? How is the change going to be communicated?

5. Control Customer Service:

Finally, the fifth sigma is where we create the controls to keep the correct process going.

In order to maintain efficiency and productivity in our service offering we must maintain correct process. Controls need to be created to ensure that quality work is being performed and that triggers are in place to prevent defects. In service, a trigger could be maintaining employee morale. Ensuring adequate breaks, autonomy of work, optimal equipment, or anything that will contribute to the sustained near-perfect performance from those who participate in the system.

Unity is Strength

Once upon a time, there was a flock of doves that flew in search of food led by their king. One day, they had flown a long distance and were very tired. The dove king encouraged them to fly a little further. The smallest dove picked up speed and found some rice scattered beneath a banyan tree. So all the doves landed and began to eat.

Suddenly a net fell over them and they were all trapped. They saw a hunter approaching carrying a huge club. The doves desperately fluttered their wings trying to get out, but to no avail. The king had an idea. He advised all the doves to fly up together carrying the net with them. He said that there was strength in unity.

Each dove picked up a portion of the net and together they flew off carrying the net with them. The hunter looked up in astonishment. He tried to follow them, but they were flying high over hills and valleys. They flew to a hill near a city of temples where there lived a mouse who could help them. He was a faithful friend of the dove king.

When the mouse heard the loud noise of their approach, he went into hiding. The dove king gently called out to him and then the mouse was happy to see him. The dove king explained that they had been caught in a trap and needed the mouse's help to gnaw at the net with his teeth and set them free.

The mouse agreed saying that he would set the king free first. The king insisted that he first free his subjects and the king last. The mouse understood the king's feelings and complied with his wishes. He began to cut the net and one by one all the doves were freed including the dove king.

They all thanked the mouse and flew away together, united in their strength.

Moral: When you work together, you are stronger.

UPCOMING EVENT:



गणपति
बाप्पा
मोरया...