

ALL YOURS



Dr Lal Path Labs

India's leading and most reputed diagnostic chain

It gives me immense pleasure to announce the release of the next issue of "All Yours". Thanks for all the love, support and encouragement being provided for the same.

We have tried to include all shortlisted articles. We shall appreciate incase you can send in more articles related to your experiences with Dr Lal PathLabs.

Enjoy Reading!

Regards,

Monika

Enjoy The Coffee

A group of alumni, highly established in their careers, got together to visit their old university lecturer. Conversation soon turned into complaints about stress in work and life.

Offering seats to his guests, the lecturer went to the kitchen and returned with a large pot of coffee and an assortment of cups: porcelain, plastic glasses, some plain-looking and some expensive and exquisite, telling them to help themselves with hot coffee.

When all the students had a cup of coffee in hand, the lecturer said: "If you noticed, all the nice-looking, expensive cups were taken up, leaving behind the plain and cheap ones. "While it is but normal for you to want only the best for yourselves, that is the source of your problems and stress"

What all of you really wanted was coffee, not the cup, but you consciously went for the better cups and are eyeing each other's cups." "Now, if LIFE is coffee, then the jobs, money and position in society are the cups. They are just tools to hold and contain LIFE, but the quality of LIFE doesn't change. Sometimes, by concentrating only on the cup, we fail to enjoy the coffee in it"

So don't let the cups drive you, instead enjoy the coffee!

- Shilpa Demla

The Boss

Working 12 to 18 hours a day was not uncommon for scientists at the rocket launching station, Thumba. A group of such scientists were frustrated due to the work pressure and meeting their boss's demands; however, they were loyal to him.

On a particular day, a scientist picked up enough courage to go up to his boss and say, "Sir, I have promised my children that I will take them to the exhibition this evening. Therefore, I have to leave the office at 5:30 pm. Can I leave early today, Sir?"

His boss replied, "Alright. You may leave early today."

The scientist was happy for having received the permission and went on to continue his work. He stayed on to work after lunch, and, as always, got so engrossed in his work that he peered at his watch only when he thought he was done. Unfortunately, it was past 08:15 pm.

With a jolt, he remembered his promise to his children. He looked for his boss who was not in his office. Having told him just that morning, he wrapped up work and hurried home.

As he drove home, he felt very guilty for letting his children down. He reached home. The children were not at home while his wife was busy reading. He felt that initiating any conversation with her would only add fuel to the fire and stayed momentarily quiet.

The man could only ask, "Where are the children?"

His wife said, "Don't you now? Your boss came here at 5.15 PM and took the children to the exhibition you promised to take them to".

He was surprised. But, it did not take him too long to guess what happened.

The boss who granted him permission observed him working very seriously well past 5.00 p.m. He thought to himself that the scientist will not leave the work until it is done, but if he has promised his children a visit to exhibition, then they deserve it. So, he took the lead in taking them to the exhibition himself.

No wonder, all scientists at Thumba continue to work under this boss in spite of the great pressure.

The boss does not have to do it every time.

By the way, can you guess who this boss could be?

He was none other than Dr. A P J Abdul Kalam.

With regards,

Debashis Dhar

Human Values

A Gift

Life is God's most precious gift to mankind. It is an opportunity given by God to serve. His creation & thank him. If we don't utilize this opportunity we will be dishonoring this gift. We can live life to the fullest by utilizing every moment in a fruitful manner & by making others happy. This would be the best way to honor God's gift.

Make Friends

Friends play a very significant role in our lives. In the long run, they help in developing our personality & provide us an emotional support at the time of crisis. Nurturing friendship is a delicate process but is very essential for developing a long lasting friendship. Friendship involves more of giving than taking. Everlasting friendship depends upon how much you give & not expecting more from your friend.

Gratitude

The act of expressing gratitude is essential for individual growth & better understanding between human-beings. As man is dependent on others for his survival, he must acknowledge the contribution of those who have made his life comfortable & enriched it from time to time. A plain but heartfelt thank you reflects the essence of human kindness & humility.

Race

Life is like the race, where if you stop on your tracks you lose the race, but if you keep running & make it to the finishing line, you have as good as won the race of life. It is important to rise through your falls & give it all you have.

Work Hard

God's gifts to us on this earth are plentiful. Every one has a right to enjoy these gifts. To enjoy these gifts one should work hard. Every one should reap the fruits of hard labor. In any kind of trade activity that one engages himself, he must be honest & true to his profession. He must work hard for the welfare of the humanity at large. The master spirit of the earth will sleep peacefully, only when the poorest of the poor goes home satisfied.

With warm regards,

Sohel P. Momin

Donkey Raffle

A city boy, Kenny, moved to the country and bought a donkey from an old farmer for \$100.00. The farmer agreed to deliver the donkey the next day.

The next day the farmer drove up and said, "Sorry son, but I have some bad news, the donkey died last night."

Kenny replied: "Well then, just give me my money back."

The farmer said: "Can't do that. I went and spent it already."

Kenny said: "OK then, just unload the donkey."

The farmer asked: "What you gonna to do with him?"

Kenny: "I'm going to raffle him off." (Note: To raffle is to sell a thing by lottery - draw lot -! to a group of people each paying the same Amount for a ticket)

Farmer: "You can't raffle off a dead donkey!"

Kenny: "Sure I can. Watch me. I just won't tell anybody he's dead."

A month later the farmer met up with Kenny and asked, "What happened with that dead donkey?"

Kenny: "I raffled him off. I sold 500 tickets at two dollars a piece and made a profit of \$998.00."

Farmer: "Didn't anyone complain?"

Kenny: "Just the guy who won. So I gave him back his two dollars."

Kenny grew up and eventually became the CEO of the American Energy Company: Enron

Shailendra Kendki

Attention

1st year students of MBBS were attending their 1st anatomy class. They all gathered around the surgery table with a real dead dog. The Professor started class by telling two important qualities as a Doctor.

The 1st is that NEVER BE DISGUSTED FOR ANYTHING ABOUT BODY, e.g. He inserted his finger in dog's mouth & on drawing back tasted it in his own mouth. Then he said them to do the same.

The students hesitated for several minutes. But eventually everyone inserted their fingers in the dog's mouth & then tasted it.

When everyone finished, the Professor looked at them and said: The most important 2nd quality is OBSERVATION, I inserted my Middle finger but tasted the Index finger.

Now learn to pay attention.

Moral: Life is tough but it's a lot tougher when you are not paying attention



Confidence and Dedication



What is confidence and dedication? One incidence is quoted. India vs Australia [2004] match. Brad Hogg took Sachin's wicket. At the end of the match, Hogg gave that ball to Sachin for his autograph. Sachin put his sign with one beautiful sentence, "IT WILL NEVER HAPPEN AGAIN." Till today Hogg could not take his wicket for the second time. After this incident Brad Hogg and Sachin Tendulkar came face to face 21 times..but he could never get the Master Blaster out : Howzaaat !



That's Confidence & Dedication..! Hats off to our Little Master Sachin

How to Have a Bad Day?

Wake up late, in a panic
Rush to get ready
Dress hurriedly
Don't eat
Drink lots of coffee
No spiritual reflection
No exercise
Don't plan your day
Focus on your failures
Never smile
Be selfish and unfriendly
Criticize, blame, complain
Think negative thoughts
Dictate, direct, command
Don't forget to nag
Don't overlook mistakes
Grumble
No time for lunch
Harbor resentment
Keep rushing
Don't communicate
Keep it all to yourself
Worry about tomorrow
Be rigid and cranky
Retire with bad thoughts and a full stomach

How to Have a Good Day?

Wake up early - don't rush
Breathe slowly and deeply
Exercise
Take 5 minutes to reflect
Greet everyone
Smile a lot
Compliment often
Communicate
Listen more - talk less
Beware of giving advice
View your work as a privilege
Express appreciation
Do your best
Welcome change
Relax your neck muscles
Plan time for relaxation
Throw away negative feelings
Let go of anger and guilt
Leave work at work
Review your accomplishments
Plan pleasurable events
Eat well at night
Recognize your blessings
Lots of love

Anuj Kalra

Waqt Nahi

Har khushi hai logon ke Daman me,
Par ek hanshi ke liye waqt nahi.
Din rat daudti duniya me,
Zindagi ke liye hi waqt nahi.

Maa ki lori ka ahsaas to hai,
Par maa ko maa kehne ka waqt nahi.
Sare rishton ko to hum maar chuke,
Unhe dafnane ka bhi waqt nahi.

Sare naam mobile me hain,
Par dosti ke liye waqt nahi.
Gairon ki kya baat kahen,
Jab apno ke liye hi waqt nahi.

Ankhon me hai neend badi,
Par sone ko waqt nahi.
Dil hai gamon se bhara hua,
Par rone ko bhi waqt nahi.

Paison ki daud me aise daude,
Ki thakne ko bhi waqt nahi.
Paraye ahsason ki kya Kadar karein,
Jab apne sapnon ke liye hi waqt nahi.

Tu hi bata E zindagi,
is zindagi ka kya hoga.
Ki har pal hansne walon ko,
khud hansne ko bhi waqt nahi.....

Bhopal Rawat



What the Customer Wants us to Really Know ?

In today's business environment, the customer is fully aware, educated and informed about the market and the dynamics. Customer is also more demanding and unwilling to tolerate slackness in service. He can cross the carpet and stop coming to us if we don't get our acts right. This reality is a fact of business today and we should all listen to her- the customer.

Companies spend substantial amount of money on customer delight initiatives, CRM programs and other acquisition strategies. They spend on the basis of suggestions made by consultants, their own gut feeling, peer group and on the opinion of others during internal meetings and other such interactions.

Sometimes, competition does something and everyone is expected to follow those things in terms of customer loyalty programs, customer retention programs, CRM and all other modern day management buzz words that float around as if there is a formula to retain and secure more loyal customers.

Sometime back I came across an article by a well known author who also writes for Harvard Business Review (HBR) and I would like to share this, as I feel this has implications for our company.

Our existing customers – can be leveraged and can help us to get more customers not by any CRM programs or Customer delight programs but by actually flipping the funnel. A company should look inwards and also 'outside –inside' and listen to what the customer is actually saying about its services.

Today our customers will feel happy and continue to come to us, if we ensure better service in terms of faster registration at labs and retail outlets, courteous and smiling staff that really care, making customers' feel important. This should be clubbed with actual sample collection technique, clean environment and above all in delivering the report on time and ensuring accuracy of reports.

If we deliver these 'basic promises' that we stand for and spend more time on improving the processes, it will help us to retain and grow a loyal customer base. We should aim for 'Lifelong Customers'.

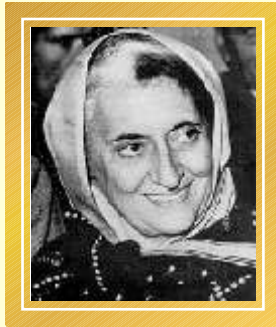
The above concept has far more value and should never be ignored. This is far more strategic, meaningful and long-term than running a few CRM programs, sorry cards, flowers, expensive customer delight programs, customer retention strategies and damage control calls.

We should stay connected with all our customers, listen to them and ensure we don't do the basic things wrong. With growing business, more infrastructure, more outlets and labs – this mindset on doing the 'basic things right' is far more important and this by itself is the biggest tool for building lifelong customers and also increasing the customer base.

- Sameer Kaul
July 2010.

Role of Women in Today's World

"The origin of a child is a mother, a woman.she shows a man what sharing, caring, and loving is all about. That is the essence of a woman." - Sushmita Sen, Miss Universe 1994



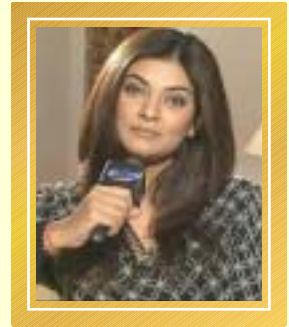
Mrs. Indira Gandhi



Mother Teresa



Kalpana Chawla



Sushmita Sen

Scholars believe that in ancient India, women enjoyed equal status and rights with men in all fields of life. Women were educated in the early Vedic period; married at a mature age and were probably free to select their husband. However, later (approx. 500 B.C.), the status of women began to decline with the Smritis (esp. Manusmriti) and with the Islamic invasion of Babur and the Mughal empire and later Christianity curtailing women's freedom and rights.



Dr. Vandana Lal



Women power at LPL

The Indian woman's position in the society further deteriorated during the medieval period when Sati, child marriages and a ban on widow remarriages became part of the social life in India. The Muslim conquest in the Indian subcontinent brought the purdah practice in the Indian society. Among the Rajputs of Rajasthan, Jauhar – honorary self killing of women to avoid dishonor –was practiced. In many Muslim families, women were restricted to the Zenana areas.

In spite of these inhumane conditions, women in modern India excelled in many fields. They now enjoy equal stature in diverse fields including education, politics, media, art and culture, service sectors, science and technology among others.

The Constitution of India guarantees equality (Article 14), no discrimination by the State (Article 15(1)), equality of opportunity (Article 16) and equal pay for equal work (Article 39(d)) to all Indian women. In addition, it allows special provisions to be made by the State in favor of women and children (Article 15(3)), renounces practices derogatory to the dignity of women (Article 51(A) (e)), and also allows for provisions to be made by the State for securing just and humane conditions of work and for maternity relief. (Article 42)

Women of today are not women of yesterday - they are not just mothers and housewives but executives, Prime Ministers and Presidents of nations. They have attained the position they could not even think about few years back, still why they should get special privileges when it comes to grants.

Surveys and studies have brought to light one grim picture: Women still are considered as a disadvantaged sect even after several feminist movements to instill the spark of individual thoughts and free ideologies among women. Though, women numbers around 51% of the population, yet they are enduring, time and again, various hurdles in life, unfair practices like gender discrimination, harassment and underestimation only because they are women.

In the financial year 2009, the government had sanctioned a staggering amount of over USD 20 billion for women as grants. Investment in women development means embossing nation's rich society and culture in its various dimensions. Women entrepreneurs are also attaining an edge in the business world with more success rates at their anvil. No doubt, the government naturally would benefit more from tax income if it invests in women entrepreneurship.

These grants and many other of similar nature, empower women with the capability to realize their dreams by opening multiple doors of opportunities for them to succeed.

For Example and Inspiration: One of the most famous female business success stories is that of Shri Mahila Griha Udyog Lijjat Papad. In 2006, Kiran Mazumdar-Shaw, who started Biocon – one of India's first biotech companies – was rated as India's richest woman. Lalita Gupte and Kalpana Morparia (both were the only businesswomen in India who made to the list of the Forbes World's Most Powerful Women), run India's second-largest bank, ICICI Bank.

In today's India, women are employed in various sectors but majority of them are engaged in agricultural work.

Women Power at LPL

At Dr Lal PathLabs, we employ more women as compared to other organizations. Dr. Vandana Lal – Executive Director at LPL – has received several awards like the 'GEM OF INDIA' by the All India

The majority of employed women are engaged in agricultural work:

Occupational Distribution ((%))

Type off worker	Women	Men
Professional	7	7
Sales	4	14
Service	7	5
Production	22	37
Agricultural	59	33
Other	2	4

On the other hand, we see the number of women employees increasing in corporate day by day.

Achiever's Conference, 'Woman of the Year' by the American Biographical Institute and 'Shiromani Award' for Outstanding Achievement in Pathology, 'Best All Round Medical Graduate' from Delhi Medical Association, 'Lala Jeewan Mal Memorial Prize' for ENT & Ophthalmology and many more. Apart from interest in Pathology, she is a keen trekker, photographer and a voracious reader.

Dr. Neelum Tripathi – a member of the top management of LPL with great allure, persona and leadership qualities.

At LPL, we nurture a healthy environment for women to grow both personally and professionally.

Landmarks in Women's Growth in India:

The steady change in their position can be highlighted by looking at what has been achieved by women in the country:

Year	Name	Success
1883	Chandramukhi Basu & Kadambini Ganguly	1st female graduates of India and the British Empire.
1886	Kadambini Ganguly & Anandi Gopal Joshi	1st women from India to be trained in Western medicine
1905	Suzanne RD Tata	1st Indian woman to drive a car
1917	Annie Besant	1st female president of the Indian National Congress (INC).
1919	Pandita Ramabai	1st Indian woman to be awarded the Kaiser-i-Hind by the British Raj.
1925	Sarojini Naidu	1st Indian born female president of the INC
1944	Asima Chatterjee	1st Indian woman to be conferred the Doctorate of Science by an Indian university
1947	Sarojini Naidu	India's 1st woman governor
1951	Prem Mathur	1st Indian women commercial pilot of the Deccan Airways
1953	Vijaya Lakshmi Pandit	1st Woman & an Indian president of the UN General Assembly
1959	Anna Chandy	1st Indian woman judge of a High Court (Kerala HC)
1963	Sucheta Kriplani	1st Women to become Chief Minister of Any State
1966	Captain Durga Banerjee	1st Indian woman pilot of the state airline, Indian Airlines
1966	Indira Gandhi	1st Woman Prime Minister of India
1970	Kamaljit Sandhu	1st Indian woman to win Gold in the Asian Games
1972	Kiran Bedi	1st Female recruit to join the Indian Police Service.
1979	Mother Teresa	1st Indian female citizen to win the Nobel Peace Prize
1984	Bachendri Pal	1st Indian woman to climb Mount Everest
1989	Justice M. Fathima Beevi	1st woman judge of the Supreme Court of India
1997	Kalpana Chawla	1st India-born woman to go into space
1992	Priya Jhingan	1st Lady cadet to join the Indian Army
1994	Harita Kaur Deol	1st Indian woman pilot in the Indian Air Force (IAF), on a solo flight
2000	Karnam Malleswari	1st Indian woman to win an Olympic medal
2004	Punita Arora	1st woman in the Indian Army to don the highest rank of Lt. General
2007	Pratibha Patil	1st woman President of India
2009	Meira Kumar	1st woman Speaker of Lok Sabha

Women of today are responsible daughters, sisters, wives, mothers, professionals at work and good citizen of the country. They carry all their responsibilities with great confidence and maturity.

Feels proud to be a woman, and see the success stories fighting all odds.

But is she treasured for all her hard work and love she showers in all her different roles?

Think over.....

-Sheetal N Arya

Moments of pride



Dr Arvind Lal, CMD, with Sales Team
Dr Arvind Lal-CMD, interacting with the sales team at the dinner party of F-35 product training batch -1, at Gurgaon held between 19th to 24th April, 2010



Sales team enjoying the Dinner Party



Dr O.P. Manchanda, CEO, with Sales Team
Dr O.P. Manchanda-CEO, has taken an interactive session with sales team and handed over the training certificates, on closing of F-35 product training batch -2, at Gurgaon during 19th to 24th July, 2010



Mr. Bhushan Narula—GM Training and Mrs. Monika Raj—Sr. Manager HR along with sales team of Eastern UP, Bihar and Jharkhand
Regional product training were organized at Kanpur during 3rd, 4th and 5th June, 2010 for Product knowledge enhancement.



CME Activity at Kanpur
LPL KANPUR'S staff attended the technical training session delivered by Mr. Bhushan Narula, GM-Training on 5th June 2010.



Training Activity at Jaipur
A Total of 13 member from sales team of Rajasthan has attended the F-35 Product training session at Jaipur during 20th TO 22nd May 2010.

Moments of pride



Winner for Detailing Contest at Jaipur product training session.
Awards has been given for the best folder detailing during the product training session at Jaipur .



CME At Indraprastha Medical College
On 15th May 2010, CME activity has organized at Indraprastha medical college, New Delhi. A total of 25 doctors from various disciplines has attended the session.



CME – At Sehgal Nursing Home
A CME has organized at Sehgal Nursing Home , on 24th may 2010. The session has taken by Mr. Bhushan Narula, GM–Training on “GOOD LABORATORY PRACTICES and CUSTOMERSATISFACTION”.



Regional Product Training -Ludhiana
A total of 17 member of sales team has attended the product training session during 27th may to 29th may 2010.



MORENA CME
Mr. Bhushan Narula GM –Training has taken the session on “Dr. LAL PATH LABS–AN OVERVIEW”. A total of 42 delegates has attended this CME held at Morena , MP. On July 10 , 2010



Training of lab staff, Pune
A training activity has organized at LPL Pune on 14th July 2010. The session was on “Customer Expectation” and the same has been attended by 9 staff member including Dr. Sushma Lad , COL, LPL PUNE.

Moments of pride



Training Session for lab staff of LPL Thane and Vashi, Mumbai.
 A session on CUSTOMER EXPECTATION has been taken by Mr. Bhushan Narula GM-Training for the laboratory staff of LPL Thane and LPL Vashi on Saturday, 17th July 2010. The CME activity was attended by 16 staff members.



Product training at LPL Thane
 A regional product training session and introduction activity has organized at LPL Thane for 13 new joinee in sales team of west zone on 15th, 16th and 17th July, 2010.



Mr. Fairoz Baasha, SE, Gulf Health Care, KSA
 Training session held for Mr. Fairoz Baasha, SE, Gulf Healthcare, KSA at the Corporate office on Monday, 19th & Tuesday, 20th July 2010.



Team Customer Care – LPL Rohini
 The team Customer Care at LPL Rohini were trained upon the basics and FAQ related to H1N1 (SWINE FLU), By Mr. Bhushan Narula, GM Training on 26th July 2010.



Dr Lal Path Labs
 India's leading and most reputed diagnostic chain

New Borns

Name	Designation
Yogesh Yadav	Sr. Executive - Projects
Vimal Kumar	Project Engineer - Electrical
Digamber Jha	Sr. Executive - Projects
Prashant Sharma	Assistant Manager - Internal Audit
Sameer Kumar Verma	Project Engineer - Civil
Bal Krishan	Accounts Executive
Kumar Anant	Asst. Manager It - M&a
Preeti Gumber	Lab Technician
Bheem Prakash Gautam	Lab Technician
Manash Sarkar	Lab Technician
Dharmesh Kumar	Asst. Manager - Training
Dipankar Saha	Sales Executive
Lomesh Kumar	Technical Incharge
Rajesh Joon	Stores - Assistant
Ekta Kumar	Corporate Sales Coordinator
Anurag Kumar Shukla	Lab Administrator
Pradeep Kumar Sharma	Lab Technician
Narendra Kumar	Lab Technician
Manas Samanta	Lab Technician
Mohit Sharma	Home Collection Coordinator
Narender Kumar	Phlebotomist
Dipankar Santra	Lab Technician
K. Siva Krishna	Sales Executive
T. Srinivasulu Reddy	Sales Executive
Vivek Mishra	Accountant Cum Cashier
Chetan Sehgal	Area Sales Manager
Vivek Modi	Sales Executive
Pankaj Goyal	Asst Manager - Data Center
Mansih Kumar Mishra	Sales Executive
Arun Kumar	Sr. Radiogarpner
Kumar Anant	Asst. Manager It - M&a
Ashish Bahuguna	Executive-doc. & Lab Reporting
Pradeep Kumar	Sr. Coordinator - Stores
Suraj Prakash Sharma	Sales Executive
Puja Tyagi	Customer Care Executive
Neha Singh	Customer Care Executive
Priya	Customer Care Executive

New Borns

Name	Designation
Sandeep Singh	Customer Care Executive
Nikita Walia	Customer Care Executive
John P Raj	Customer Care Executive
Bharti	Customer Care Executive
Ajay Mohan	Customer Care Executive
Shweta Singh	Product Specialist
Sweta Singh	Product Specialist
Deepak Jain	Accountant Cum Cashier
Saroj Kumar Rout	Sales Executive
Irfan Ghanchi	Phlebotomist
Rampal	Lab Supervisor
Atindra Upadhyay	Clinic Coordinator
Lissamma George	Radiographer Cum Phlebotomist
Ravinder Deep Singh Sethi	General Manager
Bhavesh B Patel	Sales Executive
Ankit Srivastava	Asst. Manager - Legal
Ravi Kumar Soni	Phlebotomist Cum Reg. Executive
Mahesh Kumar	Phlebotomist Cum Reg. Executive
Janit Kumar	Phlebotomist Cum Reg. Executive
Battala Shankar Rao	Front Office Executive
Amit A Kadam	Accountant Cum Cashier
Devender Singh	Lab Coordinator
Rohit Malhotra	Territory Manager
Dhirender Sharma	Lab Administrator
Pradeep Kumar	Lab Technician
Swami Sunil Kumar	Accounts Executive
Mahaveer Singh	Accounts Assistant
Mangeshwar Singh	Sales Executive
Manoj Chandurkar	Territory Manager