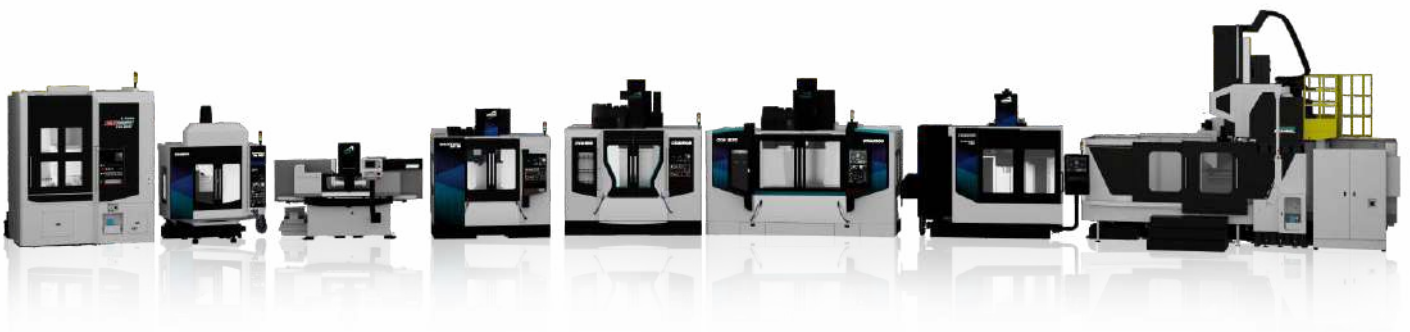




THE FIRST CONNECT

Issue-2
April-June 2025



YOUR PARTNER IN
PROGRESS 

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Preface

At Cosmos, every quarter is a fresh opportunity to strengthen relationships, deliver value, and build trust across teams, customers, and global partnerships. The quarter was marked by meaningful milestones that reflect our commitment to service excellence, continuous learning, and global expansion.

This edition of **The First Connect** brings you highlights from our impactful Annual Service and Sales Meet, customer-centric workshops, and award recognitions that celebrate our service champions. You'll also get a glimpse of our growing European presence, campus recruitment drives, and industry-academia collaborations shaping the future of manufacturing.

Whether it's enhancing customer experience or investing in talent and safety, we remain focused on one promise—**to be a dependable partner in your progress.**

Workshop on Customer Service by an External Agency

Cosmos recently conducted a **full-day interactive workshop** for all senior team members across India, centred on the powerful theme of '**Customer Experience**'. This engaging session was designed to deepen our understanding of customer-centricity and help teams enhance the service experience at every touchpoint.

The workshop created a collaborative space where team members could reflect on real-world customer interactions, learn effective service strategies, and align on delivering consistent value to clients. It focused not only on theory but on also practical tools that can be applied immediately to create more meaningful customer relationships.

Key topics covered during the workshop included

- Effective Communication with Customers
- Understanding What "Delivering a Service" Truly Means
- Core Characteristics of Excellent Customer Service
- Concepts of Customer Satisfaction and Loyalty
- Identifying Satisfied vs. Unsatisfied Customers
- Recognizing When and Why Things Can Go Wrong
- Techniques for Handling Difficult Customer/Situations
- Crafting Appropriate Responses to Challenging Scenarios



This initiative reinforces our commitment to **service excellence** by equipping our teams with the mind-set, tools, and confidence to serve better, solve faster, and connect deeper.

Cosmos at QCFI – Gold Award Winners among 130 Teams



The Quality Circle Forum of India (QCFI) is a national organization committed to promoting a culture of quality and continuous improvement within organizations across all sectors of the Indian industry.

The QCFI Competition is a platform where multiple teams from industries participate by presenting their quality improvement projects in front of expert panels.

Cosmos proudly participated in the state-level QCFI Competition Vadodara Chapter. Competing against 130 highly skilled teams from across the region, our dedicated team delivered an outstanding, results-driven presentation that earned them the top honour – the prestigious GOLD Award.

At Cosmos, we don't just strive for excellence – we achieve it. Demonstrating our unwavering commitment to quality, innovation, and teamwork.

Annual Service Meet (May, 2025)

Every year, the **Annual Service Meet** is organized to reflect on the year gone by and set the direction for the future. This gathering brings together our Service Teams from across India, creating a valuable platform for cross-learning, experience sharing, and strengthening professional connections.

In addition to insightful discussions and planning sessions, awards and recognitions were presented across various categories. These acknowledgements not only celebrate outstanding contributions but also serve as a powerful motivator, boosting confidence and inspiring excellence across the team.



Top Performing Branch awarded to Delhi Branch (Northern region)

The best-performing branch has been identified based on key performance indicators including timely payment collection, prompt response to end customers, and a high ratio of on-time complaint resolution.

First Connect Champion

This award recognises those who take the lead in establishing the **first meaningful connection** with new customers. It celebrates the champions who extend a warm and professional welcome, introduce customers to the Cosmos experience, and ensure they feel valued from the very first interaction.

At Cosmos, putting the customer first is not just a principle, it's a culture. These champions embody that spirit by laying the foundation for long-term relationships built on trust, transparency, and care.



Gold Medal winner for
1st connect activity



Silver Medal winner for
1st connect activity



Bronze Medal winner for
1st connect activity



Pune Team



Vadodara Team



Hyderabad Team

System Adherence Champion

This award honours individuals who consistently demonstrate a disciplined approach to system processes. The champions in this category are recognised for their commitment to **listening actively to customer complaints**, ensuring **timely resolutions**, providing **accurate and complete inputs in the SLS system**, and effectively managing overall **response times**.

Their dedication to following established systems not only drives operational efficiency but also reinforces Cosmos's promise of reliable service and accountability.



GOLD MEDAL WINNER
for System Adherence

Mr. V. Vignesh

From Chennai Team
(Medal received by
Mr. Rajadurai on behalf of him)

SILVER MEDAL WINNER
for System Adherence

Mr. Rajender Kumar

From Chennai Team
(Medal received by
Mr. Shukla on behalf of him)

BRONZE MEDAL WINNER
for System Adherence

Mr. Kiran G.

from Bangalore Team
(Medal received by
Mr. Sunil on behalf of him)

Best Suggestion for product improvement

At the annual meet, representatives from each branch shared valuable suggestions aimed at enhancing product performance and elevating service standards.

This award recognises the teams whose ideas stood out for their **innovation, practicality, and potential impact**. Selected by senior management, these suggestions reflect a proactive mindset and a commitment to continuous improvement.

WINNERS



Hyderabad Team



Pune Team



Rajkot Team

Annual Sales Meet

The Annual Sales Meet at Cosmos Impex was held to brainstorm future growth plans and develop robust strategies to continue surpassing the benchmarks we have set for ourselves. The forum served as a platform for collaboration, idea exchange, and renewed commitment to our goals.

Sales leaders were acknowledged for their outstanding efforts and remarkable performance throughout the year. Their dedication has been instrumental in driving growth and customer satisfaction.

Here are some glimpses from the event that captured the energy, recognition, and shared vision for the future.



Leadership Transition at Mitsubishi



We are glad to welcome Mr. Kenji Anzai, General Manager – CNC Systems India. A seasoned leader with deep industry insights, Mr. Anzai brings a wealth of experience and a strong vision for growth. Cosmos looks forward to working closely with him to strengthen our collaboration and drive shared success in the CNC domain.

Cosmos Group extends warm wishes to Mr. Takeda-San as he transitions into his new role in NC Business Development at Mitsubishi. We are confident that his leadership and strategic vision will further strengthen Mitsubishi's presence in the NC segment and open new avenues for growth and collaboration. Cosmos deeply values the association we have shared over the years and look forward to continued engagement in this exciting new chapter.



External Problem-Solving Workshop

In our ongoing journey to strengthen problem-solving skills and create a culture of proactive thinking, our team recently participated in an intensive **2-day external workshop focused on problem solving**.

Held as part of our capability enhancement efforts, the workshop brought together team members from various functions to dive deep into structured methodologies, tools, and practical approaches for tackling real-time challenges on the shop floor and beyond.



Open House Celebrations: Showcasing Progress, Sharing Pride



**Open House
at CP Moulds Vasai**

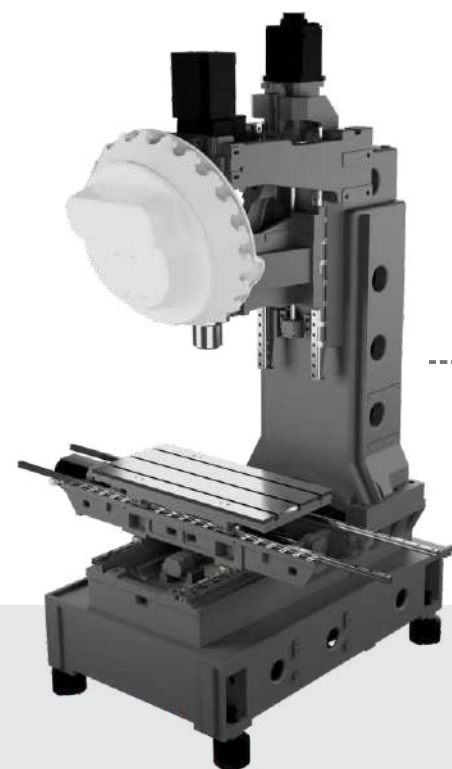


**Open House
at Sai Engineering Works Nasik**

At Cosmos, every machine installation is not just a milestone, it's a moment of pride and partnership. Open House events are a celebration of this shared success, held right at the customer's shopfloor where innovation meets application. These gatherings mark the commissioning of new CNC machines and create an opportunity to showcase the latest technological advancements in action. More than just a celebration, Open Houses serve as an interactive platform to spread awareness about machine capabilities, process improvements, and the importance of choosing the right solution for optimal performance. Attended by industry peers, partners, and production teams, these events foster knowledge-sharing and inspire confidence in the future of precision manufacturing. Each Open House reflects Cosmos' commitment to progress, customer success, and collaborative growth.

THE ALL NEW TAPMILL SERIES BY COSMOS.

TAPMILL SERIES



The structure is designed to ensure high acceleration while maintaining rigidity, preventing deflection or flex under operational forces, ensuring precision and reliability.

Automatic Tool Changer

Servo Type Tilting Pocket Design

1.5 Seconds (Tool to Tool)

21 Tools Storage (Standard)

36 Tools Storage (Optional - TM 700)



COMPACT & EFFICIENT DESIGN TO ELEVATE PRODUCTIVITY.

ZENEZ Control

It focuses on customised dashboards and tools that help the operator to simplify his daily activity. The overall feature and package can reduce the time lost due to the complexity of the controller GUI; as a result, Zenez can significantly increase the machine output and profitability.

**Rapid Traverse 60 m/min.
Acceleration 1.5G**



Spindle Characteristics

For TM 500 & TM 700

Direct Drive

Dual Contact - BBT 30 Taper

12,000 rpm - Standard

24,000 rpm - Optional

A smart manufacturing solution for precision part production across the Automotive,

Semi Conductor, Medical Sector and other high-output industries.

CEPL Successfully Completes Third-Party Safety Audit



CEPL has successfully completed a **Third-Party Safety Audit** conducted by **DISH-approved auditors**. This achievement highlights the unwavering commitment to workplace safety and compliance with industry standards.

The audit-recognized company's adherence to best practices in occupational health and safety, reinforcing our dedication for creating a safe and secure work environment.

A big thank you to our entire team for their continuous efforts in upholding these high safety standards.

Successful Completion of IMS Surveillance Audit at CEPL

Cosmos Engitech Pvt. Ltd. (CEPL) has successfully completed the IMS Surveillance Audit by TUV India Pvt. Ltd.

- This achievement underscores the commitment to quality, environmental responsibility, and workplace safety.
- The audit, conducted as per ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 standards.
- It recognized CEPL's adherence to best practices and compliance with global benchmarks.



Team's dedication for maintaining high standards & systematic approach was commendable & appreciated by auditors.

This milestone motivates towards continually enhance the processes and uphold excellence. Congratulations to the entire CEPL family!

Financial Well-being Sessions



As part of our ongoing commitment to support overall well-being of our employees, special Financial Well-being Program has been launched to help employees make informed decisions about money, savings, and future planning.

As part of this ongoing initiative, we're happy to share that a dedicated financial expert from 2B Aggregator Services Pvt. Ltd. will be visiting all our campus every month, offering valuable guidance on managing personal finances confidently and wisely.

The financial expert will be available to discuss various topics, including:

- Budgeting and saving
- Investment strategies
- Retirement planning
- Managing debt
- And more...

So far, we've successfully conducted two insightful sessions covering:

1. Term Plan
2. Mediclaim

These sessions are not just about numbers — they're about empowerment. By giving our employees the tools and knowledge to take control of their finances, Cosmos continues to foster a culture of care, awareness, and long-term growth — both professionally and personally.



Because at Cosmos, your well-being is our priority — in every aspect.

Industry Academia Connect GRADUATE ENGINEER TRAINING RECRUITMENT

Recruitment Drive – Welcoming the Engineers of Tomorrow

At Cosmos, we believe that fresh ideas and young minds are the fuel that drive innovation. As a part of our commitment to nurturing talent and building the next generation of skilled professionals, a successful **two-day Campus Recruitment Drive** was organized at **Ranu Plant and Tech-Park facility** on **30th & 31st May 2025**.

The event welcomed energetic and curious **final-year students from ITM University and Parul University**, who were ready to take their first step into the professional world. The goal of this recruitment drive was not just hiring but also inspiring, guiding, and giving these future engineers a real glimpse into the way Cosmos works.

The process was designed to be **interactive, transparent, and informative**, giving students a holistic experience. Here's what the two days included:

- **Company orientation**
- **Plant Tour**
- **Aptitude test**
- **Group discussion**
- **Personal interviews**



This thoughtfully planned drive was smoothly carried out by our dedicated HR Team, ensuring every candidate had a meaningful and comfortable experience while our internal panel got to identify promising future contributors.

More than just a hiring event, this initiative reflects Cosmos's long-term vision of building a young talent that is both technically sound and culturally aligned.

Participation in Mega Placement Fair 2025 at Shri K. J. Polytechnic, Bharuch



CEPL successfully participated in the Mega Placement Fair 2025 held at Shri K. J. Polytechnic, Bharuch. The event brought together a diverse group of talented students to create an excellent platform for campus-industry engagement. The shortlisted students will officially join our organization after the completion of their final examinations, ensuring a smooth academic transition and allowing them to focus fully on their new roles.

Industrial Visit by BE Mechanical Students from Government Engineering College, Bharuch at Cosmos Engitech

BE Mechanical Engineering students from Government Engineering College, Bharuch were hosted at Cosmos Engitech for an insightful industrial visit.

The visit provided students with a real-time exposure to modern manufacturing practices, machining technologies, quality processes, and industrial safety measures. A guided tour of the facility, demonstrating various operational processes and practical knowledge was conducted. It was in alignment with their academic curriculum.

Such initiatives aim to bridge the gap between theoretical learning and real-world application.



Cosmos Europe – Built on Belief, Growing on Trust

Four years ago, Cosmos took a bold step into Europe with a belief that our machines, our team, and our values could find a place in one of the most mature and competitive manufacturing markets in the world. Today, we're proud to say: that belief was well placed.

Across nine countries—**Turkey, Poland, Italy, Czech Republic, Slovakia, France, Spain, Denmark, and Sweden**, our **Vertical Machining Centers** are now running every



single day in the hands of real users, building real parts, solving real challenges. These aren't just installations—they're relationships. Each backed by a local channel partner who understands our machines, shares our culture of service, and stands by our customers long after the sale.

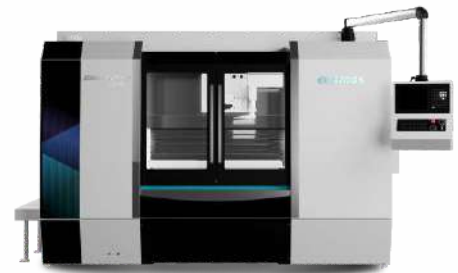
In the **grinding segment** too, we have earned a quiet but strong reputation. **Germany, Austria, and Portugal** have welcomed our machines through experienced grinding professionals who know what precision means—and who trust Cosmos to deliver it.

Together with our partners, we've installed **over 200 VMCs** and **more than 60 grinding machines** across Europe in just four years. Many of these machines have led to repeat orders—perhaps the greatest compliment we can receive.

But machines alone aren't enough. That's why we've invested in keeping stock ready in **Czech Republic**, and spare parts available in **three locations across Europe**. At Cosmos, our enduring promise remains clear, "when a customer chooses us, they gain a partner who is fast, local, and unwaveringly dependable".

In recent months, our partners have actively hosted open houses, exhibitions, and technical training sessions. These engagements have enabled our engineers to connect directly with customers sharing insights over informal discussions and collaborating hands-on at the shopfloor. Such meaningful interactions are the foundation of our brand—built consistently through every demonstration, conversation, and trusted handshake.

As we enter the next phase of our journey, Cosmos is preparing to expand its presence across the **Benelux region and Scandinavia**. Strategic partnerships are underway, and our Grinding Division is steadily strengthening its technical capabilities to meet the evolving needs of these markets.



Creepfeed Grinding



Surf Grind

Most importantly, we remain committed to listening—whether it's to our partners, customers, or the challenges that inspire continuous improvement.

Cosmos Europe is more than a market—it's a shared vision taking shape through collaboration, dedication, and mutual trust.

We extend our sincere appreciation to every team member, partner, and customer who has contributed to this progress.



MIT, Turkey & Cosmos Team

World Environment Week 2025 Celebration

At Cosmos, we believe that protecting the environment is not just a responsibility—it's a commitment to building a better and greener future. As part of this belief, we celebrated **World Environment Week 2025** with great enthusiasm and a series of meaningful activities that brought our team together for a common cause.

One of the most impactful activities was the **sapling plantation drive**. Customers, team members, HoD's & Management actively took part in planting trees around our premises. With each sapling planted, it was not just greenery, but also **hope for a healthier and more sustainable tomorrow**.



To further strengthen collective responsibility, all employees at Engitech gathered to take an Oath for Environmental Protection, pledging to do their part in preserving nature and reducing environmental harm in our daily lives.

Also, an informative **Environment Quiz Competition has been conducted**, where employees tested their knowledge about nature, climate change, and sustainability practices. It was wonderful to see such high energy and participation!

The week-long celebration came to a close with a **special closing ceremony**, where we recognized and appreciated the efforts of all participants. **Awards and certificates** were presented to winners of various activities, encouraging everyone to stay committed to eco-friendly actions—not just for a week, but every day.



TALENTS JOINED US



Mr. Dhwanee Buch
Chief Financial Officer (CFO)

Our leadership team is growing stronger with the addition of Mr. Dhwanee Buch, who has joined us as Chief Financial Officer (CFO). With over 23 years of experience in finance and strategic management, he brings deep industry insight and proven leadership to Team COSMOS. Known for his collaborative approach, Mr. Dhwanee is set to play a key role in shaping our financial future and driving sustainable growth.

We are pleased to welcome Mr. Kishore AP as Head - Southern Region Sales - Bangalore. With 25 years of experience in service support, he brings a strong foundation in customer relationship management and operational excellence. His leadership will play a vital role in strengthening our presence and partnerships across the Southern region.



Mr. Kishore AP
Head-Southern Region Sales-Bangalore

Cosmos Care

Spreading the Spirit of Service: **Cosmos CARE** Takes Root at Branch Level



Collaboration:
One for all.
All for one.



Alignment:
Synchronised thinking
and actions in
day-to-day work.



Respect:
Honouring commitment
and accepting the
uniqueness of each individual.



Encouragement:
An open and honest
culture that
appreciates others.

At the Annual Service Meet held in Vadodara this May, the spotlight was on a powerful initiative, **Cosmos CARE**. With participation from the entire service team across the country, the event served as the perfect platform to reinforce this important cultural direction.

Cosmos CARE is not just a program rather it's a philosophy. It represents our commitment to Building an Uplifting Culture of Service that Creates Value. The essence of this initiative lies in cultivating a mindset that seeks out opportunities to take meaningful, unique actions that generate value for others, be it customers, colleagues, or the organization at large.

Service, in this context, is not limited to after-sales support. It is an focus on empathy, proactive engagement, and continuous improvement. A culture rooted in genuine service uplifts not just business outcomes, but also enhances interpersonal relationships, strengthens team spirit, and nurtures a sense of pride and purpose in every interaction.

The CARE concept is now being extended to our branches — the very teams who stand as the face of Cosmos at the customer frontlines. By empowering these teams with the CARE mindset, we aim to elevate every touchpoint into an opportunity to build trust, deliver excellence, and create lasting value.

The session was both enriching and thought-provoking that at the “heart of every great company is a culture that truly cares”.



Sustainability Champion Award

At Cosmos, we believe innovation and sustainability go hand in hand, driving us to deliver precision solutions that empower industries while caring for our planet. We are honored to receive the Sustainability Champion Award at the SPXFlow Supplier Meet. This recognition reflects our dedication to sustainable manufacturing practices and our unwavering commitment to creating a greener future.

Visits at Cosmos



Titan Engineering Automation Limited



SPM Autocomp System Private Limited



Flybird Interior Products Private Limited



Delegation from Nashik



Karmyog Engineers Private Limited Nashik



Meet **COSMOS**® Group at
17th **ENGIMACH**

Booth No. P-2 (Hall No.8)

3 | 4 | 5 | 6 | 7 Dec 2025

At Cosmos, exhibitions are more than just dates on a calendar; they are milestones in our journey of innovation. They're moments where ideas meet action, where breakthroughs are shared, and where we connect with the people who inspire us to push boundaries every single day. For us, every expo is a chance to step out of the factory floor and into conversations that shape the future of manufacturing. As a company rooted in precision engineering and driven by progress, we look forward to these platforms not just to showcase what we've built but to listen, learn, and grow alongside our peers, partners, and customers. We're all set to bring our latest innovations, bold ideas, and sharpest minds to the floor. The only question is, will you be there when it happens?

Helipad exhibition Centre, near Gandhinagar Jilla Panchayat, Sector 17, Gandhinagar, Gujarat 382016.

GLOBAL PRESENCE

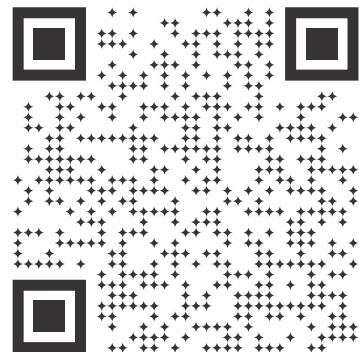


YOUR PARTNER IN
PROGRESS 



*Virtual Factory Tour,
Now Available.*

Book a Visit



Corporate Office

Cosmos House, Plot No. 85/2, Padra Road, Atladara, Vadodara, Gujarat - 390 012

Manufacturing Facilities

Plant - I

Cosmos Impex (India) Pvt. Ltd., Plot No. 847, 848 Village Ranu, Ta. Padra, Vadodara, Gujarat - 391 445

Plant - II

Plot No. 68-B, Sigil Compound, Padra Road, Atladara, Vadodara, Gujarat - 390 012

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