

GROUP OVERVIEW



ENGITECH

digiFAC

A digital factory solution...

*CNC
MACHINE TOOLS*

*IMPORTED
MACHINE TOOLS*

*ROJU*CO
GCM

**THE
CUTTING**EDGE
Your Partner in Progress

NEWSLETTER

Issue-2 | July-2021

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MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Cosmosians, Hello and welcome to the second issue of Cosmos Group newsletter.

The COVID-19 situation has affected different people in different ways, and we are dealing with a significant global challenge. The World Health Organization has declared this outbreak a pandemic. Many governments around the country have taken stricter and more impactful measures to ensure the safety of their citizens. Understandably, there is a great sense of unease everywhere.

It is in this context that I would like to address you on behalf of our entire Board of Directors, our Executive Board and myself.

Primarily, we would like to thank you for what you have done already to weather this crisis and to get our company prepared to cope with this situation. Your commitment makes all the difference.

We would also like to reassure you that as a company we are resilient. Over the course of 34 years, we have seen – and mastered – many challenging moments. We are convinced that we will overcome this one too. We would also like to recognize in particular our frontline employees and factory technicians – your commitment and your discipline are critical at this time to maintain business continuity. It is our priority to support you in this important endeavour. As we mentioned in our last issue, this will be a year of growth and new opportunities for everyone at Cosmos. We appreciate your continued commitment to the company and our growth. We are confident we can make this mutually rewarding.

We recognize the importance of the project initiatives entrusted to us by our clients and we need to ensure we take special care to meet and exceed their business objectives, by increasing their Profitability & Pride of Ownership when they buy our machines and meet their expectations. We are also committed in delivering excellence and aspire to be a World Class service provider along with our technology, which ensures us to reach our global commitment.

Our business continues to grow steadily and so as our customer base grows healthily and during last quarter we would like to welcome on-board all the new clients that we are all extremely proud of. I owe a huge amount of gratitude to all my team members who over the years have built up such strong relationships with all their respective client accounts.

Finally, I would like to say a big thank you for your continued support, without you, we would not be here and that is something we never lose sight of. I wish you all every success for the remainder of this challenging year.

We hope you enjoy reading the second issue of “The Cutting Edge” newsletter and we look forward to your feedback so we can continuously improve this along the way.

Please, do look after yourselves and your families. In addition, stay safe.

BINA KHAMBHAI



LETTER FROM THE EDITOR

I am delighted to bring you this quarter's newsletter. I am really encouraged by the feedback received from all the Cosmosians. This is a strong evidence that the communication between all group company team members are improving day by day. In this issue, we will recount the various projects and activities in which Cosmos Group members were actively involved in the 1st quarter of 2021 and plans for 2nd Quarter. The newsletter is a good way to let you know about Cosmos Group developments.

The new financial year is sparking with hope and anticipation. April always, starts with great expectations and a sense of a new beginning, fresh ideas and initiatives. Everyone is resolved to make the year different – all recharged and set for the race. Will 2021 be different? Many readily buy into the optimism, given the truly difficult challenges of the year gone by in business, disruptions and disasters. Then, there are the usual laggards and Eeyore expecting same old, if not worse.

Let us embrace this mantra for 2021: Be prosperous in Body, Mind, Soul and Business.

A huge thank you to all the persons who contributed writing the wonderful and inspiring articles, with which the content has become richer. I would also like to thank Mr. Mrunal Kansara who have an extraordinary eye to look at colours differently than a layman and have been designing our new improved newsletters; I am amazed to see his creativity.

As we enter 2nd Quarter of FY 2021, and I am, hoping you can help us make this year's remaining issues better and better. Know an interesting story or case study that our industry executives could learn something from? Do let us know. See a business trend you think will soon influence the industry in a big way? Shoot an email to us. Think we should be covering a topic we are not or tired of reading about a particular topic? Please give me a call.

On 1st April 2021, it was heartening to hear Mr. Nagesh Velaga – Director Cosmos Group, speak to all the Cosmosians through a Video Conference giving a detailed review of company business during financial year 2020-21. A gist of his speech is shared in this issue

In this magazine, your voice matters. Let it be heard. We want to hear from you. Feel free to reach out to us through any of our social media channels or by e-mail at comm@cosmos.in



2020-21 Financial Year End Address by THE DIRECTOR

It is yet another year gone by. I think you can concur that last year had been a tough year for India and for the global economy.

As we move to another financial year, we would like to thank each one of our customers, new and old. We are humbly pleased by their support, as we grow with their growth. While every year we add more products, services and improved offering, it is the trust that our customers held with us that has helped us to grow to this stage.

It is equally important to remember that many good fortunes were made last year too as every crisis is an opportunity in disguise. Hence, I have nothing but optimism as I share my review of the year closing and the one we are about to embark.

Financial Year 2020-21 has been a good year at Cosmos, with strong growth and record setting. We made substantial improvements in many facets of our business operation. We achieved highest ever output. Of course, these wonderful results are only possible due to work of each Cosmosian here, and the core values in which we share in our work together.

In this new financial year 2021-22, let us take a pledge together to grow our businesses and services even further in a way that we embark onto a profitable, peaceful and prosperous financial year. Businesses and markets all around are evolving; business patterns are changing, understanding the change and becoming ready is the key to growth. **Are you business ready** for 2021-22?

I am very excited about FY 2021-22. We have so many exciting projects on deck, such as-

- New factory expansion to double our capacity
- Culture enhancing Cosmos Care & PMS System
- Expanding our reach to more foreign markets and much more

The success we have had in FY 2020-21 is a credit to you & our customers.

Thank you all for your focus & dedication. I wish you all the best for another fulfilling year filled with health & happiness to you and your family.

NAGESH VELAGA

HUMAN RESOURCE

The HR department has played a critical role in leading organizations through some of the toughest workplace challenges they have ever faced. The HR team took the initiative of conducting Coronavirus testing at the workplace during the second wave. Employees who had some kind of symptoms were guided with an immediate plan of action at the workplace itself.

In addition to this, the HR department worked towards having a safe workplace by having tie up with the Government Health Centre by providing the vaccine for its employees at the premise itself free of cost. Around 175 employees took the benefit of this initiative while ensuring that all required procedures are followed.

Also, as a token of gratitude to all the COSMOSIANS, Appreciation Certificates were distributed to the employees who have been associated with the organization during the tough working circumstances.

APPRECIATION CERTIFICATE



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DRIVE

The Focus Of The Individual Should Be How Well The Work Is Executed And How Much Difference One Can Make From Its Current Level.

MANUFACTURING

Manufacturing has emerged on a high note in last quarter, as the team managed to resolve few major quality issues, which were affecting the machine output. Resolving major quality issues reduced the rework drastically. Due to the structured, approach, which worked much better to achieve the result. You not only resolve a particular problem, but you also want to understand the problem well enough to ensure that it does not occur again which exactly what our team managed to achieve in the last quarter.



In May 2021, with the lockdown in the major states the team was still able to maintain the average of 70+ machines with all the supply chain issues, however the team was able to dispatch an average of 60 machines which is a commendable job done by the team. We also managed to assemble our first prototype of our upcoming products.

Appraisal system based on skill matrix for technicians across the CIPL unit (i.e. Sheet Metal, Heavy machine shop, VMC Mfg. unit, Grinding Mfg. Unit) was developed and implemented. The evaluation process went through three layers of validation and it was rated by respective Supervisor and validated by the HODs for unbiased output and justified performance review.

In addition, operation process-flow for frame, post-frame, electrical assembly, PPC & stores by the valued inputs from production & planning department was also developed and implemented. This system is introduced for giving dynamic outputs to each assembly operation planned by feeding power-up date (the control point) as per the marketing requirement. It gives information regarding the daily assembly process which can be performed from live dashboard, helping each team to plan their respective process easily which in turn reduces the error due to miscommunication and time lag.

In Q2, the plan is to develop a dashboard for machine build quality, which will give a live feedback regarding the current quality level and suggestion how to improve the same in order to increase the level upto 75%. In addition, we are expecting that our new factory should be ready by end of Q2 and the target is to seamlessly start the operation of COSMOS TECH PARK somewhere between August-September. A team will also be formed internally to support our service field engineers.



WE ARE HIRING

We are looking for competent, dynamic and motivated candidates for suitable openings and would request all the Cosmosians and our readers to kindly get in touch with the HR department and write to us at hrd2@cosmos.in in case of any good reference or lead you have and who can join our dynamic team.

FESTIVAL GREETINGS

May the coming festivals bring good fortune and happiness in the lives of our staff members and readers.

Wishing you every happiness this Festive Season.

Best Wishes.



The Puri Ratha Yatra festival (locally called Ratha Jatra) is based around the worship of Lord Jagannath, the presiding deity of Odisha. It commemorates his annual visit to his birthplace, Gundicha Temple, and his aunt's home along with his elder brother Balabhadra and sister Subhadra.

One of the most interesting facts of Rath Yatra is that the chariots of the deities are newly constructed every year. New materials including wood are used in construction. However, the model, structure, design and dimensions of the chariots remain invariable. Four wooden horses are attached to the front of each chariot.



Independence Day is celebrated annually on 15 August as a national holiday in India commemorating the nation's independence from the United Kingdom on 15 August 1947, the day when the provisions of the 1947 Indian Independence Act, which transferred legislative sovereignty to the Indian Constituent Assembly, came into effect.

The Indian national flag with 3 horizontal stripes of red, yellow and green was hoisted on 7th August 1906 at Parsee Bagan Square, Kolkata. The first variant of our current national flag was designed by Pingali Venkayya in 1921.

The current flag with saffron, white and green stripes with the 24-spoke Ashok Chakra was officially adopted on 22nd July 1947 and hoisted on 15th August 1947.

Although the Indian Independence Act was approved on 18 July 1947, Lord Mountbatten chose 15th August as the date of Indian independence as it coincided with the date of Japan's surrendering to the Allied Forces after World War II.



One of the biggest festivals of South India, Onam is celebrated in Kerala to mark the homecoming of King Mahabali. He was one of the most benevolent kings to rule Kerala who sacrificed almost everything for the benefit of his people. It is believed that during this festival, he visits the Earth to bless and see if his subjects are living happily.

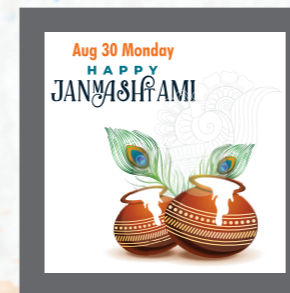
The best part of Onam Festival is Sadya! On the day of Thiruvonam, you are blessed with the traditional Onam Sadya. This would have more than 25 different types of dishes which is served on a banana leaf. Sadya is one of the most important and anticipated elements of Onam.



Raksha Bandhan celebrates the eternal bonds between brothers and sisters, it's an important Hindu festival that celebrates brother-sister bonds in India and many South Asian countries.

The history of Rakshabandhan dates back to Hindu mythology. As per Hindu mythology, in Mahabharata, the great Indian epic, Draupadi, wife of the Pandavas had torn the corner of her sari to prevent Lord Krishna's wrist from bleeding (he had inadvertently hurt himself). Thus, a bond, that of brother and sister developed between them, and he promised to protect her.

Nobel laureate Rabindranath Tagore started a mass Raksha Bandhan festival during the Partition of Bengal (1905), in which he encouraged Hindu and Muslim women to tie a rakhi on men from the other community and make them their brothers.



Also known as Krishna Janmashtami and Gokulashtami, this day is celebrated to commemorate the birth of Lord Krishna. According to the legends, the eighth son of Devki, Lord Krishna was born on the 8th day of the dark fortnight of the month of Bhadrapada (August-September).

Ancient Hindu literature, including Bhagawad Gita and Bhagwata Purana, clearly state the story of Lord Krishna's birth and how his maternal-uncle, King Kansa, wanted to kill him. And ever since his birth, every 8th day called Krishnapaksha of the month of Bhadrapada is celebrated as Krishna Janmashtami.

Also, many people treat this day as an occasion to honour the victory of good over evil.



While many believe that Lord Ganesha's birthday, Ganesh Chaturthi was first celebrated when the Chalukya, Satavahana and Rashtrakuta dynasties ruled between 271 BC and 1190 AD. However, the first historical record of Ganesh Chaturthi celebration dates back to the era of Chhatrapati Shivaji Maharaj. Lord Ganesha was considered to be their Kuladevata or family deity. Chhatrapati Shivaji Maharaj, the founder of the Maratha empire celebrated Ganesh Chaturthi with great fervour in Pune in the 1600s. Post this, the festival continued to be celebrated by the Peshwas.

In the year 1893, freedom fighter Bal Gangadhar Tilak transformed the festival from a private celebration to a grand public event to unite India against the British. To curb mass gatherings, the British forbid Indians to meet in large groups unless its for religious purposes. So for Ganesh Chaturthi, Tilak put out huge hoardings of Lord Ganesha on pavilions in Mumbai. He even encouraged huge Ganpati statues and public celebrations. Lord Ganesha, the removal of obstacles not only brought divinity to the Indian Independence struggle, but also inculcated a sense of patriotism in the people.

Lord Ganesha's divinity isn't just spread across India. In fact his blessings travel all the way across the boundaries of India to countries like Thailand, Cambodia, Japan and even Afghanistan to name a few. But his depiction differ from one region to other from the Indian avatar.



The first quarter kicked off on a positive note for Rojuco, with first batch of 30T ATC, which was assembled and supplied. Also, in addition, to add variety for number of tools for ATC like 24 and 30 tools, the company also developed the ATC arms to suit to BT, ISO and CAT tooling. The prime focus for Q1 was to regularize the bought out and raw material supply like Castings, Bar stock, MS flats and sheet metal parts etc., so that the machine shop can process the parts in advance and there can be seamless supply of parts for the ATC assembly.

In next quarter (July – September) Rojuco’s prime focus will be to increase per month manufacturing quantity of ATC. Which is expected to be between 20% - 40%.

The company is also hiring people as they are planning to increase per month manufacturing capacity, company will be hiring CNC machine operators to strengthen our CNC machine shop team and will also hire assembly technicians to support our ATC assembly team.

We request all Cosmosians to kindly get in touch with the HR department in case of any good reference or lead you have for the concerned department and who can join our dynamic team.

Company has also taken an initiative to get our entire workforce vaccinated and completed vaccination by quarter end.

**“IF YOU CAN’T MONITOR YOUR WORK-IN-PROCESS,
YOU CAN’T MANAGE
YOUR WORK-IN-PROGRESS.”**

In the first quarter of financial year 2021, GCM have established a machine shop to manufacture Turrets and rotary table parts in-house, which is one of the important accomplishment for them. In recent past, the company has already implemented a concept of integrated machine shop for accessory assembly factories. Rojuco was first to initiate an integrated machine shop concept, where the ATC components are machined in-house.

For the quarter April- June, the prime focus was to ‘move-in’ all the machines and install them with shortest time to commence machining activities at the earliest so that there is no break in supply of parts for Turret assembly line.

After establishing machine shop, the next focus was to put all machines in full utilization to manufacture turret and rotary table parts in advance to create a buffer stock so that assembly line never short of parts.

In the next quarter, company’s focus is to move-in two HMC machines so that nearly all turrets and rotary table parts manufacturing will be in GCM machine shop.

GCM has also installed Mitutoyo CMM machine. Therefore, three companies in our Cosmos Group are equipped with CMM as on today.



ENGITECH

New Machines at CEPL in Q1 of 2021-22



New VMC (CVM 1160)

Cosmos Engitech Pvt. Ltd. Is pleased to introduce the following latest machines used for the production of precision machine components & assemblies. These will enhance the manufacturing process, allowing us to continue improving the service we provide to our customers.

- Press Machine with higher capacity – 8T
- New VMC (CVM - 1160) with higher capacity & smart features. Also, developed new Assembly shop, in Unit-2 resulting into increased production capacity and increase in portfolio



Mitutoyo make CMM machine in QC



Press Machine

- MT – 700 Mill tap center
 - Mitutoyo CMM – 2 Nos : In order to full-fill the requirement of upgraded technology & enhanced need of measurement of precision & accuracy for machined parts up-to 1200 mm diameter.
- Ordered high-tech machine tools like Star make CNC Swiss Type Automatic Lathe Model SB-20R & Twin spindle machine Model CY-52 MB to improve productivity & achieve competitive pricing to win bigger basket with increased business share.

As a part of employee engagement activities CEPL organized various events and celebrations in the first quarter like birthday celebrations, celebrating women's day, attending wedding of an operator by team members and giving the gift as per marriage gift policy of COSMOS group.



Birthday Celebration



Women's Day Celebration

In addition, Dietitian Ms. Jahnvi Parmar conducted Health & Nutrition session along with Mandala Art – which is a type of Art Therapy conducted by. Ms. Aarohi Pithwa from the CEPL.



Employee Engagement



Session on Mandala Art

Achievements of Quarter 1

- Diversified successfully into “Wind Energy” & “Smart Infrastructure Products”.
- Successfully achieved ISO 9001-2015 Re-certification without any NC at CEPL.
- Highest ever dispatch was achieved by CEPL in the month of May.
- Develop in-house Tool clamping Cylinder, ATC Cylinder, Hydro-pneumatic Booster (manifold & pump) successfully. Initiating serial production of both types of Cylinders.

Adaptation to COVID

There were also various COVID-19 initiatives taken during 2nd wave in order to Support all the employees at CEPL. Undoubtedly, HR teams are now at the front line during this unusual time. They are working non-stop to provide updated information and advice to senior leaders to facilitate decision-making, and to set up contingency plans and policies for staff to follow

- Provided personal level support for employees and family level
- Strict follow-up on social distancing and all COVID-19 protocol
- WFH to facilitate employees during covid – self or family member
- Providing Masks, Sanitizers & Hand gloves
- COVID testing at site level for all existing employees, new joining's as a part of precautionary measures
- COVID-19/health checks, sanitization of whole plant, maintaining social distancing, providing all support to affected employees or their family members
- Spreading awareness on COVID precautionary measures – Posters all over site, Awareness mailers, TV screen display

YOU JI COSMOS

Sincerity Responsibility Innovation

YCL SERIES

DESIGN FEATURES

- You Ji Vertical lathe is designed for heavy duty turning
- The combination of robust structure and roller LM Guideways ensures the highest level of rigidity and stability for highly accurate turning
- Hydraulic Turret with Powerful spindle motor allows great cutting performance



Superior Rigidity



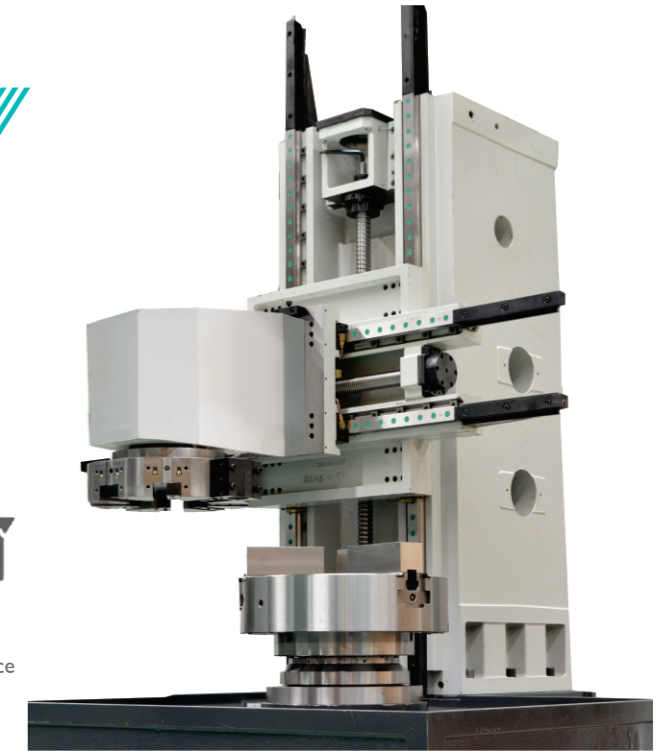
Superior Efficiency



Superior Accuracy



Superior Performance



YOU JI
LONG LIFE
DESIGN

YCL 700 / 850 / 1000

The YCL series feature robustly designed structure. The transmission includes rigid roller guideways & C3 Class precision ball screws. The extremely rigid Hydraulic turrets provide ultimate stability to ensure heavy cutting and obtain best surface finish.

With over 30 years of manufacturing expertise the machines have utmost reliability and performance.



INNOVATION & DEVELOPMENT

At COSMOS, we believe innovation is one of the key drivers of customer value creation. We also strive to continuously improve our products as well as developing new market applications for them. In Quarter 1 the activities of the innovation and development did small foot print high speed tapping center with 15000rpm BBT30 with CTS 20-bar for Automotive parts machining, also MT460 was ready to produce parts for Japanese Auto parts maker Denso Group-Manesar. This machine is equipped with all safety features, special devices for tool life monitoring, ZENEZ etc.

CVM Series has received CE certification under European Safety Directives, which is a big value addition to our products while selling European market. In addition, we have added New Features in CVM Series, which are

- **Adaptive Feedrate Control (Z AFC)** // If you wish to extend your tool life & optimize the machining time- Use Z AFC on CVM series and feel the difference.
- **Smart Program Interrupt** // Having difficulty in checking the condition of tool or component while the program is running, Cosmos's "Smart Interrupt" is the solution for you. Easy, one-touch and reliable.
- **Renishaw GUI Integration for easy measurement** // Struggling to remember program format or program number to perform measurement, we have integrated smart GUI on CVM series to free up your memory.

- **Energy Monitoring with Data Logger** // Would like to know how much power your machine is consuming, we shall provide a solution for Energy monitoring. Real time on the machine with Data Logger capable of networking.

- **Industrial Camera with IK10 protection** // An Industrial camera with IK10 protection on CVM can help user to view and record the incidents happening on the machine.

For our upcoming projects we are expanding our team soon, and the core focus in next FY 2021-22 is to improve performance on the machine with great quality, reduce the delivery time and focus more on "FIRST TIME RIGHT"



USP's of digiFAC

- 1** WORRIED ABOUT YOUR DATA STORAGE & REPORTING ? WE DO THAT FOR YOU !
STORE DATA SECURELY UPTO 7 YEARS
- 2** WANT TO UPDATE YOUR DAILY PRODUCTION SHEET INTO YOUR SYSTEM WITHOUT HUMAN INVOLVEMENT ?
DAILY PRODUCTION REPORT PREPARED EVERY 1 HOUR AUTOMATIC WITHOUT ANY OPERATOR OR SUPERVISOR INVOLVEMENT!
- 3** WANT TO KNOW YOUR MACHINE STATUS FOR ALL 24 HOURS ? DON'T LOOK ANY FURTHER !
WITH DIGIFAC GET THE ENTIRE MACHINE HISTORY (24 HOURS) & DETERMINE THE NON-VALUE ADDED LOSSES/DOWNTIMES IN YOUR FACTORY.
- 4** TRACK YOUR WORK ORDERS WITH DIGIFAC !
- TRACK AND GET YOUR WORK-ORDER STATUS & DOWN-TIMES OCCURRING FOR EACH PROGRAM INDIVIDUALLY
- TRACK YOUR PRODUCTION PROGRESS AND TIME SPENT
- GET HIGHLIGHTS TRIGGERED WHEN THE PROGRESS IS DELAYED
- 5** WANT TO SAVE TIME & EASE THE UPLOAD/DOWNLOAD OF CNC PROGRAMS ?
WITH COSMOS DIGIFAC SAVE LOADS OF MINUTES ON EVERY MACHINE TO TRANSFER PROGRAMS

COSMOS DIGIFAC IS THE SOLUTION !

**CREATIVITY IS THINKING UP NEW THINGS.
INNOVATION IS DOING NEW THINGS**

– Theodore Levitt

EXPORT



MEXICO BRAZIL FRANCE CZECH ITALY INDONESIA

COSMOS GROUP EXPORT JOURNEY

We expect to Export 25% of production from year 2022



LEADING SALES THROUGH THE COVID-19 CRISIS

The COVID-19 outbreak showed us just how quickly life could change. One of the biggest impacts is made on the way we work, as well as the level and type of support our employees, customers and peers need from for an organization.

Entire organizations have adopted remote working infrastructure at a rapid pace, also, being one of the leading Indian machine tool builders, we believe in innovating & providing best of the technologies to our customers for their applications, and enthusiasm for it can be evaluated with executed projects.

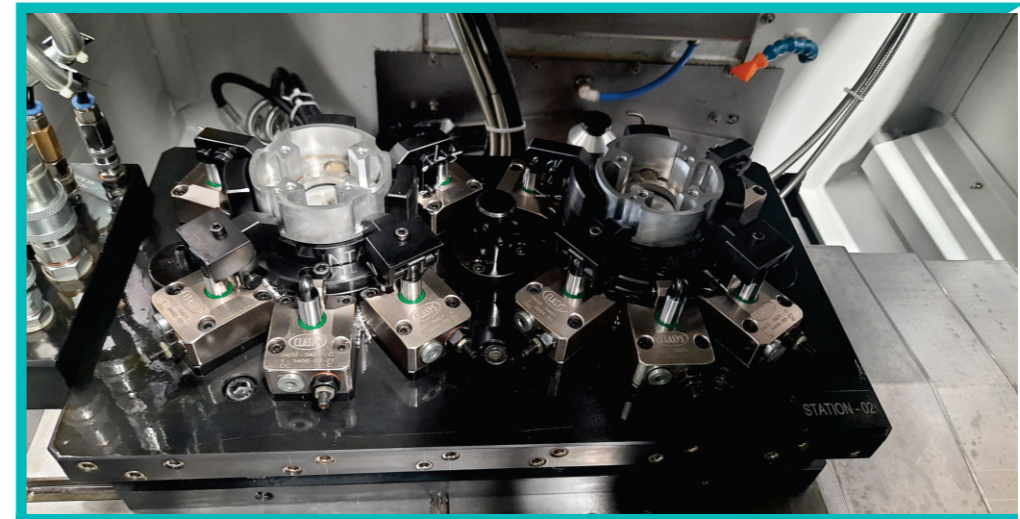
In the first Quarter of Financial Year, 2021-22, we received repeat orders from M/s Toyota Tsusho India Pvt. Ltd. of multiple machines for M/s Denso. Toyota Tsusho India Pvt. who are a member of the Toyota Group and have a diverse business segment one of that is "Machinery, Energy and Plant project". The segment deals with providing domestic machine to their customers and exporting Make in India products to US, China, Europe & other countries in Asia. M/s Denso the company develops and manufactures various auto parts, including gasoline and diesel engine components with major critical accessories synchronized to it, which included multiple safety features, adaptable work holding systems and critical quality parameters with process capability on parts to be proved out.



MILL TAP-460

With the concept of First Time Right, we had developed prototype work holding systems to ensure the Fixturing, Tooling & Process reliability and proved application requirements of the end users in recent years, which will build a sense of trust and confidence for our long term association with them. We handed over our Mill tap - MT460 machine with fully loaded features and Turnkey system, which was the first ever machine from us to the customer.

With continual engaged communication with customer having single point junction for any queries reduced end users fatigue & smoothed process , and proactive service support at customer's facility made us qualified for repeat orders.



Special Work Holding Solution

COSMOS CARE

TOGETHER WE BUILD
A BETTER US!!!

COSMOS Group



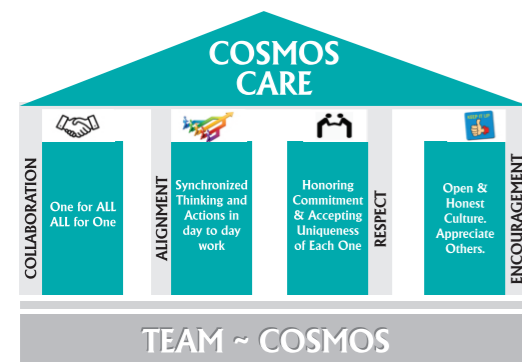
VISION

Cosmos Care aims at aligning every Cosmosian to a culture of continuously creating value for everyone we touch, thereby helping us be invulnerable to competition and resilient to the VUCA world while making **COSMOS – A great place to work.**

Launched on 19th Dec 2020, for the HODs of manufacturing division, Cosmos Care was on a low key last quarter due to COVID pandemic. Meanwhile, a Steering committee has been formed comprising of Rahul Krishna, Amit Patel, Kiran Shelke and Nandkumar Kore. The committee members have ultimate responsibility for directing the activity of the Cosmos Care, ensuring it is well run and delivering the outcomes for which it has been set up.

Ms. Karishma Bhatt will be the key anchor and coordinator of Cosmos Care activities.

Introductory sessions were held for all HODs, along with one on one discussions between members of Steering Committee in the order to set up agenda and the way forward. Posters are also put up at various locations in manufacturing division depicting the concept and pillars of Cosmos Care.



5S of CARE Mannerisms @Workplace

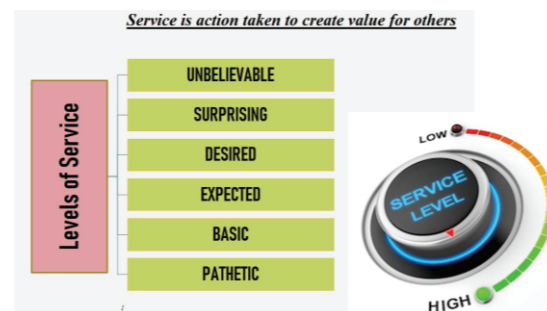
- Stand Up**
Personal responsibility for superior service
- Step Up**
Understand customer expectation
- Stay Up**
Strive to surprise customers constantly
- Speak Up**
Be Courteous, Open, Honest
Highlight unjust actions
- Stretch Up**
Go above and beyond call of duty

The activities will be restarted from the month of July and is expected to perform with renewed focus and energy with one on one discussions between Service Provider and Internal Customer (giver and receiver of services) at heads and staff levels.

The uniqueness of this activity is that it would give us a service level commitment that will be directly created between the internal Customer and Service Provider with the Steering Committee being only the facilitators.

The service level commitment would define the current level of service as well as the way to upgrade it to unbelievable levels.

Over a period of time when each Cosmosian, (who is in some way or the other, either an internal customer or service provider to colleagues connected in day to day work) keeps on continuously creating value to reach surprising or unbelievable levels of service consistently and all this by mutual discussion and encouragement only what a happy environment it could create for all of us to work in.



COSMOS Group

GRINDING



Grinding division received a very prestigious order from our associate in Germany for a customer in UK for a very high tech special purpose creep feed grinding machine size V - 2070 CNC having a spindle head at 90 degrees to current configuration. This will be a joint project with some critical components like column and spindle head coming in from Germany.

Czech distributor Stransky ordered the first surface grinder, which will be delivered from our tech center in Haiger, Germany.



Our customer Mr. Johnny Chackiath - Head of Maintenance at SIPCHEM Saudi Arabia, visited our factory for 3 days to be trained on installation and operation of our JR 800 CNC machine. Our factory team of Rupesh, Devendra and Payal prepared all the information and handled this training following proper Covid protocol.

Moment of Pride

- We delivered our E 7040 CNC, which is our third repeat order for Surface Grinder to Sundaram Fasteners Ltd, Chennai – a big name in the Auto Component industry and a TVS group company.
- Machine Tool Builders one of our prime customer segment, after BFW and ACE group, we have now delivered our surface grinder V 1570 to one more MTB Batliboi.



EDITORIAL CONTRIBUTION

THANK YOU TO ALL THE LEADERS FOR YOUR CONTRIBUTION TO THIS EDITION OF THE NEWSLETTER AND MAKING IT A SUCCESSFUL ONE

- **MR. RAJESH PRADHAN** – COSMOS CARE & GRINDING
- **MR. AYUSH VELAGA** – MANUFACTURING
- **MR. NITIN MISTRY** – ROJUCO & GCM
- **MR. SUMIT SOMANI** – HUMAN RESOURCE
- **MR. RAHUL KRISHNA** – I & D
- **MR. D K PATEL** – COSMOS ENGITECH
- **MR. ABHISHEK VELAGA** – EXPORT BUSINESS
- **MR. MRUNAL BHATT** – IMPORT SALES BUSINESS

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