

FINAL REPORT

Company Profile:-

Marksans Pharma has established world-class formulation manufacturing facilities by leveraging state-of-the-art technology, incorporating best practices and adhering to stringent regulatory compliances. These are Centers of Excellence committed to creating the highest quality products.

Marksans Pharma, headquartered at Mumbai (India) is a global pharmaceutical company. We are actively engaged in R&D and offer CRAMS to global pharmaceutical companies

At Marksans Pharma, R&D is a major strength. Marksans has a team of over 50 experienced scientists specializing in Formulation Development, Analytical development and Conducting Stability Studies.

At Marksans Pharma Limited, we are engaged in strengthening our business model. We are doing this with the objective to generate robust and sustainable growth.

This agenda comprises three objectives:

- ✧ Introduction of new products,
- ✧ Churn of products with low profitability
- ✧ Protecting our Balance Sheet integrity.

Using the above available capacity, around approximately 500 million units of tablets and capsules are produced every month at Marksans Goa.

Marksans Pharma is a 100% EOU (Export Oriented Unit) which is approved by major regulatory bodies like the USFDA, MHRA and TGA.

Vision

To build a global pharmaceutical company with a strong presence across both regulated and emerging markets – export-focused from day one.

Global Mission

- ✧ To become a preferred manufacturing partner for large MNC pharmaceutical companies.
 - ✧ Establishing a strong presence in the US generic pharmaceutical market through organic and inorganic channels.
 - ✧ Focusing on building Intellectual Property assets especially in niche dosage forms.
 - ✧ Out-licensing Intellectual Property to drive growth/ scalability.
 - ✧ To build and launch generic products in niche segments.
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- ✧ To build OTC presence in regulated markets.

Core values

- **Achievement:** We applaud achievement and strive towards our vision, with perseverance
- **Respect:** We respect all our stakeholders
- **Knowledge:** We value knowledge for it empowers our people to develop innovative solutions and to manage change
- **Honesty and Integrity:** We perform our duties with extreme honesty and integrity

Mergers & Acquisitions

Marksans has been aggressive about its inorganic expansion policy. We are constantly working towards identifying, evaluating and acquiring key global businesses that can provide strategic advantage – for expanding of our product portfolio and for gaining access into key global markets.us a

In 2005, Marksans acquired **Nova Australasia Pvt Ltd. (Nova)**, an Australian marketing company that specializes in marketing OTC and pharmaceutical products.

In 2008, Marksans acquired UK's Hale Group along with its subsidiary company Bell, **Sons & Co. (Druggists) Ltd.** The company owns a state-of-the-art manufacturing facility in Southport and is an established manufacturer of over 200 OTC pharmaceuticals having full approval of the UK MHRA. The company currently holds 38 product licenses, which contribute towards 45% of its annual turnover.

In August 2008, Marksans acquired **Relonchem Ltd.** The company is engaged in licensing, marketing and distribution of generic pharmaceutical products to wholesalers, retailers and hospitals in the UK

USA has a well-established tradition of manufacturing pharmaceuticals for over 37 years. **Time-Cap Labs** offers Over-The-Counter (OTC) products that are available for bulk purchasing for repackaging and resale.

Area in the OTC & prescription drugs-

Key focus areas lie in the OTC & prescription drugs that have wide-ranging applications across fields like Oncology, Gastroenterology, Antidiabetic, Antibiotics, Cardiovascular, Pain Management, Gynaecology, among others.

Approved Manufacturing Unit-

Marksans established world-class manufacturing facilities by leveraging state-of-the-art technology, incorporating best practices and adhering to stringent regulatory compliances. Our plants are approved by prestigious US FDA, UK MHRA, Australian TGA and other foreign health authorities.

Products

- ❖ Gincoplex Pharmaceutical Medicine.
- ❖ Carfin Suspension.
- ❖ Haematinic Syrup.
- ❖ Apresoline Injection.
- ❖ Ripro DSR Capsules.

MAIN MARKETS

Our main markets are US, Europe, Canada, Australia and other emerging markets like South East Asia, Africa, Latin America, Russian and CIS countries. Our product portfolio comprises of more than 500 products, which are registered in these countries. In addition, we have a strong pipeline of products under registration.

Competitors

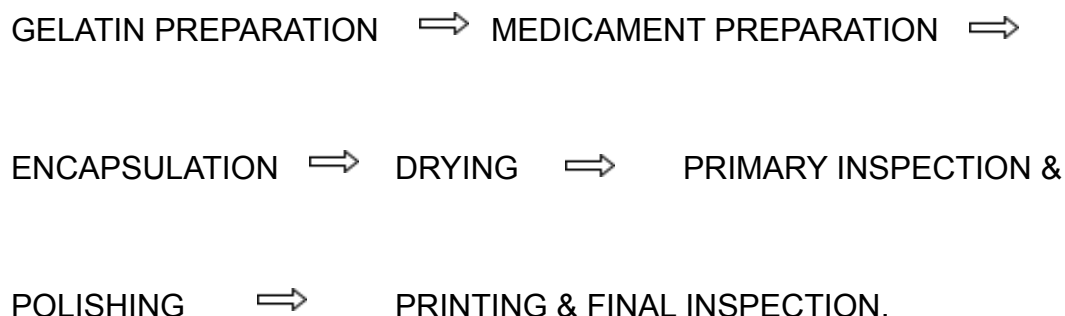
Marksans Competes with Indian as well as global pharmaceutical industries.

PRODUCTION PROCESS OVERVIEW

Process – I (Tablet Formulations)



Process – II (Softgel tablet Formulation)



PROJECT DETAILS:-

Area of study- "Absenteeism"

Absenteeism especially in pharma industry is one of the major causes for loss of production and revenue to the organization. All the employees must be aware of their role played in the organization. Their absenteeism is one of the major issues for decreasing productivity, all of which can lead to low morale in the work environment.

Hence Marksans management has to play a key role to take efforts towards reducing absenteeism in the organization.

Reason for choosing this topic-

Presently Marksans facing two major problem towards manpower issues one is "**Absenteeism**" & other one is "**Attrition**" both are critical in nature. These two issues play an important role in connection with your productivity, growth of the company, morale of the employee & how much faceable environment created in the organization.

And we are at ongoing study on both this topics which will help me to evaluate more & able to give my inputs in ongoing project.

After communicating with mentor & closed discussion, absenteeism is a major challenge and has wide scope for improvement and makes the decision to finalize this topic.

Objective to choose this topic

It identifies the causes which affect absenteeism which will resist organization culture and affect the morale of the other employees.

Identify the factor affecting absenteeism.

To suggest the measures to overcome absenteeism.

Methodology

Gathered absenteeism data of last two financial years 2020-21 & 2021-22.

Constant study on hypothetical situations of absenteeism to understand from individual employees.

Analysis

Employee Absenteeism is the major and continuous challenge which reflects high impact on performance of the organization. Employee attendance at work ensures high productivity, quality delivery and commitment towards improving the performance of organization in terms of efficiency and effective utilization of human resource. Absenteeism is unpredictable in nature and serious workplace problem that occurs at the expenses of both organization & employees. The impact of absenteeism not leads to financial losses but also gives an impact to chain of the organization.

Effect of absenteeism on Marksans,

- ✧ Affects productivity targets
- ✧ Increase cost of production
- ✧ Lower the profit margin
- ✧ Affect company's growth & annual turnover.

Collection of data & findings of the study

Gathered data from last financial year i.e. 01st April 2021 to 31st March 2022 and compared with previous year absenteeism data.

This we have put in front of Marksans management & got approval to study this matter in details.

We have studied a sample of 811 employees out of which 209 employees i.e. 26% of the total strength has no absenteeism.

450 employees i.e. 55% comes under the preview of no impact of absenteeism & 152 employees i.e. 19% comes under severity zone which we classified as under: -

SEVERITY				
	CRITICAL	MAJOR	MINOR	TOTAL
Nos. of days	92 - 60	59 - 40	39 - 20	Range
Nos. of employees	12	37	103	152
Percentage	8%	24%	68%	100%

Our absenteeism percentage gone up overall by 10% as compared to last year as a result production gets hampered which will directly or indirectly impacted to the targeted plan which have identified & not able to achieve the target.

In one of the process we had a loss of 2.5 cr in the month of March 2022 exclusive reason behind it nothing but absenteeism & attrition of the employees.

During our detailed investigation,

Study revealed & come across different reasons of absenteeism in that some are genuine, situational & habitual in nature.

There are some of the critical issues which are highlighted in our monthly meeting which are directly associated with company's policies, behavior & attitude of the HOD's, Managers and Line supervisors which are poisoning the organization environment.

Following are the reasons of absenteeism which we come across as

- ✧ Personal Problem
- ✧ No work-life balance
- ✧ Habitual absenteeism
- ✧ Alcoholic some extent
- ✧ Attitude/ Behavior from fallow employee as well as seniors, management staff from the department.
- ✧ No Work culture
- ✧ Lack of working environment & space among fallow member
- ✧ Excess amount of work load pressure & continuous 12 hours' duties
- ✧ Medical & health issues in their family
- ✧ Less welfare facilities

Remedial measures taken on absenteeism

First of all, we understand the problem & come to an amicable solutions and decided that we will take one to one issues, problem of the concern employees & categories them. Accordingly we have design our action plan.

We carried out below activities to resolve these issues in some extent:-

It is not that simple & easy to resolve such kinds of issues or problem in quick succession, it's a long term & slow process movement.

- ✧ We have started counseling to Habitual absenteeism & Attitude/ Behavior of the employee.
If they are not able to understand the situation, job & not be responsible towards their work than management will not hesitate to taking the strict actions against such employees.

- ✧ Management has taken decision to make pleasant working environment, starts with morning activities before commencing the actual work it's called "Morning Mantra" in our fast moving culture which will eradicate disturb Work culture/ Working environment.

- ✧ Marksans understood the needs to focus more on employee welfare & engagement programme towards employee.
Started with flexible transport facility at all shift, canteen & other food facilities at subsidized rate, financial aid to confirm employees (through salary advance, short term loan facilities (to be pay-off in 3 consecutive month) which will change their Attitude/ Behavior towards management & create healthy environment.

- ✧ For Alcoholic, company has arranged half day seminar (through external trainer) to these category employees & called their closest family member to attend the seminar and understand the impact of seminar ideas & come into enforcement to resist them.

- ✧ Marksans management simplifies & understands the work life balance towards employee to strengthen our existing work force.

PPIC team plan on daily basis, how to stream line the production & close monitoring & control over production capacity simultaneously manpower relocation plan from one process to another & from site to site which release the excess amount of workload pressure and 12 hrs duties.

- ✧ Most of the absenteeism from production & quality assurance department - HODs, Section heads need to study their basics, if required, improve working style, Quality standard check, etc.

- ✧ Company has taken mediclaim insurance policy to those who are not covered under Employee State insurance Corporation (ESIC).
Now Company is associated with Goa Care - Mediclaim insurance company & Paramount agency for documentation process.

This facility will take care of employees medical & health problem.

SUGGESTIONS:-

Absenteeism is a serious problem for management because it involves heavy additional expenses. The management should take the following measures to reduce the rate of absenteeism:-

1. **Provide Incentives:** An incentive provides an employee with a boost to their motivation and avoid unnecessary absenteeism. Incentives like two hours of bonus pay for every month who has full attendance without absenteeism, pay salaries on or before the due date can improve a lot.
2. **Employee Assistance Program:** If you confront an employee about his or her frequent absenteeism and you find out that it is due to personal problems refer them to employee assistance programme (EAP) help them in financial assistance, short term loan facility from company, associate or register with Goa Co-operative Society under this co-operative society they can avail long term loan facility.

3. **Sickness Reporting:** Create policy as employees need to inform that they must phone in as early as possible to advise why they are unable to make it to work and when they expect to return so it helps to make the alternate arrangement.

4. **Return to Work Interview:** When an employee returns to work then ensure that they have a return to work interview- investigation process.

5. **Our key focus has to be on attrition** due to our competitors around us. Major factor for the attrition is salary due to which primarily employees are here to work. Since the majority of the workforce is from neighboring states & their goal is to earn better wages, loyalty has taken back seat, hence company across if pays a little more wages than us, there is attrition / employees tend to abscond. Would suggest emphasize more on attrition than absenteeism & also various preventive measures undertaken by MPL for arresting attrition.

6. **We need to take hypothetical measures** to prevent & control the absenteeism and attrition & create situation to play around employees.

Conclusion & Learning Derived:-

After this study, I come know if we control attrition than automatically we prevent the absenteeism rate which will not impact on production as well as we can achieve the set target with ease.

Employer will have to constantly develop remedial measures for keeping the flock of employees together & update their salary bands and promotion / elevation of employees fairly. Only money alone cannot be a retaining tool for employees, healthy professional relationship also helps bonding of employees. Upgrading their skills shall play a vital role for employee retention.

Consistent training & development programme to be arrange & an employee engagement activity helps to motivate employees to perform better.