

Nomination for Person of the year 1995 award

This person, though a new comer in 1995, had a single point agenda:
"Customer satisfaction".....one of the statements in Access' Vision.

Generally, Customers are classified into 3 categories:

Normal customers: Aristo, Airlift,IJ, L&T and the like;

Difficult customers: EP, Asuransi Rama, Insyst Dubai;

and extremely difficult customers: IPCL.

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To satisfy the customer of the 3rd category is like catching a tiger by its tail.

Not just that; One has to satisfy the Customer with a system that is so complex and very difficult to understand. The users are a group of highly demanding individuals. Schedules and dead-lines have to be met; And cost over-runs have to be minimised.

All these call for certain exceptional qualities: Ability to grasp the system and requirements quickly; high inter-personal skills, working beyond normal hours, determination to succeed and a commitment to Access and the Customer.

This person showed all these qualities to accomplish the given task.

Another quality, which has been practiced by this person regularly has been : "Being on time", which is valued very highly at Access.

Access recognises these qualities of **ASHWIN BODALIA** and nominates him for the **PERSON OF THE YEAR 1995** Award.

Congratulations, Ashwin!

