

# TOUCHSTONE

NEWSLETTER

FEB-MAR'15

**BIZ ZONE**

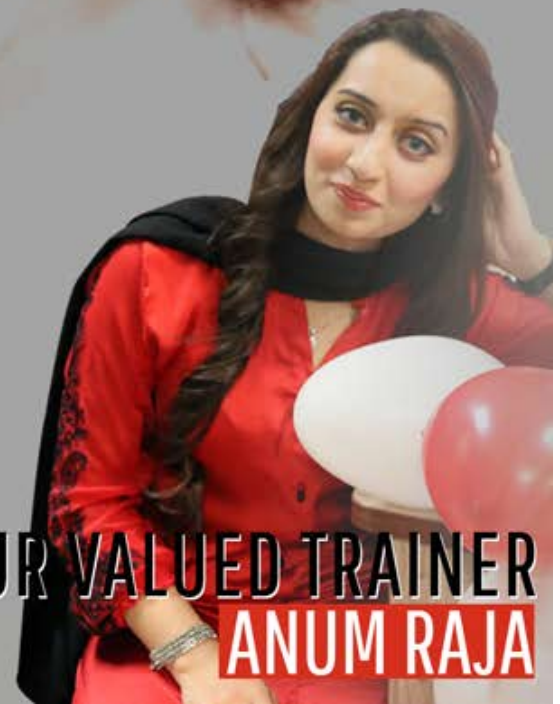
AN ARTICLE BY  
FURQAN BADSHAH

**IQRA KANWAL**  
A SHINING STAR  
AMONG THE  
FUTURE LEADERS  
OF TOUCHSTONE

A SUCCESS STORY



AN INTERVIEW WITH  
HASSAN NISAR



OUR VALUED TRAINER  
ANUM RAJA

# Success Story

Feb-March 2015

## An Interview with Hassan Nisar

Hassan joined Touchstone in July 2012 as a Team Lead on STL-1 and was relocated to STL-02 in January 2013. He was promoted to Asst Manager leading STL-02 as Acting Manager. It was a successful experience working on STL. In January 2014, he was relocated to CRU, a non-voice vertical which started from almost zero. During his journey on CRU we were able to get a lead price increase as a reward of our quality production from the client. He was given two awards in the year 2014 - "Best Communicator (Yawar Cup)" and "Best Manager." Because of his leadership, CRU for the first time since 2010 was able to secure the 1st (Team Ahmed Din) and 3rd positions (Team Hasham) in competition with other teams. Shujaat was given the award of "Best Director." In addition to this, CRU's headcount doubled in the following months. There was a lot of employee growth on the campaign which included 7 promotions. Hassan was able to maintain the standard of 5% incline for almost every month. Right now CRU is playing a major role in company revenue generation.

The client rewarded us with another program named "Monitoring Queue" and we are the exclusive vendor for them on this program at the moment. Hassan had the honor to be selected as a member of Top-3 Ideas 2012, Respect Group and GOT.

I love to spend time at the gym by training myself and do the same for people by coaching them.

**What are your hobbies?**

Working out, reading books, developing plans for future developments.

**Any advice for readers?**

Always work on the phenomenon that success comes if you look at things in this perspective: "At first you work more than what you are paid for and then eventually a point comes when you get paid more for the work you do." This is a continuous process so don't be afraid of going the extra mile just because you aren't compensated or rewarded for that - eventually you will get there.

**When did you join the company?**  
July 20, 2012

In a company like Touchstone the sky is the limit.

**Length of training/any problems during training?**

**How do you deal with the extra hours and how do you balance your work and home life?**

Training is an ongoing process.

**What is your motivation?**

Priorities need to be defined and they become easier to handle when you assess assigned responsibilities on the criteria below:

My only motivation is to see people becoming someone who their loved ones are proud of.

**Reason to join this company?**

Touchstone is a great institute which offers continuous learning opportunities almost every day.

1. Most Important & Most Urgent.
2. Most Important & Not Urgent.
3. Not Important & Urgent.
4. Not Important & Not Urgent.

**Where do you see yourself in the next 5 years?**














**What are your personal likes and dislikes?**

Tina Interviewing Hassan Nisar





# TOP PERFORMERS

 <b>NSM</b> RASHID HIDAYAT	 <b>DHS</b> HASSAN SADIQ	 <b>Auto 1</b> RIZWAN JOHN	 <b>PMAC</b> MUBASHIR LIAQAT	 <b>PHT-C</b> MEHTAB JOHNSON	 <b>STD L</b> BILAL AHMAD	 <b>Auto 3</b> M. USMAN ALI
 <b>MO123</b> ZAHOOR AHMED	 <b>Auto2</b> IRFAN RANA	 <b>PHI</b> SYED M ALI	 <b>B.I. (D.A.)</b> M. FAROUK	 <b>B.I. (D.B.)</b> M. ISHTIAQ	 <b>Q A</b> M. ARSALAN	 <b>CRU</b> SAMSON RIAZ

## QUALITY HEROES

 <b>I.T.</b> ZAFARULLAH	 <b>SUNIL SAMUEL</b>	 <b>ZARA KHAN</b>	 <b>WAQAS HANIF</b>	 <b>MLS</b> HASSAN TARIQ
 <b>HR</b> TARIQ FAWAD	 <b>Admin Staff</b>	 <b>Training</b> HAROON ALMAS	 <b>I.C.</b> AHMED ZEB KHAN	



## Touchstone Communications – Always Ahead

Syed Furqan Badshah

An epitome in the eyes of competitors, founded 11 years ago, blossomed during the mortgage boom era, and survived the mortgage industry crash due to its innovative thinking and the core value of standing together in thick and thin with its employees. A company for those who have not been here and cradle of life for the ones who live their life here, boastfully called Touchstonians.

Visions which other call centers see are the core values and guiding principles of the daily work being done at Touchstone. Policies based on the welfare of employees, training sessions conducted regularly, employees recognized daily for the awesome work being done, healthy practices being followed daily so that they may not face any health issues, students being facilitated to complete their education while enriching their resumes. Interestingly, resumes of many shining Touchstonians are enriched to the point of saturation but have never been used since they walked into this world of Touchstone.

**Quality Assurance and Compliance:** An independent department within the realm of Touchstone answerable only to the CEO and no doubt, it is the crown jewel of the organization as we are a quality conscious organization. A department where every lead generated is thoroughly checked before submitting to the client and due to the continuous emphasis on maintaining quality many clients of Touchstone have rewarded the company with lead price increase.

**Human Excellence and Training:** A visionary step producing leaders every year through the Future Leaders of Touchstone Program. An initiative, which has heralded in a new era of growth and everlasting prosperity. Recently the services of Touchstone Training were utilized by another strong and established call center which is a remarkable feat itself.

**Combination of Voice and Non-Voice Projects:** Touchstone started out as a voice based mortgage dependent company but now is a wonderful combination of voice based mortgage, auto insurance projects and also boasts of running a non-voice vertical project successfully.

**Business Development:** An area which helped the company overcome the mortgage crash as it branched out to explore other areas in which their expertise was eagerly required. Similar initiative has again been started vigorously to grow and initiate new ventures. In-house software development, branching out to the non-voice verticals, inbound services are some of them.

A company where maintaining the attrition level is core principle, where people are an asset. Touchstone achieves what it desires. Example, a dream was seen and achieved by the management of reaching up to 400 employees before the end of 2014. Touchstone takes pride in working in tandem with their clients keeping in view the future requirements and constantly upgrading their electronic equipment periodically.



**Make Dreams Come A-L-I-V-E in Two-Zero-One-Five**

# Valentine's Day

Feb-March 2015

*A love song sung aloud ...*



*Picture a waiting crowd...*



*With my soulmate I'm feeling proud...*



*Love's true when mind is sound...*



*Preparations all around...*



*Showing moves when hitting ground...*

*Such a great workplace we found.*

Make Dreams Come **A-L-I-V-E** in **Two-Zero-One-Five**



## Shahid Iqbal Day

We celebrated Shahid Iqbal Day on February 17. Shahid did us proud by finishing #1 in the recent National Engineering Microsoft Conference out of 54 other attendees from different firms and companies. **Congratulations, Shahid!**

### Next Edition of TOUCHSTONE Newsletter

Dubai Trip Winners

Success Story

Biz Zone

Key to Success (An Article for Future Leaders)

Parents Appreciation Night

All Hands Meeting



For feedback and suggestions use the slip below

Name \_\_\_\_\_

Email \_\_\_\_\_

Feedback \_\_\_\_\_

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*Cut this slip and drop it in our suggestion box*

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