

# We Serve

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A Biannual Publication of UMC ServiceMaster (S) Pte Ltd



UNITED ENGINEERS LIMITED

A Member of the United Engineers Group of Companies

## Building Partnerships by Walking The Talk

**IN OCTOBER 2003**, UMC ServiceMaster had the opportunity to provide housekeeping services to Ang Mo Kio Community Hospital. Ang Mo Kio Community Hospital provides rehabilitation, geriatric care and inpatient care to patients with uncomplicated medical and surgical conditions who do not require the sophisticated facilities of an acute general hospital. Their patients are taken care of by a team of dedicated doctors, nurses, and skilled allied medical staff including a team of visiting specialists from Singapore General Hospital and Tan Tock Seng Hospital to provide specialist consultation.

was centered on family values. What was interesting was that the team comprised only Malay and Indians! Other performances included a singing rendition and a violin recital.

Our performance both at work and entertainment has earned compliments from Ms. Elaine Toh, Deputy CEO of AMKH,

UMC ServiceMasters' 'People' values and Servant Leadership principles aligns us to AMKH's vision 'to serve mankind' and their mission "to serve and to reach out to their patients, their families and the community regardless of race, colour, creed, language, culture and religion and to rehabilitate and heal with commitment and professionalism in an environment of continuous learning and growth".



"Thanks for attending our celebration and the performance by your staff was wonderful and received good feedback from our staff and management. At Ang Mo Kio Community Hospital, our partners play a big role together

with us in achieving the desired outcomes for our patients. UMC ServiceMaster is indeed our valued partner. We are especially impressed with Shah, the manager in charge of driving the cleanliness of the hospital. He walks the talk by performing the cleaning of the various service areas by himself and sets an excellent example for his team to follow."

During the Lunar New Year 2004, the Hospital organized a celebration for its patients with the 'King of Wealth' and his female partner as hosts on 28 January 2004. Mr. Ryan Sun, General Manager of UMC ServiceMaster was amongst the invited guests.

The lion dance kicked off the celebrations with intermittent showers of orange peels onto the crowd. There was a Chinese New Year sketch and a Cha Cha dance performance by UMC ServiceMaster Housekeeping team led by Juraimi Shaharan, Assistant Facility Manager (Designate). The theme



# Certificate Presentation Ceremony at Mount Alvernia Hospital

A Certificate Presentation Ceremony was held at Mount Alvernia Hospital on 8 October 2003. Housekeepers who had successfully completed the Certificate of Competency in Housekeeping Operations (Healthcare) program received their certificates from Mount Alvernia Hospital's CEO, Mr. Thomas E Lee.



The Hospital's senior management attended this ceremony to show their support for the Housekeeping Department. Among those present were: CEO, Mr. Thomas E Lee (Top row, 4th from left); Director of Operations, Mr.



Michael Teo (Top row, 3rd from left); Director of Finance, Mrs. Annie Lim; Director of Nursing, Mrs. Lesley Wee; Asst. Director of Nursing, Ms. Susan Kok; Asst. Director of Nursing, Ms. Grace Koh; Human Resource Manager, Ms. Regina Tay and Training Manager, Ms. Celestine Fong.



UMC ServiceMaster were represented by our General Manager Mr. Ryan Sun, Human Resource and Training Manager, Ms. Sophia Lim and Asst. Operations Manager, Ms. Wong Sioe Fa.

During his speech, Mr. Thomas Lee expressed his appreciation to UMC ServiceMaster for the extra effort put in to train the Housekeepers. The Housekeepers were thrilled too as, for many of them, this was the first time they received a certificate that is nationally recognized.

## Healthcare Facilities Planning and Design Conference

UMC ServiceMaster participated at the Healthcare Facilities Planning and Design Conference held at Raffles City Convention Centre from 16 to 18 December 2003. This was a joint exhibition with United Engineers Development (UED) to showcase and to market our business division: Integrated Facility Management (IFM) to potential customers.



## St. Luke's Seventh Anniversary



St. Luke's Seventh Anniversary was celebrated on 18 October 2003. St. Luke's has served over 6,000 patients through medical treatment and rehabilitation since it opened its doors in 1996. In fact, Executive/Medical Director, Dr. Fong Ngan Phoon recounted how God has been the hospital's fortress. For instance, during SARS crisis earlier this year, staff had to care for patients who had SARS contact history, but the hospital remained SARS free.

# NSRS NSC3 Clean Hard Floors



With everybody's effort in support of the NSRS NSC3 Clean Hard Floors module, we were rewarded with a 97% pass rate. This module is still being conducted at KKH and CGH. The high pass rate for our NSRS Clean Hard Floors is a testament to the high standards of our housekeepers!

NSRS	Total Trained 2003	% Of Passes
Clean Hard Floors	93	97%



**'We Serve'**

## Customer Service Programme for Non-Operatives

Following the success of the 'We Serve' Customer Service Programme for Operatives, the programme has since been extended to Non-Operatives on 5 and 11 March 2004 (picture above). Trainees were challenged to evaluate their attitudes towards customer service and the positive impact of customer service on the organization and individual. They also discovered concepts like budget and customer needs and learnt how to apply the model of service recovery.

New Program Launches for Operatives:

- \* Basic English Course
- \* Personal Grooming Course

## NSRS NSC3 Clean Sanitary Fixtures, Fittings and Toilet Floors Train the Trainer Program

As part of UMC ServiceMaster's commitment to NSRS, a NSRS Clean Sanitary Fixtures, Fittings and Toilet Floors Train the Trainer Program was conducted on 28 January 2004. Our trainer, Mr. Juraimi Shaharan, a qualified NSRS Supervising Assessor shared his experience and knowledge with our NSRS trainer assessors from the healthcare and business sectors (picture below). With this training, the Company plans to conduct training and assessment for this module in 2004!



# Quality Convention and Staff Gathering



"Drums roll please"



"Presenting Mr and Ms UMC ServiceMaster"

## Long Service Awards (Non-Operative Staff)

Seribut Bte Sahmat  
Awang Bin Mansor  
Shamsudin Bin Subir  
Stephen Choo Kok Kee  
Siraya Bte Mohmad  
Diana Chua Ai Bu ay

## Long Service Awards (Operative Staff)

Chung Chiou Fatt  
Saniah Bte Abdul Ghani

Ng Gim Tee  
Manisah Bte Simin  
Neo Ah Loi

Teng Wee Sin  
Lim Oot Tong  
Goh Yang Moi  
Teo Eng Chai  
Saroja d/o Rajoo

Rosmah Bte Barum  
Liew Far Lan  
Janaki d/o Varathaiah  
Maimon Bte Abdullah  
Kalsum Bte Maja

At our 3rd Quality Convention (October 2003) we unveiled our in-house newsletter "We Serve" and launched the new "ServiceMaster uniform"- the new business-shirt attire for non-operative staff and the hibiscus attire for operatives. When our very own ServiceMaster models catwalked into the hall, there was excitement and cheers from the crowd! Employees are expected to wear the uniform as part of our corporate identification and organization culture.

The committee also invited a special speaker from SQ Center, Mr. Thomas Tsang to share his knowledge on "Providing Service Quality". We also welcomed our newcomers, celebrated with birthday celebrants, presented training certificates and Performance Recognition Awards were presented to the following staff (picture on the right): Kent Lee, Facility Executive; Jeannie Chin, Facility Executive and Raja Siti Asma' Ulhusna Raja Shahdan, Customer Service Officer.

Alan Verhonich, the organizing Chairman for the 4th Quality Convention (December 2003), pondered on the definition of 'Quality' in his opening speech, some defined it as the degree of goodness, while others defined it as the degree of excellence relative to the nature of occupation and trade. He added that everyone should strive to improve quality and give 100% effort to make sure our customers are satisfied! Staff were also treated to a special UMCSM dance performance by the Service and Repair Team.

Performance Recognition Awards were presented to Steven Tan, Assistant Facility Manager; Jane Chua, Facility Executive and Zahrul IZan Ibrahim, Handyman. A Certificate of Commendation was also presented to Alice Tan, Team Leader. The Long Service Awards were also presented to loyal staff who had been with the Company for 5 years.





# 'Culture Party'

## at KK Women's and Children's Hospital

Staff from KK Women's and Children's Hospital organized a year end 'Culture Party' on 18 December 2003 to celebrate the cultural diversity in the department. Special guests of honour included Director of Nursing, Ms. Lee Heng Pheng and Director of Operational Support Services, Mr. Andrew Chua.

At the 'Culture Party', staff were encouraged to dress in any cultural costume and were also treated to a traditional dance performance by the Housekeeping executive team and a best dress contest for Mr. & Ms. UMC ServiceMaster. The Best Housekeepers Awards were also given for the months of October and November 2003 to Suja, Janali, Lily, Visalatch Variammal, Gao Hong Meng and Kavitha. (Picture below)



"Director of Nursing, Miss Lee Heng Pheng with the Best Housekeepers Award winners for October and November"



"ServiceMaster's search for the best dressed couple"

# 'Environmental Party'

## at Alexandra Hospital

Alexandra Hospital Environmental Service organized an 'Environmental Party' on 22 December 2003 where staff enjoyed a line dancing performance led by Christine Teow, Administrative Assistant and friends. Some of the recognition awards presented included:



Mr Liak with Norhazilah Bte Amin (NSRC Certificate).



'Most Productive Housekeeper' winner Asokan A/L Govindarajoo



"Lets Strike a Pose!"



Best Trolley award winners - Paruvathy A/P Veerappan and Rageni Baham Bte Raja Mohd

# UE PAS Chinese New Year Staff Reunion Lunch

At UE Park Avenue Suites (PAS), a staff reunion lunch was specially organized for staff on 15 January 2004 to usher the Lunar New Year. Among the invited guests from UE were Mr. David Liew, Mr. Chew Kim Yong, Mr. Lee Chin Thai and Mr. Ong Beng Kian. Everyone enjoyed the catered buffet and the steamboat buffet.



# Congratulations

## New Team Members



Thomas Tsang  
**Senior Operations Manager**



Boey Chang Soong  
**Asst Facility Manager**



Siti Fatimah Bte Sinwan  
**Facility Executive**



Zulkefli Bin Kamarudin  
**Facility Executive**



Rushdi Bin Aboe Bakar  
**Facility Executive**



Faten Hamamah Bte Mahmood  
**Service Coordinator**



Rina Ruzanna Bte Abdullah  
**Administrative Assistant**



Teresa Chai  
**Accountant**



Monica Tan  
**Senior Facility Executive**



Alvin Seetoh  
**Facility Executive**



Wong Siew Lan Michelle  
**Facility Executive**



M. Kalanthy  
**Service Coordinator**



Rashidah Bte Osman  
**Service Coordinator**



Rozali B. Mamat  
**Handyman**



## Births

Baby Nur Danielle Gan Binte Shairul was born on 22 Jan 2004 to Facility Executive, Khairul & his wife Sabrina.



## Weddings

William Ng and wife, Amanda Wong on 7 Dec 2003



Sophia Lim and husband, Earnest Yeow on 11 Jan 2004



## Promotions

Wong Bee Bee  
**Assistant Facility Manager**



Lyda Bte Bakar Mathilda  
**Assistant Facility Executive**

6 teams from UMC ServiceMaster participated at the 1st annual UE Bowling Competition in November 2003. The winning team "Power Rangers" powered their way through with a score of 1802 points. The team bowlers were Anderson Ong, Rahinah, Benjamin Ng and Iskandar. They won \$500 worth of Takashimaya shopping vouchers! Recognition was also given to the top 10 bowlers, many of whom were from UMC ServiceMaster: Anderson Ong, Iskandar, Lim Meng Sai, Wong Kim Sung, Rahinah, Sophia Lim and Sally Ong.

## Power Rangers bowl to winning ways



Christine Teow (Administrative Assistant) has a passion for dancing since childhood days. She started with Folk Dancing during her Primary School days and has not stopped dancing since then. The only difference is that she has now switched to Line Dancing since end 2002.



"Christine Teow (extreme left) with Singapore Cowgirls"

She remembers shopping at Bukit Merah Central that fateful day which coincided with a Line Dancing Jamboree event. She fell in love with it immediately and decided to learn Line Dancing.

Christine attributes her fast promotion from a beginner to an Intermediate dancer within four months to her patient and caring instructor and her strong interest and talent in dancing. She has sat for the Line Dancing Examination in Nov 2003 and was awarded with 2 Distinctions and 1 Honour. These certificates are recognised by the United States. She is now currently in the Higher Intermediate stage and will soon be in the Advance stage in another three months time.

"Personally, I find Line Dancing is a very good and interesting hobby which not only keeps one fit but also widen one's social

# My Hobby

life. We exercise and enjoy music at the same time. It helps to relieve stress too! We get to know more friends. In fact I will never stop Line Dancing!"



Patrick Jaya (second from left): "We survived"

Patrick Jaya (Facility Executive) loves running and has been running since his school days. In fact, his daily runs after work keeps him fit and healthy. Patrick recently participated in the Standard Chartered Marathon in December 2003 as a key member of KK Women's and

Children's Hospital Team B. This is his first competitive run in a marathon. He successfully completed the 10 km run in 51 minutes 19 seconds. "My ultimate goal is to run a full marathon by 2006!"

Patrick is interested to look for other UMC ServiceMaster's staff who want to maintain a healthy lifestyle. Kindly contact him through the HR department.

## "Clean & Green Week" Campaign at UMC ServiceMaster



"Most Creative Item" made from recycled materials winner - Ms Agnes Chio



"Best Effort in Cleaning One's Work Area" winner - Ms Amy Poon

In conjunction with the National Environment Agency's (NEA) national effort to remind the public of their collective commitment to the environment, a "Clean & Green Week" campaign was organized by the Head Office for our employees and customers. The theme for this year's campaign was "Environmental Ownership". 7 November 2003 was declared Spring Cleaning Day at Head Office. Prizes were given for the Best Effort in Cleaning One's Work Area and the Most Creative Item made from recycled materials.

Other activities included a video show to reiterate the importance of the need for personal hygiene as a social responsibility to the environment and a visit to Semakau Landfill, an island 8 kms from the Singapore mainland. The objective for the visit to Semakau Landfill is to educate and provide an insight to the process and effort by the NEA in managing Singapore's waste disposal and the effects on our environment. This visit will enhance our 3Rs (reduce, reuse, recycle) campaign and is also relevant to our ISO 14000 commitment for the environment.



Group photo in front of the NEA's Administration Office



"Hi what a cool island!"

# 'Just Do It!'

**THE CGH HOUSEKEEPING TEAM** comprising of Salmah Samion, Steven Tan, Jane Chua, Fong Kwok Wah and Tan Ah Moey achieved the GOLD Award at the Hospital's Quality Convention In-House Forum 2003 - 'Just Do It!'



The team presenting their project at 'Just Do It'

Their project was to improve on the appearance of bed sheets used on patient beds in the wards because of the poor quality garters. The project aimed to improve patient satisfaction, patient safety and comfort by 80%. The solution chosen was to "Convert to envelope bed sheets" since it not only enhances the Hospital's image but it was also easy to implement, user-friendly and proved to be an effective method because of the easy availability of the prototype. The total cost for the project amounted to \$47,600.

A fourteen-day trial implementation was conducted to test the new envelope bed sheets in the wards. Despite the success of the new envelope bed sheets, the team will continue to work on other areas for improvement.

## Before

- Fitted sheet comes off from mattress when patient moves around too much or when the bed is raised
- Appearance of bed sheet is creased as the ironing cannot be done properly due to the garters
- Garters elasticity loosen and requires regular changing
- Cleaned bed sheets cannot be folded and packed neatly due to the garters around the garters. This further contributes to the creases

## After

- Envelope bed sheets do not come off the mattress easily as the flap of the bed sheet is deep and holds the mattress well
- Bed sheet looks more presentable and well pressed as the envelope bed sheets are flat and ironing is made easier
- No more garters being used
- Envelope bed sheets are flat, therefore folding and packing is easier and neater. Thus minimizing creases on bed sheets.