

We Serve

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A Half-yearly Publication of UMC ServiceMaster (S) Pte Ltd



UNITED ENGINEERS LIMITED

A Member of the United Engineers Group of Companies

High Tech High Touch



Our innovative General Support Service program aims to help transform Tan Tock Seng Hospital's current manual system into a well-managed, technology-driven process with maximum cost efficiencies and highest productivity to improve customer satisfaction.

TAN TOCK SENG GENERAL SUPPORT SERVICES (GSS) is run by a workforce of Hospital Attendants (HA), Customer Service Coordinators and Management Team. It provides both logistics and HA services to the hospital around the clock with effect from 1 March 2004.

The HAs take on the role of logistics in and out of the hospital. The mails that arrive, the documents that are sent and the patients who disembarked timely at the doorstep are all a small part of their responsibility in the hospital. Being the main transport provider, the team works closely with all operation units in performing the transfer of patients from one location to another.

Fetching and delivering documents from letters, case notes and x-ray films to the dispatch of medicines and blood samples are just part of a day's work. Accompanying patients to another health facility is another facet of our services. Hospital staff just need to send a request via our online Central Transportation & Despatch System (CTD) to get the paramedic services from GSS department.



IT on site support at GSS office, TTSH



GSS team posing with TTSH Management team and union members

A special Hospital Attendant training program was introduced at TTSH on 1 April by our clinical trainer, Mohd Ridwan to produce competent Hospital Attendants. Some of the modules covered included Safety and Infection Control and Intravenous Therapy, Meals Distribution and Serving. All trainees undergo 12 hours of intensive training including written and practical assessment. To date

120 staff have attended this training with 100% pass rate. Only those who have successfully completed these modules will proceed to the next modules.



Besides portering services, our HAs also assume station responsibilities in Inpatient Wards, Outpatient Clinics, Support Departments. They assist the ward nurses in performing tasks like patient showering, serving patients meals, bed making etc.



Bidding Farewell to Dr Jennifer Lee

25 June 2004 was a special occasion as SM staff took the opportunity to bid farewell to Dr Jennifer Lee the outgoing CEO of KKH. She was presented with a large bouquet of flowers and a special jigsaw puzzle gift made in the image of her at the Employee Team Meeting.



Group picture with Dr. Jennifer Lee (center) - back row (from left): Thomas Tsang, SOM; Victor Chia, AOM; Ryan Sun, GM; Mr Andrew Chua - Director, Operational Support Services and William Teow, FM. Front row (from right): Ms Pauline Wee, Assistant Director, Nursing; Ms Tan Soh Chin - Assistant Director, Nursing (Dy Director) and Dr Jennifer Lee, Chief Executive Officer.



A team of dancers made up of executives and operatives performed a line dance performance followed by a solo rendition by Housekeeper, Ms Christina Ann De Costa who serenaded the CEO with the bouquet of flowers.

Dr Jennifer Lee was touched:

"I have always enjoyed being with you in this programme. Though I may not be able to attend all, I really enjoyed being with this bunch of people in the few times that I attended. I am really surprised to find so many talents in your staff. The dancers and singer were good, they even have a rhythm in the dance. Soon, the hospital will be calling you people to perform in their functions...I have been in KKH for 13 yrs. Everyday I meet a lot of people when I walk around. The places I like best are the corridors and the lift lobbies where I get to see many people like you with smiles on your faces. Though I may not know all of your names, but I remember your smile. It is the SMILE that one sees that makes your day.

She stressed: new KKH has been around for 7 yrs. With the very high traffic moving in and out of the hospital everyday, it is not easy to maintain the place and yet it is people like you who have helped to keep the place clean and maintained the building so well that it still look so new. I want you to know that you have done a good job in this hospital and you are important. In these long 13 years, I have many memorable moments with many special people including this bunch of people who are special in a way."

We will really miss Dr Jennifer Lee and wish her all the best in her future endeavors.

Creating Unlimited Partnerships

Successful business lies in successful partnerships built between the customer and the service provider. UMC ServiceMaster, Taiwan had seen a marked improvement in their business after having gone through the Partnership Success Plan (PSP) workshop by Ralph Odman, Vice President International of Aramark ServiceMaster that he was invited to conduct a regional workshop on 15 April 2004.



Ralph Odman explaining some points



Group photo of UMC ServiceMaster Managers

Attended by key managers from the UMC ServiceMaster offices in Singapore, Taiwan, Malaysia and Hong Kong. The objective of PSP is to instill a culture of continuous improvement and create an unlimited partnership with the client through a common vision, frequent communication and value added results.

For Ralph Odman, he welcomed the opportunity to share his enthusiasm of the importance of partnership. The visit also allowed him to touch base with this region's business developments and revisit Singapore, where he was part of the pioneer batch.



The perfect classroom

Basic English

During the recent summer break at Singapore American School we took the opportunity to organize classes on a large scale for our staff. Many were keen to learn especially when working in an environment that encourages education among mainly English speaking customers. The 13-hour Basic English course involves a lot of interaction and discussion. Far from being bored, the trainees were fully engaged in group activities and practice.



Manager is also actively involved in Training

2 Ang Mo Kio Hospital's 2nd Anniversary

Ang Mo Kio Hospital celebrated their 2nd Anniversary on a catamaran, The Falcon Princess on 27 March 2004. The Falcon Princess set sail towards Kusu Island with a crowd of smartly dressed Caribbean style partygoers. Dr Chong Weng Chiew, CEO of AMKH and Dr Chan Kin Ming, Chairman of AMKH welcomed all to the function.

Some of the games organized included table bingo, where there was a mad scramble for pagers, high heels and even black bras! Everybody including the CEO and Chairman also joined in the fun!

The Hippies led by Victor Chia, AOM of ServiceMaster performing a beatles medley!



Dr Chong Weng Chiew (center) participating in one of the games

AH Dinner & Dance at Shangri-La Hotel

Alexandra Hospital celebrated their Hollywood Dinner and Dance on 11 September 2004 at the Shangri-La Hotel. All participants including the guest of honour, Mr Tan Cheng Bok, MP for Ayer Rajah had a star-studded time. Everyone was dressed as a movie



The Hollywood stars from UMC ServiceMaster with Soccer star Ms Grace Chiang, Director of Operations, AH in her number 9 jersey

star- the Chairman of the Medical Board, Professor Raja Soorya was the super hero, 'Batman' while the AH Administration were the futuristic crew from 'Star Trek'!

MAH Dinner & Dance at Orchard Hotel



Best Dressed Finalist- Eugene Teo from UMC ServiceMaster

Staff and guests at Mount Alvernia Hospital Dinner and Dance at Orchard Hotel took an exclusive MAH Airways on 14 August 2004 for a once in a lifetime 'International' voyage. The highlight of the event was the best-dressed couple.

Quality Convention & Staff Gathering



Mr KL Wang giving his keynote speech

5th Quality Convention

Our 5th Quality Convention on 13 April 2004 was a really unique experience. There were no chairs- staff sat anywhere on the carpeted floors at PAS. Our guest of honour Mr KL Wang, SM Regional Manager was pleased to see the excited crowd! This convention's theme was "Team Work" and to instill the idea without being too intrusive, the ice breaker and activities added to the learning interaction.



NSRS graduands

One of the highlights of the event was a special recognition given out to the NSRS trainers and Assessors for their hard work in achieving a high pass rate in our NSRS Clean Hard Floors in 2003 and contributing to the high standards of our housekeepers. And this had displayed the team spirit of the people.



NSRS team posing with Senior Management



Our Regional GM, Mr KL Wang gave out the Best Performance Awards to the following recipients: Ms Peggy Lim and Ms Sally Ong.

The highlight for the day was the teamwork activity: "Building the Catapult". Here staff were divided into teams and their task was to build a Catapult that could send a ball farthest. This clearly illustrated how teamwork could enhance quality.



Picking the pieces of the Catapult



Shake your bon bons with a 'Line Dancing' competition

6th Quality Convention



Mr Ryan Sun presents NSRS graduand Md Zin Bin Mohd with an NSRS pin

Just like the previous Quality Convention, the 6th Quality Convention on 20 August 2004 was another memorable event jointly organized by Robert Ang (Assistant Operations Manager), Salmah Samion (Facility Manager) and Wong Kim Sung (Facility Manager). The theme was Safety which was hilariously brought to point in 2 safety skits performed by the CGH HSK and CTD teams. It proved to be a fun filled time for our staff starting with a guitar performance welcoming their arrival! Everyone participated in the line dancing competition and even bonded together with our SM version of 'We will rock you!' We also celebrated birthdays and recognized training achievements and performance award winners.



Performance winners (from left): Joseph Yeo, Benjamin Ng and Stephen Choo with Mr Ryan Sun



Thomas Tsang, Senior Operations Manager leading staff in the SM hit 'We will rock you'

Commendations

Leadership

"CEO was very pleased with the response time results it was very apparent in his expression. A big Thank You to you & your team for making the improvements in the last month. I am confident that, under your leadership, yet better results are within your grasp in the very near future. Well done & keep up the good work!"

Ms Cynthia Foo, Deputy Director
of Environmental Services (NUH)

High Standard of Service

"I would like to congratulate you for providing a high standard of service to Ms Rohana Bte Derus during her stay at our hospital. Enclosed is a thank you card from her, for your information....On behalf of the hospital, thank you for your commitment and invaluable contribution in making KK Hospital of choice for women and children."

Mr Andrew Chua, Director Operational Support Services (KKH) on Mdm R. Visalatchi A/P P Rajoo

Professional and Prompt Service

"On behalf of the hospital, I would like to compliment you for the professional and prompt service that you gave to Osman Bin Baboo, Salleh Bin Hardan and Chua Teck Choon who were warded here... They had expressed their sincere thanks and appreciation for your excellent service by recommending you in the feedback form...we applaud you for the outstanding quality of care and service you have provided. Indeed, you have demonstrated the hospital's commitment towards quality care...keep up the good work, we are proud to have you in the team!"

Mr TK Udairam, CEO (CGH) on Housekeeper
Mdm Anom Bte Haron.

Outstanding Performance

"Today's JCI's Facilities Documentary Review went well. I am proud of all of you. The Consultant, Thomas mentioned especially Salmah, Ting and Nam Ann's performances as outstanding.....Also I have been told that there is a housekeeper in Wd 49 that was truly impressive when questioned by the JCI consultant. This is also a reflection on the good training her supervisor(s) gave her. Please also convey to her and her supervisor(s) my appreciation."

Mr Wong Chiang Yin, COO of CGH

"Yes we are happy with ServiceMaster so far and I am happy that there is regular meetings to resolve the necessary and thus able to move forward. Many visitors to our hospital commented about the cleanliness of the place. Keep it up and thanks for being proactive"

Ms Elaine Toh, Deputy CEO of AMKH

Honesty

Being honest is not just a duty. It creates trust, which is a crucial ingredient in business dealings. Here are the stories of 2 UMC ServiceMaster housekeepers whose honest work ethic demands respect.

Tan Siew Tee (ABN AMRO)

Mdm Tan Siew Tee was cleaning the pantry at the 15th floor when she found a diamond ring on side of the sink. She felt that the owner must be very worried and since she didn't know who the owner was, it was best to hand the diamond ring to the Facilities Department. The Facilities Manager had written an email to Ryan Sun to commend her honesty.

"...would like to commend the honesty of your cleaner Mdm Tan Siew Tee for returning a diamond ring found in the 15th Floor pantry to Facilities Department on 21 April 2004 at 10am."

Vincent Chew, Facilities Manager (Jones Lang Wotton).



Yeong Siew Fah (PAR)

In April 2004, a sister of a tenant at Park Avenue Residence, Ms Margarita Rondilla accidentally left behind a luggage containing valuable items in the lift as she rushed off to the airport. Mdm Yeong Siew Fah, who has been working for UMC ServiceMaster for 5 years, found the luggage and brought it to the apartment as she knew who it belonged to.

Ms Margarita Rondilla was so touched by her integrity and honesty that she emailed to us to extend her commendations: "Ms Yeong Siew Fah has gained our deep respect and unrelenting gratitude



for the great deed she has done in finding and returning our lost baggage which contained valuable items Such great act deserves a merit. Likewise, this good deed has reflected the great job that Ms Yeong's supervisor, Ms Jennifer Lim has been doing. This showed that she has trained and supervised her subordinates so well. She too deserves a merit Also, we thank your company for employing people with integrity, loyalty and commitment. Your company has come highly recommendable."

The High Rise Cleaning Team

UMC ServiceMaster has many support service teams, one of which is the High Rise Cleaning Team (HRCT). The team covers the exterior of buildings like glass panels, aluminium panels, granite and marble surface, painted surface etc. This requires specialists to perform their tasks daily. It looks as though it is a simple process but there is more than meets the eye!

The first priority is to ensure and enforce all high rise staff attend the Safety Orientation course by M.O.M. that is relevant to the façade cleaning process and to make them safety conscious.



Cleaning of pillars using robe access



Cleaning of podium block using mobile boom lift

The second priority is the knowledge on the safety system, techniques and the new scientific technology and skills to undergo these tasks: safety tieback, safety anchoring point hold and safety equipment and devices used during the process. There is also a heavy emphasis on daily safety briefing and discipline in complying to the company's standard operating procedures.

Career Talk on Facility Management Services

A career talk was presented by Mr Alan Verhonich, Senior Ops Manager (Facility Services) to a group of graduating Building Engineering students at Ngee Ann Polytechnic organized on 26 March 2004. The students were given an insight into what's involved in Facility Management Services and its career prospects. Alan also explained the types of projects the business was in and even gave them a reality check.



Happy Toilet @ AH



Happy Toilet at Alexandra Hospital was inspired by the Singapore Zoological Gardens

Singapore started rating public toilets in its "Happy Toilet" campaign last June using a five-star system similar to that used to grade hotels. It is a recognition & reward programme that endorses well-designed, maintained and clean public toilets for both private & public sectors. It is envisaged that members of the public will associate this icon with toilets of exceptional standards. The icon reminds and motivates toilet owners to continually strive to improve the standard of their toilet. A "Happy Toilet" is one that's rated three-stars or more.

The percentage of public toilets rated 'excellent' and 'good' has increased and exceeded the 86% mark for the first time. This is a tremendous improvement compared to when public toilets were first surveyed in 1996. Then, users rated only 34% of toilets as 'excellent' and 'good'. The problem had been the lack of hygienic toilets in shopping malls.



A bright, cheery yet private handwashing area

"...Happy Toilet programme is also a business tool designed to make people feel reassured that they are ...towards a happy, healthy environment...I look forward to Singapore's "Happy Toilet" programme becoming another world renowned icon for hygiene, standards and culture..."

remarked Mr Lim Swee Say (at the launch of the programme on 1 July 2003). Hospitals with well-facilitated toilets will win the trust of customers. This could be used as a competitive tool to help raise the standards of toilets in the country.

A Happy Toilet award plaque was awarded to Alexandra Hospital on Environmental Day, 7 June 2004 by Singapore Restroom Association President, Mr Jack Sim to Mrs Chew Kwee Tiang, COO of Alexandra Hospital and Ms Wong Sioe Fa, AOM of UMC ServiceMaster.



Green Toilet

Green Toilet