

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

ServiceMaster Supports Relief Mission in Banda Aceh



Onboard RSS ENDEAVOUR with SuperPuma parked securely to the ship's platform.

The morning of 26 December 2004 was a day many would never forget - the city of Banda Aceh, Indonesia bore the brunt of the tidal wave, Tsunami and tens of thousands perished in just a few devastating minutes.

Mohamad Tahar Bin Juma'at, paramedic from ServiceMaster General Support Services decided that he wanted to do more than just donate money. He volunteered for the Singapore Humanitarian Aids Relief Effort, a joint mission by Mercy Relief, Touch Community Services, YMCA and the Singapore Red Cross from 14 - 24 January 2005. Tahar's group's mission was to help restore a school, Sekolah Mohammadya in time for it to re-open on 24 January 2005. There used to be 150 schools and this school is one of the 7 that still remains.

The Indonesian army escorted us wherever we went. Everyone worked with a buddy. My buddy was Jim Walker. We worked at clearing the site of debris and mud, did carpentry work to make tables and chairs and salvage books. With scorching temperatures up to 41 degrees celcius, we had to drink lots of water to keep hydrated. My paramedic skills were put to use when volunteers suffered from cuts and heat stroke.

I saw dead bodies nearly everyday. Trapped under large debris, identified with a flag, the army would remove them with heavy machinery. The stench of death was so strong that the ordinary masks we had was not sufficient. I met a boy who lost 15 members of his family. I didn't know what to say to him to make him feel better.

When we left Banda Aceh, wreaths were thrown into the water. Our team restored 8 classrooms, each large enough for 32 students. The school was opened as planned and half the students (200) were back. But I feel the work is not completed - we have only just started the process of rebuilding lives. Nevertheless, I believe that I have done my best to contribute within a limited time. I have learnt to appreciate life and not be complacent. I am full of admiration for the resilience of the survivors - to get back their life even though they are now homeless. I would be happy to volunteer for another mission.



Tahar (left) with a team member in front of a lone standing structure among the rubble

THE FOLLOWING IS A FIRST-HAND ACCOUNT OF TAHAR'S EXPERIENCE:

On the way to Banda Aceh on board the RSS

Endeavour, we were prepared mentally to face the reality of the Tsunami. My first sight of it was just beyond words. The place was a shade of brown and the town was engulfed in smoke from burning debris. The land was flattened leaving behind foundations and toilet bowls. We could feel slight tremors of 4 Richter scale that did not faze me at all. Most of us were silent as we took in the reality of the devastation. The whole area looked like it was bombed. I felt the devastation with all my senses.



Mercy Relief with the Indonesian Red Cross

Volunteers Appreciation Reception

On 27 January 2005, UMC ServiceMaster Pte Ltd was invited to attend a Volunteers Appreciation Reception organized by the National Volunteer & Philanthropy Centre (NVPC) to show appreciation to the volunteers, their families and employers for supporting them during the Tsunami Mission at Banda Aceh from 14 to 24 January 2005. The NVPC is a one-stop center for volunteering and philanthropy that matches volunteers to the sub-volunteer centers.



Tahar and his wife Rose posing with the management of UMC ServiceMaster



Tahar receiving a certificate of participation from the CEO of NVPC, Mrs Tan Chee Koon

The Management granted Mohamad Tahar Bin Juma'at paid time-off to assist with the mission. It was ServiceMaster's way of contributing to the relief efforts by supporting Tahar's mission.

We met Tahar's wife, Rose and she had said that she was very proud of Tahar. It was his decision to volunteer and she supported his decision.

The volunteers' selflessness is a virtue that has to be admired. And this is seen in Tahar's passion in his work as a paramedic. It is no doubt, that the many patients who have come in contact with Tahar would have had the opportunity to experience it too.

Aramark's Contribution to the Tsunami

AN EXTRACT FROM ARAMARK SERVICEMASTER NEWS

January 17, 2005

The tsunami that caused so much devastation in South Asia and as far away as Africa is one of the worst disasters in memory. ARAMARK ServiceMaster has responded with a donation to the American Red Cross. Our hearts go out to those thousands of people who lost their lives, their families, homes and livelihoods.

DONATING FOR TSUNAMI RELIEF

"The deepest sympathy of everyone at ARAMARK ServiceMaster goes out to those in Asia and the east coast of Africa whose lives and communities have been forever changed by the tsunami," said Joe Neubauer, ARAMARK ServiceMaster Chairman and CEO.

To help in what will be a long and arduous recovery effort, the ARAMARK ServiceMaster Charitable Fund has made a donation of \$500,000 to the American Red Cross International Response Fund for tsunami relief and recovery efforts. This represents one of the largest contributions ever from the company or the charitable fund.

Air Duct Cleaning @ Mount Alvernia Hospital



Inside OT 3, Cleaning in Progress

What price do you pay to breathe good quality air? What products are available in the market that promises better quality air?

Look no further. As part of the continuous effort to provide quality service to our customers, we have the In-door Air Quality (IAQ) Management Programme.

In December 2004, our Energy Management team completed a project at Mt Alvernia Hospital to clean the HVAC (Heating, Ventilation & Air-conditioning) systems. The Air Duct Cleaning System is used to clean and sanitize the air ducts. Particles of dust, pollen and other debris are cleared from the HVAC systems thereby eliminating exposure to contaminants that can cause the "sick building" syndrome.

The IAQ programme isn't restricted to the healthcare sector only. It is also beneficial for any building. Mt Alvernia was the first of our customers to take that step to invest in the health of their patients and their staff.

As a value added service, we will conduct Air Duct inspections to ensure a clean environment for Mt Alvernia.

Not only do we have programmes to improve your in-door air quality, we also have other programmes such as the energy saving programme.

If you are interested in improving the air quality at your premises, please give us a call.



AHU 5-3 Return Air Grille, Before cleaning



AHU 5-3 Return Air Grille, After cleaning



I Survived the President's Challenge 'Health Relay 80km Midnight Run'!

SingHealth organized a special midnight 80km relay run on 10 September 2004 to raise funds for the President's Challenge. The relay route covered 18 transfer points at various healthcare institutions islandwide. This overnight run by more

than 1,200 healthcare workers and 2 Cabinet Ministers namely Health Minister, Mr Khaw Boon Wan and Acting Minister for Community Development, Youth and Sports, Mr Vivian Balakrishnan, raised more than \$360,000 for charity.



Patrick receiving his Certificate of Participation from President SR Nathan

Our fellow Facility Executive, Patrick Jaya (from KKH) was among the 34 fastest and passionate runners who experienced the fun of running in the wee hours of the day starting at 3.30am and covered 14 km in all. On how he completed this amazing feat: "I was fighting to stay awake. My mind was saying: Let's do it but my body was telling me I should be sleeping. But I wanted to do my part for charity."

At UMC ServiceMaster we are proud of all who participated in this charity run namely: Patrick Jaya, William Teow, Ramu Kodiappan and Amran Bin Mat Hassan.

Prof Tan Ser Kiat, Group CEO SingHealth and A/Prof Low Wong Kein, Chairman of the Organizing Committee have both commended Patrick: "We would like to extend our heartfelt thanks and appreciation to you for your exemplary leadership as the Leader of SingHealth Team 2. Your responsibility and leadership has set a steering example of teamwork in action and has been integral to the success of the relay...your hard work and support will truly make a difference to the lives of many disadvantaged individuals from the 56 designated charitable organizations."



Christmas Party @ KKH



The Environmental Services Department at KKH organized an ETM (Employees Team Meeting) cum year end party on 17 December 2004 at the KKH

Staff Lounge. This was an opportunity for Housekeepers and staff of Environmental Services to gather for some heartwarming entertainment, fun and games like 'Throw the Hoops' and 'Miniature Golf'. One of the highlights of the party was the 'Macarena' dance performed by a group of Housekeepers. 'Performance awards' and 'Retirement awards' were given to outstanding Housekeepers and Health Attendants. The party ended with the singing of Christmas carols to remind everyone of the spirit of giving.



CEO, Dr Ivy Ng with Ryan Sun and our housekeepers.

Computer Class @ SAS



Group photo of the Class

Ms Linda Clarke has lived in Singapore for 28 years. Besides teaching at Singapore American School (SAS), she is also involved in social outreach projects. She started a social outreach project (computer class) for Phillipino migrant workers 4 years ago.

Last year, she observed that some of the SAS housekeepers did not have access to computers and this prompted her to organize a five afternoon 'Basic Computer' class from 20-24 December 2004. A total of 23 housekeepers attended the class.



Hazlinda Bte Hj Haron receiving a certificate of attendance from Ms Linda Clarke

Linda and her team of dedicated assistants: Christine Garten, Kavanaugh Livingston, Grace Chang and Hye Jin Kim trained the housekeepers starting from the very basics like logging into the computer and using a mouse to daily office work like word processing, email and Internet web browsing. Although most of the housekeepers were computer illiterate, they learned just as well as any other people! In fact their enthusiasm to learn was noted by Linda, "They had so much enthusiasm that they didn't even want to go for their break!"

We would like to thank Linda and her team for their contribution to a Life Long Learning Program for our housekeepers and SAS for allowing the use of their facilities.

Activities at Kester Components



Wai Jyy demonstrating the trolley set-up

Kester Components Pte Ltd, an American MNC and leading global supplier of higher performance interconnecting materials and related services for the electronic and micro component assembly markets has been a long time customer of UMC ServiceMaster Pte Ltd.

Recently, Chia Wai Jyy, HRD Officer conducted the ServiceMaster's housekeeping programme for housekeepers who are managed by us. This foundation programme would instill the foundations of the ServiceMaster housekeeping concepts.

Mr Philip Teng, Facility Department Head was so pleased with the training. He wrote "...the training conducted by Wai Jyy was very good and it is a great benefit to our housekeepers..."

Following the training programme, the year-end party cum Employee Team Meeting was organized for the housekeepers, technicians of department 500 and key personnel on 29 December 2004 to recognize and appreciate their contribution to the high standards at Kester Components.



In his speech, Mr Lim Peng Seng (picture), Director, Operations Asia Pacific gave motivational words and appreciation to all, including UMC ServiceMaster for their support. He concluded on his wish that we would

continue to provide good Support Management Services and build upon the close relationship.

The Management certainly looks forward to more good years as we grow together with Kester Components.

Service from **the** Heart

Mdm Azrah Banu Bte Mohd Sultan, Housekeeper at KKH

"Heartfelt Thanks for Azrah for a great job and is always polite, helpful & pleasant. Give Special Thanks to Azrah for going beyond her call of duty in DI. She takes the initiative to help us when the opportunity arises, eg:

- On 17/8/04, she helped us clean up sticky & unsightly gum marks on a whiteboard..... Now the board looks better than new. She helped save Mangalam's time & energy; helped DI to save cost because some staff felt that the board should be discarded as it looked really terrible.
- Many times, when she sees patients having a hard time trying to scan the barcodes on their appt card/DI order form to get a DI registration no., she will alert our Reception team. She also helps patients to scan when she sees them struggle.....
- She arranged to place a pot in our larger patient toilet - what a difference it has made! And she also arranged for him to place an attractive pot of plant to place next to our patient registration scanner.

We are grateful for her initiatives. She exemplifies service from the heart & team spirit. DI is indeed fortunate we have Azrah on our team.

Cheers

Coleen Beck DI, KKH



Mdm Azrah Banu Bte Mohd Sultan receiving the Best Housekeeper Award from Mr Andrew Chua- Director of Operational Support Service'

Steven Tan, Assistant Facility Manager at CGH HSK

Congratulations to Steven Tan who was presented the **Service Quality Award for Internal Individual** by Dr Wong Chiang Yin, CGH COO at the CGH QC In-house Forum 2004. This award is based on the positive feedback received from July 2003-June 2004. Steven is a first time winner and was among 11 winners on that day.



The Best of Active Learning by Ron Kaufman

Ron Kaufman, the guru of service excellence has given us permission to publish his works in our newsletter. We would like to share with you this story to learn the impact of 1%.

SERVICE POWER: "Give them the 1 percent"

We were staying in a small hotel in Tokyo. Our seminar began early in the morning and the venue was an hour away. I called the Front Desk before going to sleep to order hot coffee and sliced papaya for 6:30am. The clerk informed me that Room Service opened at 7:30am. Too late for comfort.

I thought hot coffee and sliced papaya could be easily prepared by the first person into the kitchen and asked hopefully, "How about delivery at 7:00am?"

"Ah, 7:00am," the receptionist sighed in careful English, "I can tell you now it is 99 percent difficult."

"Thank you," I replied. "Please give me the 1 percent."

He laughed over the phone and said, "I understand." And then he wished me goodnight.

At 7:00am the doorbell rang and Room Service appeared with hot coffee and sliced papaya. The 1 percent had delivered.

Key Learning Point: Everyone has rules to follow, schedules, systems and procedures. And, close to those careful plans is a limited range where flexibility can be applied. Even if it's only 1 percent. That 1 percent can make all the difference for a customer with special needs. The next time your customer asks for something extra or something different, needs a little more care, compassion or effort, you can tell them it is "99 percent difficult", or you can deliver the 1 percent.

Action Steps: Look carefully at the rules and procedures you follow every day. Now look again to see what can be changed or adapted when required, even if it's just 1 percent. Of course some rules should never be broken: safety, security, integrity, legal and health. But when you can be flexible, perhaps you should. Some rules were meant to be bent.

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Ron Kaufman is an internationally acclaimed innovator and motivator for partnerships and quality service. He is the author of the best-selling book, "UP Your Service!" and the FREE monthly newsletter, "The Best of Active Learning!" For more information and FREE copy of the newsletter, visit <http://www.RonKaufman.com>

UMC ServiceMaster Family Day 2004

Pelawan Beach, Sentosa was brought to life as early as 8am on 28 November 2004 when staff with their families started to throng onto the beach. The half-day affair was packed with a variety of game stalls, telematch, contests, recognition awards, long service awards, lucky draw and food.

The whole idea of bringing staff and their families under one roof was successfully organized by a committee led by Robert Ang, Assistant Operations Manager and Wong Kim Sung, Facility Manager, CGH CTD.



Game stalls



Great Wall of ServiceMaster



Children Colouring Contest



Wala Wala



Confetti Start



Organizing Committee



Long Service Awards



Best Performance Awards



QCC awards



Crazy Chairs



Dance N Freeze



Caterpillar Walk



Squeazy Rings



Children Fancy Dress Competition winners



Dress Me Winner

Achieving Silver Awards @ Changi General Hospital QC In-House Forum 2004

Spurred on by the previous year's success and the Continuous Improvement philosophy at UMC SM, 'The Sparks' and 'The Sparkling' teams from CGH Housekeeping and Linen participated at the CGH, 'Just Do It Quality Circle' competition on 8 Nov 2004 at CGH Auditorium. They were among the 15 teams at the competition. Each team gave a 4-minute presentation followed by Q&A by the judges. By participating in the Quality Circle, the teams have already met the requirements of JCIA (Joint Commission International Accreditation), which requires participants to use the PDCA (Plan, Do, Check & Act) cycle to assess on improvements of care of patients.

COTTON STOPPERS

The 'Sparks' team presented a skit featuring a frustrated patient complaining about the current plastic stoppers on the pyjamas pants, which had gone out of shape and made it difficult for him to release the draw strings whenever he wanted to urinate. Such a delay could result in accidents if patients need to relieve themselves urgently!

The solution was to design a new kind of stopper made from cotton material. The cotton stoppers would be more resistant to wear and tear. In addition, it would not go out of shape and allows the patient to release their pants easily and quickly. In fact, other hospitals were also facing the same problem but to date no solutions have been found. One of the judges was so impressed by this innovative solution that she even suggested selling the idea to the other hospitals!

LINEN BAG

The 'Sparkling' presented a skit of how the plastic linen bags had posed problems of tearing or getting stuck in the linen chute. Each time the linen bag tears the person at the linen bay has to re-bag the soiled linen. This results in wastage of plastic linen bags, time and unnecessary exposure to contamination. The solution was conceived to use cotton linen bags with a lid. The lid would also meet the JCIA requirements. The cotton bags are strong and do not tear while going down the linen chute. Furthermore, the bags can be washed and re-used!



Members of 'The Sparks': Jane Chua, Steven Tan, & Choong Yat Poh with their Silver Award project: 'Cotton Stoppers'



Members of 'The Sparkling': Seribut, Joyce, Nancy & Zul Rashid with their project, 'Linen Bag'.

Congratulations to our 2 teams who were part of the 10 teams who were awarded 'Silver awards'. In the eyes of Mr Udairam, CGH CEO, everyone was a WINNER:

"Although some were gold, silver & bronze ... each one of them was a winner in its own right."

We have moved ... With effect from 11th April 2005, we will be at our new office. Visit us at 210 South Bridge Road #03-01 Singapore 058759



For more information about the SERVICES we offer, please visit us at website: www.servicemaster.com.sg

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