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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

New Managing Agent Contract at AMSEA

by Robert Ang

UMC ServiceMaster Pte Ltd was awarded the contract for the provision of managing agent services for facilities management to Applied Materials South East Asia (AMSEA) at Changi Business Park with effect from 1 July 2005.



AMSEA is a 6-storey hi-tech office building where several prestigious companies such as Discovery Channel, Xilinx Asia Pacific, Donaldson and Ascent Media are also located.

There is a team of dedicated facilities management staff ranging from Facility Manager, Engineer, Technicians, Admin Executive to Customer Service Officers. As managing agent, we will oversee the facility's operations and maintenance, tenant management, manage & supervise term contractors and provide administrative and customer support services.

St Luke's Support Service Staff Join UMC ServiceMaster

By Sophia Lim

Effective 1 April 2005, St Luke's Hospital's Support Service Staff consisting housekeepers, porters, linen attendants and project man joined UMC ServiceMaster Pte Ltd in a cross over after a re-structuring exercise by the hospital.

In a joint meeting with the staff to explain the exercise, Executive/Medical Director of St Luke's Hospital, Dr Fong Ngan Phoon added that he was impressed by UMC ServiceMaster's "people centred" company culture and was confident that ServiceMaster will take care and continue to develop the skills and career of the team. He encouraged his staff that the prospects would be brighter if they joined UMC ServiceMaster with opportunities to transfer to other healthcare facilities, whereas, if they remained in St Luke's there is a limitation to excel in housekeeping.

Mr Ryan Sun, General Manager of UMC ServiceMaster also explained to the staff that the business environment is changing and St Luke's Hospital was moving up the value chain in their services. It therefore, needed to focus on its core business and allow UMC ServiceMaster to fully manage the support service department.



The new St Luke's housekeeping team with members of the hospital's management staff.

All 18 staff had decided to transfer over after having been managed by UMC ServiceMaster since 1995. We certainly look forward to them being part of the UMC ServiceMaster team under the leadership of Facility Manager, Ms Gene Huang who has been managing the facility's team since May 2004.

UE Education Centre & Mendaki-Sense Signs A MOU

By Sophia Lim

Under the branding of UE ServiceCorp, the Integrated Facility Management (IFM) arm has set up the UE Education Centre. The education centre's focus would be to conduct training and development programmes under the new UE Education Centre & Mendaki-SENSE collaboration.

To mark the collaboration, both parties signed a Memorandum of Understanding (MOU) on 9 June 2005 to provide nationally recognized training programmes for those seeking to upgrade their skills or to learn new skills. This would provide job seekers with professional skills that would attract them to take up jobs perceived to be menial.

In a much publicized event with media coverage from the newspapers, radio and Suria channel held at UE Park Avenue Suite's meeting room, the press event concluded at National University Hospital with interviews with UMC ServiceMaster's Central Transportation & Dispatch (CTD) staff. The press wanted to know how they had adapted to their new work environment, some of whom had come from manufacturing



Ryan Sun, GM of UE ServiceCorp, responding to the queries from the media during the Press Conference.



A Memorandum of Understanding (MOU) signed between UE ServiceCorp and Mendaki.

background and what they have learnt in their new skills. The TV crew even followed the porter on their job to get a feel of what they do.

The event was launched by an opening address by UE Group MD & CEO, Mr Jackson Yap followed by a speech by Mdm Rashidah Abdul Rasip, CEO of Yayasan MENDAKI & SENSE. A video presentation gave the audience a taste of the work redesign created for the CTD operations. The MOU was signed by Mr Ryan Sun, GM of UE ServiceCorp and Ms Zulaiha Yusuf, GM of Mendaki-SENSE followed by a press conference for questions and answers.

The collaboration is to provide 1500 training places for mostly the Malay community. With the changes in the employment scene, some jobs have become redundant and workers are having to learn new skills that would be needed such as portering in the hospital and housekeeping. The programme is designed in 2 tiers - Public Employment Scheme (PES) and Surrogate Employer Programme (SEP).

The first tier would require participants to undergo training followed by a job placement to match them with employers, including UMC ServiceMaster. The second tier is where they are placed in jobs first, then undergo training. These can also be those who have successfully completed tier one and have been placed in suitable jobs with the potential to go onto tier two.

Since the MOU and the news coverage, Yayasan MENDAKI-SENSE has reported that many Malay citizens have called their office to enquire about the programmes.

In addition to the National Skills Recognition System (NSRS) programmes, they can also undergo the ITE Skills Certificate in Housekeeping Operations (Healthcare) for those who are placed with UMC ServiceMaster's healthcare housekeeping projects. The UE Education Centre will continuously develop programmes to meet the needs of the people.

Mr Jackson Yap, Group MD and CEO of United Engineers Limited, delivering his opening speech.



NUH Dinner & Dance

By Chandra s/o Samy

National University Hospital's Dinner and Dance was held on 25 June 2005 at the Raffles City Convention Centre. It was also a double celebration for NUH as 2005 marks their 20 years of healthcare services.

NUH has come a long way since it opened its doors on 24 June 1985, when it served 50 outpatients and admitted 4 inpatients with a staff strength of 180. Today, NUH serves more than 2,500 outpatients and 800 inpatients daily, with a team of 3,000 dedicated staff.

The theme for the dinner was apt – "Creating the Future, Celebrating the Past." The theme captured NUH's role as a major healthcare provider, marking the gradual growth of the hospital's services and affirming its commitment to deliver better, faster and safer care to patients in the past and in years to come. It also embraces the National Healthcare Group's vision to "adding years of healthy life to the people of Singapore."



(From top Left): Kelvin Eyu (Director of Operations), Ryan Sun (GM, UMC ServiceMaster), Chua Song Khim (CEO, NUH), Ong Poh Chye (Director of Operational Support Services), Linus Tam (NHG), Leong SL (QS, First) **(From bottom left):** Dinger Leong (Senior Manager, Corporate Comms.), Cynthia Foo (Deputy Director, Environmental Services), Vincent Chan (GM, Country Foods), Soh Chee Keong (GM, Keppel Engineering)

NUH continues to have its patients as its main focus and will strive hard to achieve consistency in its care and service delivery and to simplify its processes for the benefit of the patients. UMC ServiceMaster takes pride in sharing NUH's celebration and feels honoured to deliver the care standards required by the hospital.

UMC ServiceMaster celebrates 1st Anniversary at Kwong Wai Shiu Hospital

By Monica Tan

On 19 April 2005, the staff from the Housekeeping department at Kwong Wai Shiu Hospital (KWSH) celebrated their 1st Anniversary. It has been a year since UMC ServiceMaster managed the KWSH housekeeping attendants in servicing the in-patient wards, compound areas as well as landscaping.

Their celebration was held at the hospital's Multi-Function Hall. Gracing the event was Mr Sim Tian Seng, Director of Nursing and other guests included department heads from Human Resource, Training, Physiotherapy and volunteer coordinators.

In his opening speech, Mr Sim complimented the Housekeeping Department for a job well done. He added that the Housekeeping Department had an organized schedule that was well executed by the housekeeping attendants. Overall, Mr Sim is happy that the cleanliness of the hospital is well maintained. UMC ServiceMaster's Operations Manager, Mr Victor Chia also thanked the staff for their dedication and hard work.

The highlight of the programme was the 2 nationalities dances performed by the Filipino and Myanmar Housekeeping Attendants who were dressed in their national costumes. There was also a song performance by a group of Housekeeping Attendants.

The celebration ended with the singing of Happy Birthday-Housekeeping. The birthday cake which was made up of 80 pieces of swiss-roll was arranged into the letter "HA", symbolizing Housekeeping Attendant. All the staff and guests were also served with mouth-watering cuisine.



Mr Sim Tian Seng (Director of Nursing) gracing the occasion with his opening speech.



A cultural dance performed by the Housekeeping Attendants.



One big family.

Simple Yet Effective

By Chandra s/o Samy

Losing case notes has a serious implication, as it involves patient confidentiality and in order to ensure that such instances can be avoided, one staff at NUH came up with a creative yet simple idea to change all back pockets of the wheelchairs to a transparent plastic. This way, any case notes or documents in it would be visible and not forgotten. Since UMC ServiceMaster's Central Portering had centralized wheelchairs under its control, the department got busy by working with suppliers on how this transparent pocket could be implemented.

Initially it was difficult even to obtain a quotation from suppliers who claimed that the wheelchairs come with the pocket in placed and that it cannot be replaced. However, after several sessions with various suppliers, a prototype was designed. Many areas were looked into, such as the durability of the material, sturdiness, flexibility and how it was secured to the wheelchair. After going through 3 different samples, a winner emerged. In April 2005, 40 such wheelchairs were wheeled in.

Our staff were then briefed on the new improved wheelchairs while many of the nursing staff welcomed the idea. The Central Portering department will continue to replace the balance wheelchairs with the new ones.



The new wheelchair with its clear plastic pocket with documents inside.

Lessening the Pain and Keeping the Dignity

By Noel Pang



(left to right) Designers: Susan, Yock Theng and Florence with their 3 dressed up Mortuary Baskets.

The pain of a mother losing her unborn child cannot be fathomed by mere words of condolences. If there can be any way to alleviate the heartbreaking moment on their first sight of their unborn child, KK Women's and Children's Hospital (KKH) has achieved it. In the light of softening the pain of the parents as well as keeping

the dignity of the unborn child, KKH came out with 3 sizes of mortuary baskets specially for fetuses and stillbirths.

Susan See and Florence Cheang (both Linen Supervisors) from Environmental Services were approached by the Mortuary Department to brainstorm a basket for presenting fetuses and stillbirth to distraught parents. Although neither had any experience in "basket-dressing", their enthusiasm to lighten the broken hearts of the parents, spurred them with an exquisite idea.

They designed a satin bedding inside the basket with skirting round the sides, all of which can be removed for washing. Mak Yock Theng, seamstress from Environmental Services was approached

to sew the dressing which she did with such dexterity to ensure a snug fit to the baskets. Adding the final touches, a little bouquet of off-white flowers was placed on the baskets.

The Mortuary Basket Satin Cover not only brought pride to Susan, Florence and Yock Theng, it also exudes a peaceful setting when departed loved ones are being received by their families. It was so well received that compliments came from patients, nurses and even the CEO, Professor Ivy Ng who wrote: "Many thanks Florence and Mdm Mak. Your kindness will certainly help lessen the pain for these unfortunate parents and families who have the sad experience of losing a baby. The basket and sheets are beautifully done."

Below is an account of a Nurse Manger, Ms Tan Chin Sim, who had used the new basket:

"...I started to use this Nice Basket yesterday for one of my patient, they were very pleased with it. This couple was very emotionally upset for the need to abort the baby ... and when the fetus was presented to them for viewing in this manner, they seemed to be pleased and relieved after viewing him in this presentation and they also called both their parents to come and view the fetus before we sent him down to the mortuary. I am glad that we could at least be able to present the fetus in a very respectful manner. I also showed it to the Dr in charge who was very pleased to see this change ..."

Well done Susan, Florence and Yock Theng!

St Luke's Hospital Flag Day By Gene Huang

St Luke's Hospital has a Patient Welfare Fund to help those who are ineligible for Public Assistance but with genuine financial problems. In order to have funds to help the needy, the hospital organized a Flag Day on 23 April 2005. Often we have been approached on Flag Days for donation. This time round, we were approaching strangers for donation and being turned down by countless passers-by was indeed a new experience for some of us. Despite all the rejections, we were heartened by some generous strangers who came forward to drop some dollar notes to our collection pockets.

Rohayah and William Tan were stationed at the Yishun collection centre with the hospital staff to distribute and collect the donation bags from the volunteers. Ryan Sun, Thomas Tsang & family, Robert Ang & daughter, Sally Ong and myself tried our luck at the Chinatown and Woodlands areas. We were pleased to have participated in the event even though our help might not be significant but it was a unique learning experience. We are looking forward to continue our support in St Luke's Hospital Flag Day in the coming years.



Thomas Tsang, Deputy GM, collecting his first donation drop of the day.



Sally Ong (Operations Executive) double-team up with Thomas' son.



Gene Huang, FM of St. Luke's Hospital (left) and Ryan Sun, GM (right) reaching out to a passerby for donations.

My Experience: 100km President's Challenge Run

by Patrick Jaya s/o Anthony

In 2004, Patrick Jaya (Facility Executive at KKH) & his fellow colleagues took part in the President's Challenge 80km Health Relay Midnight Run. This year, he joined some 2,000 healthcare professionals, patients & disease survivors and succeeded in raising \$250,000 for 47 charities.



Patrick has written a personal account below:

"At about midnight on 9 July 2005 while most of my colleagues were returning home after an enjoyable

UE Dinner and Dance, I was on my way back to KKH to take part in the 3.5km relay portion of the 100km President's Challenge Run.

The Run was flagged off at KKH at 2.30am (10 July 05) and the first leg ended at Kallang MRT. Although I was feeling quite tired due to the tough day I had the day before, I still managed to complete the run with the main group. I decided to join the final 2.5km leg at 8am from Havelock Road to the end point at SGH Campus. We were joined by other Singhealth and KKH staff for this leg, including KKH CEO, Prof Ivy Ng; COO, Mr Steve Sobak and Director, Operational Support Services, Mr Andrew Chua.

The highlight of the day was when the whole KKH team was invited to join the special tea session with President S. R. Nathan which included a photography session. As the event was covered by the major television news networks, many of my ServiceMaster & KKH colleagues and even strangers in the street congratulated me for a job well done."



Patrick Jaya holding the banner next to CEO, Prof. Ivy Ng.

Upkeeping The Reputation

by Pearlyn Chong

Singapore has been regarded for her relatively low crime rate. And in a well-secured environment like INSEAD, many of the programme participants feel safe and at home. They would sometimes leave their belongings temporarily unattended or even at times forget their belongings after a lecture. We are proud that despite the temptations lying around, our housekeeping team has actually clocked in an impressive record of lost and found and unattended items. Their honesty and integrity had also been recognized by the customer. Five of our housekeepers from INSEAD were each presented a letter of commendation and a \$10 NTUC voucher by Ms Helen Tan, Procurement Manager for Operations and Campus Services.



From left: Mr Irwandi, Senior Facility Executive with his team, Siti Sadia, Rofina & Zaedah

The recipients are:

1. Mdm Zaedah Bte Ali (Housekeeper)
2. Mdm Siti Sadia Bte Ismail (Housekeeper)
3. Mdm Rofina Bte Ahmad (Team Leader)
4. Mr Hafandi Bin Kamin (Housekeeper)
5. Mr Kamis Bin Lamri (Gardener)

Some of the things that they have found include handphones, ladies wallet, watch and bags containing valuables. At times, Rofina would stand guard of belongings left in the washroom while the owners were in the cubicles. Other times, the housekeepers would find belongings left unattended in the rooms, which they would watch over until security comes by to lock the rooms. For Rofina, being honest isn't about receiving rewards but something that should be done. She inevitably reminds all new housekeepers of the protocol for lost and found items. She believes that a dishonest action on their part would tarnish the Company's image. Once again, we would like to congratulate them and thank them for their honesty and integrity.



Hafandi (left) and Kamis (right)

Hall Of Fame

by Noel Pang & Sophia Lim



Christina De Costa,

Housekeeper at KKH, was recognized for her outstanding performance. Below is an email from a patient expressing her appreciation to the Minister of Health, Mr Khaw Boon Wan.

"It's with our sincere heartfelt thanks that we are writing to you this note of appreciation...we were particularly very impressed the ward doctors and the staffs, right from the cleaning lady to the staff nurse..."

Well done, Christina!

Monica Tan, Senior Facility Executive at Kwong Wai Shiu Hospital must have been such a shining star when she recently



received a complimentary letter from the CEO, Ms Yim Sau Kit who admitted that it was "not often that I "go out of my way" to praise a co-worker".

Monica was complimented for her ability in bringing a team of mixed nationalities to synergize together and be proud of their work. The CEO had received many comments of the hospital's cleanliness from ministerial and doctor group visits. To top that, they achieved a smacking 96% in their customer survey on cleanliness. Ms Yim was also very kind to "thank the "hidden" support" given by UMC ServiceMaster's management. It's all about team work at all levels and it has certainly paid off.

Well done, Monica!

7th Quality Convention

By Asrah F Rahman

Held at PAS on 16 June 2005, the theme for this round of Quality Convention is Creative Thinking which was brought to heart by Chandra s/o Samy (Facility Manager@NUH CTD). This event was an opportunity for our staff to get together to learn, share and mingle with one another:



Ryan Sun giving his speech



Staff Recognition Awards



Chandra & Creative Thinking



Scrumptious Buffet



Honesty Award Recipients



Here we are as one big happy family ...

Mission At Meulaboh

By Sophia Lim

In our last newsletter, we talked about Mohd Tahar who had volunteered with Mercy Relief to help rebuild a school in Meulaboh, Aceh after the Tsunami disaster.

UMC ServiceMaster was roped in upon the request of Ms Jennifer Lee (former CEO of KKH) and Ms Yong Lai Chan (former Director of Hospital Planning at Alexandra Hospital) to provide housekeeping assistance.

In May 2005, Juraimi Shaharan's (Asst Facility Manager @ AH) & Mohd Radzi's (Asst Facility Executive @ Dover Park Hospice) mission was to help clean the only hospital in Meulaboh. They brought with them a few cleaning equipment which were donated to the hospital to use after their mission was accomplished.

Accompanied by Associate Professor Abdul Wahab, Mercy Relief Director, they made site visits to Muhammadiyah



Shah briefing the hospital's housekeeping personnel



Shah and Radzi outside Temasek House



Shah and Radzi with Stephanie Sun and other volunteers

Orphanage, a project by Mercy Relief, the disaster zone known as ground zero and Cut Nyak Dhien Hospital, where they would be working for the next few days.

Their tasks were to train the hospital's housekeeping personnel in housekeeping techniques, use of the equipment and also help with the cleaning. In the evenings, they assisted with programmes at the orphanage and even trained Stephanie Sun (Mercy Relief's Goodwill Ambassador) in the use of the floor scrubber.

When asked how they felt when they were there, Juraimi & Radzi had similar feelings. They both had wanted to help when the Tsunami happened last year and this was their opportunity



A memorable moment for Shah as he trains Stephanie Sun

to offer their humble assistance. They were both impressed by the locals' resilience and ability to overcome their lost and move on with a sense of gratefulness to be alive. When they returned, they reminded their families that they were very lucky and not to take life for granted. Radzi shared his excitement in having been able to witness a tornado out at sea. It was fortunately far away and he was safe on land. Before Radzi left Meulaboh, he bought a few haberdashery items to help a lady re-build her tailoring business. He felt that it was the least he could do as he couldn't give huge donations.

On 3 June 2005, Mercy Relief held an appreciation event to thank those who had helped. They had displayed some enlarged photos, one of which was Juraimi training Stephanie Sun on the use of our auto scrubber. We were happy that we had been of some service, though small, every help counts.

Changi General Hospital - JClA Journey

6 August 2004 - 10 June 2005

by Salmah Bte Samion



Changi General Hospital embarked on its Joint Commission International Accreditation (JClA) journey in August 2004. The project was kicked off by CEO, Mr T K Udairam and CMB Prof Fock Kwong Ming.

JCl is an international division of JCAHO (Joint Commission on Accreditation of Healthcare Organizations) and has accredited organizations all over the world based on 368 Standards involving everyone in the hospital from the physicians to support staff including housekeepers and porters. In preparation for the audit, a series of JClA briefings were conducted as part of the JClA Awareness Program in October 2004. Malay & Hokkien briefings were conducted for the non-English speaking staff to ensure thorough communication to all staff.

Besides the general briefings, training and competency tests were conducted for Housekeepers and Porters on topics like Infection Control, Handling of Spills, PPE, Fire Safety, Patient Safety and Patient Confidentiality. Training on handling major chemical spills and cytotoxic spills were conducted for Housekeeping Facility Executives and other Hospital staff. Meanwhile, the hospital underwent intensive cleaning and sprucing up while the wheelchairs were equipped with safety belts.



Salmah training the Housekeepers in Spill Management



Facility Executives equipped to handle a major chemical spill.

When the final audit came in June 2005, everyone was highly charged and ready to face the auditors. Our staff were told not to shy away from the auditors and be confident in their answers. Both Housekeeping and Central Transportation & Despatch Departments' hard work paid off, as there were zero non-compliance demerits. Several departments and wards commended on Housekeeping for giving them the support and assistance to prepare them for the audit.

The successful achievement of the JClA certification for the next 3 years was officially announced in July 2005. In recognition of our staff's efforts, CEO, Mr T K Udairam also announced that a token of incentive will be given to UMC ServiceMaster staff who had participated in the audit. We are most grateful for the recognition and the award. The staff have certainly deserved the recognition for their part.



AH CEO, Mr Liak Teng Lit (left) receives the plaque from Mr Mah Bow Tan, Minister of National Development.

Green Mark Gold Award

By Wong Sioe Fa

On 26 May 2005, Alexandra Hospital was awarded the Green Mark Gold Award by the Building Control Authority (BCA). These awards are given to organizations that have put in efforts in their environment-friendly programmes encompassing building designs, energy efficiency and recycling culture.

Our Environmental Services team's effort lay in the daily waste recycling. Data collection on waste disposal, waste recycling and composting is done consistently and reported every month in the departmental monthly report. This would also tie in nicely with our ISO 14001 requirements.

The key features for AH selection was based on the following:

1. Butterfly trail - a model for nature conservation and a key feature in the hospital's commitment towards the environment.
2. Use of recycled horticulture waste - leaves and dry grass from the hospital's grounds are converted to compost.
3. Rainwater harvesting integrated with automatic irrigation sprinkler system to save water.
4. Washrooms are designed to utilize natural ventilation and daylight. Motion sensors for lights/taps/flushing systems save energy and water.
5. Solar energy is harnessed to produce electricity for garden lighting and supplementing the hospital's car park lighting.



Recycling Bins at strategic locations.



Dry leaves in the Compost Hut.

The green environment and massive natural landscape of AH has captured the winning points. We certainly share the pride in having played an important part in winning the gold award but more importantly, we have helped to make the earth a better place.