

# 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



We are now a By Sophia Lim

## “People Developer” organization

On 23 January 2006, Mr Ryan Sun, General Manager joined some 60 companies to receive the People Developer Standard (PDS) award from SPRING Singapore’s Chief Executive, Mr Loh Khum Yean. The event was held as part of their Business Excellence Development Session whereupon other prestigious awards, such as the Singapore Quality Class, Singapore Innovation Class & Singapore Service Class were presented to deserving organizations.

It had been a long journey for the Human Resource Development team to develop the PDS system with the assistance of OTi Consulting. We started the process in 2003 as we introduced phases of implementation and successfully achieved the plan in September 2005.

The objective of achieving this accolade is to advocate the belief in having a structured approach towards people development for the organization. This was also in tandem with two of the organization’s objectives “To Help People Develop” and “To Pursue Excellence”. UMC ServiceMaster has always been involved in training their staff in view of the technical skills and knowledge required to perform our services. We had also gone a step further to hone the softer skills and management skills so as to enhance the level of customer service and leadership skills.

We took opportunity to capitalize on this longstanding culture by formalizing it into the required systems established in the PDS. The systems were logical and it had a beautiful concept. Championed by the General Manager himself, the task of cascading down all the way to the ground staff, the objective was made easier.

The PDS road can never be walked alone by the HRD team. It was a concerted group effort in many ways. Members of the senior management were actively involved in conducting training and development sessions for the executives. Each facility had a designated site trainer to ensure that all training activities were coordinated and documented.

During the 2 years, the team had learnt new things from best practices and even created their own innovations such as training programmes that were unique to us. It is through this process, that we find ourselves being challenged to do better, to be better.

As the implementation of the systems were introduced at various stages, it was only about a year ago that we go see the whole cycle through and therefore was ready to be assessed.

Having achieved this milestone, it is important to maintain the momentum and progress on. Learning is not a destination but a journey as we join the ranks of some 600 certified People Developer companies.



Mr Ryan Sun (right) proudly receives the PDS plaque from Mr Loh Khum Yean



The moment the HRD team has been waiting for – Mr Ryan Sun, flanked by DGM, Mr Thomas Tsang presents the certificate & plaque to Sophia Lim, Asrazillah & Noel Pang

# More JCI Journeys

**Hot on the heels of our previous article on Joint Commission International Accreditation at Changi General Hospital, we are proud to have been a part of the recent achievements at Tan Tock Seng Hospital, Alexandra Hospital and KK Women's & Children Hospital. Here are our staff's stories of their journeys at the different facilities.**

## KK Women's and Children's Hospital By William Teow

"Stress" and "tension" were felt in every staff in KK Women's and Children's Hospital during the period of 5 to 8 December 2005 as the hospital underwent the JCI audit conducted by a team of JCI auditors from the US. As the Facility Manager in-charge of the Hospital Facility Management and Safety (FMS) Committee and Infection Control Committee, I was involved in the interview by the auditors.

From clinicians to support staff, the preparations towards JCI awareness started months ago. It was especially challenging for us in Environmental



William Teow (Right) and his SVM staff, together with KKH CMB, CEO, COO, Dir of Nursing, Dir of OSS and Chairman of JCI Core Committee.

Services as we conducted numerous briefings to the Housekeepers, Linen Attendants and Health Attendants. Briefing sessions were conducted in various languages and sometimes translated in dialect to ensure all of them understood the JCI standards and requirements.

Training sessions were also conducted on topics such as Infection Control, Usage of PPE, Hazardous material, Handling of Spills, Fire Safety, Patient Safety and Patient confidentiality etc. At the same time, all the Housekeeping Executives and Housekeepers worked very hard to carry out extra cleaning as the Hospital underwent intensive sprucing up from patient care areas to back of the house.

Finally, after months of preparation and hard work, KKH was accredited with flying colours. Environmental Services and a few of our staff were commended by Wards and Departments for rendering them the support and assistance during the JCI audit preparations. All staff were given a treat on 13 January 2006 as the whole hospital celebrated the achievement. In recognition of our participation and contribution, CEO KKH, A/Prof Ivy Ng announced that a token of recognition will be given to all UMC ServiceMaster staff. We were indeed thankful to be a Service partner with KKH and looked forward to many more years of serving the hospital.

## Tan Tock Seng Hospital By Faten Bte Mahmood

Our journey began in November 2004, where General Support Services (GSS) started to study the standards, identify the gaps, form workgroups and work on the documentation. One of the key success factors was frequent communication sessions to keep everybody abreast of the progress and preparation.

Job descriptions of Hospital Assistants (HA) and Porters as well as executive personnel policy and procedures were reviewed and updated. Our HAs and porters underwent skills performance review, where they were given a refresher course on Basic Patient Care Assessment (BPCA), pantry arrangement and fire and safety training. All staff was also equipped with name pass and emergency information card and JCI information booklet. During the audit from 1 – 5 August 2005, daily updates were conducted during roll calls to keep staff informed about any updates on the audit and to give encouragement.

Finally, after months of preparation and hard work, TTSH was accredited

with flying colours. GSS shared this joyous occasion by organizing a celebratory lunch and lucky draw on 29 August 2005. This event was graced by our General Manager, Mr Ryan Sun and Deputy General Manager, Mr Thomas Tsang.



Facility Manager, Mohd Ridwan (standing) with some of his staff enjoying the celebratory lunch

## Alexandra Hospital By Juraimi Shaharan

This is the toughest audit I had ever encountered. A lot of training and road shows were conducted by the hospital to prepare all the staff on JCI awareness and how to respond to questions asked by the auditors.

A project plan was created and target dates set to clean all wards, clinics & offices. This was then communicated to all our executives and housekeepers. Five experienced staff from other facilities were deployed at AH to help during the JCI for the special project works.

It was challenging to review our departmental work processes and respond to housekeeping requests from other departments amidst our own routine duties. We also needed to conduct Job Skills Review for our staff, update all training records and performed project work.

Many positive changes were seen throughout the JCI preparation. I was amazed and touched by the level of commitment shown by the entire team. The housekeepers worked 24 / 7 and were given a room to stay by the Nursing Officer. Our staff truly displayed the spirit of our QEHS

policy in their commitment to pursue service excellence which exceeds our customer's expectations. This had encouraged me to work even harder.

Adding to the challenge was the heavy rain on the first day of audit. The wet & caution signs were displayed and carpets placed at all exit areas. Staff were deployed to ensure safety of patients and visitors. During the audit, many positive remarks were heard

from the auditors especially with regards to the cleanliness of the entire hospital. On 21 July 2005, which was the last day of the audit, we received the verdict - PASSED!

It did not stop here. JCI the Journey Continues Immediately Again.....



Two staff cleaning the ceiling light

## JCIA Appreciation Ceremony @ CGH By Wong Kim Sung



Salmah & Wong Kim Sung receiving the tokens of appreciation on behalf of their teams, from Mr Udairam

In our last issue we featured the Joint Commission International Accreditation (JCI) journey by our housekeeping and portering teams at Changi General Hospital.

In this issue we share their Employee Team Meeting (ETM) on 14 October 2005 where the highlight of the ETM was to reward and recognize the staff from Housekeeping and Central Express for their contribution in the JCI exercise. The ETM was opened with a speech by General Manager, Mr Ryan Sun who thanked the staff for their efforts and highlighted the learning process gained during the exercise.

Our guest of honour, Changi General Hospital's CEO, Mr T K Udairam also thanked the staff for their contribution. He reminded them that JCI is a continuous quality journey towards achieving CGH's quality vision for its patients. All good practices that have been put in place must continue to be practiced to ensure quality improvement, safety and care for the patients.

Mr Udairam then presented the tokens of appreciation to the Facility Manager of Housekeeping, Ms Salmah Samion and Central Express' Facility Manager, Mr Wong Kim Sung, who received the awards on behalf of their respective teams.

Well Done and Keep It Up!



L to R: UMC ServiceMaster's Wong Kim Sung, Salmah Samion, Sophia Lim, HR and Training Manager; Mr Ryan Sun, GM with Changi General's CEO, Mr Udairam and Asst Director, Operations, Ms Tan Ai Leng.



EXSA Award Recipients



Trying to work out of the BOX

## 8th Quality By Aini CONVENTION

The 8th Quality Convention theme was “Think out of the Box”. Held at PAS on 9 December 2005, the QC kicked off with a range of infotainment in short video clips of our facilities taken by Ms Gene Huang, Facility Manager of St Luke’s Hospital, who is also the QC Chairperson. New staff were introduced which included Mr Tetsuya Karasawa, Vice President – Marketing for UE Managed Solutions Pte Ltd (UEMS). Staff were divided into teams to Think out of the Box in an exciting game that saw creativity and innovation.

Long Service Awards, Performance Recognition Awards and EXSA Awards were also presented to staff.



Presenting their innovative and artistic work. Mr Tetsuya Karasawa (right) with the rest of the team members



Bhangra Dance



Ryan Sun thanking the staff for their efforts

## Employee Team Meeting By Christopher Khoong @AMSEA

On 25 November 2005, the first ETM at Applied Materials SEA since clinching the managing agent contract in July 2005 was a way of recognizing both the managing agent and housekeeping teams who had contributed to the success of the company.

Gracing the event were Ms Lim Siew Tin, Senior Director and Mr Alfred Hee, Senior Engineer, both from Applied Materials SEA. After Mr Ryan Sun’s thank you speech, Ms Lim also expressed her satisfaction in our services and her trust and desire to have a long term partnership.

Recognition awards were also presented to well-deserving staff ending with a birthday cake cutting session.

## TTSH CTD’s Employee Team Meeting

By Salbiyah Bte Mohd Yusoff

TTSH CTD held its Employee Team Meeting (ETM) on 14 January 2006 to thank and recognize staff who have worked hard and contributed towards the success of the organization. There were door gifts, music entertainment, Silat demonstration, Indian & Malay dances and their very own Karaoke Idol competition.



Don’t play play with Mohd Ramdan, our Silat Instructor

As a pun, ‘kiasu’ awards were given to recognize Porters and Hospital Assistants who had been exemplary in their service, performance and attitude. Such lucky winners were Lee Ah Loy, Narisah Bte Sarni, Raj Perumal and Muriel Dass.

The event was hosted by the winner of the Karaoke Idol, Mr Ramandan & Ms Salbiyah.



Dressed in coordinating ‘bajus’, our Malay dances enact a story through dance

# Running at the Standard Chartered Marathon 2005



By Sophia Lim

At least we can now say we have run the second leg of the Greatest Race on Earth at the Standard Chartered Marathon 2005 on 4 December, albeit, 10km each. The UMC ServiceMaster team of 6 ran as one of Alexandra Hospital's team participations. For all of us, it was our first time running such a distance. Inspired by the true marathoners running past us before our flag off from Esplanade Drive, we too thought of 'Chariots of Fire' as we ran through Marina South and into the Commercial District, cheered on by crowds as we came round to the Padang.....the finishing line.

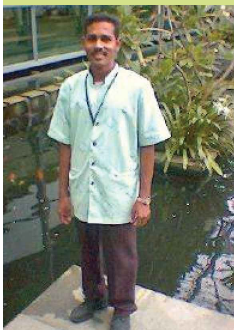
Led by General Manager, Mr Ryan Sun, the team comprised Thomas Tsang (DGM), Sophia Lim (HR & Training Manager), Victor Chia (Operations Manager), Ericson Teoxon (Facility Executive) and Christine Teow (Admin Asst). Ryan was so enthused by it that he encouraged staff to participate at similar activities as part of a healthy lifestyle approach.



L to R: Victor, Ryan, Sophia and Thomas before the Run.

## Kanan Saves the Day

By Irwandi & Anand



Kanan standing next to the Water Lily pond where he wrestled with the monitor lizard.

On 5 September 2005, as President S R Nathan was leaving INSEAD's Lily Courtyard after tea, a monitor lizard emerged from the koi pond. Our housekeeper, Kanan A/L Morgan jumped into the pond and wrestled with the lizard under the awe and applause of the President's entourage, delegates and faculty's members for his quick and heroic act. The monitor lizard was later released into the wild, far away.

INSEAD's Procurement Manager, Ms Helen sent an email to thank Kanan for his timely heroic action.

## How Fit Are You?

By Christine Teow

Alexandra Hospital's Sports Clinic organized a Fitness Challenge from 27 September to 10 October 2005 to encourage active fitness participation and assess the fitness level of



Overall Fitness Champion, Mohd Roseli (left) receives his fitness certificate from AH's CEO, Mr Liak Teng Li.

the staff there. UMC ServiceMaster's Housekeeping team had gamely volunteered 12 staff to take part in the challenge. Each participant had to complete different station workouts such as sit-ups, push-ups, sit & reach and choice of 2.4km run or 1.6km walk. The scores were based on quantity as well as time (speed).

After the grueling challenge, two ServiceMaster staff actually did quite well. And you need not be in your 20's to win judging by our two winners. Mohd Roseli Bin Mohd Ali, Linen Attendant was the overall champion for the Men's 40 – 45 years category while, Mr Mohd Suhaimi Bin Subari, Housekeeper was the Push-Ups champion for the Men's 30 – 39 years category. These two winners should be role models for our staff.

## National Healthy Lifestyle Campaign Walk-a-jog 2005

By Pearlyn Chong

Friday, 9 September 2005 a few of our staff from HQ headed down to the Padang to participate at the annual National Healthy Lifestyle Campaign (NHLC) Walk-A-jog.

The 2005 campaign focus was on "Workplace Health Promotion" with a theme of "Healthy Worklife, Healthy Living". This was our first participation under the encouragement of our General Manager, Mr Ryan Sun, who had also signed up for the event. We joined thousands of other participants and met up with some of our colleagues stationed at facilities such as Alexandra Hospital and KK Women's and Children Hospital who had also participated.



HQ staff with other facility members.

# Strategy Planning 2006

By Asrah F Rahman



From the left - Standing: Agnes, Zul Somo, Chandra, Robert, Salmah, Alice, Sioe Fa, Sally & Ryan. Center: Sophia, Gene, Asrah, Thomas & Christopher Sitting: William, Victor, Teresa, Meng Chuang, Kim Sung & Noel.

The Strategy Planning 2006 was held on 19 January 2006 at the Laguna National Golf and Country Club. This was the first time such a meeting was organized. Facilitated by Mr Ryan Sun, (GM) and Mr Thomas Tsang (DGM) the objective was to bring together the organization's key managers to derive, as a team, the strategy plan for the organization to meet its



Participants Brainstorming their ideas

business plan. Attended by HQ Management, Facility Heads and the HRD team, the group had included all sectors of our services.

The morning started with Ryan reviewing the strategy for 2006. To break the ice, each participant drew their personal shield to share something about themselves with

the others. The real work came when Thomas took the group through a brainstorming session on how we could improve our performance so as to meet the organization's target. The ideas generated were consolidated and four most critical elements were chosen and put in a framework called CHEER, which becomes the Strategy Theme of 2006.

Through the participation of the relevant members of the management team, action plans are developed within each respective department incorporating monitoring and control mechanism and establishing the Key Performance Indicators for their departments.

# New Workplace Safety & Health Act (WSHA)

By Sophia Lim



Robert covering the pertinent points

Robert Ang, our Management Representative for ISO and BCM conducted a briefing for our managers and facility heads on the government's new Workplace Safety and Health Act which replaces the 33-year Factories Act on 19 January 2006. As a sign of the level of importance the

organization holds this, the briefing was also attended by General Manager, Mr Ryan Sun and Deputy General Manager, Mr Thomas Tsang.

The objective of the briefing was to update our staff on the new act and the implications in the changes so that the staff may return to their facilities to evaluate their work conditions and conduct the necessary actions to ensure that they meet the new regulations. Notes on WSHA, Risk Assessment and a recent Straits Times article, "Getting tough on workplace safety" were distributed to the staff to read. This briefing was most useful and well attended by our staff as we take health and safety seriously.



An attentive class

# ATP & AAC for NSRS Handle and Transfer Patients

By Noel Pang

In December 2005, UE ServiceCorp Singapore was awarded the certification for NSRS Approved Assessment Centre (AAC) and Approved Training Programme (ATP) for Handle and Transfer Patients under the Patient Care Services industry. As we are already an Approved Training Centre (ATC), the status would automatically be extended for this new service industry.

In addition, we have also renewed our NSRS status for all our 3 cleaning modules, namely, Clean Hard Floor, Clean Carpet and Clean Sanitary Fixtures, Fittings & Toilet Floor. UE ServiceCorp's Education Centre will focus on providing such training programmes.



# Sense Skills Training Fair

By Sophia Lim

As one of Mendaki-SENSE's training partners, UE ServiceCorp-Education Centre was invited to participate at their Skills Training Fair held over 3 weekends in August and September 2005. The Fair was to promote programmes to upgrade workers' skills or give them the opportunity to explore new skills to be learnt that would be subsidized by Mendaki-SENSE. It tapped on venues of high Muslim traffic, namely, Jurong Point, near Lion City Hotel and Toa Payoh Central.



Mr Ryan Sun explaining to Mr Othman Haron Eusope and Mdm Halimah Yaacob the NSRS programmes that are offered by UE ServiceCorp's Education Centre

We were promoting our NSRS programmes in cleaning – Clean Hard Floors, Clean Carpets and Clean Sanitary Fixtures, Fittings & Toilet Floors modules. UE ServiceCorp is also able to assist trainees seek employment in the housekeeping, portering and building technical services.

During the finale on 18 September 2005, Mdm Halimah Yaacob, Chairman of Employability Network & MP for Jurong GRC was invited to grace the event. She also went on a walk-about round the booths and to speak to representatives of each organization. Mr Othman Haron Eusope, SENSE Chairman and Divisional Director, Corporate Services, NTUC presented tokens of appreciation to the training partners.



Mr Ryan Sun receives the token of appreciation from Mr Othman Haron Eusope

## Train-the-trainer Programme & Certificate Presentation at Metta Association

By Noel Pang

In unison to our Group Managing Director & CEO's call to "give something back" to the community, UMC ServiceMaster worked with Metta Welfare Association, a charitable organisation, to introduce a "Train-the-trainer" programme to their staff. While some will draw on this skill as part of their job, others will in turn train the special-needs students. We hope that it will create employment opportunities for the students of Metta School.



Asrah introducing the 7 Steps Cleaning Procedures to the trainees

Asrah F Rahman, our HRD Officer, conducted a three-day programme from 5-7 September 2005 at Metta School covering both the theory and practical aspects of housekeeping and a coaching skills workshop. All trainees had to undergo an assessment by Juraimi Shaharan, who is also a NSRS Assessor.

Mr Ee Tiang Hwee, Deputy Executive Director of Metta Association, gave an opening speech to welcome and thank UMC ServiceMaster for their support and contribution to Metta. In acknowledgement, Mr Ryan Sun, our General Manager, said: "We are happy to share with METTA our technical skills and expertise to assist them to start their own training centre."



Venerable Shi Fa Zhao presenting a painting done by a student from Metta School to Mr Jackson Yap.

Mr Yap presented the certificates to the trainees and the OJT Blueprint of the housekeeping system to Venerable Shi Fa Zhao, who in return, presented an exquisite painting to Mr Yap.

A certificate presentation ceremony was held at Happy Arts Deli located in Metta HQ on 3 October 2005, to award the trainees who have successfully completed the programme. Distinguished guests included Mr Jackson Yap, UE Group MD and CEO, and Venerable Shi Fa Zhao, President of Metta Association.

# Excellent Service Award 2005

By Pearlyn Chong



The national Excellent Service Award (EXSA) recognizes individuals who have delivered outstanding service and seeks to develop service models for staff to emulate, create service champions and professionalise services. It is managed by SPRING Singapore and seven industries' lead associations (the Association of Singapore Attractions, the Civil Aviation Authority of Singapore, the Land Transport Authority, the National Association of Travel Agents Singapore, the Singapore Hotel Association, the Singapore Retailers Association and the Restaurant Association of Singapore).

On 10 November 2005, Mr Ryan Sun, General Manager proudly led his team of 18 Silver Award winners under the security and general service to receive their awards from Ms Margaret Heng, Executive Director, Singapore Hotel Association.

An organization certificate was presented to Mr Sun and each individual award recipient received a certificate, an Excellent Service Award collar pin and a \$10 meal voucher by SHATEC's Petals Restaurant. On top of that, each of them received a \$75 NTUC voucher from the Company as an incentive token.



Our proud winners with Mr Ryan Sun (far left)

We are proud to announce the name of our winners:

<b>Alli A/P Muthoo Karuppiah</b>	<b>KKH</b>
<b>Amran Bin Mat Hassan</b>	<b>KKH</b>
<b>Azrah Banu Bte Mohd Sultan</b>	<b>KKH</b>
<b>Cheong Kan Hee Susan</b>	<b>KKH</b>
<b>De Costa Ann Christina</b>	<b>KKH</b>
<b>Janaki A/P Sockanathan</b>	<b>KKH</b>
<b>Joseph Tan Hok Tjia</b>	<b>KKH</b>
<b>Letchemy A/P Mukah</b>	<b>KKH</b>
<b>Li Ying Hua</b>	<b>KKH</b>
<b>Patimah Bte AD Ghani</b>	<b>KKH</b>
<b>Patrick Jaya S/O Anthony</b>	<b>KKH</b>
<b>Ramu Kodiappan</b>	<b>KKH</b>
<b>Siraya Bte Mohmad</b>	<b>KKH</b>
<b>Goy Teck Seng</b>	<b>CGH-CTD</b>
<b>Sharifah Noor Bte Junied Aljunied</b>	<b>CGH-CTD</b>
<b>Hadijah Bte Hashim</b>	<b>CGH-HSK</b>
<b>Jane Chua Lian Kiok</b>	<b>CGH-HSK</b>
<b>Siti Sukmanah Ishak</b>	<b>CGH-HSK</b>

We would like to congratulate all our winners who have done us proud!

# silvergoldstar