

Every Moment Is Precious

We are constantly posed with changes in life. We stop sometimes and wonder if our efforts will ever make a difference. Do we think of ways to do what is good, what is worthy and how we could each in our own ways contribute constructively? Maybe it's time to reflect on how the year has been for us, both at home and at work..... Make it a great year ahead!

To realise the value of One Year
Ask a student who has failed his exam

To realise the value of One Month
Ask a mother who has given birth to a pre-mature baby

To realise the value of One Week
Ask an editor of a weekly

To realise the value of One Day
Ask a daily wage labour

To realise the value of One Hour
Ask the lovers who are waiting to meet

To realise the value of One Minute
Ask a person who has missed the train

To realise the value of One Second
Ask a person who has survived an accident

To realise the value of One Milli Second
Ask the person who has won a silver medal in the Olympics



Poem printed with permission from Health Communications Inc. publisher of Chicken Soup book series.

VISION

To Build A Logistics Superhighway

MISSION

To Be The Number 1 Total Logistics Operator in Asia Pacific

CORPORATE PHILOSOPHY

R Reliability

I Integrity

S Sincerity

E Enterprise

Going Where You Want To Be™

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YCH Wins EDB Innovation Award for Intribution Management System

August 1996: YCH received a \$500,000 Innovation Development Award from the Economic Development Board presented by the Minister for Trade and Industry Mr. Yeo Cheow Tong for our very own Intribution Management System. The EDB innovation award is aimed at promoting innovation in Singapore through grants to manufacturing and service industry players to develop innovative ideas and technology.

Critical elements of our Intribution Management System include a system to link suppliers to manufacturers to provide total visibility to inventory; an EDI architecture and a logistics management system specially configured to manage materials and parts distribution operations. An example of an intribution

management concept operation was implemented in July with the setting up of a 100,000 sq ft materials hub for computer manufacturer Compaq in Sembawang.

With this new system, YCH will be able to support the total distribution operation of a company i.e. the entire supply chain from the movement of materials and parts to the plant as well as the finished goods out of the plant. Our competitive edge will also be increased with YCH extending logistics to a higher level of value-added operations.

Winning this award certainly underscores YCH's belief in the need for innovative logistics solutions to ensure the long term growth and vitality of the industry.

VISIT BY VIETNAM MINISTRY OF HEALTH

While attending a seminar in Singapore, delegates from the Vietnam Ministry of Health took the opportunity to visit Roche CDC at YCH DistriPark on 18 September.

A behind-the-scenes tour of the logistics operations proved to be an eye-opener for the delegates. They gained a fuller appreciation of the multiple process behind the export of vitamins and diagnostics products that goes to Vietnam each year.



Vietnam Ministry of Health

YCH IN FIATA WORLD CONGRESS

29 September - 3 October, Hilton Hotel, Caracas, Venezuela

Robert Yap, YCH CEO/Managing Director presented a paper on "Multimodal Transport and Logistics in Asia" at the prestigious annual FIATA (International Federation of Freight Forwarders Association) World Congress. "The Freight Forwarder - The Best Choice in Global Logistics" was the theme for this year's congress. Some 750 delegates from 76 different countries participated in the congress. It was the first time in the 70-year history of FIATA that the congress took place in Latin America, an important emerging market with enormous potential for the freight-forwarding industry. Distinguished speakers came from Department of Treasury of US Customs, Industry Affairs Cargo of Air France, Services Development Division of the United Nations Conference on Trade and Development (UNCTAD) and Customs of Venezuela, to name a few. Robert Yap was the only speaker from Asia.



In his paper, he said, "In Singapore alone, the transport and logistics sector is expected to contribute \$10 billion to the nation's gross domestic product this year. However, logistics in Asia is too complex to be managed by one party. Asian multimodal players should collaborate more to better meet the demand of and tap opportunities in the fast-growing market in the region, he added."

ROBERT YAP - NEW CHAIRMAN OF COSMIC INSURANCE

Appointment coincides with Company's 25th Anniversary

CEO/Managing Director, Robert Yap has been appointed as the new Chairman of the Board of Directors of Cosmic Insurance Corporation. He has been a Director on the Board for more than ten years. Cosmic is an established insurance company with a 25-year history in Singapore. It has a paid-up capital of \$33,000,000 and a gross premium of \$77,000,000 from business generated in Singapore, Hong Kong and Brunei. In 1995, it was placed among the top three insurers in Singapore.

Robert Yap's appointment coincides with the corporation's 25th anniversary. It marked its silver jubilee anniversary with a \$120,000 donation to the Dover Park Hospice Home. Cosmic was also selected to receive a "Friend of the Arts" award by the National Arts Council in recognition of its contributions to promote the artistic development of Singapore over the years. The anniversary was celebrated on a three day cruise-to-nowhere attended by more than 250 intermediaries and staff of Cosmic.

NEW MNCS ON OUR LIST

1996 was a harvest year with an impressive list of MNCs added to our blue chip customer list - Rohm and Haas, Hennessy, Flexsys, Compaq, Warner-Lambert SCHICK, Dystar. The company entered into licensed warehouse for the first time (Hennessy), expanded into Material Hub Management integrating multiple global suppliers and managing 24-hour JIT delivery to world-class manufacturer (Compaq). Also a first for YCH to enter into semi-manufacturing including packaging operation for SCHICK.

YCH-COMPAQ MATERIALS HUB

Materialisation of the 'intribution' concept coined by CEO/MD, Robert Yap. Mirroring the distribution concept, it will manage all incoming materials from Compaq's global suppliers to be kitted and fed to the plant for production. The commencement of operations on 1 July signified a new milestone in the logistics industry.

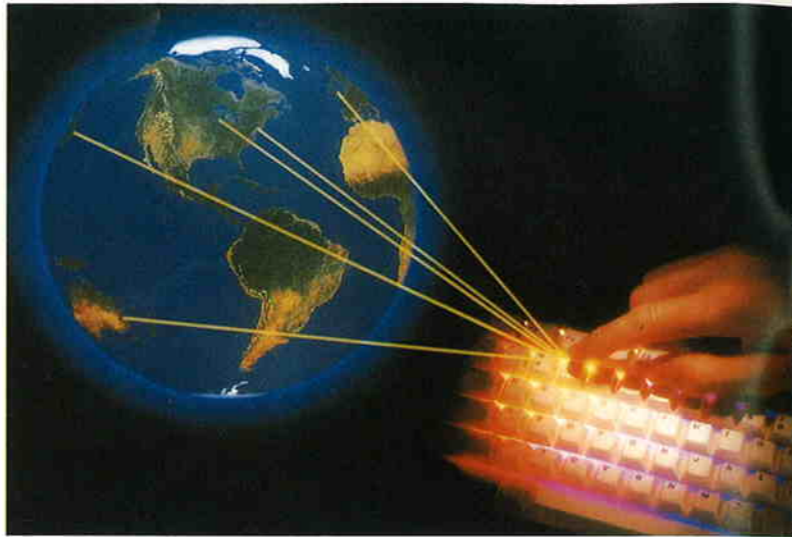
VALUE-ADDING TOWARDS INTEGRATED MANUFACTURING

Yet another milestone was created this year as we move towards value-adding logistics. The appointment of YCH by Fortune 500 Company, Warner Lambert SCHICK to handle its packaging and total logistics operation sees YCH operating at a higher level in the supply chain management; integrating more value-adding activities. This operation in Johore Bahru, Malaysia expanded the YCH workforce by an additional 200 people.

1996 COUNCIL OF LOGISTICS MANAGEMENT CONFERENCE

Planning for Virtual Response
20 - 23 October, Orlando, Florida

Founded in 1963, the Council of Logistics Management (CLM) in USA is a non-profit professional organisation which provides leadership in developing and enhancing the logistics process on a worldwide basis. To date, it has 12,000 members worldwide. CLM acts as a forum for the exchange of concepts and best practices among logistics professionals. It also provides research that advances knowledge and enhances customer value and supply chain performance. On a yearly basis, CLM organises education and career development programs that enhance career opportunities in logistics management.



The annual CLM conference is one of the prestigious industry conferences attended by more than 5000 delegates worldwide. Robert Yap (CEO/MD), Albert Ladores (GM, Corporate Development), Michael Leong (Marketing Manager) and Paul Lim (Head, Projects, MD's office) were among the twenty participants from Singapore who attended this annual event – a platform for both users and providers of global logistics to gain new insights into conceptual

plans, forge relationships and discuss problems and solutions.

The theme – 'Planning for Virtual Response' covered over 40 topics with 100 papers being presented. Each participant came away with some viewpoints on alternative channels in logistics, developing logistics leaders, strategic planning in logistics to emerging technologies and 21st century logistics organisations.

ASRS UPDATE

Construction work on the new ASRS facility has been underway for months now. The structures are mushrooming very quickly. It is in its final stages of completion. Before you know it, we will see a spanking new fully automated warehouse in operation. YCHappenings brings you some progress shots to track its 'growth' as it takes shape before our eyes.



QUALITY focus

1 9 9 6
THE YEAR THAT WAS . . .

1ST TECHNOLOGY LICENSING PROJECT

Our IT folks implemented a logistics management system for Boustead's central warehouse in Kuala Lumpur. This is part of YCH's first technology licensing arrangement to set up a Central Intransit Centre in Malaysia together with Boustead Holdings Sdn Bhd to handle domestic distribution.

CERTIFIED OJT CENTRE

The Institute of Technical Education (ITE) appointed YCH as a certified OJT (On the Job Training) Centre for our OJT training program. With the certification, an OJT certificate will be jointly issued by ITE and YCH for trainees who have passed the various tests.

1ST SCHOLARSHIP AWARD

Programmer Tan Kwang Seng, who is also the best employee of the year 1995, received the very first scholarship award offered by YCH. The full scholarship is for the study of Bachelor of Applied Science in Computer Science at the Royal Melbourne Institute of Technology in Australia.

STORY OF YCH

The 'story' of YCH through four decades was re-enacted on stage by our very own staff at our January annual dinner and dance in Orchard Meridien.

A CONTINUOUS QUALITY IMPROVEMENT PROGRAM FOR CDCS

A QIT (Quality Improvement Team) started a pilot project for our licensed warehouse between June and September, with the objective of reducing the incidence of damage during handling. Team members Tan Kok Keong and Michael Joseph from warehouse operations, and Abdul Hamid from QA identified the areas for improvement, collected data over a three month period and held weekly quality meetings. Applying Deming's four-step process - Plan - Do - Check - Action, here's how the team worked:

Plan

- Collect past incidence records via check sheet.
- Identify possible causes (using fish bone diagram) such as cargoes with loose shrink wrap and improper handling during stuffing and unstuffing.
- Brainstorm methods to eliminate the main causes.
- Set target to reduce number of incidents by 30%.

Do

- Implement new processes or preventive measures to improve /eliminate the main contributing factors. E.g. deploying supervisor to identify any loose shrink wrap cargoes on container for manual wrap before unstuffing and perfecting the technique of folding slip sheet is taught to the materials handler.
- Monitor new processes to achieve the goals / results within specified time frame.

Check

- Examine data and results of new processes, and re-organise data.
- Evaluate 'before' and 'after' implementation results and measure differences (Pareto analysis).
- Decide permanent implementation of new processes for best results.

Action

Continuous follow-up and monitoring of newly implemented processes, with objective of achieving Continuous Quality Improvement.

The new processes were implemented for 3 months and data gathered for evaluation. The result-Cargo damage incidents reduced by 60%. These new processes will be updated in the ISO procedures and audited periodically for conformance.

This problem-solving approach will be used as a basic tool for all CDCs to improve their work areas.

ISO 9002 2ND SURVEILLANCE AUDIT RESULT - ZERO NON CONFORMITY

Conducted on 2nd and 3rd Sept. the second surveillance audit includes Quality Assurance, Human Resource, Forwarding, Marketing, HP and Rohm & Haas.

YCH achieves zero non-conformity.

Compared to previous audit result of two non-conformities (minor) and two observations, only one observation was noted. Our Periodic Internal Quality Audit is a key contributing factor in ensuring that all systems are in line with documented procedures and work instructions.

Abdul Hamid, QA

YCHappenings checked out our value-adding manufacturing SCHICK-YCH operation in Tebrau, Johore Bahru, to bring you this latest update.....

SCHICK - YCH OPERATIONS



Visit to SCHICK's headquarters in Connecticut, USA.



The YCH team boarding Warner Lambert's private jet to visit their distribution centre in Philadelphia.

Joint evaluation

A Dragon awakens... vibrant in strength and strong in character. It is rocking the Tebrau Industrial Park and making its presence felt!! The 3-storey SCHICK-YCH operation has expanded from a bare minimum start-up team to a 180-strong force. Heading the team from YCH is Lye Wei Moon, who holds a Masters in Business Administration with many years of MNC manufacturing experience both locally and in Hong Kong, Malaysia and Indonesia. His team consists of Mohd Azmi (Productions), Salihi Manja Bin Mohd Taib (Quality), Zazali Bin Sudin (Engineering), Revindran (Warehousing), Azmi A. Bakar (HR) and Chua Siu Lian (Finance).

Dressed in smart blue vests and a sporty cap, team members are on their toes at all times to ensure operations flow smoothly at every level of the building. The operation runs on 2 shifts; 7 am - 3 pm and 3 pm - 11pm.



The various section heads pointed out that good teamwork is the key factor in the successful set-up of the plant operation. Working closely together, they know that they can rise above the challenges to meet customers' requirements in spite of obstacles along the way and long hours of hard work. Well, we wish these guys our very best and hope to hear more about their successes in the next issue!!



'Boleh!' - Ladies from SCHICK during a teambuilding session

UPDATE

A joint evaluation was conducted by quality experts flown in from SCHICK Hong Kong and US and YCH Singapore to assess the quality of the products from this offshore manufacturing plant. Products met all stringent requirements.

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THE YEAR THAT WAS . . .

ASRS TAKES OFF

Construction of the new Automated Storage and Retrieval System (ASRS) facility kicked off in February. This additional \$50 million twin-block investment will serve to meet the increasing complex logistics needs of our MNC clients.

NEW UNIFORM

Our operations folks don a brand new uniform with the launch of our new corporate identity. They sure look vibrant in the updated yellow and blue corporate colors!

TOWARDS A PAPERLESS ENVIRONMENT

A major company-wide exercise to review all forms for claims, travel, requisitions, stationery, purchase, work requests etc that are commonly used. We have put them into the system and only churn them out when we need to. This cuts down administration time, printing cost and storage space.

TASK FORCE RETREAT

For the first time, over 30 key executives participated in setting the overall strategic direction of YCH together with top management. The 2-day retreat held at the Seban Cove Resort in Johor Bahru provided an opportunity for the second liners to contribute to the dynamic growth of the company and at the same time, enhance team spirit.

DyStar

DyStar, a world-class market leader in textile dyes, has joined the ranks of our blue-chip customers. It is a joint venture company between two expert European dyemakers, Bayer and Hoechst, each with over 125 years of experience. DyStar employs more than 2500 employees worldwide and has over 20 subsidiaries and more than 50 agencies.

YCH will be handling their total logistics operation in Singapore. Its dyestuffs are imported mainly from Japan and Germany and are exported to the Asia Pacific markets.

The Sun Never Goes Down at the Hub



Zam (extreme left) and his receiving team

We turned what used to be a traditional wheat warehouse in Sembawang Free Trade Zone into a full-fledged Materials HUB to manage all materials and components for Compaq's manufacturing plant. It's been five months since the YCH-Compaq Materials Hub went into full swing. In this fast-paced, time sensitive operation,



The 'Vampire' shift guys... with Heng (3rd from front left)



The inventory team headed by Boey (2nd from left)



Our Point-of-Use guy, Arumugam

there is no tolerance for failure. It runs around the clock on two 12-hour shifts; 7 am - 7 pm and 7 pm - 7 am, to ensure materials are fed



Lim Tong Hai (3rd from left) and his issuing guys

into Compaq's production line on a timely basis. Joshua Lee and Vill Chan, both with no less than 15 years of logistics experience under their belt, head the dynamic 50-man strong team in Sembawang.

KNOW YOUR **ABC**

Cost is a key management performance indicator. In many organisations, overheads represent at least 85% of total company costs. In order to reflect this 85% accurately, it is important for us to know why, when and how much to spend.

Activity-Based Costing or ABC is a costing process where the cost of the activity related to the product/service provided is charged accordingly. It is about using resources more effectively and efficiently by focusing on adding value and eliminating waste. Better management of costs revolves around more than just looking at or modifying existing accounting systems. ABC management requires a change in thinking; it is about how to manage the organisation's resources in totality. Managers need to understand the activities being performed and how they affect costs and achieve business objectives. They will need to be able to distinguish between good and bad use of resources in order to identify opportunities to improve performance and reduce costs. With ABC, we can also provide cost information for management to identify relevant costs and make timely decisions.

Just like implementing ISO, ABC involves everyone in the organisation. An awareness course was conducted by Lim Bee Hoon, finance manager, to introduce the concept and need for ABC in YCH. We look forward to an early implementation.

ASRS SOLUTION

YCH happenings spoke to IT Manager, Tan Hock Teck, to find out about the Solutions for our new Automated Storage and Retrieval Systems (ASRS) facility.

What is the difference between running an ASRS facility versus the traditional warehouse?

Basically, the ASRS facility uses conveyors, automated stacker cranes and automated guided vehicles (AGV) to run the operations.

Conveyors and automated stacker cranes?

Storing and picking operations at the racks previously performed by high-rise stacker (kombi) and forklift drivers will be taken over by machines. We no longer require any picking and storing slips.

Does it mean we 'tell' the automated stacker crane what to do each time?

No. We do not even have to 'tell' the automated stacker crane what to do for each storage and retrieval process. Our expertise in storage & retrieval strategy is built into the system.

Give me an example please.

Let's take an inbound movement as an example. Incoming information on the customers, products, lot numbers, quantities and pallet-IDs will be transmitted via our warehouse management system (WMS) to the ASRS. The respective pallets are then placed onto the conveyors which bring the pallets to the stacker cranes for storage. The stacker cranes will then store the pallets at the ideal location based on the pre-defined storage strategy criteria.

So, goods are moved faster?

Definitely. Quicker turnaround time is achieved as machines can store and retrieve faster than humans. In fact, we will have eight stacker cranes moving concurrently. This ultimately increases the throughput of cargoes that we can handle.

Any other advantages?

FIFO (First In, First Out) inventory is automatically maintained and physical errors in storing and picking will be eliminated.

Tell us about your role.

IT is heavily involved in the design and testing of our storage and retrieval strategy. We have to integrate our logistics management system with the ASRS. We also act as an interface between the operations department and the ASRS vendors on the logistics services workflow.

Your Partner in Total Logistics:
ROHM AND HAAS COMPANY and YCH



Robert Yap, CEO/MD YCH Group and N.S. Tan, MD Rohm & Haas Singapore

3 December 1996. YCH sealed a total logistics contract with Rohm and Haas Company, the world's largest acrylic emulsion producer. Founded in 1909 in Philadelphia, Pennsylvania, Rohm and Haas is today a premier supplier of specialty chemicals with sales of US\$3.9 billion, backed by more than 50 manufacturing sites and 16 research and technical facilities worldwide.

As a total logistics partner of Rohm and Haas in Singapore, YCH manages the full spectrum of logistics services including all inbound and outbound cargoes, inventory management and control with complete shipping documentation services through the latest integrated IT systems.



To a great partnership!

100%

INVENTORY ACCURACY - ROCHE



The YCH/Roche team at the stocktake announcement



Well done folks! We are proud of you!!

A perfect 100% inventory accuracy! Yes!! A commendable achievement indeed for the ROCHE team. This year's stocktake involves more SKUs (stock keeping units) than in 1995 as we are reconciling by lot numbers and not just product line items. "In my entire

career, this is the first 100% in stocktake accuracy", said Logistics Manager, Mr Kenneth Tan, Roche Singapore. To the team on the ground, Mr Roland Schlagenhaf, Area Manager for the Asia Pacific Vitamins Division added, "Excellent and fantastic job. We are very happy to be with YCH."

1 9 9 6
THE YEAR THAT WAS . . .

24-HOUR OPERATION

We started, for the first time in YCH, a 24-hour, 7 days a week operation. The 12-hour shift is to meet the requirements of our customer, Compaq for their production schedule.

INDIA CONNECTION

Answering government's call to go regional, China was the first stop of our 'global' recruitment drive. This year, we cross the vast pacific ocean to India to tap on the growing engineering and IT talents.

REACHING & TALKING TO THE WORLD ON INTERNET

We became the first local logistics company in Singapore to have a website. Then, we invested close to \$50,000 on hardware, software and human resources to have our own server. This has enabled us to 'talk' to customers, suppliers both locally and worldwide through email.

INNOVATION DEVELOPMENT SCHEME AWARD

YCH received a \$500,000 innovation development scheme (IDS) award from the Economic Development Board for our intritubion management system. The IDS is set up by the EDB to encourage and assist Singapore registered companies to develop capabilities in the innovation of products, processes, applications and services.

YCH On Intranet

Best you think that 'intranet' is a mis-spelled word of 'internet', let's start by defining "intranet." Intranet is actually a 'private' internet; an internal internet accessible only by people within the same organisation. Unlike Internet, it is not 'open' to the world. Intranet uses the same worldwide web browser as Internet and is created with the same technology and development tools.

Intranet is an effective way to disseminate information within a company. It operates on a 'pull' concept. Information such as our human resource policy, common ISO procedures, corporate news etc. can be placed on the intranet for easy reference and reading. Staff can 'pull' as much information as they want when they need it. It is accessible readily and is easy to administer. We can be kept up-to-date regularly on the latest news by the touch of a button. Contrast this with the 'push' concept of the traditional printed manuals and guidelines. Hard copies are disseminated to staff for reference. With each update, one has to redo the entire manual and later 'push' the information to staff.

We can also use the intranet to conduct surveys and discussion where opinions are posted on the intranet. On an advanced level, we can even apply for leave and raise purchase orders via the intranet. These electronic forms can then be automatically routed to the appropriate persons. Our IT and operations folks are also looking at extending Intranet Solutions to our MNC customers.

No man is an island...so the saying goes. We attested to the proverb during our TEAMBUILDING program at Ngee Ann Polytechnic. It was a cool, rainy morning but everyone was up and going, ready to break all barriers. With YCH's most important resource-human strength, we skillfully tackled the challenges before us. Thinkers, doers and musclemen... as one!

TEAMBUILDING



Ready for the world



Pyramid Game!

Besides the fun and sweat, everyone contributed in strength, strategies and ideas to show that YCH is one formidable force in a highly competitive market, going where you want to be....



YCH SIN-MAL connection

No "causeway" came in between as staff from Malaysia and Singapore engineered their way out of a "nuclear mess" as a combined team.

1 9 9 6 THE YEAR THAT WAS . . .

ROBERT YAP ON PSB, JTC, COSMIC BOARDS

CEO/MD was appointed to the above board of directors bringing his experience in providing leading solutions for the logistics industry.

TEAMBUILDING

More than 30 staff gathered at Ngee Ann Polytechnic for a teambuilding session. Teams displayed their creativity, skills and muscles in the fun-filled day.

FAMILY DAY

Staff trooped into the Mandai Zoo on 17 August to experience the world's first night safari.

WORLD FIATA CONGRESS 1996

CEO/MD, Robert Yap presented a paper on Multimodal Transport and Logistics in Asia at the prestigious annual World Fiata congress held at Caracas in Venezuela.

PERFECT INVENTORY ACCURACY

A year where we achieved perfect stocktake results for all our MNC customers.



SFFA BOWLING CHAMPIONSHIPS

23 June, Victor's Superbowl

YCH submits its FIRST team for the SFFA Bowling Championship . . . and huala! We walked away with 3rd place out of 32 teams.

Certainly calls for celebration for our team of four ace bowlers . . .

So, how do they feel about winning and participating? Let's hear from.....



Ace bowlers in the making . . .

The only lady in the team.....

Eliza Low, Marketing Executive, started bowling in 1994. You can find her in Vision Bowl, Hougang every Saturday displaying her 'stunts'. *"I didn't really expect to win especially since it was my first time in a bowling competition. Being the only girl, I do feel the pressure and I was a bit nervous in the beginning. But with the team's encouragement, I did quite well!"*

John Anu, Engineer, all the way from Nepal....started bowling only when he came to Singapore this year... *"I am proud to represent YCH. The tournament was a good experience for a novice like me. We had a lot of support from team members. Its good for us to participate in such tournaments, help in team building."*

Roger Yap, Operations Director, an avid bowler in his younger days before marriage, his score averages 190 to 210...

"The training before the tournament was too short. We could have done better!!That's the YCH spirit!"

And

Tan Choon Chay, CMS Head.....a 'heavyweight' bowler...

"Good game, I enjoyed myself very much..."

Acknowledgement goes to Cheryl Chia & Ding Liang Lee - Finance, Ng Kook Hing - IT and Ming Di - Operations for their great sportsmanship

**HAVE A HEART
SHARE A GIFT,
BUY A CHARITY
SWEEP**

YCH celebrates X'mas this year by bringing cheer to the less fortunate. We set up a Sharity Gift box to collect gift and food items from staff for the beneficiaries under the National Council of Social Service. And to help raise the 3 million that Community Chest is trying to raise, we chip in to buy and help sell the charity sweep tickets that cost \$2 each. In our own little ways, we certainly hope to bring joy to the needy.
Merry Christmas!

In Night Safari

31 AUGUST 1996



Ab Meng-milk delivery

As the sun went down on 31 August, YCHees made their way to the world's first Night Safari in Mandai Zoo. "Feeding Time" for the families kicked off the night followed by fun filled games with lots of prizes.

YCH's very own "Ah Meng" (starring John Anu, Facilities) showed us how to feed your child (co-starring Sai Fong, IT). Among other hilarious games were "Mating Calls" by the various Department Heads and "animal dances" by the YCH Singapore Ducklings and YCH Malaysian Kangaroos.



"Yes..you called" Mating Call

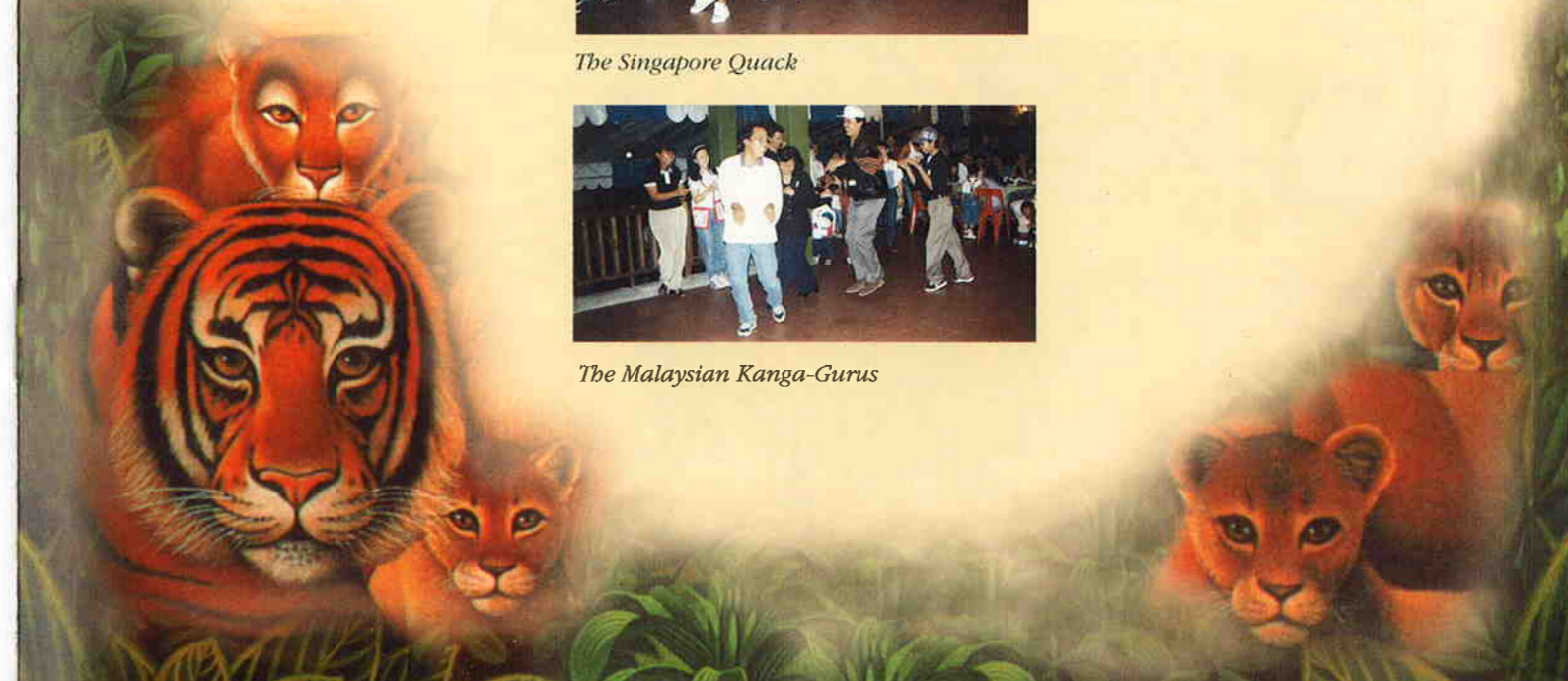
The eventful night finished with a tour amongst the free roaming nocturnal animals in the tranquillity of the night. Shrills and shudders from children filled the air when occasional movements emerge from the bushes in the dark. Luckily we were not in Jurassic Park or else...



The Singapore Quack



The Malaysian Kanga-Gurus



Patting Backs - Promotions

NAME **DEPT** **NEW APPT**

June

Jumali Sulaiman	OPERATIONS	MH4A
Mohd Ali Katan	OPERATIONS	MH4A
Lim Boon Chye	OPERATIONS	Asst Supervisor

July

Koh Lee Kiow	IT	Section Manager
Yeah Choon Chew	HR	Snr Clerical Asst
Eliza Low	SALES & MKTG	Executive
Loo Kam Mui	OPERATIONS	Snr Clerical Asst
Lee Nguan Chui	OPERATIONS	Supervisor

August

Song Ming Di	OPERATIONS	Asst Supervisor
Zainal Abidin B Rahmat	OPERATIONS	Asst Supervisor
Jennifer Wang	IT	Snr Programmer

September

Jenny Huang	FREIGHT	Snr Clerical Asst
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October

Lai Soo Keat	OPERATIONS	Asst Supervisor
Low Kwan Meng	OPERATIONS	Supervisor
Suradi Yunos	OPERATIONS	MH4A
Abdul Gani B Yadi	OPERATIONS	MH4A

A PEEK INTO DINNER & DANCE

HOLLYWOOD NITE



Another first for YCH as we take our annual celebration across the causeway to Malaysia. Watch out for the event at Hyatt Hotel on 4 January 1997 in Johor Bahru as YCH Singapore moves north to join our colleagues in Malaysia to dine and dance the night away.

Look out for ...

- Mr & Miss YCH
- Hollywood celebrities impersonations
- Our very own YCH dancers
- Thrilling games and prizes
- Employee awards
- and the worth-waiting-for Grand Lucky Draw

So, make a date to be part of this glamorous event, as missing it will give you sleepless nights!!!

Just for You

YCH Recreation Club

Yes! A recreation club formed specially for you! You can now enjoy all types of stress releasing and muscle loosening, sports, indoor and outdoor activities such as tennis, aerobics, canoeing, board games and even camping or overseas trips. YCH will match every dollar that you put in into the club every month. The club promises you a fun-filled 1997 ahead. So, remember to watch out for the RC news on your notice boards!!

LIBRARY IN THE NET

Like to catch up on some reading during your free time? Well, you may like to browse through our personal 'library' in the net. Books from general management, to training, logistics, tips on presentation, information about Singapore and conference papers etc are now available to you. Just look into the common directory in the K drive, pick the titles you fancy and 'book' the book via email to the receptionist. Do return it at the end of two weeks. Should you have any interesting books to recommend for the library, do inform our human resource folks. So see you at the 'library' guys!

TRAINING NEWS



Fire Safety

Most of us know what a fire extinguisher looks like but may not know how to use it. YCH staff took the opportunity to participate in a hands-on session during a recent fire safety programme.

Grooming and Social Etiquette

A grooming program was conducted by Singapore's former Miss Singapore-Universe, Ms Marion Teo. During her "full-house" session, she offered many pointers on the skills and right moves in a business situation.



L Plate Training

We introduce the system of issuing a **L** card to staff who are undergoing OJT for competency in machinery-handling. Upon their successful completion of the various tests, they are issued a joint certificate from ITE-YCH.



First Aid

The first aid course is to create awareness and equip staff with the basic first aid skills for times of emergency and accidents. 40 staff attended the hands-on session, conducted by instructors from the Life Saving Training Centre. Topics covered include how to administer treatment for burns, poisoning cases, shock victims and how to stop bleeding. Participants were also taught first aid dressing, how to tie various bandages and perform cardio pulmonary resuscitation (CPR) when necessary. Look out for the next session of the first aid course. You never know when you'll need it.

OJT Modules for SCHICK Operation

OJT modules for Material Handling are now adopted by our operations at Tebrau (SCHICK-YCH operation). The entire process from OJT module identification to certification will be modelled after YCH Singapore.

Personally Speaking

A

s the year draws to a close, we have much to celebrate. On a personal level, nothing reflects that mood of celebration more than the rush of weddings - seven in all this year. My congratulations to all the happy couples.

We've entered into marriages of the business kind too this year and our alliances are with world-class companies: Compaq and Schick, to name the most recent. The YCH team put in tremendous effort to make these marriages happen and like all good marriages, we'll have to keep putting in our best effort to ensure that the partnership is strong and enduring.

I also want you to know that my involvement in a number of major industry events including the recent FIATA Congress in Venezuela is part of our effort to take the YCH story out to a wider audience and make known our leadership role in the industry. This is very important to our long term growth and success, not just here in Singapore but in the Asia Pacific and perhaps even on the global stage.

YCH also has a role to play in the broader business community and for this reason I have been happy to respond to invitations to serve on the Board of JTC and PSB. I encourage each of you to respond to opportunities to get more involved in professional activities outside the company that give you a broader perspective and help you to keep growing.

There is no doubt that YCH will keep growing. As we prepare for the new year and the challenges it will bring, I sincerely hope each of you will tap into your talents to go where you want to be both in your professional and personal lives.

Robert Yap
CEO/Managing Director