

QUALITY STANDARDS ISO 9002

“What’s ISO 9002?”

Sports - Is Singapore Out again from the Malaysia Cup ... must be ‘kelong’ again.

Music - ISO 9002 ... a top hit just like Love Potion Number 9 in the fifties.

Fragrance - ISO 9002? I still prefer Chanel No. 5.

Whatever you think it is, ISO 9002 refer to Quality Standards no company should ignore. It is becoming a basic ticket of admission for supplies around the world.

ISO 9002 is a series of manuals that describe the elements for establishing or maintaining quality standards as a ‘minimum’ process-control hurdle, a sort of Good Quality Seal of Approval that serves as a logical first step on the path to quality improvements.

At YCH, we are set to achieve world class, mature quality standards. A Quality Theme suggestion contest was open to the staff in its Quality awareness drive. The response was overwhelming and we had several winners who contributed to the winning theme:

‘We do it right first time, everytime’

The enthusiasm of the staff and the management has set the stage for YCH to achieve high quality standards.



YCH Group MD, Mr Robert Yap officially launched the Quality theme during YCH Family Day at Sentosa on 17 July 1994.



Mohd Noor, one of the winners, receiving cash award from the MD.

YCH Happenings



A YCH Publication for internal circulation

July 1994

Training - Our Total Approach

“When is your training?”... “Where is your training?”... “What is your training for?” These are the common talk at YCH nowadays.

A Total Training Plan for 1994 was created for the benefit of everyone... even mature workers who have been with us for many years.

OJT - YCH appointed Model Company by NPB



Our instructors being trained by NPB Consultants

On -The-Job Training (OJT) is synonymous with our employees just as containers is synonymous with warehousing. Everyone has gone through or has been scheduled for OJT in their various CDCs.

Our immense effort in promoting and practising OJT has earned our appointment as Model Company for Material Handling in our industry by NPB.

24 Assistant Supervisors and Supervisors were put through a trainer ‘s course in OJT. They were taught how to conduct OJT. To be a qualified instructor, each of them has to complete assignments and tests to the standards set by NPB. With the help of our NPB Trainer-Consultant, Mr Edwin Tan, everyone successfully completed the course. They have now been summoned to “go forth and teach the good news - OJT”.

The hour has come for our newly graduated OJT trainers. Their first assignment was to launch the OJT Pilot training for the various Central Distribution Centres (CDCs). As qualified trainers, they had our staff trained using the 10 hours OJT Forklift and 15 hours OJT Kombi.

“Like seasoned trainers lah...” was among the comments made by our trainees. Putting staff through the test of OJT has seen the company increasing tremendously in skill training. The end result was a skilled worker in a much shorter time, more cost efficient and of a higher standard.



Coaching by instructor

OJT at Roche
Witnessing an OJT process using our sophisticated high rise stacker (Kombi).



A “Debrief” by instructor

IT Training

IT, an area that has propelled the company into the forefront in its mission to provide total logistics has combined with another area, training, to boast its competitiveness in the business world. This concoction will definitely provide an added 'turbo charge' to the provision of total logistics with service excellence. We are now able to achieve efficient and effective results as both man and machine are complementing each other.

All management staff and key users have been introduced and trained on the latest software used in the company. By combining IT with training, we have taken not one but two steps ahead!



An impressive display of IT equipments for training



An enthusiastic group of participants inclusive of Managers

The company's focus on IT has been proven many times and its testimony is through the winning of the National IT Award in 1992.

Special Recognition Award

In April 1994, 3 worthy winners were rewarded Special Recognition Awards from the Management for their extraordinary contributions to the development of OJT blueprints and the time contributed inspite of the heavy business volume.

Presenting our winners...

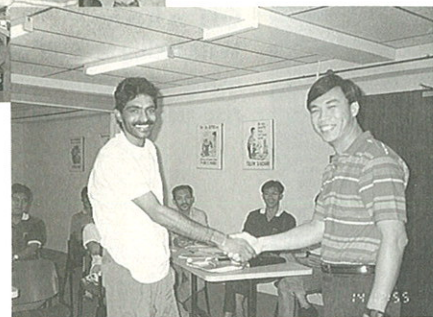
- ... Samsuri, a Senior Supervisor who possesses an image of a logistics wizard
- ... Sabtu, a Supervisor who never misses a detail in operations and
- ... Revindran, a Logistic Assistant who possesses the energy of a kombi.



Sam



Sabtu



Revi

... each receiving a \$100 cash award and a commendation letter from our Senior Manager, Warehousing and Distribution, Terence Tan.

Profile

Why I remain loyal to YCH...

This is our first personality profile, and Lee Heng Huat and Koh Seng Kay (popularly known as Ah Huat and Ah Geh respectively) were chosen as our first well deserving personalities to be featured. Ah Huat and Ah Geh has been with the company for 30 years.

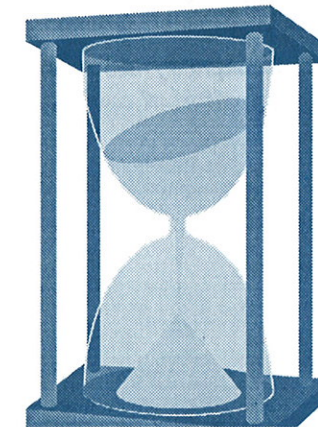
"I started work 30 years ago. I was interviewed by Mr Yap Chwee Hock himself and he was my first boss" said Ah Huat. Same comment was echoed by Ah Geh, a fellow colleague who has been with the company for the same period of time.

Question

Ah Huat, what has inspired you to remain for so many years with YCH? How about you, Ah Geh?

Ah Huat:

I do not like to job hop like the youngsters nowadays. I like the company - I know everyone. People call me "uncle". The bosses have been reasonable and YCH is a stable, growing organization. I felt job security was very important and the working environment was harmonious. Nobody disturbed me unnecessarily as long as I perform my job well.



Lee Heng Huat, 30 years of service



Koh Seng Kay, 30 years of service

Both of our longest service staff receiving their well deserved Long Service Award from our chairman, Mr Yap Chwee Hock and Group MD, Mr Robert Yap.

Ah Geh:

YCH is like my second home. I started work before my marriage, now my son has graduated. I know the boss since he was a young boy. As long as I perform my job well, the bosses do not interfere. I like it this way. YCH has grown from a small to a big company.

Question:

What are other things you remember most that you would like to share with us?

Ah Huat:

I was very sick many years ago and had to stop work for a few months. Robert, our MD, personally assured that my job will always be here for me and asked me to concentrate on getting well. Yap Chwee Hock himself visited me. Both old & young Boss very caring. The Company even paid me my full salary throughout these months!

Ah Geh:

I have gone through ups and downs. The Company has provided me assistance and job security is never an issue. Such "kam ching" (loyalty) is developed through the years!

HIGHLIGHTS ON YCH

ASEAN PRODUCTIVITY ORGANISATION
PLACE : SINGAPORE
PERIOD : 11 - 15 JULY 1994

The meeting of Asean delegates was held here in Singapore. The seminar focused on On-The-Job Training and various deserving companies were highlighted for its development and implementation of OJT. Identified as a key form of training in this fast moving business world, Singapore has been grooming companies in this aspect.

YCH, appointed as a Model Company for Material Handling, was presented to the many Asean leaders in the seminar. The commitment and investment made in OJT by YCH management was cited as an example for other local enterprise to follow. The comprehensive OJT structure at YCH has in fact attracted the editors of National Productivity Digest as a worthy news. The journal acting as the voice of the National Productivity Board has decided to include in its monthly magazine, an article on OJT at YCH. Look out for it soon!

YCH DistriCenter - NOW AT KEPPEL DISTRI PARK

The YCH Group has achieved yet another milestone in its aggressive push towards total integrated logistics with its latest One-Stop-Service **YCH DistriCenter** at Keppel Distripark.

With the new DistriCenter strategically located within the Port 's Free Trade Zone area, YCH now offers a comprehensive Container Freight Station (CFS) and regional distribution service under one roof. This new facility will also provide an added boost to our efforts to develop into a major NVOCC player in the region.

Facility-wise, the DistriCenter boasts of a 50,000 sq ft space, a 6-tier high rack system which has a capacity of more than 4,000 pallet positions and 9 dock-levellers for expeditious container handling. This is further supported by a fleet of 2 kombis and 6 electric & LPG forklifts.

With 6 months of operations to-date, the DistriCenter has achieved full capacity utilization thanks to the good support of our valued clients. And not forgetting the excellent effort of our KD team !



Gleaming - white beaches. Scenic surroundings. And wonderful, wonderful weather. These provided the backdrop for the recent YCH Family Day held on 17 July 1994. Our yearly Family event took us to Tembusu, Sentosa, the fantasy island of Singapore.



Hi! Sentosa

SUN & SIESTA AT SENTOSA

Here, we go!



Mr and Miss YCH!

More than 300 staff and family members witnessed the official launching of YCH Quality Program by Mr Robert Yap, our MD. Staff and families enjoyed the "Kiasu" and "Kiasu" beach games, especially the "dumping" of Thula, Ravi and Gerard, our Recreation Committee Organisers into the sea!

The whole day event was indeed memorable. Staff and family were treated to the "longest buffet" in Sentosa, including day-long BBQ of satay and otak., team attendance reward, Mr and Miss YCH Beachwear etc... Team effort was handsomely rewarded with \$\$\$.. Needless to say, team spirit was definitely high and everybody obviously happy with our "Siesta".



Muscles Competition?



Hooray, we won!

Telephone Tip \$

Each time we make a outgoing call, the phone bill increase with the ticking of the clock.

As responsible employees, we should use the telephone wisely, even though we do not pay the bills!

Outgoing calls

Here's what you can do to help to keep the phone bill down!

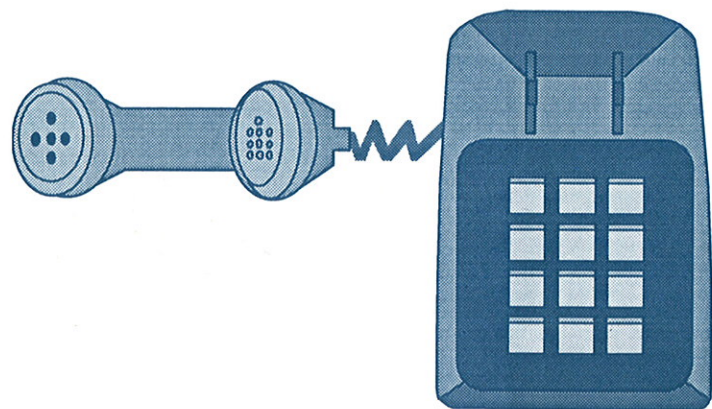
- Check telephone number to ensure correct number before making your call. Wrong numbers are charged to us as well.
- Know the right person/get the full name right, so that you are not putting up a wild goose chase.
- Cut down waiting time. If you fail to get the person you want, leave a message. If you are given the choice of waiting, request for the person to return your call.
- Speak clearly and to the point to avoid misunderstanding and unnecessary repetition.

Each time we make an outgoing call or receive an incoming call we are the company "ambassador". We should be prompt, courteous and helpful, even though we may not know the other party!

Incoming calls

Here 's how you can do to upkeep our company image!

- Pick up call within 3 rings to avoid the other person hanging up on you. Remember it is irritating to wait on the other side.
- Pick up fellow colleague 's calls when they are not around. A simple message taking goes a long way in colleague relations and telephone relations.
- Simply key (#84) or (#80) followed by Ext no. to pick up another person 's call.
- Be polite and helpful at all times. Even though you may not know the person on the other side, he/she knows the company!



Flashback...

YCH Annual Dinner & Dance

Date : 29 January 1994

Venue : Boulevard Hotel

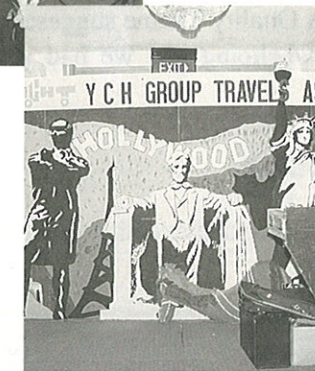
At last, a real YCH bash!



Welcome by YCH stewardess



YCH or Hollywood? Our actors and actresses in Movie World Contest.



The theme : YCH Travels Asia



Boey and 'Miss' Revi doing the Lambada.



Our Prince Wow!



Start with a 10 course dinner...



Ends with disco... till 1 am.



Tong... Tong... Cheng...