

EARLY TO RISE

There's a lot of truth in old, home-spun sayings. Like "early to bed, early to rise makes a man healthy, wealthy **reliability** and wise." We believe in the truth of time-tested practices and traditional virtues.

Virtues such as Reliability, Integrity, **integrity** Sincerity and Enterprise. Put them together and they spell, RISE, or as they say in

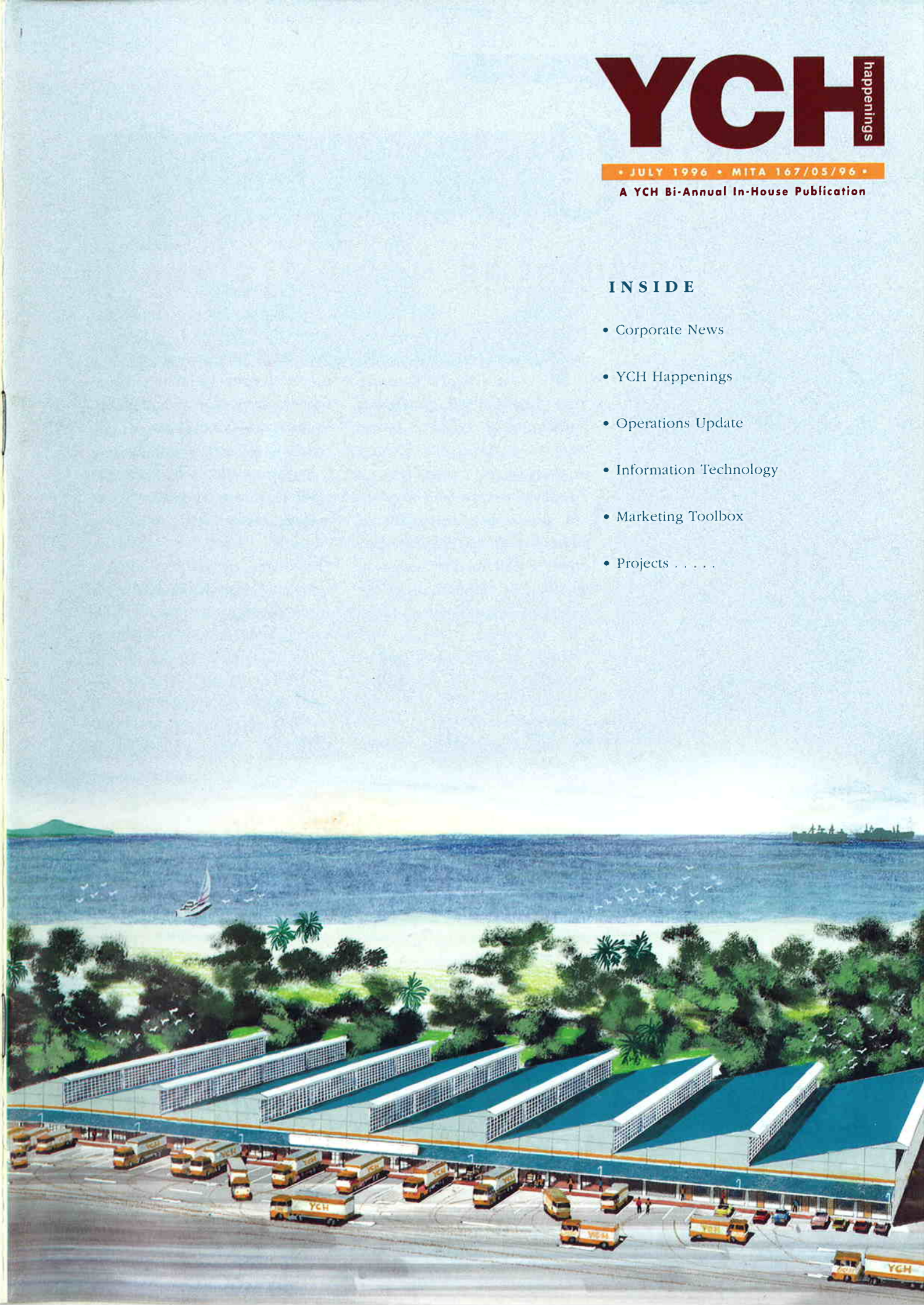
Chinese '升', which aptly captures our **sincerity** corporate philosophy as well as the sunrise industry we are in. These virtues have

guided us through forty years of growth **enterprise** and we think they will continue to stand us in good stead in the years to come.



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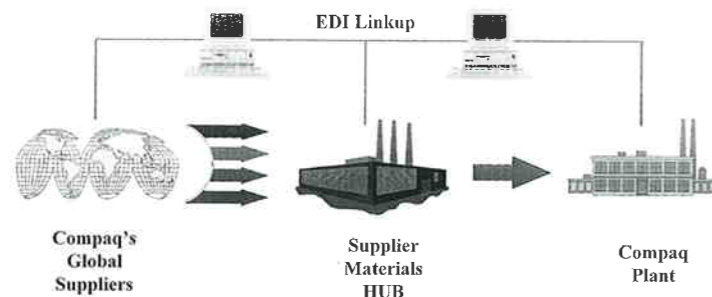
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JULY 1996

YCH Compaq SUPPLIER MATERIALS HUB

The establishment of the Compaq Supplier Materials HUB marks YCH's first step in implementing our Intribution concept. It will be the first "Intribution Centre" in Singapore, signifying a new milestone in the logistics industry. It all began in Oct 95 when Robert Yap, our managing director delivered a paper on the topic of "Intribution" at the Logistics Conference 1995.



YCH's Intribution concept offers a match to Compaq's requirement in their current re-engineering efforts. This led to a series of discussions between the two companies. YCH was selected as the exclusive Compaq Materials HUB Operator in April 1996.

The HUB commences operation on 1 July 1996. It resides within the Sembawang Free Trade Zone (FTZ), occupying a total area of 100,000 sq.ft. The HUB will store all materials and components for Compaq, which will subsequently

be fed into their plant for production. The materials HUB will operate 7 days, 24 hours a day to support production requirements. As the HUB is strategically located within 15 minutes' proximity from Compaq plant, operational efficiency is ensured under this Just-In-Time environment.

The materials HUB functions as the intribution point for materials and components that will be trucked in locally, or shipped in from abroad by Compaq's global suppliers. The concept is illustrated in diagram as shown.

Instead of shipping the materials direct to the plant, the suppliers will divert the materials to the HUB. This effectively eliminates the need for Compaq to manage all incoming materials from their numerous suppliers. The arrangement will free up space that can be better utilised for manufacturing .

YCH will assume the responsibility to manage Compaq's inventory. Electronic Data Interchange (EDI) is established between YCH and Compaq, as well as between YCH and the suppliers. Through the EDI



link-up, we are able to provide a system platform where Compaq will have access to information on their inventory within the HUB. This will aid Compaq in scheduling their production planning base on the actual materials available. At the same time, the suppliers will have the information access to the exact materials that have been 'drawn' by Compaq. YCH will monitor the stock level, inform the suppliers to replenish the materials accordingly when stocks are running low.

The project also strikes a First special tie-up with the Customs office of Singapore. As the HUB is within the FTZ, it is important to manage the control of materials and components moving in and out of the port. We are proposing to

establish a FTZ-Net with the Customs office. Essentially, YCH's Logistics Management System (LMS) will be linked up with the Customs system, facilitating the transmission of both inbound and outbound shipment data.

The entire HUB concept aims to manage the materials for manufacturing in the most cost effective and efficient manner. Gone are the days where product price and quality serve as important elements for the company's competitive edge. Today, the two elements are treated as "given". Companies will have to venture into creative logistics management methods, both for their raw materials and their final products. Logistics management is indeed the 'Weapon' to stay ahead of competition .



Compaq - YCH

Supplier Materials HUB Conference

23 & 24 April 1996, Raffles Marina

- More than 200 attendees comprising both Compaq's local and overseas suppliers and their own representatives.

- Objectives of conference:
 - Announce the implementation of the Materials HUB
 - Explain the HUB processes and how the HUB will integrate with Compaq plant

- Presentation made up of 3 segments:

1. Introduction on YCH
2. YCH DistriPark Tour
3. Elaboration of the HUB processes, as well as "Live" dial-in demonstration of YCH's Logistics Management System

- The conference was an overall success. Compaq suppliers went back with a good understanding of the HUB operation, as well as a good understanding of YCH capabilities in supporting their logistics requirements.

ASRS

PROGRESS UPDATE

Construction of our new automated warehouse started in March 1996. You would have noticed some changes within the DistriPark and have experienced minor "shakeouts" while on your job especially near the CMS area. How's the project coming along you might ask. YCHappenings checked out the construction progress and here's an update.



• **To make way for the construction, the following were uprooted/relocated**

- Re-construction of Dupont's Loading Bay, an increase in space by 80 sqm. (See article on operations update)
- Shell Diesel Station Relocated temporarily to the common carpark near fencing
- Traffic and Maintenance Office A "container" temporary functions as the traffic office. See article on "Container" Traffic Office. Our maintenance operation team currently operates in the small office beside the prayer room.

d) Demolition of warehouse D3A

- **Traffic flow redirected....**
With 15-truck movements per hour, traffic has to be redirected to facilitate construction and avoid congestion.
- **Electrical & Sprinkler System Diverted.**
Rewiring of electrical and relocation of sprinkler system to support Aiwa operations.
- **Completion of piling and floor slab works**

In Progress

With the basic construction foundation laid, we are ready to launch into the building proper - the structure, roof, walls, rackings, office, value adding floor, conveyor systems, special washpit for containers and an array of 16 loading bays! We expect the 1st phase of the new automated warehouse to be ready by the end of 1996.

YCH ON JTC, PSB, CIT BOARD

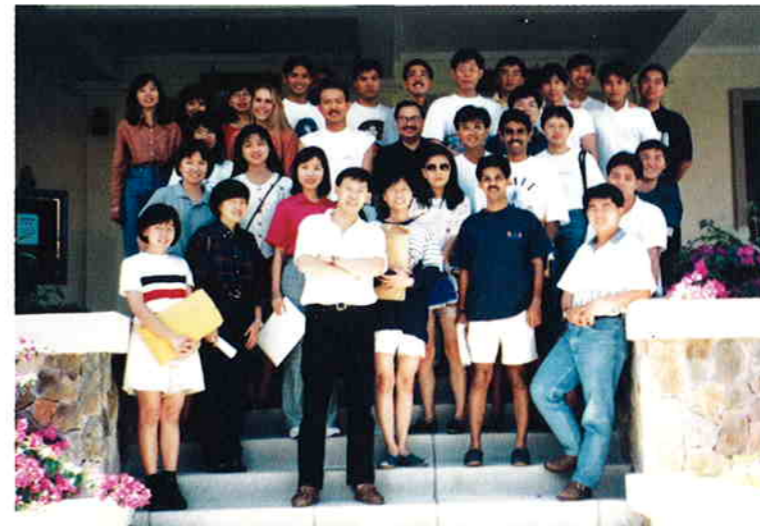
With the logistics industry becoming a key strategic area towards the growth of the Singapore economy, YCH is doing our part to contribute to the industry. Our managing director, Robert Yap has been named to the Board of Jurong Town Corporation (JTC), Singapore's leading developer and manager of industrial facilities and related infrastructure. The JTC board, chaired by Mr Wong Hung Khim, is established as a statutory board to support Singapore's

industrialisation programme. Robert Yap has also been named to the board of directors of the Singapore Productivity and Standards Board, a merger between the National Productivity Board and Singapore Institute of Standards and Industrial Research. The board, chaired by Mr Lim Boon Heng, will define policies and strategies for continuous upgrading of industries, and design resource improvement programmes

for technology application, manpower development and infrastructure building.

Robert Yap has also accepted the invitation as advisor to the Chartered Institute of Transport (CIT). As a leading home-grown total logistics operator, Robert will provide counsel and strategic direction to the CIT board and help to assess the professional development and educational needs of the logistics industry.

TASK FORCE RETREAT



Task Force Retreat

TOWARDS
\$300 MILLION
BY YEAR **2000**

23 & 24 March,

Sebana Golf and Marina Resort,

Johore Bahru

Singapore has a logistics plan 2000. YCH has one too. We call it YCH Strategic 2000. Our aim is to become a \$300 million company by the year 2000. As a follow-up to the management's strategic retreat in 1995, over 30 key executives gathered offsite to participate in setting the overall strategic direction of the company.

VIP Visit

We welcomed the following VIP customers and business partner to YCH DistriPark for the month of January and April 1996:

Dr Susumu Yoshida
*Senior Advisor,
Aiwa Co., Ltd*

Mr Hajime Unoki
*President,
Aiwa Co., Ltd*

Dr Andres F Leuenberger
*Vice-Chairman of the Board
Deputy Chairman of the
Executive Committee
Roche Holding Ltd*

Mr Zhi Shu Liang
*General Manager,
China Ocean Shipping
Agency Shanghai
(one of YCH joint venture
partner of Shanghai YCH
DistriPark Ltd*



The objectives are to provide an opportunity for the second liners to be involved in the strategic role and to enhance team spirit amongst the various departments. It was an intense two-day affair where we tabled

YCH's growth plans, general corporate strategic directions and overview of the logistics industry. Task force members evaluate their department's strengths and weaknesses to determine how they can each contribute to the growth. Members worked till wee hours of the morning as they put on their thinking hats and prepare for their presentations.

The session was indeed fruitful as it provided an avenue for all of us to understand the goals, action plans and roles of the various departments; how each fit into the overall corporate strategy.

With the action plans on their plate, management met up a month later to collate all findings.



Corporate Development team . . .



Marketing team . . .



Finance team . . .



Information Technology.



Operations team.

Moët-Hennessy, Rohm & Haas, Flexsys - New customers join the ranks of world-class MNC portfolio that YCH handles. An account of the type of services we provide for them are listed below.

NEW Customers

YCH LICENSED WAREHOUSE FOR MOËT-HENNESSY

For the first time in YCH, we are running a licensed warehouse to store dutiable cargoes. Familiar liquor labels such as Johnny Walker, Hennessy and Hine from France and United Kingdom are now stored at our licensed warehouse. At any one time, we house more than \$60 million worth of products, close to 2000 pallets. We provide trucking, warehousing and stamping individual bottles (a requirement by Singapore Customs). YCH is responsible for shipping these liquors to Hennessy Asia Pacific markets.

ROHM AND HAAS



Visit by Mr Bruce T Gilbert, R & H's Director of Material Management for Pacific region.

Rohm and Haas is one of the world's leading supplier of specialty chemicals. Products manufactured in New Zealand, United States, Australia, Europe are shipped to Singapore for the Asia Pacific markets. We provide total logistics services including delivery, full documentation, warehousing and direct invoicing to Rohm and Haas' customers.

Extreme caution must be exercised when handling R&H's products. Staff are trained in product knowledge and handling, safety procedures on Emergency Response for Spillage (theory and practical). An emergency response station has been set up to cater to emergency needs.

FLEXSYS

Flexsys is a global joint venture company between Monsanto Company of the USA and Akzo Nobel of the Netherlands. It is a leading supplier of chemicals and instruments for worldwide rubber industry.

YCH supports Flexsys' total logistics requirements for their start-up operations in Singapore. We provide a total service package from warehousing, documentation and act as a clearing agent/major exporter for Flexsys.

It was a great honour for YCH to be chosen as one of the two companies in Singapore for the visit by ITE board members, led by Chairman, Mr Eric Gwee and the press. The objective of the visit is to strengthen links with the industry and focus on the training and certification for the logistics industry. As a leading total logistics operator and advocate in training, YCH was invited to be part of the logistics technical committee set up by ITE. The purpose of the committee is to develop the National Apprenticeship Programme in Logistics Operations - a first National Certification for the Industry.

ITE VISIT



After a corporate presentation, the visitors toured the DistriPark. They also met up with Zainuddin, our Assistant Supervisor who had undergone OJT under the supervision of his superior. He is now a qualified OJT instructor. Zainuddin has trained many fellow colleagues in the various warehouse operation skills under the company's OJT programme. "OJT is the best form of training. It reinforces skills while working on the job," said Zainuddin. Being trained is very much part of YCH as all confirmed operations staff have undergone more than one module of the OJT. The visit ended on a refreshing note as everyone adjourned to some refreshments at the training room.

FINANCIAL & MANAGEMENT ACCOUNTING

The AccPac system implemented since 1991 has served us well. But, today, we have outgrown the batch-processing package which cater to a small setup. With the growing importance of management information system, we have to start looking for alternatives. There are many packages available off the shelf in the market. But they might not be tailored to our needs which include order processing. That is why YCH has decided to develop in-house our very own "FINMAN". "FINMAN" stands for Financial & Management Accounting. We are developing a financial system to integrate our total

FINMAN

logistics operations and our current financial system, enabling us to move towards an integrated, real-time system to meet our financial & management reporting needs. As an end-user, Finance department will set the parameters or inputs from analysis to design to test run that will cover all aspects of their requirements. We hope to migrate from AccPac to the new system in 1997. And once operational, we can license the system to our regional joint ventures. Hence, enhancing our spectrum of capabilities as we market our technology licence in the region.

Catherine Yap. One lady with very strong interest in the world of fashion and entertainment and has no intention at all to join the company initially.

But she became the Group's Finance Director. What make her join YCH? Catherine reveals...

catherine yap's Secret



To do fashion designing, one needs to have a flair for drawing. When Catherine realised she could not draw, she decided to pursue her other interest, accounting instead. Her intention to study in England then seem to have confirmed her future in YCH although she has no plans to run finances for her family owned business. In those days, it was unheard of for any mother to allow their

daughter to be sent abroad for studies alone. Mrs Yap naturally objected to her decision. Catherine asked Robert, our managing director and Catherine's eldest brother for help to talk to Mrs Yap. After much persuasion, Mrs Yap finally relented. However, Robert had one condition for Catherine, that is to work for YCH when she returned. The 3 years she spent in England were indeed very fruitful. Besides achieving ACCA, she also found her dream man while completing her 2nd year.

Catherine joined YCH in 1983. With the then smaller setup, she was in-charge of Finance, Information Technology, Administration, Personnel and Insurance. How is it like working for a family business? "You are more dedicated and committed and is willing to put in more hours." said Catherine. But Catherine stressed that even though it's a family business, there is no special treatment and there is no excuse for poor performance.

Perhaps the most memorable time for Catherine is when YCH decided to move to Tuas from Pasir Panjang. She was responsible for the entire office setup. In essence, she worked like a "Project Manager". "I really learnt a lot through liaising with the various contractors", Catherine adds.

Incidentally, there is only one man in the Finance department. Perhaps ladies tend to be more meticulous. As more professionals join the company, Catherine hopes that she can train someone to take over the Group's Financial matters one day. She can then devote more time to her family. About 70% of her time now is spent on work. Catherine has four children; three boys and one girl aged one to nine years old. How did she manage to stay so slim after having 4 children? "Perhaps it's in the genes, look at Roger. I rarely do exercises", Catherine explains. So, how does she release stress? She sleeps, play mahjong and shop! She also likes disco dancing and enjoys karaoke.

Catherine does not see herself becoming a full-time housewife in the near future. Her ambition is to own a fashion boutique one fine day. In fact, her strong interest in fashion and entertainment did not fade after joining YCH. Looking at too much figures can be very monotonous for her. A fortune teller once told her that she will become very successful if she branch into the entertainment world. Well, who knows...the prophecy might just come true....

"Container" Traffic Office

Some of us are probably familiar with the story of the three little pigs and the big bad wolf. As the story goes, the pigs try to build houses out of straws, sticks and bricks. And each time, the wolf blew out the houses made of straws and sticks. But alas, the wolf did not manage to blow out the house that was made of bricks.



spanking new office in the new building.

So, how do our traffic colleagues feel about their temporary "home"? Well, we receive mix response.

Some liked it and equate it to moving from an old house to a new one. They are excited about a new environment and everything feels fresh and clean. Some still prefer their old office. The familiarity of the old office provided them a sense of security.

As all of us adapt to the work environment with YCH's dynamic growth, we may at times be affected by the changes. Like our friends in the traffic department, we might have mixed feelings and sometimes even feel insecure. But just like the story of the three little pigs, we are sure that we will have a happy ending.

In YCH, even offices made out of bricks are "blown away" but not by a big bad wolf. The old traffic office was torn down to make way for the construction of the new ASRS warehouse. In the interim period, our traffic colleagues will be housed in a "container", equipped with full office set-up and air-condition. When the automated warehouse is completed by end of the year, the traffic department will then be able to enjoy a

Continuous Improvement Du Pont Extension - New Bays

The four loading bays for Du Pont were reconstructed to make way for our automated warehouse construction. The new bays gave Du Pont CDC a spacious and well structured look. A ramp was added to facilitate forklifts moving in and out of the warehouse and for local/less container load (LCL) and air deliveries collection.

Between early February and end March 1996, the operations team meet customers' requirement without comprising on quality and safety in their day-to-day functions. Good planning and forecasting between the CDC head and supervisors enabled a smooth transition.

Each team member from forklift drivers, Very Narrow Aisle (VNA) drivers and material handlers managed splendidly with good team spirit, support and commitment.

This new extension is in line with our continuing efforts to enhance the distribution environment for our MNC customers.

ROCHE INCENTIVE

r e c o g n i t i o n

31st January 1996.

YCH received a \$22,795 incentive cheque and commendation letter from Roche Pharmaceuticals and Chemicals Ltd for outstanding performance.

Our overall performance has been positive under the categories of import and export turnaround time (TAT); inclusive of warehouse operations, bill of lading presentation, SGS presentation, documentation, shipping and inventory accuracy.



Performance at Roche CDC has been consistent. In our July issue last year, we featured the commendable efforts of our Roche team achieving 100% performance level targets set by Roche for the 1st quarter of 1995. Over the next three months, the performance by the entire operations department had been excellent 99.9975% and 99.9996% were attained for both stocktakes in July and December 1995 respectively.

Mr Tyrone Fung extended his appreciation to all staff servicing the Roche account for their dedication and contribution. Our Roche team has indeed done us proud. Once again, our congratulations to you guys for a job very well done!!



CONTINUOUS improvements Reduction of Dupont's L/C Discrepancy

A task force was set up by Dupont to reduce the L/C discrepancy from 60% in May '95 to 5% in Dec '95. Task force members include YCH's forwarding team and Dupont's Finance, Material & Logistics, Customer Service Representative and QA departments and representatives from Citibank.

YCH has been monitoring the accuracy of the documents done by us. In the process, it was noted that most of the errors were due to typing errors. To combat this, YCH decided to automate processing of shipping documents. The current system was enhanced to integrate the documentation process. What this means is that for the various

shipping documents, we need not re-key the information. The information will be tapped from the data that was keyed into the system during creation of the job orders. In doing so, we are able to reduce the time taken to prepare documents and at the same time, cut down typing errors.

With the combined effort of all parties concerned, the L/C discrepancy for the month of December 1995 was down to 7%. In recognition, an appreciation lunch including a momento was presented to the task force team. Folks from Forwarding's Dupont Team - well done! Keep up the good work and let's strive towards zero discrepancy.

Quality Focus

Case Study on HP CDC Operation

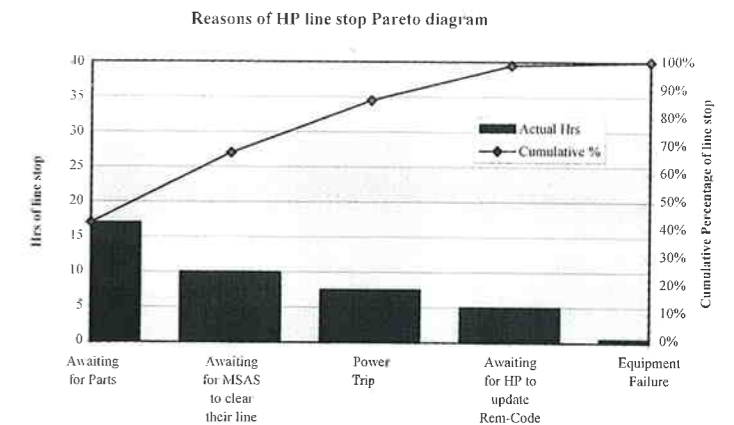
In our path towards a total quality organisation, we constantly strive for improvements in the quality of our processes and operations to better service our MNC customers. In this issue, we bring you a case study on how our Quality Assurance team achieved their objective to further improve the turn-around-time of HP CDC operations.

A systematic approach using statistical analysis was adopted to identify areas for improvement. The QA team comprising of Virgil Joy Angelus and Abdul Hamid first studied and documented HP's operation using flow charts to better understand the current method of work flow. Actual data were collected using check sheets to determine how often the different categories of factors were interrupting our production line. Check sheets also help to differentiate facts from opinion. With the check sheet, the team drew up a Pareto Diagram to prioritise the problems to be solved. This also gave us the indication as to the percentage of the total problem that can be resolved.

For example, based on this pareto, we discovered 17 hrs were wasted waiting for parent parts or accessories. If we could cut down this, 45% of the problem can be solved. We also realised another 10 hrs were wasted because MSAS (our supplier) could not clear their goods fast enough to allow our products to flow to them. If we could resolve these two critical issues, we can potentially solve almost 70% of the problem.

A cause and effect diagram was used to identify possible causes of line waiting for parent parts and accessories. Flow charts were used as a brainstorming tool to identify possible bottlenecks of the existing assembly flow. Improved procedures were recommended by the QA team. For example, more efficient planning on which parts to run in the production line now includes ensuring that all parent parts and its accessories are available before an order is pumped to the production line. To facilitate changes introduced, QA remained part of the operations team to implement improved processes. Regular audits are

conducted by QA to ensure production lines are run according to newly modified procedures. On-going statistics are collected to monitor the effectiveness of the new process flow. We now look forward to achieving better turn-around-time for HP.



Flow chart

Explanation of Tools used

Diagram showing flow of processes in a business area. These charts serve as a good documentation for staff to learn and understand new business areas. It also provides an avenue for uncovering potential improvements and problem identifications. Task force can be set up to document how processes should flow and comparison can be made with the actual flow. Any deviation of flow is a potential area for improvement.

Check Sheet

Check sheets are simple tables used to document how often certain events are occurring. It is a process of checking opinions and converting them to facts.

Pareto Diagram

Pareto Diagrams are special vertical bar graphs that have its bars sorted in decreasing order. This helps us to direct our attention and efforts to the more critical problems. A cumulative percentage line graph is also drawn against the right vertical axis. This helps to answer questions like "How much of the total is accounted for if a specific first few categories of the problems were resolved"

Cause and Effect Diagram

Cause and Effect Diagrams are a documentation of the relationship between "effect" and its possible "causes" influencing it. The major causes are usually categorised as Manpower, Machines, Methods and Materials. In resolving problems it is important to cure the cause and not the symptoms of the problem.

YCH Technology Licensing

Information technology is fundamental to the growth of our business. Over the years, we have invested heavily in IT systems and manpower. Strategic exploitation of IT has resulted in YCH pioneering total logistics solutions: creating a systems oriented environment for complex logistics operations. Our in-house proprietary logistics management system has integrated the core functions of transportation, warehousing and freight forwarding effectively.

As we establish our regional presence, we are also licensing our technology. The joint venture with Boustead Holdings Bhd to set up a Central Intrabution Centre to handle domestic distribution, known as Intrabution (Malaysia) Sdn Bhd, marks the beginning of YCH's technology licensing arrangement. Intrabution Malaysia will receive an integrated IT system that will enable the company to perform complex tasks relating to warehousing, inventory, traffic and freight management.

There are two types of licensing arrangement under YCH's copyright: technology licensing and software licensing. Under technology licensing, we transfer our technology and

know-how of the entire logistics capabilities for a one time fee plus royalty. This include marketing, operations, human resource and IT.

Under the software licensing arrangement, we license our proprietary software. We provide logistics solutions to companies within a short span of time. The Intrabution set-up is an example of a technology licensing arrangement. YCH also holds a software licensing arrangement with Boustead Trading Sdn Bhd (a subsidiary of Boustead Holdings).

YCH spent three months to study, analyse, review and revamp Boustead's central warehousing operations in Malaysia. We customise, suggest improvements to modernise their basic inventory system into a full fledge logistics system to suit their sales needs. Unique software solutions are provided with an interface between their order processing system and the warehousing system. We also provide training to staff on system operations and on-line dial-up support.

IT logistics consultancy and technology licensing arrangements will help YCH in our regionalisation programme as we expand in the region.

YCH 'TALKING' TO THE WORLD through internet

Yes! First we have our very own total logistics homepage on Internet. And now, we can 'talk' to the rest of the world via electronic mail (email) to anyone who has an internet account. Best of all, our Microsoft Mail is able to send and receive internet mail thus eliminating the need for us to log in to two e-mail systems.

YCH has our very own internet server and mailing address. This means that we can have user friendly mailing addresses such as pingping@ych.com or irene@ych.com instead of irene.ych@singnet.com.sg. We also have full flexibility to assign user ID to our email user. Business communications is now better facilitated with the e-mail. We are able to communicate directly to any existing and potential customers, partners, suppliers in any part of the world who have an internet e-mail account. Communicating through e-mail helps us reduce fax costs especially for overseas faxes; with e-mail supporting attachment of documents.

Our Internet e-mail IDs are printed on our name cards. So, we are all set to 'talk' to the world, spreading our wings on total logistics in the region!

13 JANUARY

ORCHARD MERIDIEN



The stage was all set for our home grown talent. It was better than Under One Roof, perhaps more meaningful than Growing Up and more humorous than Happy Valley as the YCH cast traced back the humble beginnings of YCH. The 'artistes' from various departments gave a glimpse of the different eras as they portrayed the Yap family in the growing years. There was the Opera performance for the 50's and 60's, Grease Rock & Roll for the 70's & 80's and Golden Eye in the 90's. The skit became the 'talk' of the night throughout the evening. The night was also first in the YCH's history that we have a lady host, the lovely Angie Goh as the master of ceremony. Perhaps that was why we received very good response from the crowd during games time. It was also a night where we paid tribute to our long serving employees, best employee and best drivers. This year's lucky draw prizes saw a generous sponsorship with five overseas tour and a whopping \$2,500 trip to anywhere in the world at your choice for the first

prize. The lucky winner was Lai Chee Seng from the Traffic department. Till today, he still couldn't believe that he had actually won it!

Staff took to the dance floor to electrifying music sending vibes up the spines. Our AD&D has always created the best moments shared by every employee, just like members of the family coming home from afar to spend one night in a year together in a big reunion dinner. A great time we had indeed!

DINNER & DANCE
annual

PROMOTIONS

We congratulate the following colleagues on their promotion.

NAME	DEPT	NEW APPT
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JANUARY

Low Kwang Meng	Becton Dickinson	Asst Supervisor
Lim Ping Ping	Corporate Communications	Senior Executive
Chai Ho Shiong	Hewlett Packard CDC	Supervisor
Cheong Kin Chiong	Hewlett Packard CDC	Line Leader
Maslinah Bte Mustaffa	Human Resource	Officer
Fiona Ch'ng	Human Resource	Officer
Brian Lai	Information Technology	Head, Projects
Virgil Joy Angelus	Quality Assurance	Executive

FEBRUARY

Teh Siang Wee	Hewlett Packard APDO	Asst Supervisor
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MARCH

Adeline Ch'ng	Finance	Senior Clerical Asst
Jenny Yong	Forwarding	Executive
Michael Cheng	Hewlett Parkard CDC	Senior Executive

APRIL

Wang Lei	Aiwa	Logistics Coordinator
Cheryl Chia	Finance	Senior Executive
Gao Yu Ming	Roche CDC	Asst Supervisor

MAY

Wujian	HP APDO	Line Leader
Ashari Bin Sarumi	Rohm & Haas	Asst Supervisor

LONG SERVICE AWARDS

5 years at YCH



Yeo Khee Yam - Material Handler (Roche CDC)

A worker with many working years behind him, these 5 years would definitely encourage him to many more years of work . . . at YCH of course!



Kang Soy Moey - Material Handler (Roche CDC)

Many housewives spend their time doing housekeeping at home, but Mdm Kang does her housekeeping in the Distribution Centre and even more.



Johnny Yip - Senior Supervisor (Roche CDC)

After 5 years in YCH, Johnny is even able to move around the company premise "blindfolded" . . . making it just like his home.



Johari Sukaini - Supervisor (CMS CDC)

He has been handling all incoming and outgoing cargoes all these years, adding them together will equal to an average warehouse handling capacity.



Tan Ah Chuan - Material Handler (Aiwa CDC)

Up, up and away . . . lifting pallets to new heights in his daily work. Over the years, he has been operating the "kombi" just like driving a car.



Mohd Noor - Supervisor (Dupont CDC)

Always there to ensure that operation ticks just like clockwork . . . during the five years and more to come.

BEST EMPLOYEE OF THE YEAR

Tan Kwang Seng - Programmer (Information Technology)

Display extraordinary energy and drive in his work and very participative in all company functions. He has been granted a sponsorship to study a Bachelor in Applied Science in Computer Science in Australia.



BEST DRIVER OF THE YEAR

Lee Aik Guan - Prime Mover Driver (Traffic)

Winning it two times in a row, Lee Aik Guan makes sure that he "out-drive" the other drivers every year. He is confidently hoping to make it 3 in a row next year.





On-the-Job training, Higher Education, Skills Upgrading, Retraining are all the familiar terms with regard to training at YCH. Training is also an on-going affair for the staff as 90% of the training are conducted inhouse, customised to YCH.

Last year saw YCH contributing a \$8000 scholarship (the first in its series of scholarship programme) to the National University of Singapore (NUS) for the top student in the logistics studies. During our 40th anniversary, we also established a \$200,000 Yap Chwee Hock Logistics Fund; an endowment for NUS to provide prime study awards for outstanding students concentrating in Logistics Management. This year, a full scholarship was offered to Tan Kwang Seng, our very own programmer to study Bachelor of Applied Science in Computer

*A full scholarship was offered to **Tan Kwang Seng**, our very own programmer to study Bachelor of Applied Science in Computer Science at the Royal Melbourne Institute of Technology in Australia*

TRAINING AT YCH

1ST SCHOLARSHIP AWARDED

Science at the Royal Melbourne Institute of Technology in Australia. Incidentally, Kwang Seng, one who possess excellent drive in his work, was voted the Employee of the Year.

You can obtain information on all inhouse courses and external programmes from the Notice Board in the main office. The training programmes are scheduled according to each quarter of the work year. You may register with the Human Resource department for any of the courses that you are interested in. Information on the external courses are also available from HR.

BEYOND TOTAL LOGISTICS

VALUE ADDING TOWARDS INTEGRATED MANUFACTURING

YCH has continued to build our total logistics capabilities through the last forty years. This has allowed YCH to forge strategic business alliances with world-class customers like Sony, Du Pont, Aiwa, Roche, Hewlett Packard to help them meet their logistics needs.

Our business has evolve beyond providing total logistics services. We are developing our strength in Value-Adding. One example is our partnership with Hewlett Packard. YCH provides the operation capabilities and manpower to support HP's Localisation process. We are in fact executing the delayed-end process of the manufacturing chain flow.

One recent milestone for YCH is our latest partnership with SCHICK LIMITED, a leading US shaver manufacturer and an affiliate company with Warner Lambert of USA. It is yet another example that demonstrates our commitment to develop Value-Adding services but most importantly, it is a partnership that affirms our capabilities towards integrating manufacturing and logistics. SCHICK has started a new manufacturing plant in Johore Bahru, Malaysia. In this manufacturing setup, YCH is responsible for hiring the 160 production employees under our payroll. We also assist in machinery installation, plant design and set-up. Over the next two years, YCH will take over the running and management of this manufacturing facility. A unique feature of this operation is that special software solutions are written to integrate the manufacturing and logistics functions. This is to provide an interface between our logistics management system and the material requirements planning (MRP) system in manufacturing. In this 3-storey building, a 40,000 sq. ft logistics centre was designed, planned and set up by YCH. Finished parts of



Mr Patrick Chow, General Manager SCHICK LIMITED and Mr Robert Yap at the manufacturing cum logistics contract signing ceremony.

a shaver will be shipped from China and Germany to the new plant. We will consolidate all the parts, assemble, pack and "countrify" according to the specific markets. Finished products are then shipped to the Asia Pacific region. All warehousing, trucking, forwarding arrangements, documentation including inventory management of both finished parts and products are handled by YCH.

This strategic partnership reflects YCH's objective in establishing a win-win relationship with our customers. By providing services beyond the logistics scope, we are able to value-add to the supply chain flow, meeting the needs and requirements of our partners. YCH will also continue to strengthen our capabilities, enhancing the competitive edge of our company.