

# YCH FUN CONCEPT

At YCH, we emphasize FUN and PASSION at work. Having the right environment is important for the company to instil creativity and dynamism among the employees.

The FUN concept is about creating a Fun workplace and having the right environment for YCHees. This concept will inject feeling and fire into everyone, resulting in people being more energetic and open to changes.

An organisation is not merely the physical structure that exist but more the behaviour of the employees. The FUN concept would ignite the passion in every employee and this would create a mutual achievement of needs. With this concept, employees would find working at YCH fun and high productivity would come with high spirits.

**YCH**  
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## Personally Speaking .....

The past six months has been another exciting journey for YCH. In March, we witnessed the official opening ceremony of the Warner-Lambert Schick plant in Tebrau, Johor. Within that month, the Schick production also reached the '10 million packs of razors produced' mark since its inception. We certainly commend the efforts of the team in the operation there.

On 1 July 1997, we also celebrated the one year old anniversary of the opening of Compaq Materials Hub. This was met with YCH supporting Compaq with another Materials Hub - this time in Sydney, Australia. Several members from the Compaq team was sent to Australia to ensure the successful implementation of the Hub.

The YCH FUN Concept was also launched in July at the YCH Team Building 1997. Appropriately themed "FUNtastic Spirit of Enterprise", the participants certainly exercised their enterprising spirit, competing and enjoying the occasion. The FUN Concept is a challenge for all of us at YCH to make YCH into an exciting, vibrant and enjoyable place to work in.

The new YCH Canteen is an example of how the FUN concept is integrated into our daily working life by using colours, plants and technology. An oasis amidst the industrial jungle, YCHees will be able to relax and enjoy the working environment.

Our annual retreat, held at Bintan Lagoon this year, concluded with the implementation of a set of tactical plans that will bring YCH into the next century. We have adopted the new motto of "Going Where You Want To Be". Our focus is to work closely with our customers to design and implement solutions that can support their total logistics needs. Already, several of our staff have been sent to countries such as Malaysia, China and Australia in support of our customers.

The next few years will be exciting years for the company. I am sure all of you will share this excitement as we build towards the YCH vision of building the *Logistics Superhighway* into the Asia Pacific region.

Robert Yap  
CEO/MD  
YCH Group

## Visit by Warner Lambert Schick President & Regional Team

The president of Warner Lambert Schick, Mr Joseph Smith, and his regional team members visited YCH DistriPark after officiating the opening of the Schick facility in Johor, Malaysia.

The team was given a thorough briefing of the inner workings of YCH logistics management services and a guided tour of the facility. Impressed with YCH's range of logistics services, they expressed confidence in working together with YCH in supporting their logistics and manufacturing operations.



Robert Yap, CEO/MD of YCH, welcomes Joseph E. Smith, President of Warner Lambert Schick.



YCH's operations being explained to the Warner Lambert Schick team.



Smiles all around .....

## THE PSB MANPOWER PRODUCTIVITY PLANNING COMMITTEE VISIT



Members of PSB Manpower Productivity team.



PSB team being given the grand tour.

The PSB Manpower Productivity Planning Committee paid a visit to YCH as an example of one of the local enterprises, to study the training structure in the company. Besides YCH, the other companies the team visited include Westin Hotels and McDonald's. The team was given an overview of YCH on-the-job (OJT) training structure and how YCH inculcates a learning culture into its work environment. There was laughter all around as the team members were shown how YCH implemented its "Fun" concept ~ getting staff to enjoy the challenges of working for a dynamic organisation in a fun atmosphere.



## WARNER LAMBERT SCHICK OPENING CEREMONY

~ The Successful Implementation of YCH's LOVAMAN concept.



L~R: Robert Yap, Joseph E. Smith, Patrick Chow & Mike Cummings cutting the ribbon...



Mr Joseph E. Smith opens the Warner Lambert Schick's operations.

The Warner Lambert Schick operations in Tebrau Industrial II in Johor was officially opened by the Warner Lambert Schick President, Mr Joseph E. Smith, on 13 March 97. Various regional managers of Warner Lambert operations from the Asian countries also graced the event. YCH successfully launched its Logistics Value-Added Manufacturing or LOVAMAN concept to support Schick's manufacturing operations. YCH employs more than 550 employees, including the manufacturing manager, technicians and engineers, to support the operations of Schick.

## LOGISTICS IN ASIA ~ THE NEW PARADIGM

CEO/MD Mr Robert Yap was a keynote speaker in Kuala Lumpur early March this year to present on the topic of "Logistics in Asia - the New Paradigm". The topic focuses on the dynamic logistics in Singapore and how providers and users need to constantly look at new and innovative ways of operating to ensure that they remain competitive. Various developments at YCH, such as the Intribution Management and Logistics Value-Added (LOVA) concepts were shared during the session.

## Robert Yap Appointed Member Of Committee On Singapore Competitiveness

CEO/MD, Robert Yap was recently appointed a member of the newly-formed Committee on Singapore Competitiveness (CSC). The committee was set up as a result of PM Goh's directive last November to study Singapore's economic competitiveness over the next 10 years taking into consideration global trends and existing and emerging competition. The new committee's task is to identify problem areas and propose strategies and policies with a view to maintaining and strengthening Singapore's competitiveness position. The Ministry of Trade and Industry said that the private sector's business experience and expertise will be tapped extensively in the study.

## OJT INSTRUCTORS TRAINING COURSE

In an ITE advertisement on COJTC in the Straits Times, it mentioned "Singapore is now classified as a More Advanced Developing Economy by OECD. What this means for your company is that you'll need to produce more innovative and higher quality products and offer better quality services to stay ahead. Beyond that - as a progressive and dynamic company - you'll recognise that your employees are your most precious assets. And it is these assets that must be cultivated and developed to meet your organisational and business needs ..."

Yet another team of staff in YCH has just successfully completed an OJT Instructors Training Programme conducted by PSB at our training facility in Tuas. This programme will enable us to spread training to even more staff here. Some comments after the sessions were, "Always wanted to make training fun, now I can do it when I train others", "Does it mean that I would have some Forklift disciples?" and "Whoever gets me as their trainer would surely remember me." There was much enthusiasm among the fresh trainer graduates who was required by PSB to complete an assignment as a passing criteria.

## HP RELOCATION

In line with YCH's upgrading plans, the HP value-adding operations has been relocated to the "A" warehouse, previously occupied by AIWA, who is now located at ASRS. By combining 3 Value-Adding lines and storage areas into one location, the move is expected to raise the level of productivity. The relocation was completed in less than 2 weeks, no mean feat by any standards, with no interruptions in production. All credit for the smooth transition should go to the HP engineers and our own team, led by Virgil Joy.

ASRS UPDATE ASRS UPDATE ASRS UPDATE ASRS UPDATE ASRS UPDATE ASRS UPDATE



The ASRS (Automated Storage and Retrieval System) is finally completed and TOP was received in May 1997. With eight cranes and a value-adding area of 60,000 square feet, the facility is considered one of the biggest in Singapore. A definite first is the fact that the whole warehouse is rack-supported. The operations team has been working day and night to run the systems and ensure that YCH operating standards in terms of inventory handling and management is not compromised. The tall white building that greets all when one enters YCH DistriPark is a sight to behold indeed!!





ASRS Technology is now available to the customers of YCH as it became part of our S\$50 million investment to the expansion of our DistriPark in Tuas.

An intensive 1 week training was organised to ensure that both Man and Machine would be able to combine to provide the optimal logistics performance which the technology is capable of. Our Engineers, IT professionals and Logisticians were trained to be masters of the Technology. Trainers from Germany provided the insights of the system and complemented it with hands-on sessions. Often, such training would extend into the late evenings as our budding masters bombarded the trainers with questions. Case-situations were discussed and many of the "what ifs..." were posed to



Hands-on session for all.

our trainers. Manuals given to them were not enough to convince them, their thirst for knowledge only quenched by the explanation and experience sharing by our German trainers! The ASRS system technology is integrated with YCH's very own Warehouse Management System and this feat was made possible by our team of IT professionals.

A session was then arranged for the users to be trained to handle the features of the systems. Having gone through the various training sessions, the ASRS team are now bursting with confidence and all eager to exploit the capabilities of a fully automated system to serve our customers with nothing but the best.



"German? Understand everything said."

# ASRS

(AUTOMATIC STORAGE

RETRIEVAL SYSTEM)

TRAINING



Training by our IT professional.

# LOVA SIMULATOR

Winning the 2nd IDS Award

YCH has yet to again been awarded a grant of \$800,000 by the Economic Development Board under the Innovative Development Scheme (IDS) to develop LOVASimulator (LOGistics Value Added Simulator). Here's all you ever wanted to ask about YCH's LOVASimulator ...

Ω **What is the LOVASimulator?**

*LOVASimulator is a logistics simulator software that will assist manufacturers and logistics players cut inventory costs significantly.*

Ω **How will it cut inventory costs?**

*The LOVASimulator is an optimiser which looks at the entire supply chain, not just one node of the chain. It is a model that will find the best and most economic solution to a set of fixed factors. By suggesting optimal inventory solutions under different scenarios, taking into account costs of storage and transportation, demand patterns and replenishment policies, it is able to reduce the amount of guesswork, thus allowing better management of inventory.*

Ω **Why will better management of inventory save costs?**

*This is important because inventory costs are estimated to make up as much as 30 per cent of the total cost of products. Hence, by carrying excess quantity of inventory will cause this cost to escalate. The LOVASimulator, based on data on the demand for goods, calculates the quantity needed in stocks so that no excess inventory need to be carried.*

Ω **What other benefits does the LOVASimulator offer?**

*Well, by reducing carrying and holding costs, it will give manufacturers greater flexibility to service their customers better. By providing faster response time and taking a shorter time to deliver products to the market, the company is then more agile in responding to market forces.*

Ω **So when will we be able to use this software?**

*The model will be developed by end of this year and the second developmental phase will be developed in 1998. The software should be ready for sale to the industry by 1999.*



# D & D 1996 - The Search for YCH Stars



Swaying to the 'Cuban Beat'.



Robert Yap (centre) congratulating the YCH Couple of the Year, John Anu (left) and Chandrakaria (right).

## Dinner & Dance 1996 ~ The Search for YCH Stars

Hollywood Nite, 4 January 1997, Hyatt Regency Ballroom

Everyone was a star at Hollywood Nite held across the causeway. To accommodate our 300 colleagues from Malaysia, we took our annual dinner and dance to the Hyatt Regency Ballroom, Johor Bahru.

It was a night to remember for all with sumptuous food, games, entertainment from our own stars, special appearance by Miss "Michelle" Foo, Miss "Joanna" Wong and Miss Wong "Lulu", our own 'Star Search' for Mr and Miss YCH, lucky draw, and dancing till the wee hours of the morning.

The night culminated with YCH's very own stars doing the 'Macarena'. The search for YCH Couple of the Year ended with John Anu and Karla walking away with the award.

For the first time, the YCH Inspiration Award was also given away. The winner was our much-adored human resource manager, Margaret Toh. The Best Employee Award was won by Virgil Joy Angelus.

Altogether, more than 500 YCH employees attended the event held at Hyatt Hotel in Johor Bahru. With an estimated strength of 800 employees, the 1998 D & D would certainly be a mammoth event for YCHees next year.

Doing  
the  
Macarena...



Contestants for YCH's Search for YCH Couple of the Year.



Virgil Joy Angelus (left) being presented the Best Employee Award by Robert Yap.



First recipient of the YCH Inspiration Award, Margaret Toh with Robert Yap.



Who's the real McCoy? L-R: Noorma Othman, Fiona Ching, Wong Lulu, Michelle Foo, Adeline Ching, Joanna Wong.



YCHees dancing the night away ....



MANAGEMENT & LEADERSHIP RETREAT 1997



One big happy family ...

This year, a total of 29 managers and senior executives participated in the Management & Leadership Retreat from 28 to 30 March 1997. Held in Hotel Sedona Bintan Lagoon, the event focused on designing immediate tactical plans that will make the company a leading player in the integrated logistics industry.



Legs galore!!

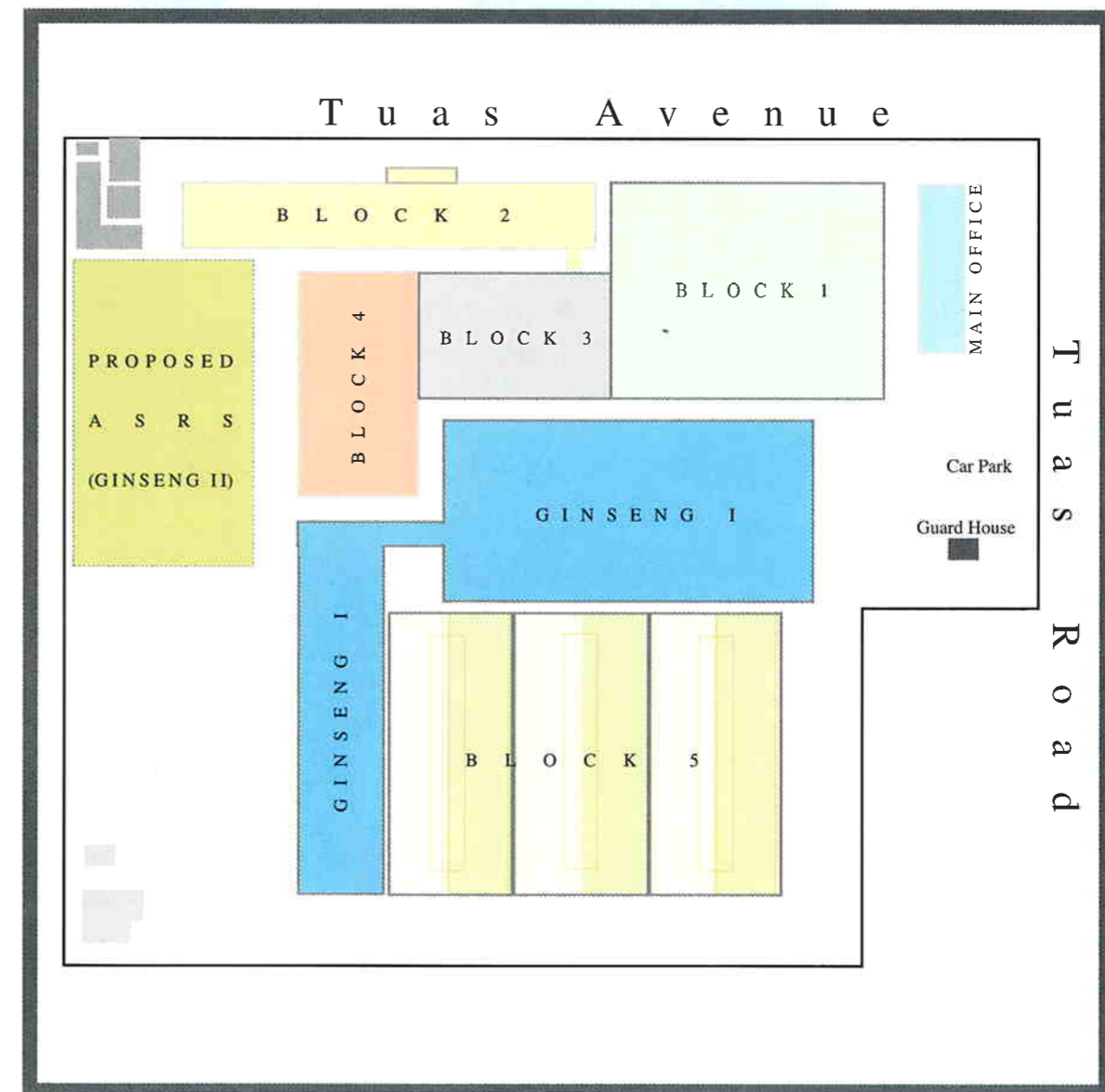
The highlight of the plans is the consensus to launch the YCH FUN concept, bringing enjoyment and excitement into the daily work life of every employee. The FUN concept will be spearheaded by the HR department, with every department contributing to what makes YCH a fun place to work in.



Deep in discussion ...

Calling all YCHees!!! We need your creativity and brains in renaming the YCH facilities. Please submit all entries to Almeta Chia, Corporate Communications by 20 September 1997. A \$200 voucher at a Japanese restaurant awaits the winning entry!!!

Block 1 ~ \_\_\_\_\_ Block 4 ~ \_\_\_\_\_  
 Block 2 ~ \_\_\_\_\_ Block 5 ~ \_\_\_\_\_  
 Block 3 ~ \_\_\_\_\_



Renaming of YCH Facilities



# SCHICK TASK FORCE RETREAT

## YCH Schick Team

organised their own retreat from 10-11 May 97  
at Kukup Golf and Country Club.

Led by Lye Wei Moon, our manufacturing manager,  
the 12 key team leaders spent two days discussing  
operational and strategic issues. The participants  
also brainstormed on how to promote and drive  
the YCH LOVAMAN concept in Malaysia.



## YCH SMOKEFREE CAMPAIGN



"...123, 124, 125 ... wah, so many!"

More than 150 people attended the YCH Smokefree Campaign held recently from 13-15 May 97. The campaign aimed to educate YCHees on the dangers of smoking and to encourage smokers to go "smoke-free". To promote a healthy lifestyle, apples and oranges were given to all participants. Efforts were well rewarded as about 60 smokers pledged to kick the habit.

A "Guess the Cigarette Butts" contest was also held with Eliza Low, Michael Joseph and Song Ming Di walking away with the 1st, 2nd and 3rd prize respectively. Smokin' guys!!



No more "butts" for us!



# Upgrade of YCH Canteen

The sight of YCH staff taking buses out for lunch must be a first for many. However, the inconvenience is only temporary as our canteen is being upgraded and will be ready in early August. Besides renovations and upgrading, the canteen will also undergo a face-lift... and with a face-lift, we need to NAME OUR CANTEEN!!!

In line with the FUN concept, the canteen promises to be an oasis amidst the industrial jungle. Embracing greenery, it will bring a breath of fresh air to all who step in.



All staff will have to submit an entry for the 'NAME THE CANTEEN' contest and the winning entry will stand to win a camera!!! Staff can submit more than one entry to increase their chances of winning! All entries are to be submitted to Corporate Communications by 30 September 97.

### Name The YCH Canteen Entry Form

Name: \_\_\_\_\_ Dept: \_\_\_\_\_

Proposed Canteen Names:  
\_\_\_\_\_  
\_\_\_\_\_



# YCH Family Day - Announcement

## FUNtasy Escapade on Leisure World

YCH will be holding our Family Day on the 30 August 1997 on board Leisure World, a luxury floating resort. You will be entertained by singers & dancers or you can choose to win \$\$\$ playing Bingo & Human Jackpot... it's an afternoon of fun, fun and more FUN!!!

Register now to avoid disappointment & hope to 'sail' with you and your family.



We had a Rollin' Good Time!

The first YCH bowling tournament was held at Westbowl on 13 July 1997. Organised by the newly-formed Sports & Recreation Club (SRC), 15 teams pitted their skills against each other and The Best of the Best rolled their way to be the Champions!! High 5 and Pinnacle put up a good fight and walked away with 2nd and 3rd respectively. The individual Champion went to Lim Tong Hai with a overall score of 533 and high game of 201. The SRC, whose objective is to organise activities which will bring YCHees closer together, will organise more of such activities in the near future....so keep your eyes and ears open!!



Team Champions Best of the Best, with Robert Yap (centre). (L-R): Roslan, Lim Tong Hai, Allen Ho & Almata Chia



1st Runner Up: High Five (L-R) Song Ming Di, John Anu, Raphael Chong & William Kong



2nd Runner Up: Pinnacle (L-R) Ramli B. Salin, Cheryl Chia, Mason Tan, Benjamin Zhu, Surimi



Organising Committee: (L-R) Jason Wong, Cheryl Chia, Noormah Othman, Salim & Wong Pee Luh



Best Individual: Lim Tong Hai with Robert Yap

YCH  
1ST BOWLING  
TOURNAMENT



# Promotion

## CONGRATULATIONS

to the following colleagues on their promotion:

	Name	Department	New Appointment
<b>January</b>	Thanamani	CMS	Senior Clerical Assistant
	Boey Guan Kheng	Compaq	Senior Supervisor
	Lim Tong Hai	Compaq	Senior Supervisor
	Alexius Wee	Compaq	Assistant Supervisor
	Zainal Abidin	Dupont	Assistant Supervisor
	Yap Mei Fong Katherine	Freight	Executive
	Tan Tzoo Liang	Freight	Senior Officer
	Lee Hoo Sheng	HP	Assistant Supervisor
	Gerard Chan	HR/Admin	Assistant Manager
	Margaret Toh	HR/Admin	Senior Manager
	Lee Sor Hwa	IT	Analyst Programmer
	Noor Lela	Melewar	Senior Assistant
	Joshua Lee	Operations	Manager, Operations
	Dan Singh	Operations	Senior Supervisor
	S.Sunther	Operations	Supervisor
Virgil Joy	Quality	Senior Executive	
Noormah	RIA	Assistant Manager	
<b>March</b>	Lin Lee Ching Ivy	Finance	Officer
<b>May</b>	Chua Seah Chin Kiah Henry	Facilities	Assistant Manager
	Koh Yong Seng	Compaq	Officer
<b>June</b>	Lim Kok Keong	Compaq	Assistant Supervisor
	Toh Kheng Peng	Compaq	Supervisor
	Tan Kok Keong	Operations	Assistant Manager
<b>July</b>	Afzana	Freight	Officer