



Singapore Manufacturers'
Federation

Connect

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International Connections
Investiture Ceremony for
Honorary Members



SMA-SGC MoU
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Food Export
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Editor's Message

Dear SMa members

Apart from the challenges of a globalised economy, SMa has also the mammoth task of serving the diverse needs of our 11 industry groups within the manufacturing community. However, this has not hampered us from doing our committed best in making a difference to you as our member.

In this issue, you will notice a few new insertions to our usual CONNECT format such as Management & Technology and Feature segment stories that will present useful researched information on new business concepts, manufacturing equipment or the latest software products that would benefit our manufacturing industry.

We would also like to take this opportunity to invite our members to contribute to CONNECT in any way that enhances our service to the manufacturing community. Your contribution could be news or knowledge-sharing of the latest update in your industry or articles that feature profiles or case studies of any industry or the manufacturing economic outlook.

Our Research & Corporate Communications division is presently conducting a members' needs survey, in hope to raise our value to you as a SMa member. Therefore we will appreciate your kind participation in providing ideas and suggestions in order to take SMa to greater heights.

For 75 years, our mission as a trade association has always been "to be recognised as a world-class federation making a difference to our members" and we intend to uphold this heritage for many years ahead.

Happy reading!

A handwritten signature in black ink, appearing to read 'Dennis Ng', with a long, sweeping underline.

With best regards,

Dennis Ng
Chief Editor

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2006 - 2008

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Top Teams shine at the SMa-WSHi Awards 2007

By Andrew Ong



^ Welcome address by Dr Moh Chong Tau, SMA Deputy President

The "Innovation for Occupational Safety and Health" or i-4-OSH Awards was back but re-packaged with a brand new name this year. It was renamed as the Workplace Safety and Health Innovation (WSHi) Awards.

This was SMA's second-year appointment as organiser of the WSHi Awards, supported by the Workplace Safety & Health Advisory Committee (WSHAC) in collaboration with the Ministry of Manpower (MOM).

On 3 September 2007, the awards saw an overwhelming turnout of 100 participants streaming into the EDC Auditorium at The Enterprise. Most turned up to observe the nine finalist vying for the top three spots for the coveted national recognition at the Grand Hyatt Hotel on 12 October 2007.

"In partnering with WSHAC and the MOM," Dr Moh Chong Tau, SMA's Deputy President said in his opening address, "We hope to be able to contribute to our national goal and that is, to reduce the number of work-related fatalities from 5 to 2.5 per 100,000 workers by 2015"

With the objective to promote active practice of good workplace safety and health standards in Singapore, the WSHi Awards will give recognition to the teams for their good and innovative workplace safety & health efforts. The panel of judges- Mr J.C. Hans Pijnenburg (ExxonMobil Chemical Operations Pte Ltd) and Mr Wong Choon Kin (Spot Management Services Pte Ltd), both representatives of SMA's Environment, Health, Safety & Security Function Committee and Mr Tan Soo Hoon, representative from the WSHAC.

Throughout the presentations, many questions were asked by the audience on the rationalities and technicalities of each team's solutions. The audience was enlightened by the exchanges



^ Panel of Judges Mr J.C. Hans Pijnenburg, Mr Wong Choon Kin and Tan Soo Hoon



^ Excellent turnout during the award ceremony

and even the judges were left amused yet encouraged by the enthusiasm from the participants.

However, one noteworthy comment was, "All teams shined and showed great passion and dedication which was reflected through their presentations."

In the culminating moments, the judges had the difficult task of awarding the teams their scores.

All our proud winners walked away with trophies, certificates of participation and prizes sponsored by 3M Technologies. Other participants were rewarded for their commendable efforts in promoting good corporate practises of safety and health standards at their workplace with certificates of participation and goody bags also sponsored by 3M technologies.

SMa-WSHi Award Winners



Gold Winners

Safety First II Team Systems on Silicon Manufacturing Co. Pte. Ltd.

Name	Occupation
Tan Seng Hin	Facilitator, FA Principal Engineer
Frankie Low	Team Leader, FA Snr Engineer
Sabrina Ng	FA Snr Assoc Engineer
Sun Wan Ru	FA Technician
Lee Sui Lan	FA Technician

i-Safety Team The Polyolefin Company (Singapore) Pte Ltd

Name	Occupation
N.S.Sajilal	Facilitator, Shift Supervisor
Aw Y C	Leader, Shift Technician
Lim K H	Shift Technician
Mohd Isa	Shift Technician
Alex Tan	Shift Technician
Amos Lim	Shift Technician

Maintenance Team Infineum Singapore Pte Ltd

Name	Occupation
Yeo Soo Hock	Facilitator, HSE Manager
Rajandran	Team Leader, Senior Machinery Technician
Cheng Swee Guan	Tong Hoi Site Manager
Jagan Penta	Tong Hoi Site Supervisor
Foo Seck Ket	Lead Technician
Kalaivanan K.	HSE Officer



Silver Winners

Safety Metal Chips Disposal Team Baker Oil Tools

Name	Occupation
Geoffrey Teo	Facilitator, Production Manager
Cheong Wai Kheong	Team Leader, Programmer
Chris Lam	Manufacturing Engineer
Johnny Koh	Maintenance Technician
Chan Ah Fatt	Leadman Production

D4Safety - Drive For Safety Team Becton Dickenson Critical Care Systems Pte Ltd

Name	Occupation
Chan Geck Poh	Facilitator
Mahar Afendi	Team Leader
Or Yiap Long	Distribution & Warehouse
Michael Koh	Distribution & Warehouse
Ariffin	Distribution & Warehouse
Tommy Chow	Facilities Technician
Joseph Tan	Engineer

CAS Contractor Corner Team Combustor Airmotive Service Pte Ltd

Name	Occupation
Daniel R. Long	Facilitator, General Manager
Sunny Chan	Facilitator, Deputy General Manager
Ajay Mishra	Team Leader, EHS Engineer
Sim Hwa Khong	Operations Manager
Adrian Soh	ACE/Facilities Manager
Tan Joo Liang	Engineering Manager
Brenda Goh	Human Resource Manager
Chng Beng Kiong	Business Unit Leader
Peter Foo	Business Unit Leader
Mohd Faizel	Business Unit Leader



Bronze Winners

The Creators Team Hitachi Global Storage Technologies (S) Pte Ltd

Name	Occupation
Au Meng Hui	Facilitator, Safety Manager
Gupta Grandi	Team Leader, Engineering Engineer
Srinivasa Deva	Engineering Engineer
Chan A. B.	Safety Engineer
Kew Huiling	

SOXAL PES Innovation Team Singapore Oxygen Air Liquide Pte Ltd

Name	Occupation
Tan Yeok Leng	Facilitator, Asst General Manager
Mujeeb Rahman	Team Leader, Project Manager
Rajendra Shah	Project Engineer
Kwan Tze Linag	Project Engineer
Jacob Joseph	Q.A. Supervisor
Yen Kok Wey	Safety Officer

Productivity Improvement Team GE Aviation Service Operation LLP

Name	Occupation
Lim Chiap Jway	Facilitator, Facility and EHS Leader
Chia Yeong Ming, Samon	Team Leader, EHS Engineer
Lim Hong Kwang	Facility Engineer
Lim Tow Nan	EHS Engineer
Paul	Janitor Supervisor
Mohammed Ayub	Janitor
Raymond Choy	Waste Water Treatment Plant Technician
Lew Eng Choon	Black Belt

Here are our TOP THREE innovative winning projects:

1. Protection From Acid Spillage



Transferring acid from bottle to beaker used to be a potential hazard with the possibility of the beaker toppling and causing corrosive acid spillage on an employee.

Observing that there was no available solution in the market, Safety First II team from Systems on Silicon Manufacturing Company (SSMC) Pte Ltd decided to design and assemble their own customised adaptable beaker holder.

With their innovative customised adaptable beaker holder, they discovered that they had not only improved their workplace safety-ness but increased work efficiency.

Now with the convenience of the adaptability of the beaker holder, each compartment can hold any form or height of the apparatus by changing the holder plate or hold beakers with new designs by fabricating the plate. The working area becomes tidier and more organised, and this helps to free up additional working space.



BEFORE
Protection by
PPE usage



AFTER
Protection by PPE
and Engineering
control

2. No More Danger During Floss Separation and Handling

If only the daily routine (up to 18 times) of removing floss from their pellet conveying water system could be reduced and minimized, it would also reduce the risk of someone falling into the hot water (75 Degrees Celsius).

That was what i-Safety team from the Polyolefin Company (Singapore) Pte Ltd thought of and started their innovation with.

The five-man team spent months analysing and discussing of possible solutions to the work hazard and finally agreed that an installation of an additional overflow weir with an external valve could do the trick. This installation would work around current situation of the low water velocity at their existing overflow weir which leads to floss accumulation.

Despite having cost \$5,200 to install the weir, their project created a low-risk hazard workplace without anyone falling into the hot water and further improve productivity as now operators need only once a week to clear the floss from collected mesh.



BEFORE
Scooping floss
manually



AFTER
Floss purge out
and filtered
with mesh

3. Changing The Sock the Safer Way

With the apparent dangers of their routine operations in changing the wind socks that were located on high-level areas, The Maintenance Team from Infineum Singapore Pte Ltd decided to come together and do something about it.

The normal routine of changing the wind sock was time consuming as it required the maneuvering of a crane and man-cage to lift an employee to ascend to the height of the wind sock for the change. This was also a potentially free-fall hazard.

Thus, the team came up with an innovative idea that would not only improve efficiency of the changing process, but more importantly, minimise the risks of a falling incident.

The idea which led to the solution was redesigning the structure of the wind sock which brought to an end the need for the use of a crane and man-cage for this operational routine.

The solution used was a simple yet effective two-section structure that was to replace the old structure of the wind sock. This new design cost \$600 for one two-section structure to be made. The wind sock was also re-located to area that was easily accessible for employees to expedite the change of wind socks.



BEFORE
Wind socks located at high-level
areas that required crane and
man-cage to change



AFTER
Re-located, now risk and
hassle-free

SMa Extends its International Connections

Investiture Ceremony for Honorary Members

By Chan Ai Mun

SMa has the privilege of having 6 Ambassadors and High Commissioners accepting our invitation as Honorary Members in our SMa Council. An Investiture Ceremony was held on 25 September 2007 to commensurate their appointments.

The honorary members are

His Excellency Folkmar

Walter Otto Stoecker

Ambassador of the Federal Republic of Germany

His Excellency Holger

Standertskjold-Nordenstam

Ambassador and Head of Delegation of the European Commission

His Excellency

Dr Daniel Woker

Ambassador of Switzerland

Mr Gerhard Meschke

Charge d' Affaires - Embassy of the Republic of Austria

His Excellency

Miles Kupa

High Commissioner - Australian High Commission

His Excellency

Takaaki Kojima

Ambassador Extraordinary and Plenipotentiary - Embassy of Japan

This ceremony marked another significant contribution to the pages of SMa history as it was SMa's first with international delegation. This will once again reflect our network advantage and further strengthen bilateral ties across these countries and create new opportunities for everyone in terms of economical and political benefits.



^ From left to right: Mr Gerhard Meschke, HE Folkmar Walter Otto Stoecker, Mr Edwin Khew, HE Holger Standertskjold-Nordenstam, HE Daniel Woker

SMa-SGC MoU Signing Ceremony

By Andrew Ong

Right after the appointment of SMa's six foreign Honorary Members, SMa and the Singaporean-German Chamber of Industry and Commerce (SGC) put to paper their partnership in which will open



^ Mr Manfred Schmoelz, SGC President (left) and Mr Edwin Khew, SMa President (right)

up many avenues for networking and the exchange of knowledge and ideas among members of both organisations.

Strong economic ties have been established over the past decades between Singapore and Germany. Germany is one of Singapore's largest trading partners in the European Union, and Singapore is Germany's largest trading partner in the Asean region. There are over 700 Germany companies in Singapore which are either regional offices or companies with manufacturing facilities. With this MoU signed, both countries will play a greater role in each other's economic road map.

The ceremony was held on 27 September 2007 at the EDC Auditorium at The Enterprise and signed by:

- Mr Edwin Khew, SMa President
- Dr Moh Chong Tau, SMa Deputy President
- Mr Manfred Schmoelz, SGC President
- Mr Alexander C. Melchars, SGC Vice President

The SMa-SGC MoU signing ceremony was reported in TODAY dated 28 Sep 2007 and Business Times dated 2 Oct 2007.

Networking-Cum-New Members' Cocktail Reception

By Phyllis Phua



^ Group photo of New SMA members posing together with SMA President, Mr Edwin Khew at the Networking Cum New Members' Cocktail Reception

SMA welcomed its new members at the Grand Ballroom, Grand Copthorne Waterfront Hotel on 6 July 2007. The event was generously sponsored by Grand Copthorne Waterfront Hotel and it provided a great networking ambience for our 100 members who were present.

SMA President, Mr Edwin Khew in his opening address encouraged new members to leverage on their SMA

membership. He further shared SMA's future plans which members could look forward to.

All new members who attended the reception received their membership certificates presented by Mr Khew. They also enjoyed a sumptuous buffet spread with their free flow of wine to end the evening with a "Grand Copthorne" experience!



^ Network 2 caption: New members getting acquainted with Council Member, Mr Tay Choon Mong (third from the left)



^ Members networking well

FMM-SMA 3rd Annual Golf Tournament

By Roy Chan



^ From the left:
Tan Sri Datuk Yong Poh Kon (President, FMM)
TYT Tun Datuk Seri Utama Hj Mohd Khalil bin Yaakob (Governor of Malacca)
Edwin Khew Teck Fook (President, SMA)
Lew Syn Pau (Honorary President, SMA)



^ Members from FMM and SMA with the Governor of Malacca

A friendly golf tournament between the Federation of Malaysian Manufacturers (FMM) and SMA was held on 18 and 19 August 2007 at Tiara Melaka golf course and Orna Golf and Country Club, Malacca.

This year is the third annual tournament jointly organised for members from both federations. It aimed to foster closer ties and exchanges of business ideas over the green. This event also attracted the likes of

the Governor of Malacca who participated in the tournament and Chief Minister of Malacca, Yang Amat Berhormat Datuk Wira Mohd Ali Rustam who joined the group on the last day over lunch.

Visits from Jilin Province and Jingmen City, China

By Roy Chan



^ ^ An exchange of souvenirs between Mr Shu Xing Biao, Deputy Secretary General of Jingmen City (Right) and Mr Simon Li, Deputy Chairman - SMA China Business Committee (Left)

^ ^ Mr. Luo Yifei (Delegation Leader - Deputy Director, Development & Reform Committee, Jilin Province) 4th from the right Mr. Poh Choon Ann (Chairman - China Business Committee) 5th from the right Mr. Simon Li Suet Man (Deputy Chairman - China Business Committee) 6th from the right

On 27 July 2007, SMA warmly received a delegation of 16 Vice Mayors' from the Jilin Province who were here on a study visit organised by the Civil Service College and Ministry of Foreign Affairs (MFA) Singapore.

SMA's China Business Committee represented by Chairman, Poh Choon Ann and Deputy Chairman, Mr Simon Li were present to provide the delegates an outlook of business environment and the development of the manufacturing sector through SMA's industry groups and centres of excellence.

On another visit by Chinese delegates from Jingmen City on 31 August 2007, more exchanges and exploring of opportunities for collaborations were discussed.

Both visits have initiated a proposed business mission trip for SMA to Jilin Province and Jingmen City for next year's itinerary.

If you are interested in exploring Jilin Province or Jingmen City on a business mission trip, please contact Mr Roy Chan at roychan@smafederation.org.sg.



About Jilin Province

Jilin has a land area of 187,400 square kilometres and Changchun is the capital city of the Province. The economy of Jilin has made outstanding achievements ever since it opened its door to investors.

In 2005, the primary, secondary and tertiary industries contributed to the overall GDP of 361.492 billion yuan. There are more than 14,000 industrial enterprises and six dominant industry groups: Engineering, Petrochemical, Pharmaceutical, Food, Metallurgical and Forestry industry. Jilin leads the country in its production of automobiles, railway maintenance equipment, tractors, ferroalloys, carbonic products, timber, sugar, crude oil, vegetable oil and non-mineral products.

Automotive and Chemicals industries are becoming increasingly strong. Agricultural products processing, pharmaceuticals and optical electronics information are also booming industries in the province.

About Jingmen City

Located in the middle of Hubei Province, it is situated between Jiangnan Plain and the western Hubei mountainous area. Jingmen is under direct jurisdiction of Hubei Province. It covers an area of 14,200 square km, with a population of 3 million. Jingmen is an important transportation hub in central Hubei, which consists of the Jiaoliu Railway, 207 National Highways, 318 Highways and the Jingxiang Expressway. The Han River passes through five cities and counties under its jurisdiction.

Jingmen is a key production base for commodity grain, cotton and high-quality hybrid rope. It has established a good relationship with over 10 countries around the world. A few of the successful foreign-investments in Jingmen include the Sino-Malaysia venture, Jinlongquan Beer Group and Diamond Mechanical (Hubei) Co. Ltd. Along with a wide range of industries; Jingmen City has the largest pharmaceutical industry in Central China. Apart from that, it houses the largest phosphorus chemical engineering base in Asia and also has the largest production base for special cements in China. Its production of machinery for paper packaging and printing occupies almost 70% of the China market.

Know-How to Succeed Abroad:

Easy Access to International Experts To Boost Market Access



The iadvisory Portal (www.iadvisory.com.sg) is a virtual platform which allows Singapore-companies to identify and access the know-how of international experts from around the world. Companies are no longer constrained by difference in geographies and time zones to access the relevant expertise that they need to support their global aspirations.

An initiative by International Enterprise (IE) Singapore, www.iadvisory.com.sg was officially launched by Minister Lim Hng Kiang, Minister for Trade and Industry on the 10th of July at the International Enterprise Forum 2007.

Tapping On External Resources to Stay Internationally Competitive

In today's global economy, to stay competitive, a company is compelled to look beyond its national shores to identify and exploit attractive international business opportunities. To do so, it needs to understand not only the diverse economic and business issues in the foreign markets, but also assess what those conditions would mean in terms of product adaptation & development, resource management, customer or partner management and an endless array of considerations.

This is a challenge faced by SMEs and MNCs alike. In fact even MNCs are recognising that they are not able to purely rely on their own internal resources to keep up with the speed and complexity of changes in the international marketplace.

To keep up and stay ahead of the competition, forward looking companies such as Procter & Gamble (P&G) are tapping on international resources (made possible with new internet trends and technologies) outside of its organisation to help fuel innovation and create viable products. P&G is a regular user of various internet mass collaboration initiatives such as InnoCentive, which allows companies to seek solutions from international resources. Through accessing such resources, P&G has been able to

accelerate the development of its products. In fact in the last 3 years, less than 3% of the company's new products were innovations that had originated internally.

No Company is an Island

The case of P&G serves as an excellent model of how SMEs can enhance their chances of international success: by leveraging on already existing international resources and expertise that can help them shorten their internationalisation learning curve.

SME's Key Internationalisation Challenge

DP's SME Development Surveys (2004/5/6), have consistently highlighted the lack of overseas business knowledge as one of the key obstacle that our SMEs face in expanding overseas.

Cognisant that export and internationalisation is and will continue to be a key growth strategy for our companies, IE Singapore focused on how we could create relevant resources to help our companies overcome their key challenge.

www.iadvisory.com.sg a Resource For all Internationalisation Companies The iadvisory Portal was conceptualised to create easy access to a pool of pre-screened and qualified international experts from around the world. Companies are able to connect directly to these experts at their own convenience, and post relevant questions and challenges that they face in their overseas ventures.

Apart from interacting with these experts, companies will also be able to access relevant IE Programmes and initiatives to support their internationalisation efforts

Wide-Range of Expertise Available on www.iadvisory.com.sg

The iadvisory Portal addresses the concerns of companies by focusing on bringing in a wide-range of international experts to serve on the Portal. Hence whether a company is just starting export activities and is keen to

get export-related advice or seeking advice on more complex issue such as overseas merger & acquisition, the iadvisory Portal makes it easy for different companies with varied needs to find the right expert to support their overseas expansion. To date the Portal is served by over 170 international experts.



To enhance the resource richness of this Portal, IE Singapore has roped in the support of Global Partners to bring to you fresh market/industry information that is critical to the success of your overseas expansion. They include;

- DHL, Export Global Partner
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Philosophy of iadvisory Portal

www.iadvisory.com.sg believes that in order for our companies to succeed they have to "extend" their resources and capabilities beyond what is available within their own organisations. We cannot agree more with the statement made by the CEO of P&G, A.G Lafley "Someone outside your organisation today knows how to answer your specific question, solve your specific problem, or take advantage of your current opportunity better than you do. You need to find them and find a way to work collaboratively and productively with them".

Perhaps the "answer" that you are looking for begins at www.iadvisory.com.sg

Note

We welcome your comments, suggestions. If you have any enquiry on www.iadvisory.com.sg, please email to iadvisory@iesingapore.gov.sg



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Manufacturing Success

- Free listing in SMA publications
- Free listing in the SMA website
- Free publications eg. Tradelink, Annual Report and bi-monthly newsletter
- Free posting of job vacancies in SMA website
- Free admission to IE Singapore's resource centre
- Special SMA-AIA insurance schemes
- Special member's rate for business diagnostic session
 - *CEO ProAct : The Newest Business CTScan for Enterprise*
- Special member's rate on the purchase of electricity from Seraya Energy

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- 5% rebate from SMA School of Management (SOM)
 - ranging from \$200 (Diploma) to \$2,250 (Doctor of Business Administration)
- Discount on services offered by SMA-DP Corporate Centre
- Preferential rental rates for SMA in-house facilities
- Preferential rates for seminars, conferences, workshops, training courses organised by Sma
- Subsidies under the International Marketing Assistance Programme (IMAP) from IE Singapore for approved trade fairs, missions or exhibitions organised by SMA. This subsidy can only be disbursed to participating member companies through SMA.

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Guide to Environmental

This will be the final installation of the Environment Management System (EMS) Guide Manual that was meant to address the growing concerns for the quality of our environment to drive organisations to pay more attention to the environmental impact of their activities. It is targeted at SMEs and to help them implement or improve their EMS.

Apart from listing the elements of an EMS and providing guidance on how to establish or improve on an EMS, Sma believes that the guide can substantially enhance an organisation's ability to anticipate, identify and manage environmental impact, meet environmental objectives and ensure compliance with legal and other mandatory requirements.

This guide had been painstakingly compiled by Sma's Environmental Management Systems Sub-Committee of the Environment, Health, Safety & Security (EHSS) Function Committee comprising of:

Chairman

Mr Hans Pijnenburg
Plant Manager
Singapore Intermediates and Aromatics

Committee Members (2004-2006)

Mr Tay Cheng Pheng
Regional Environment,
Health and Safety Manager
Chevron Phillips Chemical Asia Pte Ltd

Mr Lim Siak Heng
Senior Engineer
Environmental Protection Division
National Environment Agency

Mr Terence Koh
Executive Director
Singapore Chemical Industry Council, Sma

Committee Members (2006-2008)

Mr Birch Sio
Managing Consultant & Director
Concord Associates

Mr Lim Meng Wee
Managing Director
SP Consulting (International) Pte Ltd

Mr Ng Wei Min
Director / Managing Consultant
Enterprise Development Centre, Sma

Mr Ong Pak Shoon (as of 26 June 2007)
General Manager
Spot Management Services Pte Ltd

Environmental Management System Manual for Singapore SMEs

Environmental Management System Elements

Element 1	Management leadership, Commitment and accountability
Element 2	Identification and assessment of environmental aspects
Element 3	Regulatory compliance
Element 4	Operational control and Performance measurement
Element 5	Incident reporting, analyses and follow-up
Element 6	Emergency response
Element 7	Information management and Communication
Element 8	Environmental Performance, Assessment and Improvement

Element 8: ENVIRONMENT PERFORMANCE, ASSESSMENT AND IMPROVEMENT

8.1 EMS Assessment

Continual assessment should be used as a vehicle for making changes for improvement, and for revising and updating the EMS. EMS assessment determines if the company is on track with its action plan and helps to identify areas for potential improvement.

Steps for Assessing the EMS

a) Assigning and training personnel

EMS assessment can be undertaken by the company personnel, external parties, action team and/or environmental task group. Familiarity with environmental regulations, the company's EMS objectives and targets, facility operations, and auditing techniques are helpful skills.

b) Selecting procedures

The assessment team is to create an assessment plan and an internal EMS checklist, including the EMS action plan targets, for use as a guide. Assessment forms and checklists can facilitate gathering and recording information.

c) Establishing frequency

An EMS assessment should be conducted regularly to evaluate the status of the EMS and to determine whether the system has been properly implemented and maintained. The frequency may vary according to the process, although an assessment should be conducted at least once a year. The assessment team should schedule meetings weekly, monthly or quarterly to discuss the investigations and share new ideas and information.

d) Documenting findings

It is important to identify relevant problems, solutions, costs and opportunities and record all recommendations throughout the assessment and document them. An

effective environmental assessment should generate sufficient information to enable the company to develop its next action plan.

8.2 Assessment Procedures

- Make a preliminary investigation to identify irregularities and non-compliance with the EMS action plan.
- Conduct a facility walk-through to verify the information and observe the processes and operations.
- Document the findings and disclose the information.
- Assist the environmental task group in writing a new action plan.

Tip Sheet: Walk-through Assessment

The assessment team should conduct a walk-through of the site to observe potential environmental impacts.

- Does the facility show signs of poor housekeeping, eg. uncovered material drums, leaking containers, or water dripping or running?
- Is there dis-colouration or corrosion on walks, work surfaces, ceiling and walls, or pipes? This may indicate system leaks or poorly maintained equipment.
- Is there smoke, dirt or fumes indicating material losses and air pollution?
- Are there odours, or eye, nose or throat irritation upon entering the workplace? These symptoms might indicate system leaks or other problems.
- Are there open containers, stacked drums, insufficient shelving for inventory, or other indicators of poor storage procedures?
- Are all containers properly labeled as to their contents and hazards?
- Is emergency equipment such as fire extinguishers available and visible to ensure rapid response to a fire, spill or other incident?
- Does the inventory include any outdated stock, and are materials that are no longer in use still in storage?

Management System

- Is there a documented history of spills, leaks, accidents or fires in the facility? If so, which processes were involved?

8.3 Continual Improvement

Continual improvement is the essence of the EMS. By regularly reviewing the EMS environmental performance against its environmental objectives, targets and policies, opportunities for further improvement can be identified. As the companies change and grow, so do the environmental complexities and conditions that affect the company's EMS.

The assessment team will present their appraisal findings and recommendations to top management, the environmental task group and the action team. Together, these groups review the results of the assessment and collect ideas and suggestions for a revised action plan, which ensures the continuing

suitability, adequacy and effectiveness of the EMS implementation. In this way, the company creates a loop of continuous improvement.

8.3.1 Elements of the Continual Improvement Process

- Identify opportunities for improving the environmental management system, which will lead to improved environmental performance
- Determine the cause or causes of non-conformance or deficiencies
- Develop and implement plans for corrective and preventive action to address causes as identified
- Verify the effectiveness of the corrective and preventive actions
- Document any changes in procedures from the process improvement
- Make comparisons to objectives and targets

After reviewing the assessment findings and gathering staff proposals, the environmental task group should write a new action plan.

8.4 Considerations for Creating a New Action Plan

- Were EMS objectives and targets achieved / partially achieved / not achieved at all?
- Were roles and responsibilities clearly defined and understood?
- Were resources applied appropriately?
- Were the EMS procedures effective?
- Has the EMS been monitored effectively and regularly?
- What measures need to be taken to bring about improvements?

The entire EMS Manual Guide is available for free at SMA's corporate website under the SMA Publications.

Latest Version of Oracle Strategic Optimisation

By Andrew Ong

The Research & Corporate Communication division of SMA was at the recent launch of Oracle's latest software to find out more on this enhanced product which allows organisations to design profitable risk mitigation strategies for planned and unplanned supply chain disruptions.

As the advent of globalisation has significantly increased the logistical challenges facing today's enterprises as they collaborate and compete in a complex global marketplace, today we observed CEOs who are now increasingly turning their attention to supply chain management (SCM) solutions to transform their businesses. The SCM approach is rapidly shifting towards information-driven value chains.

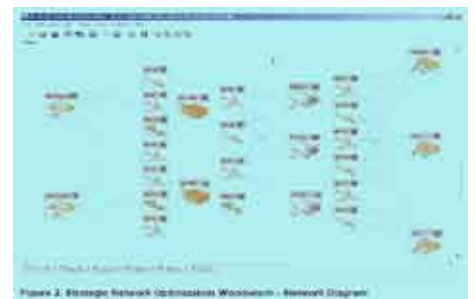
A recent global survey found that SCM applications are considered the most important priority for organisations as they look to achieve operational excellence and revenue growth, align their global networks, and respond to market demands and risks. According to industry analysts, the SCM software market in Asia Pacific grew by 11.6% in 2006 to reach US\$301.1 million.

ORACLE



Introducing a new initiative- Oracle Strategic Network Optimization by Oracle Corporation which enables organisations to obtain information that is required to optimise global supply chain operations and deploy improved risk mitigation strategies. This will benefit both Oracle Application customers, as well as companies using products such as SAP, i2 and Manugistics or other legacy systems.

From the interview with Mr Jasbir Singh (Senior Director, Supply Chain Management Applications, Oracle Asia Pacific) and Mr Craig Jones (Vice President, Manufacturing, Retail & Distribution Industries, Oracle Asia Pacific) it was learnt that this software is an easy-to-use, rapid response solution



that enables organisations of all sizes to analyse the potential impact of supply chain disruptions, develop long-range plans and create holistic supply strategies to make more informed, profitable business decisions. Built-in scenario comparison views enable customers to perform comprehensive "what-if" analyses in order to better establish pre-emptive measures that help mitigate potential supply chain risks.

We recognise that with all these available insights into all of the data related to the supply chain, organisations are equipped to make the most cost-effective and least risky decision for both short and long term profitability.



Making It Easier For Employees To File Tax Returns

- Join the Auto-Inclusion Scheme for Employment Income now!

The Inland Revenue Authority of Singapore (IRAS) encourages all employers to join the Auto-Inclusion Scheme for Employment Income now. About 4,000 employers are already on the scheme and an estimated 1 million employees have benefited. The list of participating employers is currently published on the IRAS website.

What is the Auto-Inclusion Scheme for Employment Income?

It is a scheme where employers submit their employees' income information to IRAS electronically. The employment income information will be shown on the employees' electronic tax return and automatically included in their income tax assessments.

What are the benefits of joining Auto-Inclusion Scheme?

Employers will make it easier and convenient for their employees to file their tax returns as the employment income information is already provided to the IRAS. Information such as employment income details and tax-deductible donations are auto-included in the tax assessment of the employees without them having to declare or claim when filing their tax returns. Employees only need to check the information on their electronic tax form and declare any other necessary information in their myTax Portal to e-file their tax return.

Employers no longer need to send or issue out the physical IR8A form to employees. This is particularly useful for companies with employees at different locations.

How to participate in the Auto-Inclusion Scheme?

To participate in the Auto-Inclusion Scheme, simply fill up the application form which is available at the IRAS website <http://www.iras.gov.sg> _ click on Downloadable Forms _ Income tax Forms for Employers _ Application Form for Auto-Inclusion Scheme for Employment Income.

How to submit the employment income to IRAS?

There are two modes of submission. You can use the e-Submission of Employment Income Application provided by IRAS or the Provident And Tax Line (PAT Line) service operated by CrimsonLogic Pte Ltd.

Using e-Submission of Employment Income. It's easy!

The e-Submission of Employment Income application is a new e-service introduced by IRAS since the Year of Assessment 2007. It is a web-based application and employers can transmit information in Form IR8A, IR8S, Appendix 8A and Appendix 8B electronically to IRAS directly in 3 ways - Online Application, Offline Excel Application or upload files (which is in accordance with IRAS' file specification). For more details visit our website at www.iras.gov.sg.

To learn more about the Auto-Inclusion Scheme for Employment Income, join us in the seminars. For details of the seminar dates, visit our website at www.iras.gov.sg _ click on Our e-Services _ click on e-Submission _ select e-Submission of Employment Income seminar dates.

To join the scheme, simply fill up the "Application Form for Auto-Inclusion Scheme for Employment Income" which can be downloaded from www.iras.gov.sg _ Downloadable Forms _ Income Tax Forms for Employers _ Application Form for Auto-Inclusion Scheme for Employment Income, and send / fax the form to IRAS now!

What is the Provident And Tax Line (PAT Line)?

Employers can also use the PAT Line to submit the employees' employment income information. To use the PAT Line service for the submission of employment income, please tick the box for "PAT (Provident and Tax) Application" when you fill up the "Application Form for Auto-Inclusion Scheme for Employment Income". Employers have to subscribe to this service by contacting CrimsonLogic Pte Ltd after submitting the application form to IRAS.

For more information on PAT Line, visit their website at <http://pat.com.sg>, or call their helpline at 6887 7888 or email to pat@crimsonlogic.com.sg.



For more information on the Auto-Inclusion Scheme of Employment Income and the e-Submission of Employment Income Application, visit IRAS' website at www.iras.gov.sg.

**GRAND COPTHORNE WATERFRONT HOTEL SINGAPORE'S
DINNER & DANCE PACKAGE 2007 & 2008
FOR SMA MEMBERS**
(Valid from now till 31st July 2008)



- MENU -

A choice of the following exquisite menu

Chinese Dinner Menus from S\$550.00 nett onwards per table of 10 persons

Buffet Dinner Menus from S\$55.00 nett onwards per person

4 course Western Dinner Menus from S\$65.00 nett onwards per person

- PACKAGE INCLUDES -

- Complimentary barrel of 20 litres beer with a confirmed barrel purchased.
- Complimentary 2 bottles of wines with every purchase of 10 bottles at the very special price of S\$36.00++ per bottle.
(Minimum purchase of 10 bottles required)
- Free flow of soft drinks & mixers throughout the dinner
- Pre-dinner cocktail with mixed nuts



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Best Business Hotel (Deluxe)
Best Concierge Department



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- FURTHER ENHANCING YOUR EVENT -

(WITH MINIMUM OF 15 TABLES CONFIRMED)

- Complimentary food tasting for up to 10 persons (Not applicable for Buffet Dinner).
- Complimentary 1 bottle of red & white wine for VIP tables (up to 2 VIP tables)
 - 1 Day-use room for the organizing committee from 2.00pm to 7.00pm
- 01 Complimentary Dinner Voucher for 2 persons to be given as lucky draw
 - 01 Night accommodation in our superior room

Minimum 15 tables required, special tailored packages
could be made available for below 15 tables.

**Prices are subject to service charge and prevailing government taxes including GST,
unless otherwise stated*

** Other Terms and conditions applied*



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COSMOBEAUTE ASIA 2007 Exhibition

By Cecilia Tham

The much-anticipated CosmoBeaute Asia 2007 Trade Fair on cosmetics, beauty and spa was held from 16 to 19 July at Putra World Trade Centre, Kuala Lumpur, Malaysia.

CosmoBeaute Asia 2007 was supported by Malaysia External Trade Corporation, Tourism Malaysia, Korea Cosmetics Association, Thai Spa Association, Swiss Business Hub (ASEAN) and Singapore Manufacturers' Federation. Total floor area of the exhibition was approximately 7,000sqm with almost 400 exhibition booths spanning across two huge exhibition halls at Putra World Trade Centre.

Singapore's pavilion and Korea pavilion were located in Hall 3; while Taiwan and Australia pavilions were located at Hall 4, along with other exhibitors from Malaysia, Indonesia, Thailand and other countries. The total floor area of the Singapore Pavilion increased from 885sqm in year 2006 to 1004sqm this year.

According to a survey done by the organiser ECMI Services Sdn Bhd, the 4-day exhibition attracted more than 13,000 trade visitors from 27 countries.



^ Singapore pavilion exhibitor, Rustic Nirvana's booth was crowded with visitors daily at the Fair.



^ Design of Singapore pavilion at CosmoBeaute Asia 2007

Approximately RM\$7 million worth of business deals were concluded during the entire exhibition period.

YB Dato Dr Ng Yen Yen, Deputy Minister, Ministry of Finance, Malaysia graced the trade fair on the second day, which was followed by a networking session for all exhibitors and invited guests. The purpose of the networking session was to allow all exhibitors to network and exchange contacts for possible business collaborations.

Singapore Manufacturers' Federation, with the support from IE Singapore, led

fifty-four Singapore-based companies in the beauty and spa industry to exhibit under the Singapore Pavilion. They were pleased with the turnout during the 4-day exhibition and expressed confidence of the sales to be realised in the coming months through enquiries received at the show. The exhibitors found new partners and distributors for their products in KL through the fair.

For more information and booking for next year's CosmoBeaute Asia, please contact Ms Cecilia Tham at 6826-3030 or e-mail ceciliatham@smafederation.org.sg

MOM and WDA Funding Programmes

By Chin May Fang

With the rising demand in work-life needs of employees, EDC@SMA organised a seminar featuring introductory presentations on funding programmes from the Ministry of Manpower (MOM) and the Workforce Development Agency (WDA) on 5 July 2007 to inform members of these government initiatives and its benefits.

In response to the employers' manpower needs, MOM has introduced the new Work Life Works! (WOW!) fund of which provides grant assistance up to 70% or \$10,000. This scheme aims to assist a company to develop and implement good work life strategies.



^ Mr Edwin Chua, Director, Teleworkz Consulting Pte Ltd, presenting on Work Life Works! (WOW) Programme, an initiative by Ministry of Manpower.

>> Ms Angela Ng, Manager, Manufacturing & Construction Division, WDA presenting on



In tandem with MOM, WDA introduced the enhanced ADVANTAGE! with up to 80% or \$400,000 to assist a company by supporting the continuous employment of current mature workers and/or create new work opportunities for new mature workers.

If you had missed this seminar and would like to find out more information on these funding programmes, please email Mr Raymond Wong at raymondwong@edc.org.sg

SMART: Growing SMEs into MNCs

By Chin May Fang



^ A participant engaged in a discussion with speaker, Mr Kirpal Singh, approved SMART consultant after the seminar



^ Q&A Session with Approved SMART Consultants: (L-R) Ms Cindy Chua, Mr Kirpal Singh, Mr Raymond Wong (EDC@SMA), Mr Roland Yeow, Mr Zhang Xue Yuan

The primary role of SMA's Enterprise Development Centre (EDC) is to assist the development of our local enterprises into MNCs.

With strong links to our government, EDC is able to assist companies in developing their essentials of business competencies with the help of funding assistance from SPRING Singapore.

With that mission, EDC organised a seminar on 18 July 2007 and a SMART briefing on 28 August 2007 to invite members to know more about such initiatives and how they could fully utilise these for their companies growth.

Here were some of the funding schemes introduced:

1. SMART Programme (SME Management Action for Results) aims to grow SMEs'

management capabilities by focusing on developing business management systems and processes of the enterprise. Funding up to 50% or limit of \$2500*

2. IT enhancement for the whole company: SMEs may receive funding up to 50% under capability development scheme
3. Quality Management System (QMS) aims to improve your business processes and management. Funding up to 50%*
4. BrandPact is a holistic project to create or improve brand to generate more sales and profit. Funding of up to 50%*
5. Technology Innovation Programme: helps to build technology innovation capabilities in SMEs. Funding of up to 50%*



^ Active participation during Q & A Session

With these initiatives, it is desirable that companies are able to adopt the best practices throughout their operations to remain competitive in the local and global market.

For more information on these assistance schemes and eligibility for SMART funding, please contact Mr Raymond Wong at raymondwong@edc.org.sg

* Subject to fulfilling the respective SPRING criteria

SMA - IRAS Seminar 2007

By Chin May Fang



^ Participants clarifying doubts on corporate tax with Ms Tan Peay Kiang, Principal Tax Officer, IRAS after the seminar.



^ Excellent turnout at the seminar

With the government's launch of the Budget 2007 early this year, SMA and the Inland Revenue Authority of Singapore (IRAS) jointly organised a seminar to update members on their tax obligations, the completion of the Company's Income Tax Return (Form C) and tax provisions.

This was held on 17 July 2007 at the EDC Auditorium@SMA with a turn-out of 90

participants mostly from newly incorporated companies and companies that were not represented by tax agents.

The following were the topics covered during the seminar:

- Company's Tax Obligations
- Unused Capital Allowances & Losses
- One-Tier Corporate Tax System

- Increase in the Partial Tax Exemption Threshold for Companies
- Tax Exemption Scheme for new start-up Companies
- Withholding Tax Requirement
- Preparation of Tax Computations & Completion of Company's Income Tax Return (Form C)
- Change in Statutory Record Keeping Requirement

Food Export Conference and



^
^ From left: Mr Sunny Koh (SMA Council Member), Mr Lam Kong Hong (SPRING Singapore, Director of Quality Assurance - Services) and Mr Edwin Khew (SMA President)

The Food Export into Emerging Markets: The Market Potential and Regulatory Issues conference was held at the Novotel Clarke Quay Hotel and co-organised by SPRING Singapore and SMA on 24 July 2007.

Facing small domestic demand in Singapore, many food businesses are looking to emerging markets in other parts of the world to grow their businesses. With recent food-safety scares with "Made-in-China" food products, many developed countries are on a constant alert in ensuring food imported does not consist of restricted ingredients. Regulatory policies are rightfully implemented in order to protect their consumers. Frequently, these regulatory issues differ from country to country.

As such, this conference was organised: to help our local food manufacturers gain competitive advantage by quickly making

inroads into these emerging markets.

With Singapore carving a premium brand over the years with its "Made-in-Singapore" food products, it is time that local food manufacturers capitalise on the Singapore brand and the industry's good reputation for premium food quality and high food safety standards and innovation.

There were 180 participants from the food manufacturing industry who attended the conference. Gleaned with first-hand market knowledge and insights in some of these emerging markets, the local and international qualified experts from the Middle East, India, Russia and Eastern Europe share with the delegates their know-how and experiences.

Below is the list of names of those speakers:

- Mdm Nonna Lebedeva, Director of Scientific & Technical Centre (SERTEK), Russia
- Mr V. Joseph, General Manager of Super Coffeemix Manufacturing Pte Ltd, Singapore
- Ms Sv_tlana Bicková, Officer with Czech Agriculture and Food Inspection Authority, Czech Republic
- Peter Schur, Head, Food Trade Control, Department of Agricultural Office, Ministry of Agriculture and Rural Development, Hungary
- Dr Paul Chiew, Deputy Director (Veterinary Public Health), Agri-Food & Veterinary Authority of Singapore, Singapore
- Mr Vijay Sardana, Agribusiness & Trade Specialist ARPL, India
- Mr Jad Ng, Assistant Manager, International Enterprise Singapore
- Mr Khalid Mohammed Sharif Al Awadi, Assistant Director of Public Health & Head of Food Control Section, Dubai Municipality
- Ms Dewi Hartaty Bte Suratty, Assistant Head, Halal Certification Strategic Unit. Majlis Ugama Islam Singapura (MUIS), Singapore
- Ms Connie Kwan, Chief Operation Officer of Aalst Chocolate Pte Ltd

SPRING launched its Food Import Regulations and Standards (FIRS) database during the conference. It is part of SPRING's efforts to help food manufacturers access overseas markets by providing them with information on standards, technical and compliance requirements that could pose barriers to Singapore exports. To access the FIRS database, potential exporters can go to www.spring.gov.sg/etac

Mr Lam Kong Hong, Director of Quality Assurance (Services), SPRING Singapore, said, "Given our small domestic market, Singapore companies need to identify

FIRS Database Launch

By Andrew Ong

new market opportunities to venture overseas in order grow their business further. However, they may find high variation in the legislative and technical requirements in different countries daunting. With the FIRS database, our local food manufacturers will have an updated and central source of information on technical and import requirements for exporting food products overseas."

In 2006, Singapore food exports reached \$5.6 billion. Beyond traditional markets, local food manufacturers are looking to emerging markets like India, the Middle East, Russia and Eastern Europe. Singapore's food exports to these emerging markets made up of 5.3% of total food exports, with an estimated export value of about \$300 million.

Supporting this launch was Mr Edwin Khew, SMA President who pointed out during his opening address, "This database is a valuable resource and will assist the Singapore food manufacturers and exporters to break into new markets, especially markets in developed countries where standards and technical regulations can act as non-tariff barriers."

Besides the FIRS database, food manufacturers and exporters may also contact ETAC for more information on specific technical requirements that are applicable to their products. Companies can call ETAC at 6279 3807 or e-mail etac@spring.gov.sg.



^ Mr Khew delivering his speech



^ The Food Conference in action



^ A staff from SPRING Singapore explaining to a participants of the usefulness of the FIRS database portal

ASEAN ELEENEX 2007 AND



^ The bird eye view of the Industrial Automation on the first day morning of the launched.

Industrial Automation and Asean Elenex were held across four days from 18 to 21 July 2007 at Kuala Lumpur Convention Centre, Malaysia which attracted 600 companies from over 40 countries across the region. Exhibitors from India, Singapore, South Korea, Spain, Turkey and United Kingdom were present to showcase the state-of-the-art technologies and solutions from the automation industry.

Major players from both industries had participated at these important events. They were ABB, ADVANTECH, FA CONTROLS, IGUS, SIEMENS, TYCO ELECTRIC, EMERSON, EDEX, KERPEN, TOKAI ENGINEERING, RS COMPONENTS and FESTO.

With the support of IE Singapore, SMA led two Singapore Pavilions which comprised of 20 local companies showcasing 'Made-in-Singapore' products. These were the companies:

- 1 CE-Test & Measurement Pet Ltd
- 2 Control Devices Asia Pet Ltd
- 3 DAIFUKU Macaronis Pet Ltd
- 4 EITA Technologies Pet Ltd
- 5 Koenig Asia Pacific Pet Ltd
- 6 Motion Controls (S) Pet Ltd
- 7 Pave South East Asia Pet Ltd
- 8 SATO Asia Pacific Pet Ltd
- 9 Servo Dynamics Pet Ltd
- 10 SICK Optic Electronic Pet Ltd
- 11 Schlegel Elektronkontakt Co (FE) Pte Ltd
- 12 TDS Technology (S) Pte Ltd
- 13 Jaytron & Systems Pte Ltd
- 14 Anewtech Systems Pte Ltd
- 15 Sytec Pte Ltd
- 16 Cosmotec Enterprises Pte Ltd
- 17 GIS Technology Pte Ltd
- 18 Multi-Contact (SEA) Pte Ltd
- 19 HIPCO Pte Ltd
- 20 Diamond Carbide Industrial Products

INDUSTRIAL AUTOMATION 2007

By Pauly Tan



^ (3rd from left) The Singapore Trade Consular in Malaysia, Ms Florence Loh visited the Singapore Pavilion at the launched of the opening.



^ Mr Johnny Hiew of IE Singapore introduced BuySingapore to a potential customer.



^ Singapore Pavilion was packed with visitors

The 4th series of the biennial industrial Automation 2007 (IA 2007) exhibition and conference and the 7th Asean Elenex 2007 cordially invited the honourable Minister of Energy, Water & Communications, Malaysia YB Dato' Sri Dr Lim Keng Yaik to launch its official opening.

In conjunction with IA 2007 & AE 2007, the Federation of Malaysian Manufacturers Automation Technology Industry Group also organised a conference entitled "Competitive Edge & Effective Management through Automation Technology" from 19-20 July

2007. The conferences focused on 2 main industrial automation topics, New Technology & Applications and Case Studies & Successful Applications by industries or end users.

These two events were organised by International Expo Management Pte Ltd and will be back again in 2009. If you are interested to participate in the next exhibition in 2009, please make your booking with Ms Pauly Tan at 6826 3079 or email at paulytan@smafederation.org.sg.

SMa Calendar of Trade Missions & Exhibitions (October – December 2007)

Trade Exhibitions

Name of Event	City/Country	Industry Sector	Date	Contact Person
Communic Vietnam 2007	Ho Chih Minh, Vietnam	ICT	3 Oct – 5 Oct	Ms Vivien Yen at vivienyen@smafederation.org.sg or DID: 6826 3032
Canton Fair 2007	Guangzhou, China	Multi-sectoral	15-20 Oct	Mr Jeffrey Liew at jeffreyliew@smafederation.org.sg or DID : 6826 3033
7th Machine Tool & Automation in Vietnam	Ho Chi Minh, Vietnam	Machine Precision	18- 21 Oct	Ms Pauly Tan at paulytan@smafederation.org.sg or DID 6826 3079
Building & Construction Indonesia	Jakarta, Indonesia	Building & Construction	31 Oct – 3 Nov	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Mining Indonesia	Jakarta, Indonesia	Energy & Mining	31 Oct – 3 Nov	Ms Cecilia Tham at ceciliatham@smafederation.org.sg or DID: 6826 3030
Electric Indonesia Series	Jakarta, Indonesia	Power Generation	31 Oct – 3 Nov	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Oil & Gas Technology Indonesia 2007	Jakarta, Indonesia	Oil & Gas	31 Oct – 3 Nov	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036
Defense & Security Thailand 2007	Bangkok, Thailand	Security	7 Nov – 11 Nov	Mr Lawrence Chan at lawrencechan@smafederation.org.sg or DID: 6826 3073
Inno Design Tech Expo 2007	Hong Kong	Multi-sectoral	12-14 Nov 2007	Mr. Jonathan Tan at jonathantan@smafederation.org.sg or DID: 6826 3039
MEDICA 2007	Duesseldorf, Germany	Medical Technology	14 – 17 Nov	Ms Alice Tan at alicetan@smafederation.org.sg or DID: 6826 3016
ACM 2007	KL, Malaysia	ICT	20 Nov – 22 Nov	Ms Vivien Yen at vivienyen@smafederation.org.sg or DID: 6826 3032
CIA2007	Singapore	Automation	27 Nov – 30 Nov	Ms Pauly Tan at paulytan@smafederation.org.sg or DID: 6826 3079
ProPak Indonesia	Jakarta, Indonesia	Packaging	5 Dec – 8 Dec	Mr Dennis Toh at dennistoh@smafederation.org.sg or DID: 6826 3036

The Singapore Manufacturers' Federation (SMa) reserves the right to cancel or postpone the programmes, arising from factors beyond its control, without prior notice. Please contact the person-in-charge for more information of the events.

Trade Missions

Name of Event	City/Country	Industry Sector	Date	Contact Person
Mission to China & Vietnam	Guangxi & Hanoi	Multi-sectoral	Oct	Ms Vanda Kwek at vandakwek@smafederation.org.sg or DID: 6826 3031
Mission to Czech Republic and Slovakia	Prague, Bratislava	Multi-sectoral	11-16 Nov	Ms Vanda Kwek at vandakwek@smafederation.org.sg or DID: 6826 3031

The Singapore Manufacturers' Federation (SMa) reserves the right to cancel or postpone the programmes, arising from factors beyond its control, without prior notice. Please contact the person-in-charge for more information of the events.

CENTRE for CORPORATE LEARNING (CCL)

Programme Calendar for September to December 2007

The Centre for Corporate Learning Team

Ms Leong Mun Yin	DID: 6826 3056	munyin@smafederation.org.sg
Ms Sharon Liang	DID: 6826 3049	sharonliang@smafederation.org.sg
Ms Teo Wei Jin	DID: 6826 3044	weijin@smafederation.org.sg
Ms Caroline Foo	DID: 6826 3055	carolinefoo@smafederation.org.sg
Mr Kelvin Goh	DID: 6826 3040	kelvingoh@smafederation.org.sg
Ms. Priscilla Teo	DID: 6826 3051	priscillateo@smafederation.org.sg

General Management	Date	Fee (\$) Members	Fee (\$) Non Members
The New Manager's Toolkit	15-Oct	\$400.00	\$455.00
Understanding The Role of Your Supervisor	3 Oct / 21 Dec	\$420.00	\$475.00
Supervisory Management Skills	10 - 11 Sep	\$520.00	\$580.00
-Leading, Coaching & Managing	/19 - 20 Nov		
Problem Solving & Decision Making	26 - 27 Nov	\$520.00	\$570.00
Influencing Strategies that Work	5-Dec	\$340.00	\$380.00
Time & Stress Management	27-Sep	\$420.00	\$460.00
Be A Motivating Leader	5 - 6 Nov	\$495.00	\$550.00

Customer Service	Date	Fee (\$) Members	Fee (\$) Non Members
Be A Service Beacon	4 - 5 Oct	\$450.00	\$510.00
Managing Difficult Customers Effectively	1 Oct / 10 Dec	\$340.00	\$380.00
Outstanding Customer Service Skills	11 - 12 Oct	\$460.00	\$520.00
for Frontline, Admin & Support Staff			

Communication	Date	Fee (\$) Members	Fee (\$) Non Members
Effective Business Writing Skills	13 - 14 Sep/ 15 - 16 Nov	\$480.00	\$540.00
Enhancing Communication and Interpersonal Skills	17 - 18 Sep/5 - 6 Nov	\$520.00	\$580.00
Effective Business Presentations	29 Oct / 4 Dec	\$470.00	\$520.00
More Than Words	21-Sep	\$430.00	\$490.00
- The Art of Body Language			

Finance	Dates	Fee (\$) Members	Fee (\$) Non Members
Control and Collect Your Debts	30 - 31 Oct	\$500.00	\$550.00
Business Analytics and Reporting	20 - 21 Sep	\$472.00	\$525.00
Using Excel			

Creativity & Innovation	Dates	Fee (\$) Members	Fee (\$) Non Members
Think Fast, Think Smart!	6 - 7 Sep	\$460.00	\$480.00
Mind Mapping Made Easy	28-Sep	\$300.00	\$350.00

Occupational Safety & Health	Dates	Fee (\$) Members	Fee (\$) Non Members
Safety Orientation Course for Workers (Metalworking) MOM Approved Course (SRP Approved and 80% - 90% SDF Funding)	Weekly classes available: Call for Schedule 68263056 / 68263049 In-House training available Please call/email to enquire 20 - 23 Nov	\$35.00	\$36.26
Workplace Safety & Health Management Course (WSHMC)	22 - 23 Oct	\$323.81	\$352.38
Risk Management Course	12-Oct	\$320.00	\$420.00
BizSAFE	12-Oct	\$250.00	\$280.00
Occupational First Aid Course	17 - 19 Sep, 23 - 25 Oct, 27 - 29 Nov, 18 - 20 Dec	\$200.00	\$200.00
Basic Industrial Safety & Health Course for Supervisors (BISH) MOM Approved Course (SRP Approved and 80% - 90% SDF Funding)	6, 13, 20, 27 Sep 4, 11, 18, 25 Oct 1, 15, 22, 29 Nov	\$235.24	\$247.62
Forklift Driver's Training Course - 3 days Participants MUST hold a class 3 driving license & HAVE EXPERIENCE in driving the forklift MOM Approved Course (SRP Approved and 80% - 90% SDF Funding)"	Weekly classes available Call for Schedule 68263040 / 68263051	\$320.00	\$320.00
Forklift Driver's Training Course - 5 days Participants WITHOUT class 3 driving license & WITHOUT EXPERIENCE in driving the forklift	Weekly classes available Call for Schedule 68263040 / 68263051	\$535.00	\$535.00

Human Resource Management	Dates	Fee (\$) Members	Fee (\$) Non Members
Project Management Skills	17 - 18 Oct	\$497.00	\$524.00
- Tools and Techniques			
Performance Management	6 - 7 Nov	\$497.00	\$524.00
Coaching and Counselling Skills			

Logistics & Supply Chain Management	Dates	Fee (\$) Members	Fee (\$) Non Members
How to Negotiate With Vendors and Suppliers	25 - 26 Oct / 6 - 7 Dec	\$560.00	\$620.00
Effective Uses and Applications of INCOTERMS in International Trade	22 Oct / 3 Dec	\$340.00	\$380.00
Warehouse and Storage Management	27 - 28 Sep /29 - 30 Nov	\$480.00	\$540.00
Effective Uses of Letter of Credit in International Trade	24 - 25 Sep /26 - 27 Nov	\$480.00	\$540.00
Fundamentals of Purchasing Skills for New Buyers and Purchasers	16 - 17 Oct	\$560.00	\$620.00
Import / Export Documentation & Shipping Procedures	29-30 Oct /17-18 Dec	\$480.00	\$540.00
Supplier Selection, Evaluation and Development	6 - 7 Sep /13 - 14 Dec	\$480.00	\$540.00
Best Practices and Procedures in Marine Insurance	20-21 Sep /13-14 Dec	\$520.00	\$580.00

Advanced Import / Export and Letter of Credit	Date	Fee (\$) Members	Fee (\$) Non Members
Understanding The Bill of Lading	5 - 6 Nov	\$520.00	\$580.00
	2-Nov	\$340.00	\$380.00

Manufacturing, Technical & Quality Management	Date	Fee (\$) Members	Fee (\$) Non Members
Be More Competitive	25-Oct	\$250.00	\$280.00
-Distribute Your Manufacturing			
Good Manufacturing Practices	26 - 27 Sep	\$590.00	\$648.00
Lean Manufacturing for Optimum Production	25 - 26 Oct	\$490.00	\$538.00
Strategic Production Planning, Scheduling & Controlling	19 - 20 Nov	\$552.00	\$619.00

Security Management	Date	Fee (\$) Members	Fee (\$) Non Members
Investigation Techniques & Management (ITM)	15 - 19 Oct / 5 - 7 Nov	\$1,755.00	\$1,950.00
Fire Safety and Security Management (FSSM)	3 - 5 Oct / 5 - 7 Dec	\$789.00	\$856.00
Armed Robbery Response Training (ARRT)	17 Oct / 5 Dec	\$2,250.00	\$2,362.00
Retail Loss Prevention Course (RLPC)	3 Oct / 12 Dec	\$270.00	\$300.00
Bomb Incident Management (BIM)	8 Oct / 10 Dec	\$270.00	\$300.00
Control Room Management (CRM)	20-21 Sep / 1-2 Nov	\$450.00	\$500.00
Business Continuity Management (BCM)	5 Sep / 28 Dec	\$214.00	\$238.00
Protective Security Needs for Travellers	17-Sep	\$376.00	\$417.00
Basic Healthcare Security Workshop	18 - 19 Sep	\$590.00	\$650.00

Personal Effectiveness	Date	Fee (\$) Members	Fee (\$) Non Members
Handling Difficult People	11-Oct	\$400.00	\$450.00
Balancing Your Work & Life	18 - 19 Oct	\$520.00	\$570.00
Essential Image Management (Women Workshop)	18 Sept / 19 Oct	\$400.00	\$455.00
Essential Image Management (Men Workshop)	28 Sep / 30 Oct	\$400.00	\$455.00

Sales & Marketing	Date	Fee (\$) Members	Fee (\$) Non Members
Effective Negotiation Strategies	22 - 23 Nov	\$520.00	\$580.00
Improve Your Bottom Line with Direct Marketing	11 - 12 Oct	\$470.00	\$522.00
New Ideas for More Sales	18-Oct	\$250.00	\$280.00

Certification	Date	Fee (\$) Members	Fee (\$) Non Members
"Skills Certificate in Warehousing & Distribution (45 hours - every Mon & Wed)"	Jan to Mar 2008 Call for Schedule 68263040 / 68263051	\$688.57	\$688.57

*All prices quoted are subject to 7% GST

**Enjoy a Complimentary Company Pre-Training Consultation for SMA Members until November_07

* Please call anyone from the CCL Team for an appointment *

* For Customised in-house training, please call Ms Caroline Foo at 6826 3055 / Ms Leong Mun Yin at 6826 3056

SMa-SOM produces FIRST CLASS HONOURS ENGINEERING GRADUATE

- Edith Cowan University

The Edith Cowan University (ECU), Australia, and the SMa School of Management, Singapore; congratulate Mr Ong Siong Khai on graduating as the pioneer batch of engineering graduates and with first class honours Bachelor degree.

Mr Ong successfully completed his two years of Bachelor of Engineering (Hons) in Electronic Systems from the highly prestigious Edith Cowan University, Australia via SMa School of Management higher education pathway.

"The two years of studies were indeed an overwhelming experience but the helpful and approachable academic staffs made the learning process enjoyable" Mr Ong expressing his experiences as a student with SOM.

As a graduate of one of Australia's most prestigious Universities, he joined the distinguished company of many International graduates of the Edith Cowan University who built outstanding careers in their fields of endeavor,

The SMa School of Management's vision is to accelerate the growth of human capital development in the region through the provision of world class quality education. SOM partners reputable

Ong Siong Khai B.Eng (Hons)
First Class Honours
1st Cohort (2005-2007)



universities like ECU to deliver the best learning experience to our students.

Armed with a good grounding on business and entrepreneurship, creativeness and self-confidence, ECU graduates are increasingly sought after by employers, large and small, local and foreign. All our graduates have secured employment with GLCs and companies in various sectors such as consultancy and services.

We wish you, and all graduates, the very best in your future endeavors and look forward to remaining a part of your pursuit of lifelong learning!

To find out more about this course, please contact Mr Eugene Tan at 6622 6622 or visit www.sma.edu.sg for more information.

Workshop with Ministry of Manpower on National Wages Council's Guidelines and Employability of Older Workers

By Chin May Fang

After the National Day Rally Speech by PM Lee Hsien Loong covering issues such as the life expectancy extending and an impending delay of retirement for Singaporeans, the government aims to encourage more employment opportunities of older workers in order to sustain livelihood.

On 21st August 2007, SMa co-organised a workshop with Ministry of Manpower (MOM) on National Wages Council's Recommendations for 2007/2008 and employability of older workers. The workshop attracted more than 90 participants who were keen to find out more about the details of the recommendations as well as the ADVANTAGE! Scheme initiated by Workforce Development Agency (WDA).

The ADVANTAGE! Scheme was introduced in late 2005, by WDA in partnership with the National Trade Union Congress (NTUC) and the Singapore National Employers Federation (SNEF) to facilitate the employment of older workers. As an incentive for companies to start early before the upcoming legislation, WDA has enhanced its ADVANTAGE! Scheme to help companies make the necessary adjustments. The funding has been raised to \$400,000 per company and the scheme will stay in place till 2010.

If you are keen to find out how you can apply for ADVANTAGE!, please contact Mr Raymond Wong at raymondwong@edc.org.sg



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Caption: Q&A Panelists (From L-R): Mr Andrew Fung, Deputy Director, Quality Workplaces Promotion Section, MOM, Mr Hoe Wee Meng, Asst Director, Workforce Planning Manpower Planning & Policy Division, MOM, Mr Tan Jing Koon, Senior Deputy Director, Labour Relations Dept, MOM, Ms Ng Li San, Head Executive Mediation Unit, MOM, Mr Raymond Wong, Senior Executive, EDC@SMa



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Q&A Session

New Employees

1. Ng Kek Koon, Dennis



Dennis joined SMA on 1 August 2007 as Director for Research and Corporate Communications. He holds a Master degree in Business (majoring in Strategic Marketing) and an Honours Degree in Social Sciences (majoring in Economics). Dennis has more than 10 years of experiences in the marketing and corporate communications field. Prior to joining SMA, he has also held several senior portfolios including General

Manager, Corporate Planning Manager and Marketing Manager in several renowned corporations.

2. Goh Jung Keng, Kelvin



Kelvin joined SMA on 2 July 2007 as Executive II in the Centre for Corporate Learning. He brought with him more than 4 years of sales and marketing experiences. He has also just obtained his Bachelor degree in Mass Communications from RMIT this year. Prior to joining SMA, he was Assistant Business Manager for Singapore Post Limited.

3. Foo Wei Leng, Caroline



Caroline joined SMA on 6 August 2007 as Executive II in the Centre for Corporate Learning. She graduated with a Commerce degree from Curtin University. Before joining SMA, Caroline was working as a flight attendant for United Airlines and prior to that, she was Programme Executive for Modern Montessori International for close to 8 years.

4. Teo Poh Tin, Priscilla



Priscilla joined SMA on 20 August 2007 as Executive III in the Centre for Corporate Learning. She worked in the Marketing Institute of Singapore, taking care of course coordination for more than 3 years. Prior to joining SMA, she was helping out in her family business. Being a self-motivated individual with a strong desire to take on new challenges, we are confident that Priscilla will be a valuable asset to the organization.

Minister For Defence Award



We congratulate SMA Council Member, Mr Birch Sio who received the Minister For Defence Award on 25 July 2007.

The Total Defence Awards recognise and honour employers and civil resource (CR) owners who made outstanding contributions to National Service (NS) and Total Defence.

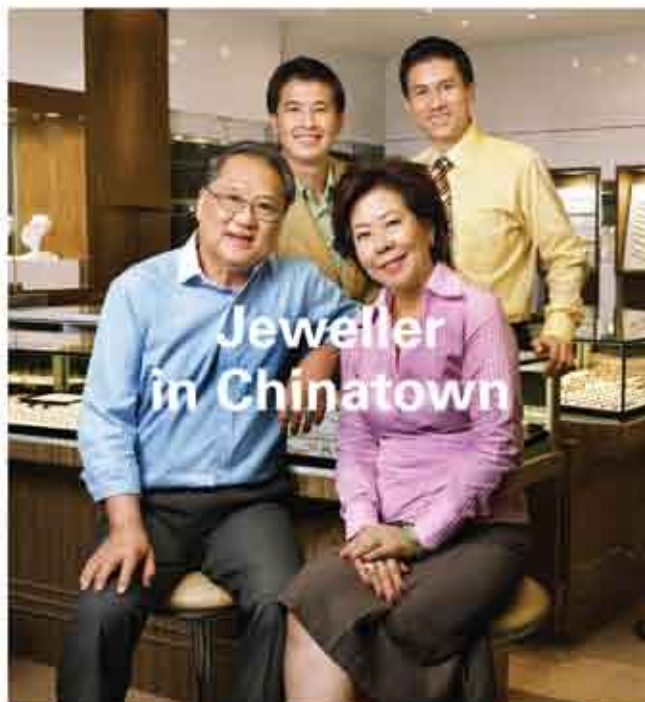
New Members

Company	Member Type
DynaMed Pte Ltd	General
Mediquest Pte Ltd	General
Neotec Medical Industries Pte Ltd	Ordinary
Whatman Asia Pacific Pte Ltd	Ordinary
Teo Soon Seng Wholesale Pte Ltd	General
Crystal Wines Pte Ltd	General
Radiance Manufacturing Pte Ltd	Ordinary
Dinowic Pte Ltd	General
First Engineering Plastic Pte Ltd	Ordinary
Oki Semiconductor Singapore Pte Ltd	Ordinary
ST Microelectronics Pte Ltd	Ordinary
Leo Industries (S) Pte Ltd	Ordinary
Big-Foot Logistic Pte Ltd	Ordinary
Control Logic Systems Pte Ltd	Ordinary
Sunfresh Singapore Pte Ltd	Ordinary
Pentmet Engineering Pte Ltd	Ordinary
Rohmax Asia Pacific Pte Ltd	Ordinary
Abletron Pte Ltd	General
Exceltec Property Management Pte Ltd	General
HL Power System Pte Ltd	Ordinary
PSD Group (Singapore) Pte Ltd	General

Welcome our new SMA members (Jul/Aug)



**Electronics business
in Little India**



**Jeweller
in Chinatown**

At first sight, many businesses
can appear very different.

One is an established electronics retailer. The other is a home-grown jeweller renowned for its fine craftsmanship. Yet, both are family-run businesses and third-generation stewards of longstanding enterprises. Both respect the leadership of the family elders, despite the business degree earned by the youngest in the family. With such seemingly different businesses, it might be hard to see any connection between them. At HSBC, we take the time to understand our clients' businesses, their goals and ambitions. We look beyond their financial statements to develop deep insights into both their similarities and differences, which helps us to help them manage their growth. This type of keen insight is what makes HSBC Commercial Banking a preferred partner among a wide range of businesses in Singapore. To find out more, call us on **1800 216 9008** or visit www.hsbc.com.sg/hsbc.commercial

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