



25 YEARS OF
BUSINESS
EXCELLENCE

Enterprise
Singapore

SINGAPORE
QUALITY CLASS
STAR★





Achievement of Singapore Quality Class STAR

December 2017 to December 2021



SECTOR : Education

ORGANISATION SIZE : Estimated 2,000 employees

WEBSITE : <http://crestargroup.com>

Established in 1977, **Crestar Education Group** is a leading provider of infant and childcare services, preschool education, enrichment and adult programmes in the region. It operates in Singapore, Malaysia, Indonesia, China, Cambodia and Bangladesh.

WHY BUSINESS EXCELLENCE

“Business Excellence has benefited our group of companies in various ways including allowing new entities and services to emerge prudently through feasibility studies and prototyping, right through to official launch and fruition. Existing services are also ready to scale to new countries with faster speed and good management of resources like personnel and financials.”

~ Robert Leong, Group Chief Operating Officer



FEINMETALL

Achievement of Singapore Quality Class STAR

October 2018 to October 2022

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SECTOR : Semiconductor Precision Engineering

ORGANISATION SIZE : 61 employees

WEBSITE : www.feinmetall.de

Feinmetall Singapore Pte Ltd (FMS) was established in 2007 as a joint venture with Feinmetall Germany. Over a decade, the company has transformed itself from a five man repair and service centre to a “one-stop centre” offering a comprehensive range of probe card solutions. Today, Feinmetall’s diversified suite of products range from manufacturing, maintenance and sale of probe card hardware to providing related training for customers and professionals from other industries.

WHY BUSINESS EXCELLENCE

“The Business Excellence journey has benefited the organisation by improving our management systems and processes, validating our strengths and gaps and also raising employees’ awareness of quality and working better as a team.”

~ *Sam Chee Wah, General Manager*



Achievement of Singapore Quality Class STAR

June 2018 to June 2022



SECTOR : Manufacturing

ORGANISATION SIZE : Between 150-200 employees

WEBSITE : <https://www.ii-vi.com>

II-VI Singapore Pte Ltd is a manufacturer of lenses and windows made for CO2 laser systems/ cavities and other commercial infrared wavelength applications, as well as systems designed for industrial spectroscopy. It operates in Singapore, Suzhou and the Philippines.

WHY BUSINESS EXCELLENCE

“Embracing the Business Excellence Framework and going through the re-certification process provided us with a good assessment on how effective we are in our operational excellence journey, in both the hardware and software parts of the business. It identifies strengths, gaps and actions needed to improve on the business processes/ system, and also strengthens our actions in institutionalizing a common set of shared values/ beliefs with our people to achieve a sustainable business performance. The impact on business has been positive.”

~ *Sieow Sok Peng, General Manager, II-VI Infrared Asia Operations*



Achievement of Singapore Quality Class STAR

July 2018 to July 2022



SECTOR : Hospitality

ORGANISATION SIZE : 522 employees

WEBSITE : mandarinoriental.com/Singapore

Stunningly located in the heart of Marina Bay, **Mandarin Oriental, Singapore** features 527 well-appointed rooms and suites overlooking the ocean, bay or city and an exclusive Oriental Club Lounge. Enjoy dining experiences at exquisite Cantonese restaurant, Cherry Garden; Italian cuisine at Dolce Vita; all-day dining Melt Café; Morton's the Steakhouse; Teppan-Ya; regionally curated cocktails and afternoon tea at MO BAR; and alfresco lounge BAY@5. Achieve a holistic well-being at The Spa at Mandarin Oriental, Singapore, alongside an outdoor swimming pool and fitness centre. Events can be held at the Oriental Ballroom and sixteen meeting rooms, fitted with the latest conference systems.

WHY BUSINESS EXCELLENCE

“This recognition will contribute to positioning the hotel as one of the best in the scene and raises our reputation as a trusted organisation that has lived up to our values and guiding principles.”

~ Jess Lam, Hotel Manager



Achievement of Singapore Quality Class STAR

October 2018 to October 2022



SECTOR : Construction

ORGANISATION SIZE : 1103 employees

WEBSITE : <http://www.wohhup.com>

Established in 1927, **Woh Hup (Private) Limited** was founded by Mr Yong Yit Lin as a one-man business in Malaya and has become Singapore's largest privately-owned construction and civil engineering company, operating in Singapore, Myanmar, India, Sri Lanka and Indonesia. National Heritage sites built by Woh Hup includes the former Ministry of Labour building in Chinatown, Clifford Pier and MacDonald House. Other notable projects include World Trade Centre & Auditorium, Centrepont, Lau Pa Sat, Reflections at Keppel Bay, The Interlace, D'Leedon, Conservatory Complex at Gardens by the Bay. Woh Hup works with both local and overseas joint venture partners and projects include Rasa Sentosa Resort, Great World City, Temasek Polytechnic and Tuas Checkpoint & Custom Complex, MRT Circle Line Contracts C825, C852 and C855, and Jewel Changi Airport, where Woh Hup is the lead partner with Obayashi Singapore Pte Ltd. At the heart of its four-generation family-run business lies the foundations for business to grow – industry, integrity, enterprise and innovation. Over the last 90 years, Woh Hup has survived World War II, riots, floods, pestilences, economic crises and financial meltdowns. It has demonstrated its ability to keep pace with the changing times, adapt to new ideas and events, and continuously challenge and improve the way it does things.

WHY BUSINESS EXCELLENCE

“Woh Hup believes that the Business Excellence initiative enables our organisation to strengthen our management systems and processes to drive productivity and growth by identifying gaps within our system. It enables us to validate our performance, gain recognition locally and internationally and stay competitive.”

~ Eugene Yong Kon Yoon, Executive Director



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PEOPLE





Achievement of Singapore Quality Class STAR with People

July 2018 to July 2022



SECTOR : Marine and Offshore

ORGANISATION SIZE : 2516 employees

WEBSITE : www.keppelshipyard.com

Keppel Shipyard Limited, a wholly-owned subsidiary of Keppel Offshore & Marine, is the trusted industry name for the repair, conversion and upgrading of a diverse range of vessels, and a global leader in the conversion of Floating Production Storage and Offloading (FPSO), Floating Storage and Offloading (FSO) and Floating Storage and Re-gasification Units (FSRU), as well as the fabrication and installation of turrets and mooring systems, and topside process modules. It has also successfully delivered the world's first-of-its-type Floating Liquefaction Facility conversion.

WHY BUSINESS EXCELLENCE

“Over the past 50 years, Keppel Shipyard has developed and continually improved its people, systems and processes. We are honoured to be awarded the Singapore Quality Class STAR with People, which is a strong testament to our commitment to business excellence. The certification provides a systematic review against industry benchmarks, and gives us important external perspectives as we strive for even better results.”

~ *Chor How Jat, Managing Director (Conversions & Repairs), Keppel Offshore & Marine*



Achievement of Singapore Quality Class STAR with People

November 2017 to November 2021



SECTOR : Social Services ORGANISATION SIZE : Between 1,500-2,000 employees WEBSITE : www.msf.gov.sg

Ministry of Social and Family Development (MSF) develops the “heartware” for Singapore through its policies, community infrastructure, programmes and services. Its mission is to nurture a resilient and caring society that can overcome challenges together.

WHY BUSINESS EXCELLENCE

“The Business Excellence (BE) journey enables us to measure the state of health of our current systems, processes and practices against best practices and international benchmarks. The BE Framework also helps improve the level of confidence which our partners and members of the public have in us.”

~ *Chew Hock Yong, Permanent Secretary*



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SERVICE





Achievement of Singapore Quality Class STAR with Service

October 2018 to October 2022



SECTOR : Financial Services

ORGANISATION SIZE : 561 employees

WEBSITE : <https://rhbgroup.com.sg/>

Since **RHB Bank Berhad Singapore** was established in 1961, it has built formidable customer networks and today, is one of the Republic's most trusted financial institutions. With over five decades of experience and demonstrated excellence in the financial sector, it has grown into a robust organisation, committed to bring financial solutions to one and all. Today, as the key regional contributor to the RHB Banking Group, it continues to build on its strengths in the mid-cap segment, aiming to be the catalyst bank for SMEs, advising on both business and personal financial needs. The Bank's core businesses are streamlined into eight pillars, namely Personal Financial Services and Wealth Management, Business Banking Centres, Commercial and Transaction Banking, Corporate and Islamic Banking, Treasury, as well as Investment Banking, Brokerage, and Asset Management. It is headquartered in Malaysia with regional presence spanning ten countries in ASEAN including Hong Kong.

WHY BUSINESS EXCELLENCE

“RHB Bank Singapore was conferred with the Singapore Quality Class (SQC) Star with Service Niche recognition in 2018. Achieving this prestigious certification is a mark of excellence, placing RHB at the top amongst other key players in the financial services industry. The updated framework encompasses a holistic assessment, allowing us to identify our strengths and create opportunity for improvement to enhance our product and channel capabilities which we hope will deliver superior and memorable customer experiences. It is our aim to continuously strive for greater heights and continue to progress with Enterprise Singapore's Business Excellence.”

~ Luke Diep, Head of Brand Marketing & Communications



Every Room A Home

Achievement of Singapore Quality Class STAR with Service

October 2017 to October 2021



SECTOR : Hospitality

ORGANISATION SIZE : Between 100 – 150 employees

WEBSITE : www.hotelroyal.com.sg

Hotel Royal Limited was incorporated in Singapore in 1968 to carry on the business of an hotelier. It owns a 16-storey hotel, the Hotel Royal with 362 suites and luxurious rooms along Newton Road, a stone throw away from the shopping paradise of Orchard Road. It has a Chinese restaurant, a local coffee house serving Western and local delights, as well as a lobby lounge, karaoke lounge, as well as a swimming pool and gym in the hotel. It operates in Singapore, Malaysia and Thailand.

WHY BUSINESS EXCELLENCE

“Singapore Quality Class has enabled our Organisation to improve on our Management Systems & Processes. The processes has enabled us to better validate our strengths, to identify and to improve on our weaknesses. With our strategy of being visionary, dynamic and innovative, coupled with the guidelines of Singapore Quality Class , the SQC journey has enabled our organisation to expand our businesses with the acquisition of hotels in Singapore, Malaysia and Thailand.”

~ Lee Chou Hock, CEO



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PEOPLE • SERVICE





Achievement of Singapore Quality Class STAR with People and Service

March 2018 to March 2022



SECTOR : **Government, Finance** ORGANISATION SIZE : **Between 150-200 employees**

WEBSITE : www.agd.gov.sg

The **Accountant-General's Department** (AGD) is a department under the Ministry of Finance (MOF). It supports the Accountant-General in fulfilling his statutory duties under the Constitution, the Financial Procedure Act and other legislative statutes. AGD partners MOF in making Singapore a better place through finance and closely cooperate with Government agencies to raise the capabilities of financial management in the Public Sector.

WHY BUSINESS EXCELLENCE

“Business Excellence validated AGD’s move towards taking on an expanded role in transforming public sector finance and putting finance at the heart of decision-making. This is on top of our statutory duties in protecting reserves and managing central systems.”

~ *Ow Fook Chuen, Accountant-General, Singapore*



Achievement of Singapore Quality Class STAR with People and Service



December 2017 to December 2021

SECTOR : Judiciary, Government ORGANISATION SIZE : Between 250-300 employees WEBSITE : <http://www.supremecourt.gov.sg>

The **Judiciary, Supreme Court** comprises the Court of Appeal and the High Court, and hears both criminal and civil matters. The Court of Appeal hears appeals against decisions of the High Court; the High Court hears cases as a court of first instance and appeals from decisions of the State Courts.

WHY BUSINESS EXCELLENCE

“The adoption of the enhanced Business Excellence Framework has helped the Supreme Court to explore and identify different ways to enhance our management systems, processes, and performance, through a systematic approach that is well-recognised internationally and locally. We are pleased that the Supreme Court has attained SQC STAR with Service & People niche. It is our passionate and committed people who have embraced the values of the organisation and work together towards a common goal which made a difference – we are confident that our people will continue to help Supreme Court achieve greater heights in our continuous journey of organisational excellence.”

~ *Juthika Ramanathan, Chief Executive (Office of the Chief Justice)*



Achievement of Singapore Quality Class STAR with People and Service

September 2018 to September 2022



SECTOR : Education

ORGANISATION SIZE : Between 200 – 250 employees

WEBSITE : <http://www.lasalle.edu.sg/>

LASALLE College of the Arts in Singapore is a leading tertiary institution in cutting edge contemporary arts and design education and practice. The college offers more than 30 diploma, undergraduate and postgraduate programmes in fine arts, design communication, interior design, product design, film, animation, fashion, dance, music, theatre, arts management, arts pedagogy and practice, art therapy, Asian art histories, and creative writing. Its faculty is led by a community of award-winning artists, designers, educators and researchers, and their practice-led research sets LASALLE apart as an international centre of excellence. Critically acclaimed alumni form the core of the cultural and creative sectors in Singapore and increasingly, internationally. Founded in 1984 by De La Salle Brother Joseph McNally – a visionary artist and educator – LASALLE is a not-for-profit, private educational institution. LASALLE receives tuition grant support from the Singapore Ministry of Education. Its degree programmes are validated by Goldsmiths, University of London.

WHY BUSINESS EXCELLENCE

"We decided to undertake the Business Excellence journey as it provides a roadmap for organisational excellence and growth, aligned to international frameworks. The Singapore Quality Class STAR we have been awarded is testament of LASALLE's commitment to the highest quality education and service standards."

~ Professor Steve Dixon, President



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INNOVATION • SERVICE



NTUC LearningHub Pte Ltd was corporatised in 2004 with the vision of transforming the lifelong employability of working people. It works with both corporates and individuals and provides training in areas such as Infocomm Technology, Soft Skills & Literacy, Workplace Safety & Health, Security, HR, Leadership and Service Excellence. To date, LHUB™ has worked with more than 20,000 organisations, and achieved more than 2.3 million training places across 500 courses, with a pool of over 500 certified trainers. As a Total Learning Solutions provider to organisations, it provides end to end training solution and it constantly strives to improve its training quality and solutions. As a growth strategy, it keeps track of emerging trends in learning and improves its training methods leveraging on education technology.

WHY BUSINESS EXCELLENCE

“Business Excellence (BE) has helped my team and I strategize more holistically, by stitching together the 6 pillars of business together as one unified business solution. It was not an easy journey but looking back, it was fruitful and definitely rewarding and memorable for my entire team.”

~ *Kwek Kok Kwong, CEO*



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INNOVATION • PEOPLE





Achievement of Singapore Quality Class STAR with Innovation and People

May 2018 to May 2022



SECTOR : **Government**

ORGANISATION SIZE : **Between 500-1000 employees**

WEBSITE : **www.cnb.gov.sg**

The **Central Narcotics Bureau (CNB)** was established in 1971 as Singapore's primary drug enforcement agency entrusted with the responsibility of coordinating all matters pertaining to drug eradication. Its vision is to achieve a Singapore without drugs where everyone can live, work and play safely. CNB's mission is to Enforce, Educate and Engage, for a drug free Singapore. It conducts drug prevention programmes, enforcement of Singapore's anti-drug laws and supervision of drug abusers who are released from the drug rehabilitation centres and prison. CNB works closely with other Home Team departments, government agencies and international partners to achieve its vision and mission.

WHY BUSINESS EXCELLENCE

"The Business Excellence (BE) Assessment provides Central Narcotics Bureau with the framework and opportunity to conduct a stock take on our policies, systems and processes. Being open to comparisons and benchmarking challenges us to learn and improve. We have been progressing on the BE journey for the past 17 years and this journey is a continuous one. There are always areas that we can improve on and better organisations that we can learn from."

~ *Sebastian Tan, Acting Director*



Achievement of Singapore Quality Class STAR with Innovation and People

September 2018 to September 2022



SECTOR : **Government**

ORGANISATION SIZE : **234 employees**

WEBSITE : www.cpiib.gov.sg

The **Corrupt Practices Investigation Bureau (CPIB)** is a government agency under the Prime Minister's Office. Established in 1952, the CPIB is responsible for the investigation and prevention of corruption in Singapore. As the sole agency in Singapore which investigates corruption offences, the CPIB is constantly striving to keep Singapore corruption-free and ensuring that offenders are brought to justice.

WHY BUSINESS EXCELLENCE

“Embarking on the Business Excellence journey has helped us to identify opportunities to strengthen CPIB’s management systems and processes, so that the Bureau can reinforce excellence in its current operations and at the same time transform itself to stay ahead in our fight against corruption.”

~ *Denis Tang, Director*



Achievement of Singapore Quality Class STAR with Innovation and People



December 2017 to December 2021

SECTOR : Civil Service

ORGANISATION SIZE : Between 500-1,000 employees

WEBSITE : www.hpb.gov.sg

The **Health Promotion Board (HPB)** was established in 2001 to promote healthy living. As the national driver of health promotion and disease prevention programmes, HPB aims to increase the quality and years of Singaporeans' healthy life, and prevent ill health and premature deaths.

WHY BUSINESS EXCELLENCE

“Over the years, the Health Promotion Board (HPB) has shifted from informing Singaporeans about living healthy to influencing behaviour change. In this shift, HPB challenged operating models and ways of working to create a greater impact in inspiring healthy lifestyles. Things are not perfect; we have had u-turns, roadblocks and even failures, which in turn became building blocks for subsequent HPB’s achievements and success stories. One of our operating mantra is to ‘fail small’ and ‘learn quickly’ – which creates a safe environment conducive for risk-taking and agile learning. Adopting a similar learning and improvement spirit, the Business Excellence (BE) recertification has been a meaningful organisation journey where HPB built our foundations and crystalised our learnings in the different BE systems. This journey has enabled HPB to jointly develop healthy lifestyle ecosystems with its partners, to deliver a positive impact to the daily lives of the citizens and bring about a sustainable population-wide behaviour change.”

~ Zee Yoong Kang, Chief Executive Officer



Ministry of Communications
and Information

Achievement of Singapore Quality Class STAR with Innovation and People

November 2018 to November 2022



SECTOR : **Government**

ORGANISATION SIZE : **Between 600-700 employees**

WEBSITE : **www.mci.gov.sg**

The **Ministry of Communications and Information** (MCI) oversees the development of the infocomm technology, cyber security, media and design sectors; the national library, national archives and public libraries; as well as Government's information and public communication policies. MCI's mission is to connect our people to community, government and opportunity, enabled by trustworthy infrastructure and technology.

WHY BUSINESS EXCELLENCE

“The Business Excellence initiative has served MCI well and is aligned to one of our core priorities to build organisational excellence. On one hand, it has helped to uncover areas where we can do better, for example contextualising and communicating our transformation plan for all levels of staff. At the same time, it has also enabled us to identify and capitalise on our strengths, such as our people-focused culture.”

~ *Tan Li San, Deputy Secretary (Industry and Information)*



Based on an internationally benchmarked framework, the Business Excellence initiative helps you to assess your business' strengths and areas for improvement to achieve superior performance.

For more information, please contact: be@enterprisesg.gov.sg or 6279 3729.

Thank You