

## Getting Ahead with Continuous Productivity Improvements



(From L – R) Mr. Benjamin Huang, Productivity Manager; Ms. Lee Chun, Business Development Manager; Mr. Simon Swee, Founder and Managing Director; and Mr. Felix Swee, Executive Director, from Sun City Maintenance

As one of the leading cleaning service providers in Singapore, Sun City Maintenance provides quality service. To keep ahead in the cleaning industry, the company focuses on utilising productivity tools and customised technology. Sun City Maintenance has a strong clientele comprising Singapore Airlines (SIA), National University of Singapore (NUS), the Singapore Zoo and Night Safari.

At a networking event two years ago, Sun City Maintenance approached SME Centre@SMF for business advisory services to learn about government schemes relevant to them. Thereafter, a business advisor at the SME Centre@SMF conducted a scorecard on the company's performance. This analysis highlighted the turnover rate being the most pressing issue.

The management team of Sun City Maintenance started to build stronger relationships with their cleaners. Some initiatives include allowing good performers to take six

months leave, holding buffet spreads over special occasions and giving them cash incentives. The company also placed strong emphasis on timely salary payments. These practices eventually became a core competency for Sun City Maintenance.

"Despite the current manpower crunch, we still have employees joining us as cleaners due to positive word of mouth from our current employees. This demonstrates the importance of staff engagement. We are glad that we found out through the scorecard prepared by our business advisor," shared Mr. Simon Swee, Managing Director of Sun City Maintenance.

"Being an SMF member for 9 years, we benefited a lot from networking with other manufacturers. Over the years, discussing business ideas with other members have shaped the company's vision. Some of the projects we were inspired to do from these discussions comprise upgrading our service level, attaining a global tender from the Hongkong and Shanghai Banking Corporation (HSBC) and participating in the pioneer SME Quality Initiatives to Assist, Nurture and Grow (QIANG) training programmes with SMF Centre for Corporate Learning (CCL). From the SME QIANG programme, we incorporated the fishbone framework. This enabled us to reduce employee idle time, thereby cutting costs and increasing work productivity," said Mr. Benjamin Huang, Productivity Manager of Sun City Maintenance.

"Our reputation in delivery and standard of cleaning must always be high. We ensure that we deliver the results that clients want and put full commitment into our service. Furthermore, our clients will recommend us through referrals when we provide good service," concluded Mr. Simon Swee.

### Two New SME Satellite Centres Established under SME Centre@SMF

SME Centre@SMF has two new SME Satellite Centres – SME Centre@SouthWest and SME Centre@NorthWest, located at South West Community Development Council (SWCDC) and North West Community Development Council (NWCDC) respectively.

The launch of the SME Satellite Centres is a collaboration with the CDCs to bring SME Centres even closer to SMEs in the heartlands. The two new SME Satellite Centres will provide a greater outreach of business advisory services and outreach seminars to the western region of Singapore.



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