Company & Workforce Transformation

TRANSFORM THE WORKFORCE TO TRANSFORM THE ENTERPRISE

Organised by:

Singapore Polytechnic
Challenges Faced by Companies in the Transformation Journey

• Where do I begin?
• What should I focus on that will create business value and impact?
• How do I go about doing it?
DIGITAL TRANSFORMATION

Digital transformation is the adoption of ‘digital’ in

1. the mindset and vision of leadership
2. the internal organisation – people and processes
3. customer and supplier relations and experiences

“Digital transformation differs from company to company — what one company is after might not fit the needs of another.”
IMPORTANCE OF DIGITAL TRANSFORMATION
In Singapore

**Fortitude Budget:** More than S$500m allocated to support digital transformation of businesses amid COVID-19 outbreak

SINGAPORE: More than S$500 million of the Fortitude Budget will be allocated to support the digital transformation of businesses, including support for e-payments, adopting digital solutions and deepening digital capabilities, announced Deputy Prime Minister Heng Swee Keat on Tuesday (May 16).

“Those who are willing to transform will not be left behind,” said Mr Heng, speaking in Parliament on Tuesday.

**Gartner Survey:**
56% of CEOs said that digital improvements have already led to increases in profits

**SAP Center for Business Insights and Oxford Economics:**

- 80% of organizations that have completed digital transformation report increased profits
- 85% say they have increased their market share
- 23% have higher revenue growth than competitors

**Increased Profits**

**Combat Rising Labour Costs**

**Remain Competitive**

Singapore Government Is Advocating Digital

Business Continuity Planning
A Playbook for Enterprise Transformation empowering companies to choose either project-based training or consultancy solutions.

Guided, Structured and Holistic help for companies

1. Company Transformation (CT)
2. Workforce Transformation (WT)

Designed with 11 Companies
Built on tested fundamentals that People & Processes are at the Core of a successful Enterprise Transformation
COMPANY & WORKFORCE TRANSFORMATION (CWT)

Company Transformation
- Business Strategy Innovation
- Process Redesign
- Technology

Workforce Transformation
- HR Process Redesign
- Training Needs Analysis
- Workplace Training and Assessment

Project-Based Training
- Powerful 2-in-1. Transformation Solution + Training

Bespoke Solution through Consultancy
SP STARTS WITH LISTENING TO YOU FIRST

Capitalize on SP’s 1.5hr Complimentary Clinic Session

(perform by SP Skilled Trainers)

Questions posed by consultants during the Clinic Session:

1. What are key areas that you would like to change/improve in your business?
   In your day-to-day operations, what are some of the challenges you face?
   What do you think are the root causes of these challenges?
   Are your leaders synced-up in recognising that these are areas of importance for change/improvement?

2. Does your company have any business growth plans or future directions that you would like to share?
   Tell me 3 things that could be holding you back in growing your business.
   Does your company have a roadmap for transformation to help your leaders and employees to have a common vision and plan?

3. Are there specific processes that you would like to see improvements?
   Are there any obstacles that you face related to employee performance issues?
   Tell me about the technology/training/process implementation programs implemented in your company. What are the challenges/gains about it?

4. What are the top specific areas does your enterprise want to address?
   What is the scope of work?

5. Which jobs will be affected by this project?
   What are the plans for these impacted jobs?
   Which skill gaps will need to be addressed?
GUIDED, STRUCTURED, HOLISTIC APPROACH IN Company and Workforce Transformation

COMPANY TRANSFORMATION (Business, Process & Technology)

**Business Needs Analysis**
- Assess current performance
- Identify key pain points
- Recommend service offerings to close gaps

**Business Strategy and Transformation Roadmapping (BizST*R)**
- Understand key drivers
- Develop new ideas
- Identify technology enablers
- Actualise the roadmap

**Process Redesign**
- Identify, analyse and improve existing business processes for optimization
- Data Exploitation
- Energy Efficiency
- Integrated Digital Delivery (IDD)
- Mfg Optimisation
- RPA

**Digital Transformation**
- Recommend integrated solution to automate and optimise workflow
- Grant application
- Applies to different business functions

**Data Discovery**
- Employ design thinking to uncover data to support business decision making
- Co-relate big data analytics to Understand changing business and consumer trends

**Data Visualisation**
- Guide enterprises on data wrangling, analytics and modelling techniques to apply Microsoft Excel & KNIME related skills and concepts to analyse real, industry-based projects

**Data Analytics**
- Guide enterprises to apply and execute course-acquired visual analytic skills to real, industry-based projects

**Project Management**
- Facilitate vendor management
- Project requirements
- Timelines management

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*Cost fee with GST, based on assumption that all learners are Singaporeans and above 40 years old or SME-sponsored Singapore Citizens and Permanent Residents, up to 90% funding shall be provided. SP reserved the right to adjust the cost fee.

*Offsite mentorship

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WORKFORCE TRANSFORMATION

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**Process Redesign in HR Areas**

15D + 2D Free^  
Starting from  
$4,270*  
For 3 learners

- Talent Attraction  
- HR Operations & Technology  
- Strategic Workforce Planning  
- Learning & Development  
- Performance Management  
- Talent Management & Succession Planning  
- Employee Engagement & Communications

Targeted at Companies with few HR practices / processes are not well-documented or ad-hoc in nature.

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**Training Needs Analysis**

Consultancy  
PSG JR Grant

- Build organization skills map  
- Identify employee skills gaps through skills rating  
- Training recommendations

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**Workplace Learning**

Consultancy  
PSG JR Grant

- Implementation & Process  
- Leadership  
- Strategy  
- Planning  
- Environment

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**WORKFORCE TRANSFORMATION**

**Talent Analytics for Future Ready Workforce**

1. Future-ready key jobs
2. Data-driven approach

**Workshop 1 - Business and Skills Analytics**
- Technology enabled analysis of enterprise business and skills requirements
- Identification of mission critical job roles that are required for business success

**Workshop 2 – Talent Analytics**
- A defined list of criteria and factors to develop talent metrics
- Interpret Talent and Skills Analytics and its contribution to business

**Workshop 3 – Talent Roadmap**
- A talent development roadmap
- Development of leaders’ coaching skills to enable talent development

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**Programme Objectives**

**01**
Pilot and support the Manufacturing industry in better deployment of human capital to be future-ready

**02**
Support the Manufacturing industry in adopting a strategic and data-driven approach to human capital management and capability development at industry-level

**03**
Support the Manufacturing industry in rapid recovery from the Covid-19 pandemic and to provide new skills and jobs

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**Digital Build**
20D + 4D Free^  
Starting from $5,980*  
For 3 learners

- Guide enterprise to align employee job fit capabilities to meet current and future business needs
- Design job roles that align business value to impact

**Digital Execution**
20D + 5D Free^  
Starting from $6,100*  
For 3 learners

- BIM Execution Plan [BEP] document
- Provide onsite practical training
- Provide offsite mentorship

**Digital Ecosystem**
15D + 4D Free^  
Starting from $4,820*  
For 5 learners

- Training Needs Analysis & BIM Competency Matrix
- Train the trainers
- Innovative training solutions recommendation

CONSTRUCTION SECTOR

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BENEFITS FOR COMPANIES

Empowered Employee Capability Development
Solution offered is tailored to your company's needs at affordable fee
Essential Skills are developed through project based training

Sustainable Transformation
Workforce is developed in tandem with Transformation
Profile Summary

Chris Ho is architectural trained in Melbourne University. Upon his graduation in 2005, he worked in consultancy for seven years before becoming a teacher in Singapore Polytechnic in 2012. His last job was a Project Manager and was administering mostly residential developments.

He has been teaching for almost 10 years and is now teaching in Year Three in the Diploma of Architecture. He teaches a wide range of modules, from design, theories of architecture and BIM software. Chris was awarded as BEST Tutor and Excellence in Teaching in 2014 and 2016. In between his teaching, Chris went on to further his studies in Specialist Diploma in BIM at BCA Academy and became a qualified BIM Manager in 2015.

Currently he is the Course Coordinator for the various short courses and Specialist Diploma in BIM Management in Singapore Polytechnic. He is also a Consultant with School of Architecture, and Built Environment [ABE], Digital Building Innovation Centre [DBIC], where he practices as a BIM Practitioner, offering BIM Consultancy Services to BE Industry. Chris is also currently the organiser for World Skills Singapore [WSS] 2021[BIM Skills] and Expert in Technical Working Group for World Skill Shanghai [WSI] 2022.

Apart from these, Chris is the Assistant Secretary of building Smart Singapore [bSS], where he is involved as an Assessment Panel, for Digital Delivery Management (DDM) Track Accreditation Scheme. He recently has just joined building Smart International as a Jury in 2021.

Profile Summary

Chan Loy Soon is an experience professional in the field of Factory Automation and project management. He has worked for various local MNCs in supporting the backend semicon, hard disk industry and contract manufacturing. He has proven record in the design and development of automation projects and expanding portfolio in the area of work force transformation.

Through out the years, he has co-developed many projects, achieving higher speed, higher efficiency, higher capacity and higher quality output, with lower footprint and lower cost. Most of the customers are the major chipmakers and leading hard disk manufacturers.

Profile Summary

Dr Kathiresan has more than 15 years of experience working in the education, healthcare and government sectors. His initial focus was on digital signal processing and he developed a tool used at ENT clinics. Subsequently, his centre of attention was on data analytics, leading projects that were commented favorably by the Permanent Secretary at the Singapore Ministry of Manpower.

He undertook longitudinal studies, developed predictive models for construction and government sectors, survey studies to understand landscape transformation, food & beverage, healthcare sectors and cross agency pilot studies. Government departments included the Ministry of Home Affairs, Ministry of Manpower, Land Transport and Traffic Police in Singapore. He has overseen several projects with external consultants such as Blackbox (Healthcare project) and Deloitte (Construction project).

In addition, he has authored and co-authored several peer reviewed journals and conference proceedings. Currently, he is lecturing on Data Analytics, Business Statistics, and IT & Data Analysis for Business. His focus areas are Business Intelligence and Data Analytics, and he is the Course Chair for data analytics at Singapore Polytechnic.
**MAYURESHE GODSE**

*Profile Summary*

Mayuresh Godse is an Expert Singapore Certified Management Consultant (ESCMC), who helps businesses reach the next stage of growth. Working with a holistic approach, Mayuresh helps growth-driven companies in many facets of their business transformation such as business strategy, process improvement, technology adoption, and digital marketing.

Capitalising on his cross-industry, multi-functional experience aggregating over 30 years, Mayuresh serviced a varied clientele, including SMEs, blue-chip companies and MNCs in Singapore, India and the USA. He specialises in working with organisations’ top leadership in diverse segments such as IT, Manufacturing, Automobile, Education, Real Estate, Finance and Government.

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**PULI S. SARAVANAN**

*Profile Summary*

Puli is an experienced business leader with over 29 years of rich experience. He has worked for KBR, Shell and ExxonMobil – Refining & Petrochemicals business across APAC, ME and Global portfolio. He has a proven track record in Business Development, Project Management, Process Improvement, Operations Excellence and Digital Transformation.

He has managed multimillion dollar projects in the areas of EPC and Consulting, Managed Projects and Turnarounds. As Contracts/Procurement Advisor he has saved 20% through low-cost sourcing for a $1.2bn project. During his tenure, he has been a recipient of many awards for his outstanding performance.

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**COLIN SOH**

*Profile Summary*

Colin’s forte is in running Operations and Services, both in technical and customer, and has successfully run modest operations covering a few million dollars to over a hundred million USD annually.

He has broad end-to-end (Sales-Operations-Services) career history spanning over 33 years. His past experiences include quality assurance engineering, field engineering in manufacturing, starting and running a high tech start-up division in Graphic Arts and leading a sales team. Additionally, he has managed international support teams operating across Asia Pacific and India, including China and Japan.

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**GAN HUI GUAN**

*Profile Summary*

Across his 30+ years of career, Hui Guan is vastly experienced in both manufacturing and retail industry. Serving as the Director for Asia Pacific for over 14 years, he established infrastructure to provide world class aftersales warranty support to build company brand name, customers’ (enterprise clients) confidence and satisfaction and an edge over the competition to help grow business and market share.

He has a strong track record of transforming inefficient operations into world class manufacturing facilities with cultural change. Hui Guan also empowers and engages employees to develop and implement innovative manufacturing processes, to improve Quality, Productivity and hence Profitability.
Profile Summary
Ms. Ng June Li holds a Bachelor of Arts in Human Resource Management with Financial Management from Edinburgh Napier University. She is certified in Advanced Certificate in Learning and Performance (ACLP), Human Capital Diagnostic Tool (HCDT) and a certified facilitator in Insights Discovery as well as a Lead Associate Consultant under SkillsFuture for Enterprise Programme (SFE).

She started her career with retail entrepreneurship during her first year in National University of Singapore and subsequently pursued Learning and Talent Development with Starwood APAC and CapitaLand Group. Effectively bilingual, June Li was involved in the planning and execution of Talent Management, Performance Management and Succession planning aspect of human resource. She is also experienced in designing and customising training programme in response to the changing business landscape and requirements.

Currently in Singapore Polytechnic School of Business as the Industry Engagement Manager, June Li leads an industry-facing team that oversees client and consultancy projects that develop students and lecturers capabilities and adult continuous education training (CET) programmes. Part of her industry consultancy work, she helps businesses like SEJ and Qi Ji in their HR transformation journey.

Profile Summary
Jesper is an experienced Human Resource practitioner with over 17 years of experience. His professional work spans across the Education, Oil & Gas, Utilities and public sectors. During his stint in these industries, Jesper led a variety of portfolios including recruitment & selection, compensation & benefits, performance management, employee and industrial relations, talent management, learning & development and workplace transformation.

Jesper is a certified professional with the Institute for Human Resource Professionals, and graduated with a Master of Science in Project Management, as well as a Bachelor of Engineering from the National University of Singapore.

Professionally, he is certified in the Korn Ferry Leadership Architect framework, Advance Certificate in Training and Assessment (ACTA), and a certified assessor in the Human Capital Diagnostic Tool (HCDT).

Profile Summary
Dr Ng Sek Yeo is an experienced lecturer with over 25 years of rich experience from Research and Development, Quality Assurance/Quality Control (QA/QC) and Academia. He has worked in Sanofi-Aventis as QA/QC, Kemin Industries as a Research Scientist and SP as a Senior Lecturer. He has proven track record in Course Management, Project Management, Process Improvement and Operations Excellence.

Dr Ng is a certified Singapore Accreditation Council – Laboratories (SAC-SINGLAS) auditor, Food Safety & Quality Management (FSQM) assessor and was a member with the Singapore Chemical Industry Council (SCIC) Chemical Standards Committee. He has published two patents internationally and various articles in journals and business magazines. Dr Ng is passionate to work together with companies for business and operations transformations.
KEY COLLABORATORS

Trade Associations and Chambers (TACs):

Agencies:

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REGISTER YOUR INTEREST

Hear from our team to learn more on how Company and Workforce Transformation can help your enterprise chart your business journey towards Industry 4.0.
Even before we completed the program, our organization has already benefited tremendously from The Company Workforce Transformation Program. As we are embarking toward 4IR, this program enables us to achieve better visibility on how to groom and retain talents with relevant future skill-set of worker 4.0
SUCCESS STORY
How Fong Engineering gained tangible business benefits from CWT
SUCCESS STORY

How Omni-Plus System gained tangible business benefits from CWT

SP's Company Workforce Transformation with Omni-Plus System- YouTube
Company & Workforce Transformation

TRANSFORM THE WORKFORCE, TO TRANSFORM THE ENTERPRISE

Q & A Session

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Thank You!

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