

Wonderful contributions done (included implemented suggestions) 2008-Summary

Div / Section	Description	Significance
1	On-line submission of Work Pass application/ processing	Long term cost savings
2	HR	Incorporated TNA factors, consolidating into performance appraisal worksheet
3	QH, Quarantine	Portable water strainer for skimming out excess water, self-made
4	QH, Packing	Using hanging hooks/ clips to designate bags of fish for packing shipment
5		Monitor of staff movement, dynamic chart
6	YH-Packing	Modification of industrial stirrer for better mixing, using plastic fasteners
7	YH- Office	Staff leave monitoring chart
8	QH- Export	Better customer order interface, direct linkage, need not re-entry of order data.
8	QH, Quarantine	Loss cutting method for quarantine of Zebra Lobster
9		Cement quarantine tank, checklist holder board, re-designed by staff
10		Cover netting with clips to secure snail tanks
11	WH, Ops	Orderly labeling, insertion of RFID chip in Arowana fish.



Qian Hu Corp Ltd certified Innovation Class, November 2008



Receiving the SQC Innovation Class award on behalf of QHC from Mr. Cham Tao Soon, Chairman of SQA Governing Council

Staff Suggestion Award to Mr. Koo Kam Full Feb 2009



Customer Service Award to Mr. Donald Tay Sept 2008



ANNUAL DINNER 20



All in the Family
Qian Hu
Reunion
Dinner

赚钱有存

牛转乾坤

牛转乾坤

迎春晚会

Qian Hu Reunion Dinner

仟湖家庭兵团
迎春晚会

All in the Family
Qian Hu
Reunion
Dinner

009

16th JANUARY 2009



Creating Value from Mistakes (CVM process)

Sharing Summary 2008



	Mistakes	Learning points	Actions to be taken
1	HR: (May 08) Forgot to update the staff housing list to Accounts for rental fee deduction, led to delay in deduction for new staff who joined in month of April 08.	Not systematic enough.	Work out a list of items for check-off, for new staff joining.
2	HR: (June 08) Did not issue to the course attendees On the basic computing class at CCK IT Centre a location map, Should have done so a few days before, leading to them being looking around and late for the class.	A case of distraction as did cross the mind to issue the map, but forgotten.	Ensure a standard map is attached to the training file for future usage.
3	Packing: (July 08) 3 packing staffs did not return to farm at 2 am for the night shipment packing, led to missed shipment and loss of sale.	Personal discipline and responsibility to ensure ability to wake up and not take for granted that some others will do so. Supervisors also must execute some manner of follow-up.	Assign staffs who live in different locations to do the night packing. This will ensure that at least there are someone present for the shipment packing. Disciplinary: Warning letters issued.
4	Quarantine: (April 08) Fish, Silver Arowana, left aside, did not process for tank quarantine. Fish died and loss at S\$2,500.	A case of distraction and negligent, personal responsibility to be taken.	Disciplinary: Staff to compensate for losses and warning letter issued.
5	Quarantine: (Sept 08) Fish left in tank without water being replaced. Fish died and loss at about S\$2,000.	A case of distraction and negligent, personal responsibility to be taken. To change water one row at a time.	To double check after each row. Disciplinary: Warning letter given.
6	Packing: (Dec 08) Did not wrap carbon nodules in small netting bags leading to NZ customer's filter pump damaged. Expensive repairs.	No packing staff noticed the written requirements already indicated in the order/ packing sheet. 1) Regular pre-briefing by supervisors before each packing? 2) Or all carbon granules must be netting packed regardless of customer needs?	Ask the packing team affected to pay for the repair and the serve as a reminder on the seriousness of the mistake. Put up on packing line board, display a clear indication of customer's specific requirements.
7	Packing: (July 08) Send banned fish to customer with intention as a sample for goodwill.	Even 1 piece can be a legal issue.	Be careful with export sample with respect to the receiving country customer.
8	Accounts: 1) Wrong TT payment to customers, housing rental fee 2) Forgot to book in expense for the month.	Carelessness mostly.	Need to be more conscious and careful checking, To understand any action not done properly will lead to creating other problems. Need to discipline and make a job plan, to schedule job properly, and follow.
9	Sales Admin: (Aug 08) Forgot to attach appropriate documents for shipment, wrong document or out-dated document.	Exercise more care and communicate with others for verification.	Exercise more care and communicate with others for verification.
10	Sales Admin: Forgot to follow up on salesmen invoices	Take precaution to take note the running sequence of invoicing numbers.	Personal work action
11	Sales Admin: (Aug 08) Wrong data entry in the on-line application of health cert.	Take more care and stay alert in work.	Personal work action
12	Sales Admin: (July 08) Shortfall of 3 boxes of fish to customer. Led to loss in sales/ profit for themonth.	Carelessness. Need to double check and take work more seriously and be responsible. Personal work action	Personal work action

