

Vital World

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centre for shared services

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Congratulations on the wedding of Geok Ping & Vernon!

Session with CE

Serene Ho

Our “Meet the CE Session” for the 2nd quarter of the year was held at the MND auditorium on 23 April 2007. Following the extensive Employee Engagement Survey (EES) conducted early this year by CSCC-Mercer, it was apt that the presentation of the survey results kick-started our day’s programme.

Although it was carried out over 2 .5 days only, the survey achieved an overall response rate of 82% which in the words of the consultant, Ms Chia Nah Nah, was “truly spectacular”. In view that most surveys carried out typically requires a minimum of 2 weeks to achieve a response rate of 70%, Vital.org has done exceptionally well in this area. This bears testimony to our working culture here at Vital.org.

The survey measures the overall level of staff engagement in the areas of Teamwork, Workload, Leadership, Pay and Work Environment, amongst many others. Generally, Vital.org scores well in terms of Supervisory Practices, Team Work and Job Motivation as compared to the public sector norms. One area which has room for improvement is that of Workload.



To put things into perspective, our CE, Mr Lim Teck Leong, took the podium in the next 20 minutes to share with all who were present the expectations demanded of each and every member of our close-knit community, as well as the challenges which lie ahead of us in the future.



Since taking over the reigns from former CE, Mr. Lim Hup Seng, he has managed to build up for himself a sterling reputation amongst all in the Vital.org family as one who is approachable and open to staff at every level.

Reiterating the vision and mission of Vital.org, Mr. Lim spoke on how we should strive towards meeting expectations – expectations of our clients as well as our own. All Vitalites need to work together towards making Vital.org the trusted partner of our clients. To get a sensing from our clients of our service standard, Vital.org will be conducting a Customer Satisfaction Survey soon.

Although our clients are important to us, CE's address made it clear that our staff are just as important and that more feedback sessions for the Vital.org family will be conducted in order for everybody's voice to be heard. The recent Employee Engagement Survey was also one way of understanding our staff's sentiments.

Mr Lim wrapped up his sharing by addressing ways to close our service gaps and asserted that the next 2 years will be crucial, demanding ones for Vital.org.



Like most 'good' seminars, the day's programme was punctuated with a short tea break for the audience to rejuvenate their minds and stomachs. Although the food selection was a far cry from the last session (thanks to the Long Service Award ceremony), it nevertheless provided an opportunity for Vitalites to mix around with their colleagues from other functional units and even those from our MOE branch who made their way to MND by a chartered van.

To lure our staff back to the auditorium for the second half of the session, Ms Clare Yeo, Head of Mental Health Education at the Institute of Mental Health presented on our newly launched Workplace Emotional Health Programme (WEHP).

The programme is aimed to ensure that the mental well-being of all Vitalites is adequately taken care of.



In a light-hearted and humorous fashion, Vitalites were informed of the avenues through which counseling can be obtained round the clock, 7 days a week from qualified, trained personnel.

Last but not least, Director (Operations), Mr. Wong Wai Mun, gave a reality check to all Vitalites by presenting us with an overview of our Performance Review thus far which included audit findings by AGO. While we could give ourselves on our back for being able to achieve most of our Key Performance Indicators (KPIs), we were reminded that the processes to ensure proper accountability should not be compromised.

Despite ending a little later than usual, most Vitalites stayed on until the end, raising questions at the Q&A session and filling up feedback forms, providing useful suggestions and comments. This session with our CE has certainly been an informative one, and we wait with baited breath for the next session which would come our way in July! ▣

HR Practitioner Get-together

Wee Jia Hui

The formation of Vital.org brought together numerous government ministries and statutory boards with common processes. With all 18 agencies in Phase I and 22 more in Phase II coming under one roof, it was not surprising to have varying practices among the staff.

This was precisely the reason which prompted Ms Belinda Lam (Manager, HRS@MND) to organise a series of HR Practitioner Get-together sessions. The aim of the sessions was to facilitate the sharing of best practices, as well as fostering good working relationship between Vital.org and her customers.



Representatives from MOE, MOH, MEWR, NEA and SEAB were seated at the MND Function room on 30 Jan 2007 at 2pm, where Director (Operations), Mr Wong Wai Mun, addressed the floor, providing an interesting and relevant account of shared services.



This was followed by short presentations from PSD, Ms Alethea Liew (Leader, HRS@MOE) and Ms Belinda Lam. Participants had the chance to clarify many of their doubts by directing their questions to the presenters at the end of the first half.



After the tea-break, agencies and Vital.org representatives had a break out session to encourage discussion and more intimate sharing of practices. Each group was led by a facilitator.

The event had been a successful one with participants leaving the session feeling more enriched and having a better understanding of one another's work processes. **V**

Reflections: FS Roving Team

Dawn Chen

The idea of customer service excellence is core to the development of high quality public administration to support Singapore's continuous growth. The FS Roving Team was formed in October 06 as part of the initiative to extend Vital.org's one-stop service to a "door-step" service for the respective agencies. It has been 6 months since our Team came into being and we would like to share our reflections with other Vitalites.

Everyone in the Roving Team is expected to carry out his/her duties independently, tactfully and professionally so as to win the trust and confidence of the agencies for Vital.org. This is especially critical when it is our vision to be the Vital partner of high performance organisations. Given that the Roving Team carries Vital.org's brand name, we are always mindful of the need to be extra precise and efficient in our work processes and service delivery.

The key challenges are to juggle between adapting to the different working cultures and operational practices of the agencies as well as to meet tight deadlines and manage clients' expectations. In the midst of understanding the work processes of the agencies, we have to work efficiently so as to be able to clear the urgent payments on time while at the same time, clarify doubts and respond promptly to the queries which agencies may have.

Another challenge that the roving team faces is people management. The team members are working so closely to our clients that it is inevitable for conflicts to arise. At times, we have also been subjected to difficult situations and harsh tone by our clients. Such incidents may in one way or another affect our efficiency but we have to constantly learn to cope and manage such situations to ensure that we continue to deliver good services at the end of the day. At times, we also encounter 'PC illnesses' such as 'Jaundice' where screen completely change colour to yellow or 'Twinkle Stars' with the 15" monitor blinking non-stop, probably due to age of equipment.

Despite encountering such difficulties, the continual moral support from supervisors and colleagues back in MND office is a strong motivating factor which keeps the team spirit up. Morning greetings and words of concern from our colleagues in MND are always very heartwarming to hear.

What we miss most about being at MND building are our friends, the jokes, laughter, making fun of each other and our "joint investment" of buying 4D & Toto. Cheap food that comes in great variety at the Amoy and Maxwell food centers and the wonderful lunch experience with "lunch khakis" are also things that we miss so dearly. This accounts for our

seemingly bottomless pits during lunch time whenever we are back at MND. Indeed, the feeling of being back “home” is something that we always long for and look forward to.

During the closing of the financial year, we had to work beyond office hours and sometimes late into the nights. Despite difficult circumstances, there are also times we truly enjoy. And just as we have met difficult people, we have also befriended helpful and friendly people from other agencies that make the whole working experience worthwhile after all.

Given that any group is only as strong as its weakest link, the roving team will only be able to perform our best if we continue to have the kind understanding and strong peer support from the rest of the Vital.org family. Within the team itself, we will continue our journey of excellence with a positive never-say-die attitude and to always seek out for areas of improvement. Like all other Vitalites, the roving team will keep giving our best.



A Word from Our Management

As explained at the previous “Meet the CE Session” in Oct 2006, Vital.org will be administering our services to client-agencies in three modes:

- i) Centralized processing at MND;
- ii) On-sites teams at clients’ locations; and
- iii) Roving teams.

Roving teams will be despatched to clients’ locations either as a task force (eg for year-end financial closing), for specific days of the week (like the FS roving teams which we have implemented so far for NEA, MOE, MOF-HQ and PSD), or based on ad hoc requests (which we have yet to implement). The concept of roving teams is not a new one. What it aims to do is to bring our services onsite thereby extending more convenience to our customers.

By providing services onsite, it reduces customers’ administrative work in preparing invoice listing and despatch. For Vital.org, issues such as missing information, invalid certification, etc can be clarified on the spot and this leads to an overall shorter processing time. With roving teams, the work volume at MND location will be lesser and this should free up some bandwidth for other focus areas like process improvements, documentation of SOPs, etc.

The Management is aware of the related issues and will pay attention to the workload distribution. We will also carry out regular reviews of the Roving Team operating framework in order to optimize operational effectiveness.

HRS@MOE at the Botanical Gardens

Wee Jia Hui

As the saying goes, “All work and no play makes Jack a dull boy.” Indeed, in our hectic and fast-paced working environment today, there is a need to maintain a healthy work-life balance. HRS@MOE held their Healthy Lifestyle Day at the Botanical Gardens on 23 March 2007.



Prior to this day, the HRS@MOE Staff Welfare Committee, led by Ms Molly Koh, had planned an exciting treasure hunt for the team, as well as made arrangements for “makan” at the Gardens. When the team made their way to the Botanical Gardens by 3pm, the weather was perfect! Cloudy skies without much sunlight set the mood for the treasure hunt!

After a short briefing by Molly, HRS@MOE was divided into 3 teams, before heading separate routes with each team trying to outdo the other to find the “treasure”! The entire treasure hunt took about an hour, bringing us around the newly renovated Botanical Gardens. Everybody enjoyed the sights and scenery of the beautiful flora and peaceful serenity.



The day ended with the makan session and everybody tucked into the tantalizing Mee Siam and assorted kuehs provided. It had been a rejuvenating afternoon, as Vitalites were able to step out of the office for some fresh air and doses of Vitamin D for the day. We certainly look forward to more of such activities in the future!

healthy lifestyle



JP Morgan Chase Corporate Challenge

Richard Lau

The fourth annual JPMorgan Chase Corporate Challenge held on 3 May 2007, drew a record crowd of 11,856 participants from 345 companies.

We have a total of 36 participants from Vital.org. Together with the rest of the MOF family, it was the largest participation ever for MOF in this annual event, with more than 140 MOF runners/walkers.



Ms Afrose Sultana, leader PAC@MOE, remarked after her run "It was great. Just didn't believe that I managed to run throughout the 5.6km route! I clocked 52mins, nothing fantastic, but considering that I had only intended to walk at the start of the event, it's an achievement".

For the record, Australian, Ms Walsham, set a Corporate Challenge PR (personal record), breaking the women's tape in 18:38minutes. She bested three-time defending Singapore champion Vivian Tang, who finished a solid second in 21:17, the exact time she ran in winning the 2006 race.



The Gurkhas Contingent of the Singapore Police Force took five of the six top places in the men's race, led by first-time winner Magar Tanka Bahadur with a solid timing of 17:34minutes.

Perhaps not all 11,856 participants set personal records, but their efforts made during this comfortable, rain-free evening will benefit many underprivileged children. JPMorgan will be making a donation for each entry to the Asian Civilisations Museum's "Touching the World Program" which will provide activities and materials to increase access to the museum for children with special needs. The donation will launch a two-year initiative that will ultimately benefit children with intellectual disabilities, visually and aurally impaired children, and young patients in long-term hospital care.

And three companies – Chartered Semiconductor Manufacturing, EDS, and KPMG – flashed their creative side, winning the T-Shirt design competition, earning a SGD \$500 donation to the charity of their choice. ▾

Vital Bowling Tournament @ Marina Superbowl

Wee Jia Hui



“Strike *ah!* Spare! Turkey!! Arrgghhhh
longkang!”

Enthusiastic cheers filled all 18 lanes of Marina Superbowl on 9 May 2007 as Vital.org had her inaugural Bowling Tournament. A total of 17 teams of four bowlers each enrolled in the tournament, some sporting exotic names such as “The Rolling Stones, Fantastic 4, Tua Towkay”, as well as the very original “Our Team”. One team even appeared in coordinated colours!



CE kickstarted (or rather, *roll*/started) the evening with the first bowl, and the first game commenced into full swing! Many also turned up in support of their fellow colleagues for that evening. A buffet dinner of pineapple rice, rendang ayam, baby kailan, and seaweed omelette awaited Vitalites, who had a great time bowling, eating, and cheering on their colleagues.





Little guest stars showed up during the middle of the second game, including CE junior, David Junior(s), Bernie Junior and Choon Yen Junior! Their star-studded presence contributed to the atmosphere (and dents on the alleys!). Our emcee for the evening, sporting convenor Mr Richard Lau, handed out special prizes as the game progressed, when bowlers fulfilled the criteria of obtaining x pinfalls for the xth frame of each respective game.

| VITAL ORG FUN BOWL | | | | | | | |
|-----------------------|------|----------------------|-----|-----|------|------|------|
| Individual Result | | | | | | | |
| Team Name | Lane | Name | Sex | Hcp | Gm 1 | Gm 2 | Gm 3 |
| VMIH | 10.2 | Goh Sew Siew | F | 30 | 168 | 0 | 0 |
| Bowling Geeks | 9.1 | Micki Kee | F | 30 | 161 | 0 | 0 |
| FS Bowlers 4 | 7.1 | Eng Swee Hong Eileen | F | 30 | 132 | 0 | 0 |
| Fantastic 4 | 16.1 | May Wong | F | 0 | 123 | 0 | 0 |
| Our Team | 1.2 | Cheah Ling Yeap | F | 0 | 152 | 0 | 0 |
| Tempura | 17.1 | Andy Tan | M | 0 | 115 | 0 | 0 |
| Our Team | 1.4 | Nur Ilyana Razali | F | 30 | 113 | 0 | 0 |
| Wonder Women's Junior | 15.4 | Jasmine Toh | F | 30 | 102 | 0 | 0 |



After an enjoyable 3 hours or so, the winners emerged, with Tempura emerging the Champion Team in the midst of fierce competition from the rest of the teams. Individual awards were also given to the top 3 individual male and female bowlers. Even the most modest bowlers won prizes for themselves! It had been a great evening, and Vitalites enjoyed themselves tremendously. A big thank you to Richard, Kelly and team for making this evening a great success! **v**



Results:

| Modest Bowler | Div/Function |
|-----------------|--------------|
| Regina Rekha | HRS@MND |
| David Tay | Corporate |
| Alfred Tan | HRS@MND |
| Foong Swee Yong | TAS |

| Individual Male | Div/Function | Pinfall | Position |
|--------------------------|--------------|---------|-----------------|
| Andy Tan | Corporate | 440 | 1 st |
| Mohammad Addy Bin Kamsan | TAS | 320 | 2 nd |
| Seah Ser Huat | FS | 285 | 3 rd |

| Individual Female | Div/Function | Pinfall | Position |
|-------------------|--------------|---------|-----------------|
| Micki Kee | Corporate | 460 | 1 st |
| Goh Siew Siew | HRS@MOE | 447* | 2 nd |
| Jasmine Toh | HRS@MND | 447* | 3 rd |

| Team | Div/Function | Members | Pinfall | Position |
|-------------|--------------|--|---------|---------------------------|
| Tempura | Corporate | Andy Tan Joseph Ang Teh Kai Feng Vanessa To | 1254 | Overall Champion |
| Our Team | FS | Wardah Mohamed Cheah Ling Yeap Bavani Vella Nur Ilyana Razali | 1252 | 1 st runner-up |
| VMH | HRS@MOE | Axl Lim Goh Siew Siew Anne Ng Koh Siew Yim | 1187 | 2 nd runner-up |
| Fantastic 4 | IT&TAS | May Wong Anne Ho Yuana Asmuri Koi Lee Lee | 1176 | 3 rd runner-up |

* based on difference of hi-low games

Congratulations to the winners!

VWO of the Month: APSN Centre for Adults

Chim Geok Ping

APSN Centre for Adults (CFA) is an Employment Development and Support Service Centre for adults with mild intellectual disability (IQ 50 – 70), age 19 years old and above. Our mission is to equip our clients, through best practices in education, training and support services, for open employment and life-long learning, in partnership with our stakeholders and community.

Our Centre offers training and support programmes such as Production Work Programme (Including Commercial Handicraft), Janitorial Work Programme, Grass-Cutting Work Programme, Café Operations / Food Catering Programme and besides the above work-based training programmes, our Centre also provides direct instruction for our clients in social skills, physical education and computer appreciation as well as Community Integration Programme (Social-recreational)

CFA organizes social-recreational activities in partnership with other agencies to encourage our clients' participation in leisure activities within the wider community. We have volunteers coming in to assist in our daily lessons as instructor's assistant, administrative to befriending and playing games with our clients!



Other than recreational programmes, we hope to teach our clients life skills such as traveling and budgeting with the assistance of volunteers. Volunteers will get to pair up with a client and teach him/her how to travel from home to centre/work site. Volunteers will get to experience the change and growth in the client as he/she slowly but surely learns the rope.

Interested in our volunteering programme with the youth?

You may contact

Philip Li

Programme Coordinator

APSN Centre For Adults

Tel: 63462425

www.apsn.org.sg



Fruit of the Month: Watermelon

Afrose Sultana

History

Watermelons are believed to have originated from the Kalahari Desert, Africa. It is not known when the plant was first cultivated but explorers note evidence of its cultivation in the Nile valley, a major north-flowing river in Africa from at least as early as the second millennium BC. Finds of the characteristically large seed are reported in twelfth dynasty sites; numerous watermelon seeds were recovered from the tomb Pharaoh Tutankhamun.



By the the 10th century AD, watermelons were being cultivated in China, which is today the world's single largest watermelon producer. By the 13th century, Moorish invaders had introduced the fruit to Europe; and, according to John Mariani's *The Dictionary of American Food and Drink*, "watermelon" made its first appearance in an English dictionary in 1615.

Benefits:

- Protects prostate
- Promotes weight loss
- Lowers cholesterol
- Controls blood pressure
- Helps stop strokes

Provides Prostate Protection

Watermelon is the fresh food champ when it comes to lycopene -- even beating out fresh tomatoes This naturally occurring chemical gives many fruits and vegetables their red colour and is known to fight prostate cancer.

Enhances Heart Health

Watermelon has earned the American Heart Association's "heart check" seal of approval. Watermelon contains lycopene to help fight cholesterol and potassium, a mineral that battles high blood pressure and stroke. All that adds up to first-rate heart protection.

Watches Your Weight

If you want to satisfy your sweet tooth, fill yourself up and stay on your diet, slice up a watermelon. Experts know foods with high water content help you lose weight, and watermelon is 92 percent water. What's more, one slice contains only a single gram of fat. So don't pass up dessert just because you're watching your weight -- make room for the watermelon.



Tips on buying

Picking out the perfect melon is easy, according to the National Watermelon Promotion Board. First, choose one that is symmetrical and firm, without bruises, cuts or dents. Next, pick it up. You're looking for one that is heavy for its size. Finally, turn it over. If you see a yellow area, the watermelon rested on the ground while it ripened in the sun, which means you'll get a sweeter, juicier watermelon. Contrary to popular belief, don't thump your watermelon -- slap it. If it sounds hollow, it's ripe.

Tips on storage

You can keep it in the refrigerator for up to a week. After you cut it, wrap it tightly in plastic wrap and enjoy within a day or two. ▣

Red Watermelon Preserves Recipe

Ingredients:

4 quarts diced red part of watermelon
5 cups sugar
1/4 teaspoon salt
1/2 cup vinegar
2 slices lemon
1 stick cinnamon
1 teaspoon whole cloves

Directions:

Use only red meat of watermelon. Place in colander which is a bowl-shaped kitchen utensil with holes for draining off liquids and rinsing food, and with hands squeeze out as much juice as possible. Then let drain for at least an hour. Combine melon with sugar, salt, vinegar, and lemon in large kettle. Add the spices tied in a small bag. Cook rapidly for 50 to 60 minutes, until thickened, stirring occasionally. Fill hot sterilized jars and seal. Makes four half-pints.



Compliments from Client Agencies

Dear Madam

I refer to your letter dated 27 December 2006 and wish to thank the Ministry for kindly granting me half-pay PDL as requested in my application form.

However after due consideration I have made the decision that I would rather go on no-pay PDL for the entire one year that I am on leave.

I regret having to put your officers through extra administrative work caused by my change of plans. In this regard, I wish to put on record the services rendered to me by Ms Ng Siew Hong who patiently answered the questions I had on matters pertaining to PDL.

Yours faithfully,

Mdm Khaw Maylee
Teacher
Springfield Secondary School

We will look into how we can improve our existing process.

By the way, I would like to take this opportunity to thank all the staff of CSS-Vital.Org who are supporting PTD. You are indeed our reliable partner.

Mr Chan Lee Heng
Head Admin, Finance & Logs (Corporate Services Division)
Police Technology Department
Singapore Police Force

Hi Lye Lin,

Thank you very much for your co-operation and help today. Very sorry for forwarding emails to verify the claims at a very last minute. I really appreciate it.

Shirley: Sorry for the trouble I gave your staff Lye Lin.

Mrs Shraby Ramachandran
Finance Executive Assistant
Finance Unit
Ministry of Finance

Dear Kok Fung,

Many thanks for taking time out to share with me the technicalities. You have been most helpful.

Wai Mun, Bernadette - I will like to put down on record that Kok Fung is an exemplary officer of Vital.org. Kok Fung's undeniable mile-high service excellence definitely exudes the essence of the public service. Thank you for having Kok Fung in your team.

With best regards,

Mr Raymond Tan Choon Guan
Assistant Director (International)
International Manpower Division
Ministry of Manpower

Dear Ms Alethea Liew

Thank you for your email and also for the wonderful and professional way in which you responded to my query yesterday. It's highly appreciated! I will be waiting for final confirmation from the MOE regarding my change of dates. Please keep me informed of its progress. Am I right in assuming that the MOE will send me another package/contract with the new contract (assumption of duty) dates?

Hoping to hear from you soon

Kind Regards!

Mr Naeem Sulaiman Meer

Wow!

I'm impressed by the service level of Vital.org!

Mr Noor Azlan
Officer
Singapore Civil Defence Force

Dear Sir,
I wish to express my profound gratitude
to Ms Salamah Yusop from 5 Maxwell
Road Tower Block Mind Complex #08-00
Singapore 069110 for being helpful
and good explanation for my
retirement.
Thank you
[Signature]
from Chin B Isafar
Prisons
Chafex A5

When a young salesman met his untimely end, he was informed that he had a choice about where he would spend his eternity: Heaven or Hell. He was allowed to visit both places, and then make his decision afterwards.

"I'll see Heaven first," said the salesman, and an angel led through the gates on a private tour. Inside it was very peaceful and serene, and all the people there were playing harps and eating grapes. It looked very nice, but the salesman was not about to make a decision that could very well condemn him to a life of musical produce.

"Can I see Hell now?" he asked. The angel pointed him to the elevator, and he went down to the Basement where he was greeted by one of Satan's loyal followers. For the next half hour, the salesman was led through a tour of what appeared to be the best night clubs he'd ever seen. People were partying loudly, and having a, if you'll pardon the expression, Hell of a time.

When the tour ended, he was sent back up where the angel asked him if he had reached a final decision.

"Yes, I have," he replied. "As great as Heaven looks and all, I have to admit that Hell was more of my kind of place. I've decided to spend my eternity down there."

The salesman was sent to hell, where he was immediately thrown into a cave and was chained to a wall, and he was subjected to various tortures. "When I came down here for the tour," he yelled with anger and pain, "I was shown a whole bunch of bars and parties and other great stuff! What happened?!"

The devil replied, "Oh, that! That was just the *Sales Demo*."



**"Thank you for calling Customer Service.
This call may be monitored so we can play it back
to your mother if you're rude or use bad words."**

SIGNS YOU WORK IN THE 90s

10. You lecture the neighborhood kids selling lemonade on ways to improve their process.

9. You get all excited when it's Saturday so you can wear sweats to work.

8. You refer to the tomatoes grown in your garden as deliverables.

7. You find you really need PowerPoint to explain what you do for a living.

6. You normally eat out of vending machines and at the most expensive restaurant in town within the same week.

5. You think that "progressing an action plan" and "calendarizing a project" are acceptable English phrases.

4. You know the people at the airport hotels better than your next door neighbors.

3. You ask your friends to "think out of the box" when making Friday night plans.

2. You think Einstein would have been more effective had he put his ideas into a matrix.

And, the number one sign you work in the nineties...

1. You think a "half-day" means leaving at 5 o'clock.

Answer these 5 questions correctly and stand to win NTUC vouchers!

- 1) Which of the following attributes were ranked favorably in the Employee Engagement Survey?
 - a) Supervisory Practices
 - b) Team Work
 - c) Job Motivation
 - d) All of the above
- 2) The key challenges faced by the roving team are _____.
 - a) the lack of great variety and cheaply-priced food at Maxwell/Amoy food centres
 - b) the "joint investment" in buying 4D/Toto
 - c) long distance travelling
 - d) juggling between adapting to the different working cultures & operational practices of agencies
- 3) _____ teams participated in the Vital Bowling Tournament at Marina Superbowl.
 - a) 4
 - b) 17
 - c) 18
 - d) 20
- 4) JPMorgan will be making a donation for each entry to the _____'s Touching the World programme.
 - a) National Museum of Singapore
 - b) Red Dot Design Museum
 - c) Asian Civilisations Museum
 - d) Singapore Science Centre
- 5) Watermelons are believed to have originated from the _____.
 - a) Kalahari Desert
 - b) Sahara Desert
 - c) Gobi Desert
 - d) Arabian Desert

Read this issue of *Vital World* for the answers and submit your entry via your official Lotus Notes email to hanisah_omar@vital.gov.sg, with title "Vital World Quiz (Issue 3)". Multiple entries will not be entertained. 3 lucky winners will be chosen at random, each winning a \$5 NTUC shopping voucher. The Judges' decisions are final in all matters relating to the quiz. All winners will be notified via email.

Deadline for Submission:
Wednesday, 27 June 2007, 12 noon

Answers to Quiz 2

- 1) CE said, "People are our only asset, we must be able to develop a comprehensive people development framework to guide our officers, to ensure they have the necessary skills to do their jobs, and a focused career development and progression".
- 2) Adult learning principles, techniques to manage participants and create participant involvement, methods of sharing and platform skills were some of the things learnt during the Service Excellence Workshops.
- 3) Vitalites were given limited materials such as crepe paper, toilet paper, rubbish bags and assorted knick-knacks in a short time to dress up for the Vital Dress Parade.
- 4) SWAMI is an acronym for Sunshine Welfare Action Mission.
- 5) The favourite curry puff of Singapore Idol Taufik can be found at Tanjiong Katong Complex.

Congratulations to our 3 lucky winners:

- a) Cher Chor Hoon (HRS@MOE)
- b) Chua Hern Ying (HRS@MOE)
- c) Gwee Sze Bee (TAS)