

5S HOUSEKEEPING

Good Workplace Organisation!

Lean Manufacturing requires a disciplined approach to visual cues in the manufacturing and office areas.

5S

The 5S is an acronym for 5 Japanese words which describe the methodology for developing the basis of process improvements.

| | | |
|-------------------|------------------------------|---|
| 1 Seiri | Sort / Discard | 1. To sort out unnecessary items in the workplace and discard them. |
| 2 Seiton | Arrange / Order | 2. To arrange necessary items in good order so that they are easily accessible for use. |
| 3 Seiso | Clean / Inspect | 3. To clean extensively the workplace to eliminate all dirt, grease and dust from floor, materials and equipment while verifying that everything is ready for use. Cleanliness leads to inspection and early detection of problems. |
| 4 Seiketsu | Standardize / Improve | 4. To maintain and improve continuously the level of cleanliness and organization at all times. |
| 5 Shitsuke | Believe / Discipline | 5. To train people to automatically follow established practices which will foster belief in and reliance on the 5Ss |



➤ Details of Workshop Leader at page .
1. Mr BH Soh (Main)
(B.Sc, NUS Singapore 1984)

1. Mr Lam Chun See (Support)

➤ Training Request Form at page .

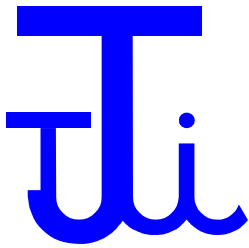
You can email to us anytime!

In-House 5S Training Programmes

<http://www.tij.com.my>

5S Housekeeping, ISO 9000, ISO/TS 16949, ISO 14000, OHSAS 18000, HACCP / ISO 22000, TQM
SPC/SQC, QCC (Quality Control Circle), Staff Suggestion Scheme (SSS)
7QC Tools Problem-Solving, FMEA, Six Sigma, Management & Sales Skills, Motivational Training

Setting New Standards In TODAY'S IMPROVEMENT JOB



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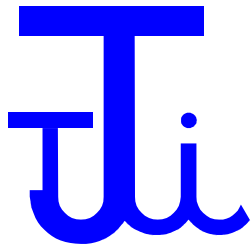
*Fundamental to successful implementation of 5S, is education of the workforce to recognize the nebulous thing we call "waste." To accomplish this, we can identify problems using the following seven categories or forms of waste easily remembered as **COMMWIP**:*

| 7 Forms of Waste | Example of Waste |
|---|---|
| 1. C orrection | • redoing a report, repairing a part or redoing a service. |
| 2. O verproduction | • running unneeded copies. |
| 3. M otion | • taking more steps than necessary to complete a task. |
| 4. M aterial movement | • material being routed through many steps. |
| 5. W aiting | • waiting to do work or parts waiting to be worked upon. |
| 6. I nventory | • old office or business supplies that no longer have value but are still being stored. |
| 7. P rocedure or P rocess | • redoing things because of a cumbersome procedure. |

| TRAINING | TARGET GROUP | # |
|---|---|----------|
| A. 5S Management Workshop – 1 Day | • TQM Steering Committee members, 5S Committee members and other senior executives and managers. | Pg 4 |
| B. 5S Facilitators Course – 2 Days | • Supervisory staff, executives and middle or front-line managers. | Pg 5 |
| C. 5S Housekeeping Course – 1 Day | • Shop-floor personnel such as operators, storemen, chargehands, etc | Pg 6 |
| D. 5S Judging / Auditors Course – 2 Days | • Appointed 5S-Judges or Auditors as well as Heads of Departments (HOD). | Pg 7 |
| E. 5S Ongoing Programme – 2 Days/Year | • Company-wide which includes subcontractors, canteen operators, security personnel. | Pg 8 |

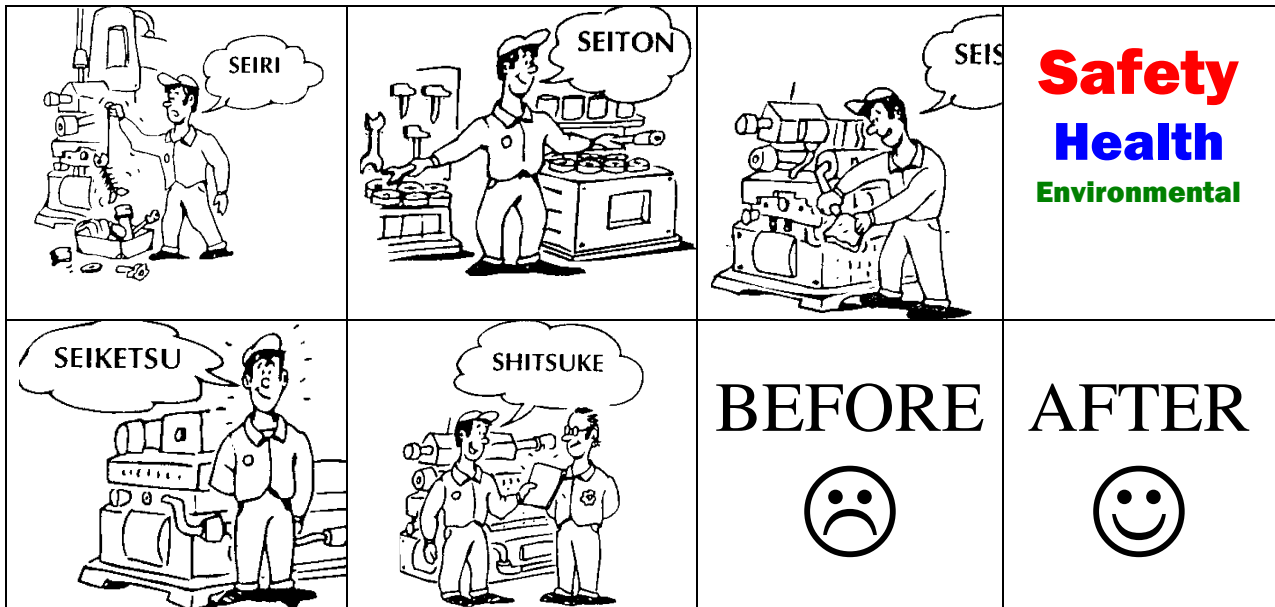
| LATIHAN | TUMPUAN - UNTUK SIAPA? | # |
|---------------------|--|----------|
| F. KURSUS AMALAN 5S | • SEMUA Pekerja – operator, mekanik, kerani dan lain-lain. | Pg 9 |

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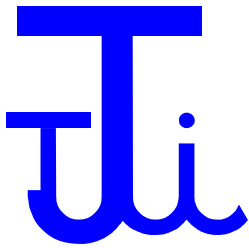
More Advanced 5S Training

• Safety, Health & Environmental (SHE)



| TRAINING | DESCRIPTION | # |
|--------------------------------------|---|-------|
| G. 5S and Safety (5S to 6S) – 2 Days | Learn why Safety, Health and Environment (SHE) should be an integral part of 6S implementation. | Pg 10 |
| H. 5S and Environmental – 2 Days | Enable companies to identify obvious cases of inefficient resource management in their own enterprise and to achieve considerable results by implementing low-cost common-sense measures. | Pg 11 |
| AUDITS | DESCRIPTION | # |
| I. 5S External Audits – 1 or 2 Days | 1-to-2 days 5S External Audit / Review by Mr Lam Chun See and/or Mr Soh Beng Hock on your company's housekeeping condition with Japan's 5S standard. | Pg 12 |
| FORMS | DESCRIPTION | # |
| 5S Self-Audit Form | The 5S Housekeeping Assessment (12 areas) | Pg 15 |

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PROGRAMME (A) - 5S MANAGEMENT WORKSHOP

INTRODUCTION

The Japanese management practice of **5S** Good Housekeeping and Workplace Organisation has gained widespread acceptance in Singapore and Malaysia since it was introduced about 10 years ago. While the concept of **5S** is easy to understand, its implementation as a structured employee-involvement programme is not easy. This management workshop has been developed to equip your managers for this difficult role in leading the **5S** movement.

FOR WHOM

TQM Steering Committee members, **5S** Committee members and other senior executives and managers.

OBJECTIVES

At the end of the workshop participants will understand:

- (a) **5S** as a kaizen activity
- (b) **5S** as component of TQM
- (c) Role of **5S** committee in organising and leading **5S** activities

Primary emphasis will be placed on practical application and numerous examples from companies that have successfully implemented **5S** will be shared. Walk around session to identify project will be conducted.

SEMINAR CONTENTS

- What is **5S**
- **5S** as a tool for company-wide improvement **5S** as an avenue for employee involvement in TQM
- Phases of **5S** implementation
- Role of management
- How to sustain **5S** activity
- Action Assignment - Developing the **5S** Action Plan, Case examples

DURATION

2 days (7 hours)

COURSE FEE

TBA

Number of participants : 15-20

TRAINING METHODOLOGY

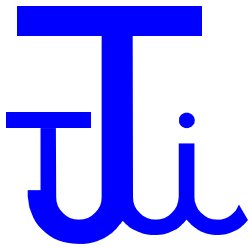
Primary emphasis will be placed on **practical application** of **5S** concepts. During the classroom sessions, there will be many exercises as well as case examples from other companies. The exercises will involve going to the participant's own workplace to carry out diagnosis and to propose ideas for the implementation of **5S** improvements.

Besides classroom lectures and exercises, participants will be given an action assignment (or group project) to implement the action plans that they have developed during the course.

LANGUAGE

In English / Chinese / Bahasa Malaysia

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Programme (B) - 5S FACILITATORS COURSE

INTRODUCTION

The success for any **5S** programme depends heavily on the leadership and enthusiasm of the **5S** facilitators. As such, it is vital that facilitators be adequately trained in **5S** concepts and techniques.

FOR WHOM

Supervisory staff, executives and middle or front-line managers.

OBJECTIVES

To provide supervisors and key personnel with the basic knowledge and skills to participate and lead in housekeeping improvement. At the end of the course participants should be able to:

- Understand the **5S** concepts
- Identify specific areas in their own workplace for applying **5S**
- Set up systems for **5S** in the shop-floor
- Motivate subordinates in **5S** activities
- Work with others in **5S** Project Teams and facilitate interaction for housekeeping improvement.

LANGUAGE

In English / Chinese / Bahasa Malaysia.

COURSE CONTENTS

- What is **5S**
- How to practise Seiri
- How to practise Seiton & exercise
- How to practise Seiso & exercise
- How to practise Seiketsu
- Applications of **5S** for reducing wastes on the shop-floor, preventing accidents, reducing equipment downtime, etc.
- How to organise **5S** activities in your company or department
- Action assignments

DURATION

2 days (14 hours)

COURSE FEE

TBA

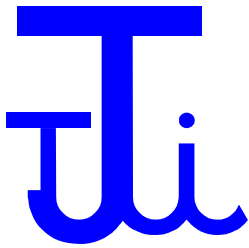
Number of participants : 15-20

TRAINING METHODOLOGY

Primary emphasis will be placed on **practical application** of **5S** concepts. During the classroom sessions, there will be many exercises as well as case examples from other companies. The exercises will involve going to the participant's own workplace to carry out diagnosis and to propose ideas for the implementation of **5S** improvements.

Besides classroom lectures and exercises, participants will be given an action assignment (or group project) to implement the action plans that they have developed during the course.

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PROGRAMME (C) - 5S HOUSEKEEPING COURSE

INTRODUCTION

For **5S** to succeed, it is necessary to obtain the commitment and involvement of all staff. Hence, they need to be properly trained before implementation.

FOR WHOM

Shop-floor personnel such as operators, storemen, chargehands, etc.

OBJECTIVES

To provide participants with the basic knowledge and concepts of **5S** so that they can participate actively in housekeeping improvement efforts in the company. At the end of the course participants should be able to:

- Understand the **5S** concepts
- Identify specific areas in their own workplace for applying **5S**
- Participate in housekeeping improvement
- Work with others in **5S** Project Teams

LANGUAGE OF INSTRUCTION

the course is available in English / Bahasa Malaysia / Chinese.

COURSE CONTENTS

- What is **5S**
- How to practise Seiri & exercise
- How to practise Seiton & exercise
- How to practise Seiso & exercise
- How to practise Seiketsu
- Applications of **5S** for reducing wastes on the shop-floor, preventing accidents, reducing equipment downtime, etc.
- Action Assignment (conduct a walk around session to identify project)

DURATION

1 day (7 hours)

COURSE FEE

TBA

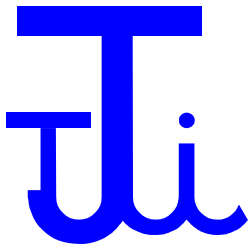
Number of participants : 20 - 25

TRAINING METHODOLOGY

Primary emphasis will be placed on **practical application** of **5S** concepts. During the classroom sessions, there will be many exercises as well as case examples from other companies. The exercises will involve going to the participant's own workplace to carry out diagnosis and to propose ideas for the implementation of **5S** improvements.

Besides classroom lectures and exercises, participants will be given an action assignment (or group project) to implement the action plans that they have developed during the course.

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PROGRAMME (D) - 5S JUDGING / AUDITORS COURSE

INTRODUCTION

For **5S** to be maintained, it is necessary to obtain the commitment and involvement of all staff. Hence, they need to be motivated by being audited by adequately trained 5S-Auditors or 5S-Judges.

FOR WHOM

Appointed 5S-Judges or Auditors as well as Heads of Departments (HOD).

OBJECTIVES

To provide participants with the necessary knowledge and skill in **5S** Audits so that they can audit actively in housekeeping improvement efforts in the company. At the end of the course participants should be able to:

- Explain the **5S** concepts
- Identify specific areas in their own workplace for applying **5S** via Audit Checklist
- Participate in housekeeping audit
- Work with others in **5S** in Audit Checklist
- Audit and give recommendations fairly.

LANGUAGE OF INSTRUCTION

The course is available in English / Bahasa Malaysia / Chinese.

COURSE CONTENTS

- Review **5S** concepts
- How to Audit Seiri & exercise
- How to Audit Seiton & exercise
- How to Audit Seiso & exercise
- How to Audit Seiketsu
- Ideas of **5S** for reducing wastes on the shop-floor, preventing accidents, reducing equipment downtime, etc.
- Action Assignment (or project)

DURATION

2 days (14 hours)

COURSE FEE

TBA

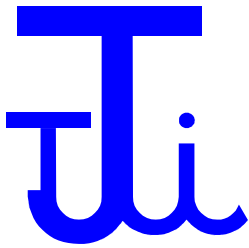
Number of participants : 15 - 20

TRAINING METHODOLOGY

Primary emphasis will be placed on **practical application** of **5S** concepts to Audit. During the classroom sessions, there will be many exercises as well as case examples from other companies. The exercises will involve going to the participant's own workplace to carry out diagnosis and to propose ideas for the implementation of **5S** improvements.

Besides classroom lectures and exercises, participants will be given an action assignment (or group project) to implement the action plans that they have developed during the course. The drafting of the Audit Checklist is of utmost importance.

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PROGRAMME (E) - 5S ONGOING PROGRAMME

INTRODUCTION

The Top Management need to consider the various programmes to sustain and maintain **5S** to succeed in the local Malaysian culture. Hence, it is necessary to obtain the commitment and involvement of all staff. The Japanese culture is very different from the local Malaysian culture.

WHAT ARE THESE PROGRAMMES:

The programmes can be as follows:

- Recognition of model department
- League system monthly audit
- Monthly / Yearly departmental competition
- Production and non-production case study to be displayed in Notice boards

OBJECTIVES

To provide every department an incentive and motivation to apply the knowledge and concepts of **5S** so that they can participate actively in housekeeping improvement efforts in the company by starting from their work-place.

- (a) Understand and apply the **5S** concepts
- (b) Identify specific areas in their own workplace for applying **5S** continuously
- (c) Participate in housekeeping improvement
- (d) Work with others in **5S** Project Teams
- (e) Applications of **5S** for reducing wastes on the shop-floor, preventing accidents, reducing equipment downtime, etc.

IMPLEMENTATION METHODOLOGY

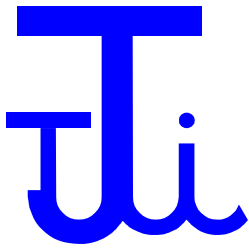
Primary emphasis will be placed on **practical application** of **5S** concepts. The participant's should be encouraged to carry out diagnosis on their own workplace and to propose ideas for the implementation of **5S** improvements. One of the key success factor to be measured will be the participants being able to identify action assignment (or group project) to implement the action plans that they have identified in their work place.

- Maintenance workshop - no more messy.
- Production compounding area - no more messy floor with all the powders.
- All staff - files stored and identified in easy to see, to locate and easy to return back manner.
- etc....

SUGGESTED GUIDANCE FROM TIJ:

- Conduct 5S Audits twice a year and a provide report for improvement.
- Help to set up a competition system (like the soccer League System) or like the Sports competition.
- Guide the 5S Auditors in their initial few rounds of Housekeeping Audits.
- Provide guidance to the relatively poor housekeeping sections.
- etc... as required

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PROGRAMME (F) – KURSUS AMALAN 5S

PENGENALAN

Tempat kerja yang teratur akan meningkat semangat pekerja yang akan menggalakkan peningkatan produktiviti organisasi. Bagi mencapai hasrat tersebut, TIJ menganjurkan satu program latihan yang disasarkan khusus kepada pekerja bertajuk "Amalan 5S Untuk **SEMUA Pekerja**"

5S merupakan singkatan kepada lima (5) perkataan Jepun yang bermula dengan "S" iaitu (1) Seiri, (2) Seiton, (3) Seiso, (4) Seiketsu dan (5) Shitsuke iaitu menjadi asas bagi **menguruskan persekitaran tempat kerja**.

lanya berkaitan dengan pembinaan budaya kerja yang akan menghasilkan persekitaran tempat kerja yang bukan saja **bersih, teratur dan selamat** untuk digunakan. Kebaikan mengamalkan konsep 5S bukan sahaja boleh dirasakan oleh organisasi malah secara langsung kepada pekerja terbabit sendiri.

TUMPUAN – UNTUK SIAPA

SEMUA Pekerja – operator, mekanik, kerani dan lain-lain.

OBJECTIVES

Semua pekerja dapat tahu asas bagi **menguruskan persekitaran tempat kerja yang baik**.

KANDUNGAN SEMINAR

- Hubungan 5S dengan KKKK (**4K Keselamatan, Kos, Kualiti, Kemajuan**)
- Aktiviti-aktiviti 5S Meningkatkan Produktiviti dan Kualiti
- Falsafah dan Kekuatan 5S
- Contoh Terbaik Amalan 5S (Gambar, Video)
- Perkongsian Pengamalan (Syarikat atau Internet)
- Langkah-langkah Melaksanakan 5S

MASA

1 hari (7 jam)

COURSE FEE

TBA

Number of participants : 20 - 25

METODOLOGI LATIHAN

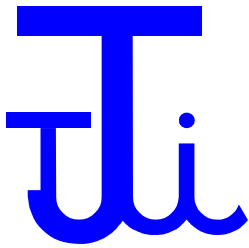
Bagi memastikan peserta boleh berinteraksi dengan baik dan menghasilkan pembincangan yang baik, syarikat digalakkan untuk menghantar **semua pekerja** yang terlibat didalam aktiviti berkaitan dengan peningkatan produktiviti dan kualiti.

BAHASA

In Bahasa Malaysia (English / Chinese)

Program akan dijalankan dalam **Bahasa Malaysia dan serba sedikit Bahasa Inggeris**, maka peserta yang dicalunkan perlulah boleh menguasai Bahasa Malaysia dengan baik dan serba sedikit Bahasa Inggeris.

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PROGRAMME (G) - 5S AND SAFETY (5S TO 6S)

INTRODUCTION

The Japanese management practice of **5S** Good Housekeeping and Workplace Organisation has been added with Safety elements, making it known as **6S**.

FOR WHOM

TQM Steering Committee members, **5S** Committee members and other senior executives and managers.

OBJECTIVES

- ◆ In this **2-Days Training** session you will learn:
 - The Background and History of 6S.
 - What Makes it So Powerful and Critical for Lean Implementation.
 - The Steps of 6S.
 - How To Effectively Implement a Cost-Effective 6S Program in Your Organization.
- ◆ And also:
 - » Learn why Safety, Health and Environment (**SHE**) should be an integral part of 6S implementation.
 - » Learn how to identify **SHE** issues during the Sort process – the first pillar of 6S.
 - » Learn how to incorporate **SHE** into 6S inspections and audits of the Shine and Sustain pillars.

SEMINAR CONTENTS

- **Part I** - Background and History of 6S - What Makes it So Powerful and Critical for Lean Implementation.
- **Part II** - The Steps of 6S.
- **Part III** - How To Effectively Implement a Cost-Effective 6S Program in Your Organization.

DURATION

2 days (14 hours)

COURSE FEE

TBA

Number of participants : 15-20

TRAINING METHODOLOGY

Primary emphasis will be placed on **practical application** of **5S** concepts. During the classroom sessions, there will be many exercises as well as case examples from other companies. The exercises will involve going to the participant's own workplace to carry out diagnosis and to propose ideas for the implementation of **5S** improvements.

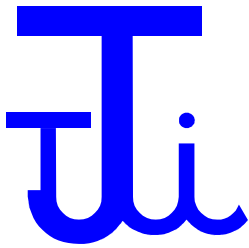
Besides classroom lectures and exercises, participants will be given an action assignment (or group project) to implement the action plans that they have developed during the course.

LANGUAGE

In English / Bahasa Malaysia

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PROGRAMME (H) - 5S AND ENVIRONMENTAL

INTRODUCTION

Practical training with checklists which enable companies to identify obvious cases of inefficient resource management in their own enterprise and to achieve considerable results by implementing **low-cost common-sense measures**.

FOR WHOM

TQM Steering Committee members, **5S** Committee members and other senior executives and managers.

OBJECTIVES

The objective of this training is to enable small and medium-sized enterprises (SMEs) to identify **simple, practical, common sense measures** of "good housekeeping" that can be undertaken to reduce the costs of production, enhance the company's overall productivity, and mitigate environmental impact.

The implementation of these practices is **relatively easy and the cost is usually low**. Thus, they are particularly suitable for SMEs.

LANGUAGE

In English / Chinese / Bahasa Malaysia

SEMINAR CONTENTS

- Good housekeeping practices relate to a number of measures dealing with:
 1. preventing the loss of raw materials,
 2. minimizing waste,
 3. conserving water,
 4. saving energy, and
 5. improving the company's operational and organizational procedures.
- Develop In-House Checklists.

DURATION

2 days (14 hours)

COURSE FEE

TBA

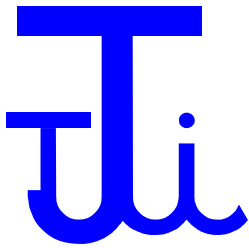
Number of participants : 15-20

TRAINING METHODOLOGY

Practical course with developing customised checklists to be used for ongoing audits as the main goal of the training.

The instrument is to interest as many SMEs as possible in taking up Profitable Environmental Management because there are no prerequisites and because it facilitates a positive result within a relatively **short period of time and without much expenditure**. In addition, offers an introduction to further activities in the framework of Environmental Management.

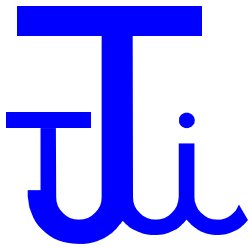
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PROGRAMME (I) - 5S EXTERNAL AUDITS

| | |
|---|---|
| <p>INTRODUCTION</p> <p>1-to-2 days 5S External Audit / Review by Mr Lam Chun See and/or Mr Soh Beng Hock on your company’s housekeeping condition with Japan’s 5S standard.</p> <p>AUDIT SCOPE</p> <p>To cover the issues of the 5S technique. Particularly the real and actual condition of all locations in the factory (out-of-sight locations, inside a cupboard, under the table). The out-of-bound areas where customers were not allowed to visit like workshop, waste areas, drains, toilets.</p> <p>OBJECTIVES</p> <ul style="list-style-type: none"> • To establish the housekeeping performance of your organisation (hotel, factory, office, shipyard, construction site). • To train up internal 5S housekeeping auditors / judges. <p>AUDIT METHODOLOGY</p> <p>This is a broad-brush approach to assist with the development of the Japanese 5S implementation plan. The specific on-site activities are a thorough inspection of the site, interviews of key personnel and an assessment of any available checklists in use.</p> | <p>DURATION</p> <p>1 or 2 days (7 or 14 hours)</p> <p>AUDIT AREAS</p> <p>Consideration will be given to the clean and neat conditions required, including possible fire and emergency situations.</p> <ul style="list-style-type: none"> ✓ to identify areas of weakness according to the Japanese 5S to help in ISO 9000, ISO 22000, ISO 14000, OHSAS 18000. ✓ to identify areas of strength according to the Japanese 5S. ✓ to evaluate the potential risk in fire, safety from poor 5S housekeeping. ✓ to understand and assess existing housekeeping management practices and procedures, if any. ✓ to identify existing housekeeping policies and procedures dealing with suggestions and ideas. ✓ to assess workers attitude towards 5S housekeeping techniques. ✓ to identify opportunities for competitive advantage in making some areas as show-room condition. ✓ to identify the views of customers – they want clean, neat, tidy workplace. ✓ to identify any Key Performance Indicators (KPI) on housekeeping to help QMS + EMS + OH&S = (IMS). |
|---|---|

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WORKSHOP LEADER (SUPPORT)

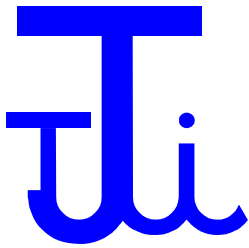


Mr LAM CHUN SEE. He was formerly the manager of the Quality Management Department of the Singapore National Productivity Board where he worked from 1984 to 1992 as a trainer and consultant in productivity and quality management. He specialises in TQM and Japanese-style employee involvement programmes like QCC, 5S and suggestion schemes. He received training in this area from the Japan Productivity Center and from working alongside Japanese productivity experts attached to the NPB from 1985 to 1991. Since 1986, Mr Lam has assisted numerous companies in Singapore and Malaysia in improving their 5S

Housekeeping programmes through consultancy and in-house training services. Among these companies are:

| SINGAPORE | MALAYSIA |
|---|---|
| <ul style="list-style-type: none"> • <i>Tat Seng Paper Containers Pte Ltd</i> • <i>Sime Rengo Packaging Limited</i> • <i>Mecomb Engineering Limited</i> • <i>SCI Manufacturing (S) Pte Ltd</i> • <i>Asahi Techno Vision Pte Ltd</i> • <i>Gates Rubber Company</i> • <i>Sumitomo Chemical</i> • <i>Idemitsu Lube (Singapore) Pte Ltd</i> • <i>Natsteel Asia Limited</i> | <ul style="list-style-type: none"> • <i>Petronas Group of Companies</i> <ul style="list-style-type: none"> ➢ <i>Asean Bintulu Fertilizer Sdn Bhd</i> ➢ <i>Petronas Penapisan Melaka Sdn Bhd</i> ➢ <i>MTBE/Polypropylene Malaysia Sdn Bhd</i> ➢ <i>Petronas Management Training Sdn Bhd</i> ➢ <i>Ethylene/Polyethylene Malaysia Sdn Bhd</i> • <i>Mitsui Copper Foil Sdn Bhd</i> • <i>Malaysia Airline System (MAS)</i> • <i>Shinko Electronics (Malaysia) Sdn Bhd</i> |

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- **SMS** (019) 714-3039, (019) 393-2179

Workshop Leader (MAIN PERSON)



SOH BENG HOCK, ACT – Auditor, Consultant, Trainer. Mr Soh Beng Hock (born 1961), quality and environmental management systems consultant, graduated with a Physics degree from the National University of Singapore (NUS) in 1984. Gathered a wealth of experience in quality assurance and quality management system in 5 countries, as well as the environmental management system in 2 countries.

He started his career as a process engineer with SGS-Thomson in Malaysia in 1984 and subsequently, he joined PCI Limited in Singapore as a quality engineer. Mr Soh then spent four years with Philips Singapore as a QA engineer in their RF/TV Tuner factory.

Prior to forming his own company, TIJ Consultants in Malaysia in January 1997 and in Singapore in February 1999, he was with Asian Business Consultants for 3 years as consultant and later as Country Manager (Singapore) in ISO 9000 & ISO 14000. Mr Soh was the QA Manager with Armstrong Industries, where he was responsible for the successful installation of ISO 9000 Quality Management System managing the project as Internal Consultant, Trainer, and Project Manager.

The different industries where he has carried out various stages of consultancy, training or auditing work for ISO 9000:

| | | | | |
|--|-----------------------------|----------------------------|----------------------|-----------------------|
| <ul style="list-style-type: none"> • Industry • Companies • Categories | <u>Manufacturing</u> | <u>Construction</u> | <u>Design</u> | <u>Service</u> |
| | >28 8 areas | >18 9 areas | >12 4 areas | >22 8 areas |

in 4 countries - Malaysia, Singapore, Australia as well as New Zealand.

Trained for 1-month of March 1999 in Stockholm, Sweden in Advanced ISO 14000 EMS by SIS Forum AB (Swedish Standards Institution) to provide Environmental Management System consultancy and training. Mr BH Soh was one of the pioneer in ISO 14000 to help a Sanyo company Singapore in Singapore to achieve the coveted ISO 14001 certification in 1996.

In the past, served as a Certification Auditor in conducting ISO 9000 Certification Audit for six certification bodies to audit in 4 countries - Malaysia, Singapore, China, Vietnam.

Fluent in English and Bahasa Malaysia, he also communicates in Mandarin and Hokkien and able to reach a wide spectrum of audience.

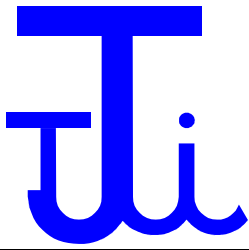
Dedicated to the promotion and installation of quality and environmental management systems (ISO 9000 and ISO 14000 respectively), Mr Soh combines his practical background in a wide variety of industries with his well-developed interpersonal relationship skills.

| | | | | |
|---|-------------------------------|------------------------|-------------------------|--|
| Current Work with TIJ & Associates | <u>5S-Housekeeping</u> | <u>ISO 9000</u> | <u>ISO 14000</u> | <u>Beyond ISO 9000 Quality Issues</u> |
| | Malaysia Singapore | Malaysia Singapore | Malaysia Singapore | Malaysia Singapore |

TOTAL SERVED BY MY SOH BENG HOCK – MORE THAN 200 (TWO HUNDRED) COMPANIES

Other short-term work includes public or in-house training, ISO 9000 certification audits, 5S Housekeeping Audits, ISO 14000 Audits.

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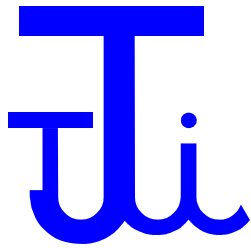
The 5S Housekeeping Assessment

Self-audit - How well do these statements correspond to your facility or office?

0 = No, it does not apply to our company. 5 = Yes, it corresponds to our company.

| Your Company: | Score |
|---|--------------|
| 1. All personnel at their respective workplaces or offices have contributed in red-tagging unnecessary items. | 0 1 2 3 4 5 |
| 2. All temporary repairs (like tape and steel wire) are fixed permanently . | 0 1 2 3 4 5 |
| 3. All our tools and machines are placed on designated places or stored in tool racks. Appointed personnel are given responsibilities to ensure that tools and devices are complete and in good condition. | 0 1 2 3 4 5 |
| 4. It is easy to keep the workplace clean and free from any clutter. We make sure that no trash or loose items are scattered on the floor. All surfaces are painted and access to cleaning is excellent. | 0 1 2 3 4 5 |
| 5. All routines for cleaning are scheduled with a system that makes it possible to see what should be done, who is responsible and when it was last carried out. | 0 1 2 3 4 5 |
| 6. There is a collectively agreed cleanliness level of how sanitary the workplace should be. One example is by using pictures as reference. | 0 1 2 3 4 5 |
| 7. All our instructions and procedures are regularly updated . These are published on designated billboards, signage areas that are visible to all personnel. | 0 1 2 3 4 5 |
| 8. We work actively to maintain 5S by employing auditing tools and other systems. | 0 1 2 3 4 5 |
| 9. All employees are trained in 5S. | 0 1 2 3 4 5 |
| 10. All levels of staff are committed to 5S. | 0 1 2 3 4 5 |
| 11. We have a top-management policy on how to handle 5S issues. | 0 1 2 3 4 5 |
| 12. All 5S routines are updated by appointed personnel. | 0 1 2 3 4 5 |
| Maximum Score = 60 Points (Any score below 40 is very Seriously Wrong) | |

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Training Request Form

Please provide all requested information.

| | |
|--------------------------------|--------------------------|
| Company | HRDF / PSMB Ref # |
| Location | Phone # and Fax # |
| Internet E-mail Address | |

Course Information

| | |
|---|-------------------------------|
| Name of Course (please tick): <input type="checkbox"/> A. 5S Management Workshop – 1 Day <input type="checkbox"/> B. 5S Facilitators Course – 2 Days <input type="checkbox"/> C. 5S Housekeeping Course – 1 Day <input type="checkbox"/> D. 5S Judging / Auditors Course – 2 Days <input type="checkbox"/> E. 5S Ongoing Programme – 2 Days/Year <input checked="" type="checkbox"/> F. Kursus Amalan 5S – 1 Hari <input type="checkbox"/> G. 5S and Safety (5S to 6S) – 2 Days <input type="checkbox"/> H. 5S and Environmental – 2 Days <input type="checkbox"/> I. 5S External Audits – 1 or 2 Days | Number of Participants |
| Proposed Dates of Course | In-House Location |

| |
|--|
| <p>Please FAX Training Request Form To: TIJ CONSULTANTS SDN BHD Fax: (03) 5632-7818 / (07) 5123-909</p> |
|--|

Thank You!

We will contact you within 1-2 days or you can email your request anytime!

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| <p>“http://www.tij.com.my”</p> |
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Setting New Standards In TODAY'S IMPROVEMENT JOB