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SingHealth Group Service Quality

About the Award

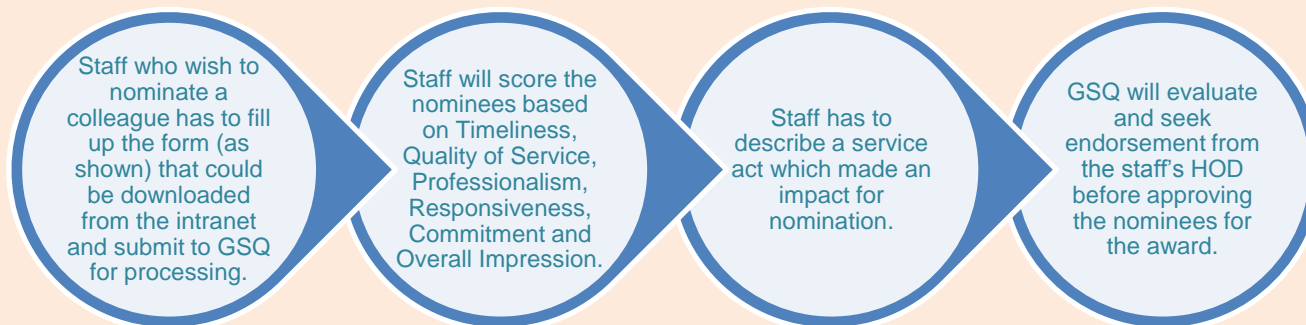
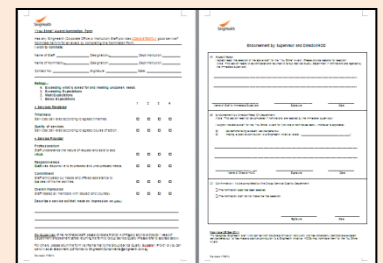
The You Shine Award is a dedicated platform to recognise SingHealth Corporate and Institution staff for their consistent service effort in their daily work or involvement in a SingHealth-initiated event.

Objectives

- To build an appreciative culture for staff to show their appreciation to colleagues.
- To affirm staff for their consistent demonstration of excellent service behaviour.

The award is recognised as an internal service award to qualify for the Singapore Health Quality Service Award (SHQSA).

Methodology

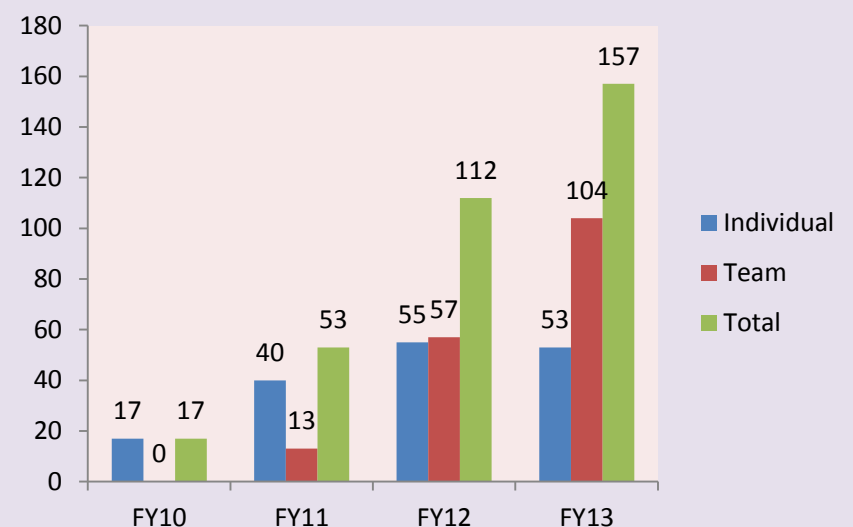



Results

- Since the launch of the award in July 2010, the total number of staff receiving the award leaped from 17 to 157 in three years.
- This achievement is testimony of attaining the primary goal of building an appreciative culture.
- Staff morale is boosted as they feel more appreciated by fellow colleagues and bosses for their work efforts.



No of You Shine Recipients from FY10 to FY13



Moving Forward

- GSQ is enhancing an e-compliment system where compliments could be given by staff via the intranet and viewed by all. This will help sustain a more appreciative culture, which in turn lead to more staff being affirmed for You Shine Award.

