

Joyce Mak, Jenny Ng  
Teo Cheak Han, Isabel Yong  
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).

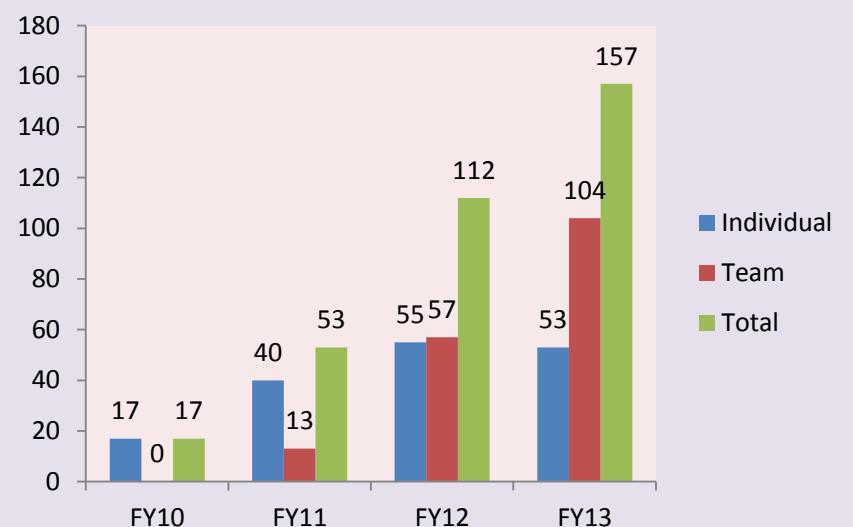
## Methodology



## 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.

