

**Business Case: Scaling Up of Manpower Resources for Business Resiliency and Sustainability**

**General Information**

SFS Global Logistics Pte Ltd focuses on niche market managing cold chain transportation of pharmaceutical shipments globally. This is a highly regulated industry that requires high skillsets, qualifications, and certification.

Employees are expected to embrace digitalization and technology not only for efficiency but to add value to the client through real time visibility and measurement of key performance indicators.

In addition, employees need to understand that data collected from door-to-door shipment will translate into carbon reporting, this is only possible via digitalization as data is required.

**Issues Encountered**

Senior and experienced employees are very used to do things their way from legacy working experience working with different companies, no doubt they have to adopt SFS standards and procedures there is still a “old habit” to do things the traditional way.

On the other hand, a growing company needs to hire young talents for business continuity, these young talents while they tend to be tech savvy, but they lack the business process knowledge to contribute to the workload.

Coaching comes from the senior employees, that is where the challenge starts. No doubt the senior coaches attended Train the Trainer course, and have improved in their coaching skills, however the seniors find it challenging to keep repeating their training to new employees who after a while resign and go to other industry, these doesn't motivate the senior employees to train the young talents.

In a specialist service provided by SFS, skills is everything that differentiate the company from the competitors and it requires training to understand how to cope and provide solutions to various shipment scenarios via risk management.

This can't be taught overnight, hence the need to balance between seniors and young talents to drive business resilience and sustainability. It is also challenging to employ new hires given the current manpower crunch Singapore as a country is facing.

How does SFS going to grow the company with the challenging manpower crunch and high skillsets required in the transportation of cold chain pharma shipments.

## Requirements

The Company invites participants to:

1. Identify knowledge and skills sets to achieve the desired outcomes.
2. Propose solutions on how to attract young talent and encourage seniors to embrace learning technologies while making learning sexy.
3. Identify up-skilling and re-skilling funding support from various Government agencies.

## Open House

The Open House will be on:

1. Every Wed & Friday between 2pm to 5pm.

Contact person:

Email: [zhengyi.guan@sfsgl.com](mailto:zhengyi.guan@sfsgl.com)

Mobile: 86422996 WhatsApp

***Team leader to send email to the contact person in advance regarding the number of persons going to the open house.***