

## MODEL WORKER

### Goh Jin Ying

Senior Executive, Operations (FFDC)  
NTUC Fairprice Co-operative Limited

*Nominated by the Food, Drinks and Allied Workers Union*

Goh Jin Ying is currently the senior operations executive in charge of NTUC FairPrice's Vegetables Distribution Centre (DC). Within the distribution centre, resource management is one of the common challenges faced in our daily operations. Brother Jin Ying had to make quick decisions and plans to redeploy the existing manpower to ensure minimal or no disruption to the operations. In addition, he would on his own accord go the extra mile to reach out and visit any of his staff who had either incurred local hospitalization or compassionate leaves to show his care and concern. He painstakingly followed up on their requests and would make any arrangements that could help and guide them in their given situations. To date, he continues to make himself available and relevant to his staff by being very involved in their affairs when escalated to him. His care and concern are being recognised and appreciated by all his colleagues.

Currently, Vegetable DC operations are performed manually. By Q4 2023, Vegetables DC will undergo a large-scale transformation by transiting from a manual to an automated DC with goods to person (GTP) technology. On top of the daily business as usual (BAU) operations, Brother Jin Ying proactively made efforts to master the new technology to be implemented by reading the available automation manuals. He also availed himself by attending the new GTP automation training via a Factory Acceptance Test (FAT) environment which was held in England last Nov 2022. Brother Jin Ying is not only making himself ready, he is also getting his team ready for this change. He wanted to enable each individual in his team to better tap on his or her strengths, focus on mastering the new skills and be ready to operate in the new automated DC. With this in mind, he took time to match the right staff to the operations positions available in the automated environment and this was possible due to his good understanding of each staff's competencies, strengths and weaknesses.

Back in July 2022, Vegetables DC was slated to migrate from the 60,000 square feet facility at Fishery Port Road to the new Fresh Food Distribution Centre (FFDC) at Sunview Road. It was by no means a small feat to relocate such a huge facility given the amount of pre-planning required, communication and coordination with various stakeholders and parties about the relocation and to lay in the supporting services for the new site, physical site preparation and readiness, resource management and employee training. Under Brother Jin Ying's leadership and guidance, his team was stretched and improved on their productivity to co-manage the BAU activities and ensure a smooth delivery of the DC relocation activities. Throughout the migration process, Brother Jin Ying and his team had demonstrated strong resilience and 'can-do' attitude amidst the challenges faced which contributed to the successful migration of the DC with no disruption to our retail stores.