

## MODEL WORKER

### Rajendram M Ramasamy

Assistant Director  
Public Utilities Board

*Nominated by the Public Utilities Board Employees' Union*

Rajendram M Ramasamy joined the Public Utilities Board (PUB) as a Water Inspector in 1978. Over the years, he has risen the ranks and is currently an assistant director with the Water Supply (Network) Department.

In his 45 years of career with PUB, Brother Rajendram has been actively involved in many organisational excellence initiatives and is a key contributor in promoting workers' training. As an organisational excellence activist, Brother Rajendram is tasked to drive innovative programmes within his department. He was instrumental in an initiative that encourages staff to be creative and develop innovative products and processes that can be used in their workplace.

To provide further confidence to the teams, Brother Rajendram took an interest in their reports and assisted them in preparing their presentations. As an individual, Brother Rajendram readily contributes ideas of his own. One of his individual suggestions was to certify ISO 9001 at the department level, which saved some \$70,000 for the department. For his involvement in driving organisational excellence, he received the Outstanding Activist Gold Award at PS 21's ExCEL Convention in 2008.

His latest innovative idea is called "screaming cones", which is a device that gives out audible alarms when boundaries are crossed, giving individuals sufficient warning to avoid potential safety hazards. The initiative won the CE Innovation Award (Silver) in 2019.

When PUB started a Diploma in Water Technology program in 2003, Brother Rajendram was co-opted to curate and conduct a module on PUB legislation for this programme. His job scope includes conducting training and refresher courses for licensed plumbers, so he equipped himself with a WSQ Advanced Certificate in Training and Assessment (ACTA). He was also instrumental in converting some of the modules for the licensed plumbers' courses into e-learning.

Brother Rajendram is known to explore new teaching and learning methods. He was awarded the Learning and Development Star Award at PUB's Service and Innovation Day in 2022. As an assistant departmental safety coordinator, Brother Rajendram will also train foreign workers on safety. He conducts various safety courses such as Manage Work at Heights, Manage Workplace Safety and Health, and Advanced Certificate in WSH using a blend of learning techniques.