



**NKH BUILDING SERVICES PTE LTD**  
**黃光興私人有限公司**

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## Improvement Roadmap To 2020

Strategy	Objectives	Measures & Target	Timeframe
Business Excellence	Increase Customer Base	Key accounts to increase by 3 to 4 per annum	5 Yrs
	Increase product / services range	No. of new products / services at 2 per annum	1 Yr
	Reduce business cost	Costs reduced by 10% per annum	1 Yr
	Improve customer satisfaction	Achieve 95% rate of returning customers	3 Yrs
	Increase strategic partnership opportunities	Increase partnerships at 3 per annum	5 Yrs
	Increase product R&D efforts	Establish R & D department No. of R & D programmes at 2 per annum	1 Yr
	Improve project management skills	Achieve PMP course certification	3 Yrs
	Adopt new technologies, improve automation	Adopt software automation	3 Yrs
	Improve understanding of target market culture	Conduct market research	2 Yrs
Service Excellence	Improve work execution	Review and improve work safety procedures	2 Yrs
	Improve team work	Adopt team based approach	1 Yr
	Improve core skills	Establish in-house training centre	1 Yr
	Inculcate customer centric mindset	Conduct customer relations sharing session	1 Yr
Organizational Excellence	Improve customer hit rate	Achieve 90% hit rate	3 Yrs
	Zero Incidents	Achieve / maintain zero work incidents	3 Yrs
	Improve staff welfare	Adopt SPRING initiatives for HR	3 Yrs
	Improve staff motivation	Improve rewards system	3 Yrs
	Streamline organizational structure	Review organizational structure	3 Yrs
	Improve work culture	Establish staff feedback box	1 Yr

ONE-STOP PUMP SYSTEM SOLUTION

