



COOKING IT RIGHT AT IPOS

“Do not overcook this dish. Most seafoods...
should be simply threatened with heat and then
celebrated with joy.”

– Jeff Smith, *The Frugal Gourmet*

Equipping Cooks

The staff strength of IPOS as at 31 March 2004 was 139 compared to 138 on 1 April 2003. IPOS has managed to control the growth in manpower in spite of its heavier workload. In discharging our role as regulator and promoter of IP, we need a strong home team who is motivated and trained for the task. The HR Department plays a strategic role in recruiting and developing new officers, and upgrading the competency of officers in order to deliver quality service to our clients.

In FY 03, IPOS invested \$166,970 on training and development, an average of about \$1,200 per staff. Our investment in developing the competencies of our officers include the "Four Roles of Leadership" workshop for the Senior Management team to sharpen and enhance their leadership capability as well as a motivational seminar on "Sustaining Passion and Enjoying Your Work". The IPOS officers also attended various training courses conducted by external training agencies to enhance their competencies and skills.

IPOS introduced a Saturday e-learning scheme, which allows officers to participate in e-learning activities. This scheme helps officers learn at their own pace at the convenience of their workstations. IPOS also introduced a scheme whereby officers acquiring knowledge through external courses have to share their knowledge with others. To promote interaction with top management, IPOS started lunch sessions called "PULSE" whereby officers meet for a meal with the Director-General in small groups. This session allows officers at all levels to interact directly with the Director-General. Through our numerous efforts, IPOS continues to be a certified organisation under the People Developer Scheme.

Striking the Pot of Gold...Twice

IN FY 03, Braintrain.com @ IPOS, our internal drivers for innovation, continued to reinforce the

message to our staff that they can make a difference and their ideas are valuable to IPOS. Our people participated actively in the Staff Suggestion Scheme and came up with a total of 418 useful suggestions. In the area of Work Improvement Teams (WITs), two teams were selected to participate in the Public Sector WITs Convention. The results augured well for IPOS as our teams received two gold awards for their efforts.



A room where imagination takes flight.



Creating the dream tower.

Sustaining Quality

IPOS successfully retained the ISO 9001:2000 certification for its core and support functions and processes upon clearing two Surveillance Audits on 16 July 2003 and 14 January 2004. ISO certification motivates IPOS to ensure that its processes

continue to meet customer requirements effectively in the provision and administration of Intellectual Property Registration systems and in facilitating an IP-savvy culture in Singapore.

Staying Lean

Mindful of the need for our officers to optimise the use of valuable resources when executing programmes for the organisation, IPOS implemented the NEV (or Net Economic Value) programme in FY 03. The NEV tool seeks to encourage cost and capital consciousness in decision-makers, so that they are more aware of the economic cost impact of their various initiatives and possible alternatives. The NEV implementation was completed in September 2003 and has provided staff with a better understanding of the true economic cost of IPOS' operations and enabled them to come up with more strategic, cost effective solutions.

Cooking 101

- By The Three Little Pigs and The Big Bad Wolf

The story of the three little pigs and the big bad wolf is known to all, both young and old. These characters were the special guests at IPOS' corporate work plan seminar held in May 2003.

Participants at the seminar had a barrel of laughs with a short skit performance by the three little pigs and the big bad wolf, played by IPOS' homegrown talents. This was followed by a talk show, where the characters spoke about practising the core values of IPOS (Innovation-inspired People, people committed to deliver Outstanding results, and Service excellence) in a fun and interesting way.

Apart from the fun and laughter, the seminar saw presentations by the different divisions, outlining the achievements over the past year and the challenges ahead in the coming year. The reviews showed that the staff's hard work had paid off and encouraged them to achieve greater results the following year.



All-in-one-pajama-ah-go-go-hippie party.



Extreme table top dancing.



IPOS' Exotica at Minlaw D&D 04.

Cultivating Cook Culture

The Staff Welfare Committee of IPOS (known as I-SWING) organised various social and recreational activities to help promote camaraderie amongst staff, staff involvement and the importance of living a healthy lifestyle. Activities organised in FY 03 included "Masquerade Mystique" – a dinner and dance with a creative mystery dress theme, cultural festive and holiday celebrations such as National Day, Deepavali, Hari Raya, Christmas and Chinese New Year get-togethers, and talks related to healthy lifestyles. These activities brought officers from different departments together and helped cement ties as members of the IPOS family. We are also pleased to report that IPOS was awarded bronze for the 2003 Singapore H.E.A.L.T.H. Award organised by the Health Promotion Board.



One Happy Family.