

**SLS**

# VANTAGE

*Creating ad  
for your success*

2018 Issue 03

**SPEARHEADING  
EXPANSION IN  
MALAYSIA**

**Wider Network,  
Closer to You**



**SLS**

**FUN AT WORK**

**AUTOMATION DELIVERS GREATER  
WAREHOUSING EFFICIENCY**

**BUY SAFE:  
AVOID COUNTERFEIT PRODUCTS**

## EDITOR'S NOTE

Dear readers,

Welcome to the third issue of Vantage magazine.

This edition revolves around the theme "Wider Network, Closer to You". Through our regional network, we are able to represent our brand principals in major markets in Asia. Our established presence in this region means we are familiar with local and regional trends and demands, allowing us to offer sales and services efficiently. Our close proximity to our customers heightens our visibility and enables us to get a closer view of market trends. This enables us to remain agile to ever-changing needs and provide speedier delivery and a faster response.

In planning this edition of the magazine, we have a carefully chosen selection of articles that demonstrate how our established network and regional presence have enabled us to get closer to both our customers and principals. We hope you'll find this edition an insightful read.

I would like to thank our guest interviewees from Timken, Schaeffler, Enerpac and Daifuku as well as our customers for their inputs for the case studies featured in our Customer Spotlight section. Our brand principals from Timken, Schaeffler, SKF and Optibelt have also provided some useful information for our feature on identifying counterfeit products.

Lastly, I would also like to extend a note of thanks to my fellow colleagues for their insights, submissions and contributions to this magazine.

Do contact us at [brand@slsbearings.com.sg](mailto:brand@slsbearings.com.sg) should you have any feedback on this issue or suggestions for the next issue.

Have a good read!

Sincerely,



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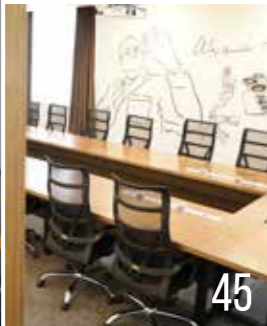
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**Mr Roy Tan**  
CEO

## CEO'S MESSAGE

*Dear friends, partners, supporters and colleagues,*

### **The year in review**

The business year of 2017 has been a fruitful one for us. We ended the year on a high note with positive growth due to significant contributions from key industry segments, notably construction, mining, F&B and electronics.

During the year, we invested heavily in people development to help our employees enhance their competencies and fulfill their potential. Initiatives such as the Sales 201 workshops, individual development plans and technical skills development have been instrumental in helping our employees achieve high performance so that they can continue to create advantage for our customers.

We have also settled into our new corporate headquarters in Tuas, Singapore. Our rapid expansion over the past decade has made this move necessary. With the larger spaces and updated technology, we have been able to enhance internal collaboration, optimise our processes, keep more inventory, speed up order processing and better serve our customers.

### **Wider network, closer to you**

The theme of this third issue of Vantage magazine is "*Wider Network, Closer to You*". Through our established footprint in Asia with a network of local branches and offices in Singapore, Malaysia, China and Mongolia, we are able to get

close to the ground and maintain close relationships with our customers and also help our principals spearhead further growth into the region.

In this edition of the magazine, we are delighted to feature interviews with Mr Martin Schreiber and Mr Andreas Enderlin from Schaeffler, as well as Mr Shaun Benger from Timken. Their views on opportunities in the business landscape as well as our collaborative partnerships make for an interesting read.

### **A note of thanks**

I would like to take this opportunity to thank our brand principals, partners and suppliers for their continuous support, especially during the relocation to our new headquarters. Despite the inconvenience due to the period of the move, with your understanding and support, we were able to resume normal service operations within a short time.

To our people, I am proud of and thankful for your commitment and teamwork, especially during the busy days of our move. The movement of 12,000 tons of inventory and all office equipment in 8 days was a huge logistical feat that would have not been possible without your efforts.

Growth and change are necessary for improvement in today's business environment.

I am grateful to work alongside a team of dedicated individuals who continue to surprise me with their passion and enthusiasm for their jobs. I can always count on my team who, when called upon, will not hesitate to step up and get the job done without hesitation or reservation.

### **Looking ahead**

I am excited about the outlook for SLS. 2018 will be a year full of excitement with new products and new markets. I look forward to working together with our principals for further growth and success.

Thank you.

**Roy Tan**  
CEO, SLS

# TIMKEN



**Mr Shaun Benger**  
Managing Director

## CREATING A COLLABORATIVE RELATIONSHIP

Established in 1899 in the US, Timken is today a world-leading manufacturer of bearings and mechanical power transmission products, with more than 14,000 employees in 28 countries.

We speak with Shaun Benger, Managing Director for Timken in ASEAN, South Korea and Japan to understand and explore how Timken and SLS have collaborated to meet end-user needs.

**What are your core products? Tell us more about your product portfolio.**

Our product portfolio consists of three major categories – engineered bearings, mechanical power transmission products and industrial services.

Engineered bearings are our core business. We have a wide range of ball bearings, tapered roller bearings, housed unit bearings, and anti-friction bearings. Our proprietary bearings feature high quality materials and come in a broad range of sizes.

Our mechanical power transmission portfolio includes products such as chains, belts, couplings, clutches and lubrication delivery systems. In the industrial services division, we conduct the repair of bearings, gear boxes, electric motors and generator motors, in addition to reconditioning and remanufacture.

**How does SLS complement your business? How has SLS helped to drive Timken's growth in Singapore and the region?**

SLS is a strategic distribution partner to us, representing Timken to end-users across the region. Our end-user customers are increasingly demanding of suppliers. This requires strong technical expertise and an efficient logistics and warehouse infrastructure to cater to their demands. That's where SLS brings value to us.

SLS has a strong technical sales team due to its huge commitment to internal training. For example, SLS has up-skilled its sales and service teams by participating in Timken's distributor training school.

SLS has been very supportive of us by selling Timken's full product range, which includes not just tapered roller bearings

but the complete bearing line. This is very important to us.

We prefer to align with distributors that have a close relationship with the end customer, as opposed to a distributor that merely sells to a reseller. SLS' strong focus on its end-customers meets our needs perfectly. With its good relationships and engagement, SLS has provided us with an expansive reach to end-users and has helped us to execute key end-user contracts.

A strong distribution network is critical. SLS' multiple branches across ASEAN, good inventory availability and consignment delivery add value to us. SLS is also a reputable distributor that is trusted and well respected by its many customers. SLS has a finger on the pulse of demand and understands the market. With its knowledge of its customers' needs, it is able to plan for inventory accordingly.

***How important is a distributor's network to you in creating and meeting demand for your products? How does SLS' strong regional network add value to Timken?***

Distributors are usually the first point of contact should an end-customer require support. It is important that the distributor we choose to work with has close proximity to customers to be able to serve them efficiently and effectively. Our distributors need to have a good relationship and understanding of customer needs.

SLS, with its wide regional network of branches, strong technical knowledge and good inventory position across ASEAN, ensures we are always well represented to the end-customer.

***How do Timken and SLS collaborate in your go-to market strategies? What support do you give to SLS?***

Timken and SLS have a shared set of core values and business objectives. This strategic alignment is essential in order to serve our end-customers efficiently and effectively. We want to add value to end-customers by offering a complete commercial and technical solution to help them reduce their total operating costs.

To do that, our technical sellers and engineers provide technical support to SLS' sales and services teams throughout the region. We invest heavily in the training and development of our sales and services engineers. After working stints in ASEAN, they undergo an intensive 6-month training programme abroad to equip them with commercial and technical skills so that they can support and add value to distributors such as SLS effectively.

We also offer a structured distributor training school to SLS' sales and service teams, as well as end-user specific training programmes. We also provide training and technical support, not only to SLS and its employees, but also to our end-users. This technical support involves supervision, installation, removal, fault-finding and problem-solving. By identifying the problem and offering a solution to improve performance, we add value to the end-customer. We collaborate with SLS to oversee the installation and removal of bearings for strategic end-customers.

***What are Timken's plans for future growth in the region? How would SLS play a part in these plans?***

We choose to work exclusively with our distribution partners to reach our end-customers. Therefore, we see SLS as an extension of Timken in the end-user market.

We are optimistic of growth prospects in Southeast Asia. Together with SLS, we see good opportunities to expand



*Timken Distributor Training school for SLS' Sales and Procurement Team in March 2017*

our reach to new markets with our expanded product portfolio. At the core of this growth is a strong focus on our customers to solve their friction and power transmission challenges, and to ultimately reduce their total operating costs.

***Which are the fast-growing industries that will see more demand for your products? Will you be rolling out new products?***

We anticipate strong spending on infrastructure in the region. This will drive demand for our products in industries such as mining, cement, metals, transport and power generation.

We have been actively deploying capital to add more power transmission products such as couplings, housed units, chains, belts, clutches and lubrication delivery systems through acquisitions. We are also expanding our bearings product range and investing in new facilities, plants and equipment.

***About Shaun Benger***

Shaun Benger is the Managing Director for Timken in ASEAN, South Korea and Japan where he's responsible for developing the company's business across all business units in the region. Shaun joined Timken in 1989 as a sales engineer and since then, has held



SLS' Sales and Procurement team with Timken's support team

leadership positions in South Africa, France, Poland, US and Mexico. Prior to moving to Singapore in March 2015, he served as the Managing Director for Timken in South Africa.

**About Timken**

The Timken Company engineers, manufactures and markets bearings, gear drives, belts, chain, couplings, lubrication

systems and related products, and offers a spectrum of powertrain rebuild and repair services. The leading authority on tapered roller bearings, Timken today applies its deep knowledge of metallurgy, tribology and mechanical power transmission across a wide variety of bearings and related systems to improve reliability and efficiency of machinery and equipment all around the world.

**In Shaun's Words**

**On how his global experiences have shaped his leadership style ...**

*I've worked on almost every continent – Europe, the Americas, Africa and now, Asia! These experiences have taught me to be more open, to listen and to try to understand the local culture without having preconceived notions about how things should be done.*

**On Singapore's culture and work ethic ...**

*A key thing that stands out for me is the strong focus on family in Asia. From a work perspective, there is a very strong work ethic in Asia. Singapore has a 'live to work' culture. South Africans, on the other hand, tend to have more of a 'work to live' culture.*

**On his favourite Asian food ...**

*There's so much to choose from given the diversity here. My favourite is dim sum and I also like the chicken rice in Singapore.*

**On what he does for fun in Singapore ...**

*I live a fairly active lifestyle. I enjoy sport and exercise, so I like to play squash, cycle, walk, jog, and play some occasional golf. I also enjoy socialising with friends and family.*



**Mr Martin Schreiber**  
Senior Vice President, Sales  
and Sector Management,  
Industrial Asia Pacific



# CAPTURING NEW BUSINESS OPPORTUNITIES IN MOBILITY

The Schaeffler Group is a global automotive and industrial supplier with footprints in more than 50 countries. It owns the brands INA, FAG and LuK.

In conversation with Martin Schreiber, Senior Vice President, Sales and Sector Management, Industrial Asia Pacific and Andreas Enderlin, Vice President, Industrial and Aerospace, Southeast Asia from Schaeffler, we find out more about Schaeffler's new strategic direction and how it plans to capture new opportunities in an increasingly mobile and digital world.

**Schaeffler has recently unveiled a new strategic direction. Tell us more about your "Mobility for Tomorrow" strategy and how this will shape the way you do business and develop your products.**

**Martin:** We are very excited about our "Mobility for Tomorrow" strategy, which we unveiled in early 2017. With climate change progress, urbanisation, globalisation and digitalisation on the rise, we have to adapt to new ways of living and working, particularly in the area of mobility. As part of this strategy, we have identified 4 focus areas where we see great potential: Eco-friendly Drives,

Urban Mobility, Interurban Mobility and Energy.

We are focusing on Eco-Friendly Drives because we see a greater demand for vehicles with better energy efficiency and lower emission values. Therefore, we're optimising conventional combustion drivetrains and in the area of e-mobility, we are developing system solutions for hybrid and battery-electric vehicles.

Urban Mobility is another area of focus because shifts in mobility such as severe traffic congestion or the banning of cars in downtown areas mean there's a need





# SCHAEFFLER

**Mr Andreas Enderlin**  
Vice President, Industrial and  
Aerospace, Southeast Asia

for micro-mobility solutions or more efficient modes of transport. We're currently developing various solutions such as the Bio-Hybrid, a cross between a pedelec and a small electric car, as well as the e-Board, an electric skateboard that allows users to get around easily.

As for Interurban Mobility, the increasing interconnectedness of global centers and the resulting rise in rail and air traffic will require more efficient mobility solutions. In this area, our innovative rolling bearing solutions and exceptional system knowledge will be crucial for rail vehicles and aircraft.

In the Energy Chain area, there's a continuing need for clean energy. We are partnering with the energy

sector to develop renewable energy production with a focus on wind power, hydropower, and solar power. There are also opportunities for expanding our range of products and services in conventional energy generation. There's room to optimise the entire energy chain, from its production to its transport and conversion to energy consumption.

**As part of your "Mobility for Tomorrow" vision, Schaeffler has identified E-mobility, Industry 4.0 and Digitalisation as growth areas with tremendous potential. How do you intend to capture opportunities in these areas?**

**Martin:** E-mobility or electric mobility is shaping the future

of mobility. That's why we've integrated our Automotive and Industrial Divisions and created an E-mobility systems department to bundle our multi-functional activities relating to alternative types of drives from across corporate divisions and national borders.

Industry 4.0, or the fourth industrial revolution, relates to the intelligent networks that interconnect product development, production, logistics, customers, and suppliers. It's having a massive impact on the future of production companies. We have developed a "Machine Tool 4.0" which can collect a large amount of data that can be used to enhance productivity. We use these same machines in our own

production. The next step is to design a mass-produced Industry 4.0 machine.

Digitalisation will transform entire economies and their traditional processes, resulting in new business models. We aim to increase the efficiency of our processes, use available data more intensively, and more effectively link production locations, machines, and buildings. We have set up a new department – the Digitalisation Coordination Office – to promote and drive digitalisation within the Schaeffler Group.

**Singapore is laying the groundwork to fulfill its vision of being a smart nation. This ties in very nicely with your "Mobility for tomorrow" strategy. How do you see Schaeffler playing a role as an enabler in this movement?**

**Andreas:** We are impressed with Singapore's drive to become a smart nation. As a "living lab", Singapore is willing to experiment to find the right solutions for its people and for businesses. It's a good base for test-bedding future solutions.

That's why we've collaborated with the Nanyang Technological University to launch a joint research initiative for urban mobility. The Schaeffler Hub for Advanced Research at NTU, or SHARE at NTU, is the first of such labs outside our German headquarters. This pilot project aims to develop solutions for the "first mile, last mile" initiative that will shape the mobility of the future. Together, we will study how to use portable smart technologies to improve personal urban mobility and develop intelligent

transportation systems. Public transport infrastructure is one area that can benefit from better condition monitoring to improve reliability.

**How can SLS play a role in your "Mobility for Tomorrow" strategy?**

**Andreas:** We want to remain relevant to our customers. We can capitalise on SLS' close relationships with end-customers to deliver a unique selling proposition to our customers. We want to work hand in hand with SLS to understand each project, its applications and machinery so that we can gain a deeper understanding about the business on an engineering and technological basis. We are more than a pure bearings player - our value lies in our engineering-based solutions.

**What are the core values which you share with SLS and how have these values played a part in delivering excellent service to your customers?**

**Martin:** An important core value that we share with SLS is customer centricity. That means putting the customer first, before anything else. At Schaeffler, we empower our employees to be entrepreneurial. They have the liberty to cut through red tape in order to deliver better customer service. This innovative DNA applies not only to our technology or products. We also embed this culture of innovation in all aspects of our business processes and customer service. We have established a strong relationship with SLS because SLS embraces similar core values with us.

**How have you and SLS set the stage for collaboration success for the long-term?**

**Martin:** We conduct yearly distribution workshops and have management leadership meeting so that we can align our business strategies to create better synergies. We also collaborate closely by hosting joint engagements to provide technical training and support to our end-user customers.

**Andreas:** Together with SLS, we need to leverage on each other's strengths and position ourselves to always remain relevant to the customer. We also invest in building up our capabilities, such as by having qualified field service engineer staff to support SLS in creating an advantage and benefit for our customers.

**Has SLS' regional network played an instrumental role in helping Schaeffler to reach out to your end-customers in this region?**

**Martin:** Definitely! With SLS' partnership, we have been able to gain market share in most industry sectors in the region such as mining, port facilities, and also in the production machinery sectors.

SLS' extensive market coverage in the whole of Southeast Asia has made our go-to-market strategies much easier. It has enabled us to strengthen our presence and enhance technical support in those countries. SLS' strengths lie in its in-depth understanding of market nuances and customer buying behavior. This has enabled us to gain quicker penetration into some of the markets.

*In brief...*

**What's your favourite Asian food?**

Martin : Singapore laksa.

Andreas : Thai and Vietnamese cuisine.

**What do you like to do in your spare time in Singapore?**

Martin : Biking, running and exploring all corners of Singapore.

Andreas : Running at East Coast Park.

**What's different about working in Singapore?**

Martin : It's much more dynamic and agile here. You have to be flexible and act more quickly in this region.

Andreas : The working pace is very fast here. So you have to be decisive – there's no luxury of time.

**About Martin Schreiber**

Hailing from Germany, Martin joined the Schaeffler Group in 1991 and has held various roles across the Group in Germany and Shanghai, China. Martin moved to Singapore in 2016 and he is currently the Senior Vice President for Sales and Sector Management, Industrial in Asia Pacific.

**About Andreas Enderlin**

A Swiss national, Andreas relocated to Singapore in 2017 from Hong Kong. As Schaeffler's Vice President for Industrial and Aerospace in Southeast Asia, he is responsible for the development of market strategies and implementation of action plans for all Industrial focus areas in Southeast Asia.

**About the Schaeffler Group**

The Schaeffler Group is a global automotive and industrial supplier. It delivers high-precision components and systems in engine, transmission and chassis applications, as well as rolling and plain bearing solutions for a large number of industrial applications. It has a worldwide network of manufacturing locations, research and development facilities, and sales companies with approximately 170 locations in over 50 countries.



## PASSION 4.0 MACHINE TOOLS

Passion is the driving force behind everything we do – and the results are plain to see in every technologically refined detail of our bearing solutions. The starting point for every one of our developments – whether it's a new component made from new materials, a sensorized product, or an individual system solution – is the customer's requirements. Our products and services deliver increased availability, productivity, and machining quality. You too can share our passion for machine tools that perform better all the time.

[www.schaeffler.com](http://www.schaeffler.com)

**SCHAEFFLER**



# DRIVING CUSTOMER SATISFACTION THROUGH SERVICE EXCELLENCE

In 2017, SLS Malaysia was certified as an Enerpac Authorised Service Centre (see story titled "Reaching Greater Heights in Safety and Reliability").

At the official launch of the centre on 17 July 2017, we spoke with Joseph Wang, Managing Director of Enerpac and Jason Lim, Technical Service Manager of Enerpac on the significance of this milestone.

**Why did Enerpac choose SLS to be the first authorised service center in Malaysia?**

**Joseph:** Since our Enerpac Authorised Service Centre programme was unveiled in Southeast Asia about two years ago, SLS had expressed a keen interest in achieving certification for this programme. In fact, SLS was one of the first to enrol its representatives in our Enerpac Academy service training course in Singapore. The trainees who attended and completed the course were subsequently certified by Enerpac to service and repair Enerpac products.

With trained personnel already in place, and with the SLS Malaysia team taking the steps to initiate and implement this project, we worked closely with them to set up the first certified Enerpac Authorised Service Centre in West Malaysia.

**What were the motivations for setting up an Enerpac Service Center in Malaysia? Why are customers in need for this particular service in the market?**

**Jason:** When oil is compressed under high pressure, there will always be risks to safety if the high pressure hydraulic tools are not correctly handled or properly maintained. Therefore, proper maintenance and servicing of high pressure hydraulic tools is very important to maximise safety and prolong the shelf life of those tools.

Malaysia is an important market for us and our end-customers demand and expect high quality products with minimal risk of downtime.

A professional service centre meets those needs by ensuring that the tools can be assessed and repaired to avoid

*Enerpac Authorised Service Centre at SLS Petaling Jaya, West Malaysia*



any breakdowns or safety incidents during their operations. By providing swift repair and maintenance services, we can enhance safety, minimise downtime and ensure an incident-free working environment for our end-customers.

At the service centre, we can also impart useful tips and advice to customers on tool usage, how to prolong tool life and how to choose and use the right tools for their applications.

**What specific benefits does an Enerpac Authorised Service Centre bring to customers?**

**Jason:** At an Enerpac Authorised Service Center, customers can be assured of three important things. First, Enerpac products are repaired by service technicians who are trained at the Enerpac Academy. Second, the repairs are carried out with proper diagnostic procedures and tools. Lastly, genuine Enerpac repair parts are used.

It is our aim to professionalise Enerpac's after-sales service. The mission of an Enerpac Authorised Service Centre is to satisfy customer expectations within a controlled and transparent environment so that there is increased customer satisfaction and brand recognition.

Therefore, having an Enerpac Authorised Service Center in West Malaysia will give our customers confidence that their tools are being repaired and maintained to high standards of quality and safety.

**What is the process towards achieving certification?**

**Joseph:** It takes significant time and effort to see this initiative through. To certify SLS, we needed to conduct a review of several areas such as the layout of the facility, the availability of tools and equipment, documentation processes and technical competencies. This takes place before we proceed with

determining the service center location and set-up.

This pre-audit is important to ensure that our goals are aligned before the final audit takes place. I would like to give credit to the SLS Malaysia team, especially Technical Support Manager Freddie Soh for spearheading the implementation of the service centre despite the tough demands on his schedule. Mr Thomas Tan, General Manager of SLS Malaysia, was also instrumental in providing his unwavering support for this project.

We conducted the final audit in accordance with our stringent Authorised Service Center audit checklist from Europe. SLS has fared very well in this regard. Heartiest congratulations to SLS Malaysia for achieving the Enerpac Authorised Service Center certification.

**About Enerpac**

Enerpac is a global market leader in high pressure hydraulic tools, controlled force products and solutions for precise positioning of heavy loads. Enerpac manufactures products, from the smallest hydraulic cylinder to complete computer-operated lifting and positioning systems, to provide its customers with innovative solutions that increase productivity, are cost effective, and make work safer and easier to perform.

# THAT'S WHAT WE CALL HEAVY LIFTING

Next generation high tonnage hydraulic cylinders



## The Summit Edition cylinders key features

- Unique surface treatment results in excellent corrosion protection and wear resistance
- Advanced bearing and sealing technology provides side load resistance up to 10%
- Robust cylinder design results in long service life

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# ENHANCING SAFETY WITH VIBRATION SENSORS

## About

Our customer is a leading provider of health and hygiene products and solutions. Its portfolio includes well-known brands for baby care, feminine care and family care products. It manufactures baby and child care products for export from its facility in Southeast Asia.



The SKF CMSS 2200 Vibration Sensor

## The challenge

Our customer's maintenance team faced difficulties in evaluating the performance of the bearings in new machines that were installed in its manufacturing facility because the machines were located in a narrow space which restricted access to the motors. The constricted space made it challenging to set up an accelerometer (a device which acts as a vibration sensor for monitoring machinery), which required direct contact with the machine. These issues posed safety concerns as the condition monitoring could only be conducted while the system was in operation.

## How SLS created advantage

While increasing producing efficiency was an important goal for our customer, workplace safety remained a top priority. After evaluating and understanding its specific needs, SLS proposed the installation of the SKF CMSS 2200 Vibration Sensor as part of a predictive maintenance strategy. We selected this industrial multi-purpose sensor because it met both of our customer's needs for enhanced safety and improved productivity.

Vibrations produced by industrial machinery are vital indicators of machinery health. Vibration analysis can determine a machine's condition and identify the specific cause and location of problems. This helps to accelerate repairs and minimise costs. Monitoring vibration levels over time helps to predict problems before serious machinery damage occurs. The low-profile feature of the SKF vibration sensor allowed it to fit perfectly into the system. Our engineers meticulously planned the entire project, with safety as a top priority. It took seven months to fully implement the vibration sensors.

The successful installation of the vibration sensors meant that our customer's maintenance team could conduct condition monitoring in a safer environment. They could now take readings from all bearings through the junction box, without direct contact with the operating machines.

The maintenance team is also now able perform predictive maintenance more effectively. By identifying bearing problems and rectifying them almost immediately, the maintenance team can prevent machine downtime. This, in turn, has translated to higher productivity.



Direct contact with a running motor system with restricted access posed a hazardous risk



The vibration sensors were successfully installed in the running motor systems

# IMPROVING MACHINE PERFORMANCE WITH CONDITION MONITORING

*SKF's IMX condition monitoring system which allows for early fault detection and prevention to improve machine reliability and performance.*

## About

Our customer is a well-known European luxury car manufacturer. It has a presence in mainland China and is engaged in the production of passenger cars there.



## The challenge

Our customer needed a more efficient automatic lubrication system to dispense the correct, measured amounts of lubricant to various parts of the machinery at the right intervals. Its previous system was inefficient, resulting in wasted lubricant and frequent breakdowns.

## How SLS created advantage

After evaluating the situation, we helped our customer to design and install an automatic lubrication system that was suited to their specific needs and requirements. We installed sensors on the electric motor and fan as well as implemented a condition monitoring system.

Through our recommendations and solutions, our customer managed to improve the reliability of equipment, increase productivity and reduce the consumption of grease by 20%. The automatic lubrication system that we implemented helped our customer to eliminate unscheduled shutdowns and also led to better predictive maintenance and more pro-active maintenance practices.

With the conditioning monitoring system in place, equipment inspection personnel could perform their responsibilities more accurately and efficiently, and avoid artificial judgment errors. Overall, our customer was also able to improve the operation rate of their equipment.

*Condition monitoring for the direct joint motor of the fan involves collecting the sensor signals through the junction box and analysing readings by the tachometer.*



*Junction boxes which provide condition monitoring for the sprocket.*



# REGAINING PRODUCTIVITY WITH AN EXTENDED TIMING BELT LIFETIME

## About

Our customer is a leading cement producer based in Southeast Asia. The company offers end-to-end solutions in the building materials industry, from supply of building materials to design and construction. Its facilities include production plants, grinding stations and distribution terminals.



## The challenge

Our customer experienced issues with chipping teeth and tooth shearing in the belt that was installed in its Pfister machine for coal softening and crushing. These problems shortened the belt's lifetime and the belt could only be used for up to a maximum of 2 months at a time. The continual need for belt replacements led to frequent downtime and lost productivity.

## How SLS created advantage

After studying the problem, we recommended the implementation of

optibelt's ALPHA POWER 50T10 1400 timing belt. Made from a more resistant and durable polyurethane compound, this high-performance timing belt can increase performance by up to 30%.

We worked together with the Optibelt team, using Optibelt's installation tools, procedures and practices, to install this in our customer's machinery. The driver pulley was changed due to excessive



wear and tear, while the driven pulley was left intact.

With optibelt's ALPHA POWER solution, the lifetime of the belt was extended to over 6 months, three times longer than the 2-month lifetime of the original belt. In addition, optibelt's ALPHA POWER

solution offered our customer higher load and power rating capability with higher shock resistance. The increased reliability and longer lifetime also led to a reduction in maintenance costs, increased production output and better productivity as machine downtime was cut significantly.

## POWER TRANSMISSION INDUSTRIAL DRIVE SOLUTIONS



# DELIVERING ON PRODUCT AVAILABILITY

## About

Based in Southeast Asia, our customer has operations in 8 countries and is involved in the energy, telecommunications, water and steel fabrication industries.

## The challenge

Due to the specifications of its projects, our customer required fasteners and anchor bolts that met ISO standards. Because of the unpredictable project lead times and the need to prepare mill certificates, our customer needed a reliable supplier that could meet its demands on short notice.

## How SLS created advantage

We were able to meet our customer's exact product requirements such as hex bolts, nuts and washers with DIN, BS and ISO standards, all with grade mill steel and Class 8.8 HDG coating.



In particular, we were the only reliable stockist that was able to provide ISO-standard fasteners that complied with our customer's project specifications. As we kept a running inventory of these products we were able to provide a fast response and accommodate their demands within a short lead-time. Our customer appreciated our personalised and friendly service.



## Split to the shaft roller bearings

- Reduce downtime
- Increase productivity and profitability
- Seal lubricants in, contaminants out





# SPEARHEADING EXPANSION IN MALAYSIA

Malaysia is a key market for SLS. Since the 1970s, we have grown consistently through the set-up of new branches, expansion of our product portfolio and widening of our customer base. As SLS Malaysia will hit the half-century mark soon, this issue of Vantage looks at its evolution through the years.



creating advantage  
for your success

## Overview

### The founding of SLS Malaysia

Mr Tan Kim Lee, dearly known by many as KL Tan, started SLS Malaysia in 1971 with only 5 employees. Then known as Sin Leong Seng Sdn Bhd, the company engaged in the trading of automotive spare parts.

### The early years

In the early 1980s, SLS Malaysia started to sell its products to engineering workshops serving the tin mining, timber and rubber industries. However, we switched our marketing strategy to focus on serving end-users directly as the tin mining and timber sectors declined.

### Rapid expansion

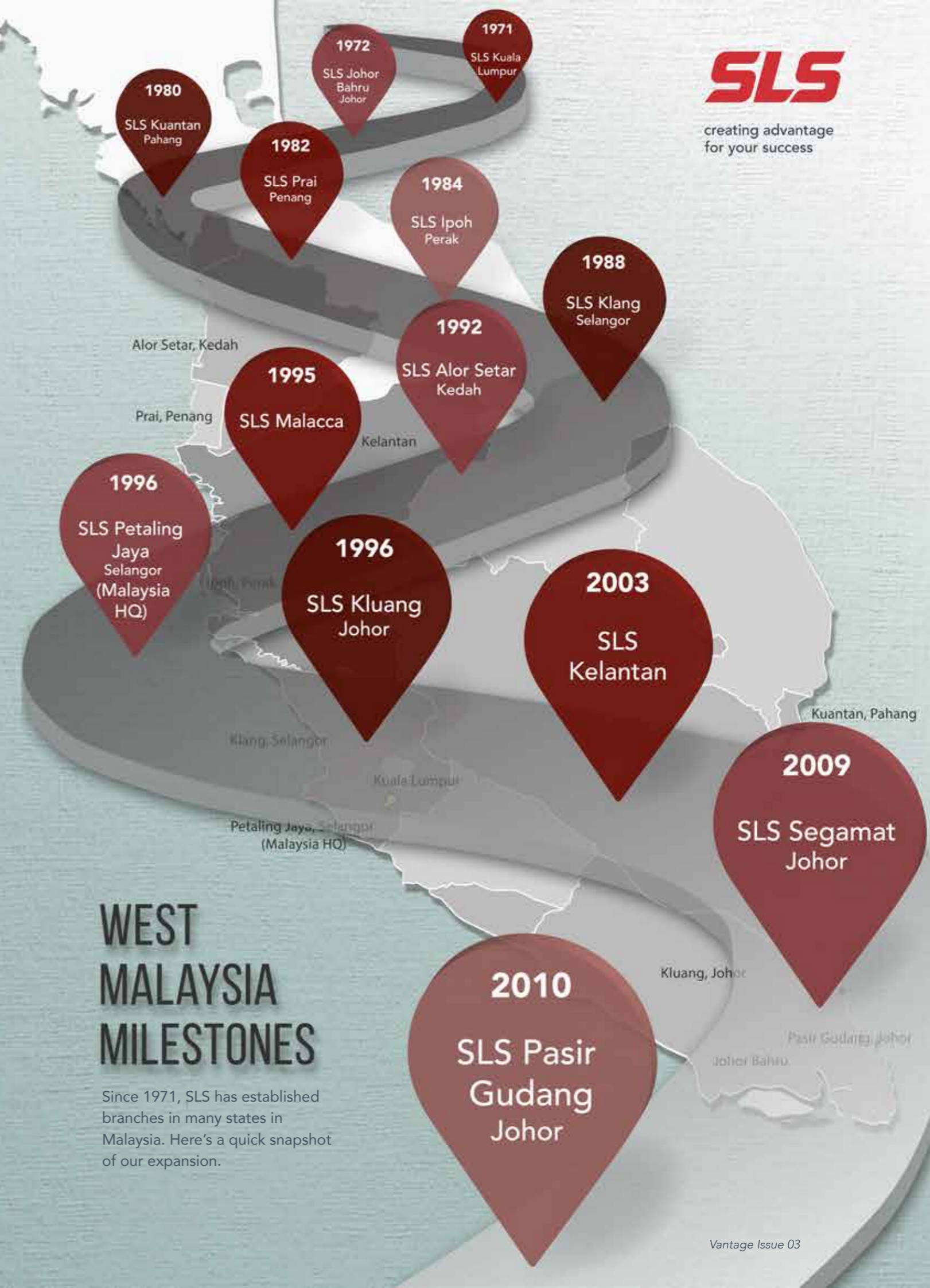
During the mid 1980s to 1990s, SLS Malaysia aggressively set up new outlets. While we initially focused on bearings products, we diversified our product range as customer demand increased. We started carrying other mechanical components such as belts and pulleys, chains and sprockets, bolts and nuts, oil seals, mechanical tools, conveyor belts, and motors and gearboxes.

### SLS Malaysia today

SLS Malaysia is today a leading player in the bearings and mechanical components industry with 400 employees. It has grown organically through strategic partnerships with established brands such as SKF, Timken, Schaeffler, Enerpac and many others. With new outlets strategically located in key industrial sites in Malaysia, SLS Malaysia is able to serve our customers in line with our "Wider Network, Closer to You" philosophy.

### Looking ahead

As the world moves towards Industry 4.0 or the 4th industrial revolution, technological innovation will bring further opportunities as bearings remain at the heart of machinery and production. As our customers find new ways to become more efficient and relevant in their respective industries, we will strive to better support and serve our customers by continuing to expand our product range and deliver excellent services. We look forward to achieving new milestones in the years ahead.



## WEST MALAYSIA MILESTONES

Since 1971, SLS has established branches in many states in Malaysia. Here's a quick snapshot of our expansion.

# SECRETS TO SUCCESS

In conversation with Regina Tan, Sales and Marketing Director for SLS Malaysia, we find out more about how far SLS Malaysia has come.

***SLS Malaysia will turn 50 in a few years. It has grown rapidly since its humble beginnings. Were there any challenges faced during the early years?***

In the early years, our branch managers were thrown into the deep end and had to find their footing very quickly. However, our founder KL Tan was a visionary - he had the business acumen and the ability to select the right team to lead each branch.

Our aggressive expansion as well as our strategy of serving end-users directly was initially met with lack of support from the spare parts association. We realised we needed to rely on ourselves to succeed in the industry. Our personalised services and ability to hold ready stock so we could meet demand earned us the trust and faith of our customers.

***Are there any current challenges and how is the company facing them?***

Competition is definitely stiffer now. We have to constantly search for new ways to add value to our customers. Quality products cannot be replaced - they add more value to our customers over time through better efficiency, better reliability and more uptime.

We also believe that bringing solutions to our customers outweighs just providing products at

**Regina Tan**  
Sales and Marketing Director

a cheaper price. Therefore, we always work closely with all our principals to strengthen our solution provider status in the market.

***In your opinion, what is the secret to SLS' success in entrenching your presence in the Malaysian market?***

I believe one of the key strategies that has helped us to succeed is establishing and cultivating a deep relationship with our customers. Happy customers will always come back to you for other products. This will continue to be key strategy for us moving forward.

In line with our mission, we treat our suppliers, customers and colleagues as our business partners. Throughout the years I believe that SLS has grown to become an entity our business partners can trust. We always believe in this motto - *"Underpromise but Overdeliver"*.

***How important is managing logistics efficiently to the company?***

Logistics is one of our major strengths and it has played a vital role in our success in this industry. From the beginning, our founder KL Tan has continuously reinvested our profits to maintain a strong pipeline of inventory. At the same time, he has also opened multiple branches across the region to improve our service lead-time to our customers. These synergistic strategies have been critical to the growth of SLS.

***What do you look for in recruiting talent? How do you groom talent?***

We look for people who have integrity and are hardworking. A person who is hardworking is hungry to learn new things and with integrity we can trust him or her to get the job done.

We prefer to groom our talent internally. We look for gems that have

proven themselves and we give them opportunities for further development and to take on new leadership roles.

***You have served the company for 4 decades. What lessons have you learnt throughout your career with SLS Malaysia?***

I appreciate the valuable opportunity to serve SLS and to learn from our management team and my colleagues. I am especially grateful to our founder KL Tan. I admire his steadfastness in practicing good business ethics and policies, such as upholding an anti-graft stance. This policy has stood us well and our customers appreciate this.

I've learnt that the key to success is to always seek knowledge and persevere despite challenges or failures you may face. You also need to be passionate about your work as that will motivate you to scale greater heights.





**TAPERED ROLLER BEARINGS**



**SPHERICAL ROLLER BEARINGS**

# TIMKEN



**CYLINDRICAL BEARINGS**



**BALL BEARINGS**



**PLAIN BEARINGS**



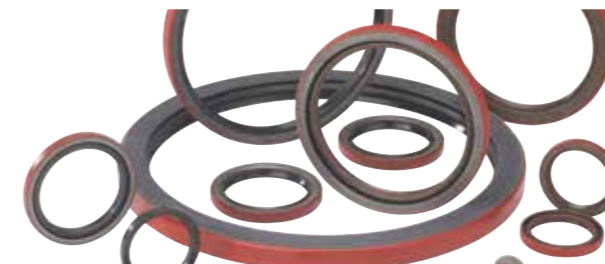
**THRUST BEARINGS**



**HOUSED UNITS**



**INTEGRATED BEARING ASSEMBLIES**



**SEALS**



**LUBRICATION AND LUBRICATION SYSTEMS**



**COUPLINGS AND UNIVERSAL JOINTS**



**DRIVES® CHAIN**



**GEARBOXES/TRANSMISSIONS**



**BELTS**

# KEEPING THE WORLD IN MOTION

The Timken Company engineers and manufactures bearings and mechanical power transmission components including gear drives, couplings, belts, and chain. We also offer a spectrum of industrial services including bearing repair and powertrain rebuild. As the leading authority on tapered roller bearings, we apply our deep knowledge of metallurgy, tribology, and mechanical systems to improve the reliability and efficiency of equipment, machinery, and vehicles worldwide. With more than 14,000 employees operating from 28 countries, our associates and our products keep industry in motion and make the world more productive.

[www.timken.com](http://www.timken.com)

Stronger. Commitment. Stronger. Value. Stronger. Worldwide. Stronger. Together. | Stronger. By Design.



Well-stocked and functional pantry with dining spaces and facilities for meal preparation



Bigger workstations and spacious layouts

## INSIDE OUR NEW HEADQUARTERS

In December 2016, SLS embarked on another chapter in our corporate history when we moved to a bigger headquarters in a new industrial site in the Tuas industrial district in Singapore. It's been a year since the relocation and our people have since settled down nicely in the new premises.

We check in with our employees to see what they think of the new spaces.

Dedicated area for technical demo sessions and workshops

### What our people say ...

"There are kitchen pantries on every floor with communal tables. These serve as great communal areas for us to interact over a drink or meal. It allows me to catch up with my colleagues from various departments."  
- **Cyndi Teaw**, Customer Service Coordinator

"The environment here is definitely more comfortable. We have bigger working spaces and larger tables. It's warmer, more inviting and helps to boost productivity."  
- **Henry Tan**, Regional Sales Manager

"The new warehouse is really huge and we can fit much more inventory in here. The new automation system makes my job easier as it's now very easy to retrieve, pack and ship goods and plan deliveries."  
- **Ah Bee**, Warehouse 2IC

"The various training rooms all have better facilities. We can hold better technical and hands-on demo sessions for our customers. And with more training rooms, we can organise more training sessions and workshops to better serve our customers."  
- **Jue Shuang Koh**, HR Executive

Automated Storage and Retrieval System (ASRS) for greater accuracy and improved handling ability



Prior to our move, we held a competition to help name our conference and meeting rooms. The winners walked away with a \$500 each.

Each meeting room is named after a famous figure and a mural capturing the ideas and essence of each figure is painted in each room. Let's take a quick look at the inspiration behind each mural.

### Alexander the Great

Inspired by the many battles fought by Greek military strategist Alexander the Great, this mural captures the genius of his war strategies and the power of his troops who fought against opponent armies.

### Ludwig van Beethoven

This mural depicts one of the most influential figures in the history of Western music. German composer Ludwig van Beethoven composed some of the most well-known sonatas, symphonies and concertos and his music bridges the Classical and Romantic eras.

### Confucius

Influential Chinese philosopher, teacher and political figure Confucius is known for his popular aphorisms and models of social interaction. This mural is inspired by his teaching of 智仁勇 (zhi ren yong) which refers to wisdom, benevolence and courage – the three essential attributes defined by Confucius in his code of ethics.

### Charles Darwin

Charles Darwin is best known for his theory of evolution and the concept of the "Origin of Species". This mural shows two of his findings - the Darwin Finches and Darwin's Orchid – which contributed to his theory of evolution.

### Albert Einstein

Nobel prize-winning physicist Albert Einstein is the inspiration behind this mural. He developed the theory of relativity with the famous equation of  $E=MC^2$ , one of the two pillars of modern physics.

### Alexander Fleming

This mural shows Alexander Fleming, who is best known for the discovery of the world's first antibiotic – Penicillin.

### Mahatma Gandhi

Mahatma Gandhi is the leader of India's non-violent independence movement. This mural depicts Gandhi and his spinning wheel – a symbol of Indian independence and self-reliance.



Each Meeting Room is named after a famous figure

## Unveiling our Meeting Rooms





# AUTOMATION DELIVERS GREATER WAREHOUSING EFFICIENCY

An automated storage and retrieval system (ASRS) uses computer-controlled systems to automatically place and retrieve loads from defined storage locations. Japanese materials handling technology player Daifuku designed and installed SLS' ASRS for our new warehouse.

We spoke with Koh Poh Seng, Deputy Managing Director of Daifuku Singapore on the benefits of the ASRS as well as the team effort involved between both the Daifuku and SLS project management teams to successfully implement this project.

**What factors did you need to take into consideration in designing and integrating the ASRS for SLS? Were there any unique requirements specific to this project?**

In choosing an ASRS, SLS had high expectations on system availability, scalability, redundancy, flexibility, picking and storage accuracy. The ASRS also required round-the-clock support for each day of the year. One of SLS' unique requirements was also to create a system that could manage picking orders in numerous ways to cater to its customer-driven process model. We are glad that ASRS found what it needed in Daifuku.

In designing the project, we had to consider these fundamental factors: hourly transaction requirements, storage and buffering capacity needed for the in-feed or discharge conveyors and the transfer speed from source to destinations. We also had to look into operational requirements such as feasible system layout improvements, software users and interfacing to host requirements, facility and utility requirements, as well as operation sustenance maintenance schedules.

**Collaboration is a two-way street. How did SLS and Daifuku work together to implement the ASRS for the new warehouse?**

Project management teams

from both SLS and Daifuku worked closely to manage and implement this project. We held many work meetings with our SLS counterparts throughout the different phases of the project to define the technical requirements for the design, installation, operation and performance of the ASRS system.

We regularly reviewed the system design requirements to update the design specification document that details the operation functions, activity sequences and locations of peripheral devices, the structure of the data model and the system of programmes. We kicked off the project upon approval of the final design specification. There were key milestones for installation, testing and commissioning, and final project handover.

During implementation, consultants from both Daifuku and SLS regularly reviewed the installation and operation accuracies to ensure that the ASRS was built according to the design specifications.

**What strengths did each team from SLS and Daifuku bring to the table and how did that result in the right team synergy?**

The project management teams from both SLS and Daifuku comprised experienced and qualified personnel from different operational capacities. The team members reviewed project concerns effectively during each phase of implementation. As each team member was committed, willing to trust each other and had the same objectives, we were able to raise and discuss various issues openly to come to a solution.

With this mutual understanding,

we were able to make the right decisions quickly so that the project could proceed without delays.

**What is unique about the ASRS system and the stacker crane at SLS' new warehouse? How did it help to improve efficiency or cut down on retrieval time?**

Besides having increased storage capacity, the ASRS' layout design has increased operational efficiency. It has the ability to sort, sequence, buffer and store a wide range of goods at different storage and retrieval locations of the warehouse at the same time.

This is made possible by the stacker cranes' capabilities. The stacker cranes are able to serve both the front and back of the ASRS and at different floor levels simultaneously. Through the materials handling conveyance systems and warehouse management software, the stacker cranes can spread inventory across multiple aisles. The stacker cranes have significantly lifted operational efficiency and can handle more pallets within a shorter amount of time.

**Were there any challenges in managing or implementing the project? How did you overcome them?**

The installation of the ASRS' mechanical and electrical (M&E) hardware was running on accelerated schedule in order to meet SLS' planned warehouse transfer deadline. However, with careful project coordination, frequent work communications and the due diligence of project leaders, we could resolve various site issues together and complete



the project on time.

It was a challenging task for the ASRS software team to integrate different systems, picking equipment, operational flows and numerous reporting modules in order to meet SLS' need for high accuracy in their inventory management. However, by working closely with SLS' operational executives, we were able to develop an in-depth understanding of SLS' operational requirements and processes. This enabled us to devise the right solution based on SLS' unique needs.

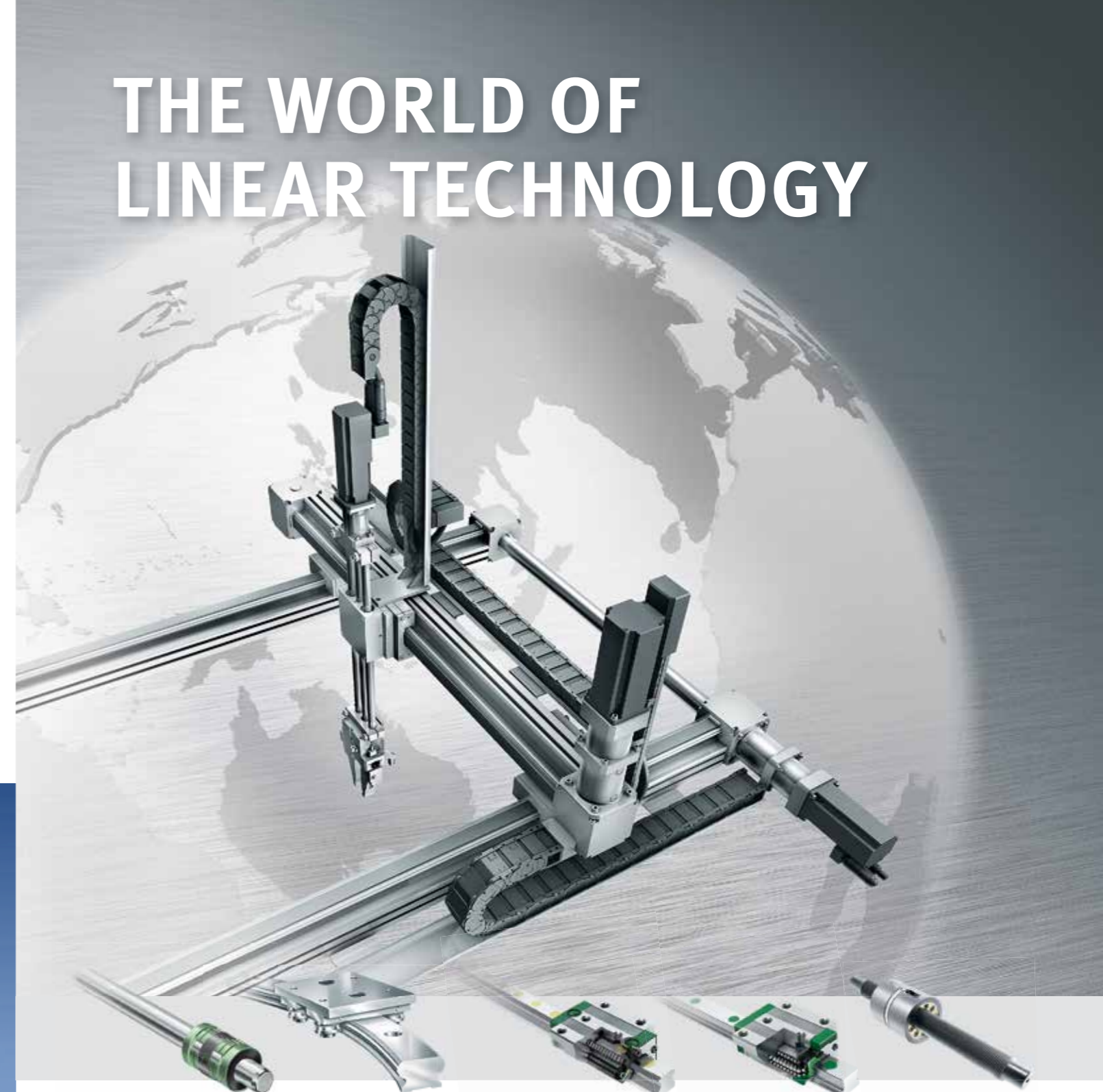
**What are the lessons learnt from this project?**

Daifuku and SLS project team members developed a close working relationship throughout the entire project. We cultivated an open and communicative relationship, based on a shared commitment toward mutual goals.

This enabled both parties to deepen our understanding of each other's system capabilities and to make effective decisions in order to achieve a feasible and practical total solution. The success of this SLS ASRS project greatly rests on the sincere and effective communication, dedication and commitment from both the SLS and Daifuku project management teams.

**About Daifuku**

Founded in Japan, Daifuku is a global leader in the design, engineering, manufacturing, installation and service of innovative material handling technology such as automatic guided vehicles, automated storage and retrieval systems (ASRS), conveyors, baggage handling systems, cleanroom systems and airport maintenance services.



# THE WORLD OF LINEAR TECHNOLOGY

## DAIFUKU

Always an Edge Ahead

## LOGISTICS SYSTEM AND SOLUTIONS

Our Business

Since 1937, Daifuku has focused on material handling – the movement of finished goods and work in progress. Our world-class systems lead the industry by combining conveying, storage, sorting, picking and controls. Our products serve customers in a range of industries and countries.

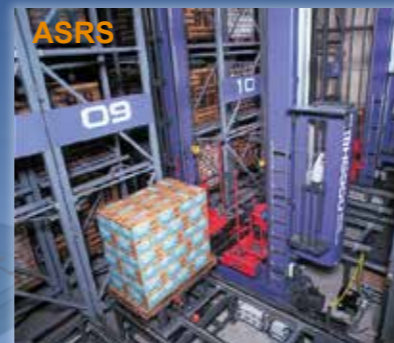
Products

- Unit Load/Miniloader ASRS
- Shuttle Rack
- Mobile Rack
- High-speed Sorting
- Digital Pick System
- Conveyor Flow System
- Automatic Guided Vehicle
- Vertical Carousel System
- Radio Frequency Identification (RFID)

We have refined our expertise not only as a manufacturer but also as a system integrator, so that we can provide precise solutions to the challenges faced by customers across a variety of industries. We have also established a consistent support system ranging from consulting to after-sales service. Our System Support Center offers 24-hour telephone support, remote monitoring of equipment operation, and preventive maintenance service.

Automated Storage and Retrieval System (ASRS)

Daifuku's ASRS provides versatile material handling solutions for factory automation as well as warehouse and distribution centers. Designed as the core of an integrated material handling system, ASRS delivers the speed and efficiency required for today's supply-chain management (SCM) environment.



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# BUY SAFE: AVOID COUNTERFEIT PRODUCTS

Using counterfeit bearings and other components can have damaging consequences to your business.

In recent years, the global fight against counterfeit bearings and other machinery components has intensified. Seizures of fake bearings have hit the news and major bearings brands have stepped up efforts to work with the authorities to identify and prosecute companies that sell counterfeits.

Fake products are usually of poor quality, produced at low-cost and may not meet standards for product reliability. Installing counterfeit bearings, which are often made of inferior materials, have imprecise measurements and contain surface defects, can put your business at risk.

It can lead to catastrophic machinery failures, costly production downtime and property damage. At worse, it can result in injuries or even death in the workplace. Dealing with counterfeit bearings can also pose legal consequences.

As bearings are an important component in power plants, vehicles, elevators, hospital equipment, mining equipment, production facilities and many more, it is

important to use only authentic, high-quality bearings.

At SLS, we only supply authentic bearings and components by our brand principals. In addition, we offer proper installation and maintenance by our experienced technical professionals who are certified and officially trained by our brand principals.

To ensure that the product you are using is genuine and safe and to protect your company's brand reputation and your customers, it is prudent to only buy bearings from authorised and reputable distributors.

If you suspect you have inadvertently bought counterfeit bearings or other products, or know of any suspicious activity, please contact your sales or service engineer representative to report this.



TIPS

## 5 tips to avoid counterfeit products

1. Buy your products only from authorised distribution partners
2. Avoid buying from unauthorised internet resellers or third-party resellers
3. Ask for proof of authenticity
4. Contact the manufacturer directly should you suspect your product of being a counterfeit
5. Use apps from brand manufacturers such as SKF's Authenticate app or Schaeffler's OriginCheck app to verify the product's authenticity

BEWARE

## Beware of using counterfeits

Supplying, using or installing fake bearings can:

- Cause property damage
- Disrupt production
- Cause injuries and serious accidents
- Lead to criminal prosecution
- Lead to legal consequences as counterfeits are considered as intellectual property theft
- Harm your company's reputation and erode customer confidence
- Harm revenue streams and lead to financial losses

*\*We would like to thank the following brand principles for providing us with helpful information for this feature: SKF, Schaeffler, Timken and Optibelt.*

## Use of apps to authenticate products

Bearings manufacturers SKF and Schaeffler have both launched mobile apps which allow users to check the authenticity of products. The apps provide a quick and convenient way to identify counterfeits, saving considerable time.

### SKF Authenticate

#### What is it

SKF Authenticate is a smart phone app that lets buyers get an expert assessment of their bearings purchases in order to verify that their product is genuine.

#### How it works

Launch the app, shoot images of the sales slip, box and bearing, provide supporting information about your company and submit this information to SKF through the app.

SKF experts will review the information, authenticate the product and reply to you within 24 hours.

#### Why it's useful

SKF's app acts as a verification tool that is quick and easy to use.

#### Where can you get it

Download the app for free from the Apple App Store or Google Play.



### Schaeffler OriginCheck

#### What is it

Schaeffler's OriginCheck app lets buyers check a product's authenticity on the spot.

#### How it works

Users use the app to scan traceable data matrix codes (DMC) according to the GS1 standard to check the product. These two-dimensional codes contain encrypted information that allows the product to be identified. If the DMC check leads the product to be suspected as a counterfeit, buyers can then use the app to submit further information including photographic documentation (photos of the product, packaging and markings) to Schaeffler so that proper clarification can be obtained.

#### Why it's useful

The app lets users carry out initial checks quickly and easily as immediate notification is received on whether the DMC code can be found in Schaeffler's database.

#### Where can you get it

Download the app for free from the Apple App Store or Google Play.



## Tips on identifying counterfeit bearings

Here are some tips from **Timken** on how to identify counterfeit bearings. Possible red flags include:

- Poor quality cardboard and printing
- Poor packaging
- Packaging that is not to the corporate standard
- Lack of a brand name on the packaging's exterior
- Lack of sufficient product information and does not conform to corporate marketing standards
- Suspicious characters, numbers and letters that do not correspond with archived identification
- Shrink-wrapped product that has the ends fused together or that does not contain warning disclaimers
- Manufacturer country does not match the shipment country
- Unrecognisable or unauthorised importer
- The supplier is not an authorised distributor
- There is more than one manufacturer in the shipment
- Incorrect valuation is assigned to the shipment
- Trans-shipments

## Identifying features

Buyers should take note of identifying features of the product to determine whether it is authentic.

For example, Timken has recently launched a new brand security label in October 2017 with the following features that will help to identify whether the product is genuine:

- Full two-colour label design featuring a globe
- Individualised 10-digit serial numbers beneath the Timken logo
- Customer border at the outside edges of the label
- Black on black Timken® logo has a slight raised texture and resist copying
- Additional features found in currency

## Beyond bearings: using genuine parts and components

Besides bearings, it is also important to use other genuine parts and components, such as power transmission belts.

For example, Optibelt's power transmission belts have been designed to maintain its high performance characteristics throughout its product life, by maintaining its tension behavior and even provides tension on drives with multiple belts. This lifetime and tension characteristics far exceed fake or non-genuine products.

If a user uses a non-genuine Optibelt product, it could lead to a huge cost. For example, the shorter belt life could lead to extended machine downtime and increased tensioning requirements could lead to higher maintenance costs for the belt drive. In addition, the faster loss of tension of the fake belt could lead to increased motor and machine bearing loads, resulting in higher bearing temperatures, loss of grease and shorter bearing life.

### How do you know whether you are using a fake product?

**Optibelt** has provided some tips on how to identify whether you're using a non-genuine Optibelt product:

- Poor performance of new belts
- Short life time for the belt drive
- Mixed performance of a belt drive with multiple belts, with some performing well, but others failing prematurely
- Non-standard product and label features
- The belt has a strong chemical odour or an oily feel
- Poor performance overall of the belt

# AIDING KNOWLEDGE TRANSFER

**What:** Technical Engineering Training  
**When:** 13 – 17 February 2017  
**Where:** SLS Headquarters, Singapore



SLS Academy organised a 5-day Technical Engineering Training course for Mongolian lecturers from the German-Mongolian Institute for Resources and Technology. Led by SLS Engineer, Edwien Wirakusuma, the course was aimed at equipping the participants with technical competencies in key areas of expertise.

The course covered these 5 areas: bearing failure analysis, bearing mounting and dismounting, radial shaft seal training, lubrication training and basic power transmission. Certification was provided at the end of each training

session.

The hands-on nature of the training aided knowledge retention. Participants were able to engage in practical opportunities to apply their knowledge gained.

Said Edwien: "With the transfer of technical knowledge, participants were able to improve their technical skills by the end of the course."



Classroom theory lesson



Hands-on practical class



# WELCOMING STUDENTS FROM REPUBLIC POLYTECHNIC

**What:** Republic Polytechnic Student Visit  
**When:** 21 April 2017  
**Where:** SLS Headquarters, Singapore

It was a great pleasure to welcome 25 engineering students from Republic Polytechnic for a warehouse tour at our SLS Headquarters in April 2017.

The students had the opportunity to tour our new automated warehouse to receive a first-hand look at the application of technology for the supply chain industry. The visit was organised in collaboration with Republic Polytechnic's School of Engineering as part of a professional development experience for the students.

During the tour, the students gained insights on how modern technologies can be used to gain more visibility and control over inventory, streamline supply chains and optimise productivity.

SLS Senior Sales Engineer, Wahyu Setianto, gave the students a brief overview of our company and the industry. Meanwhile, Daifuku Deputy Managing Director, Koh Poh Seng, introduced the Daifuku Automated Storage and Retrieval System (ASRS) which was installed in our warehouse and

explained how it could store, manage and retrieve inventory with greater speed and accuracy.

We wrapped up the visit with a Q&A session for the students, giving them an opportunity to deepen their understanding about the industry and find out about career prospects.

Said Wahyu: "Such trips provide students with the opportunity to learn about career opportunities in the logistics, supply chain and industrial sectors. They get to see how technologies can be used to create greater efficiencies and also gain a better appreciation of what's in store for them should they join the industry."



Group photo of the students



Brief overview of our company by Wahyu



Touring around the warehouse with Koh Poh Seng

# REACHING GREATER HEIGHTS IN SAFETY AND RELIABILITY

**What:** Official Launch of the Enerpac Authorised Service Centre  
**When:** 17 July 2017  
**Where:** SLS Petaling Jaya, West Malaysia



SLS and Enerpac have long forged a successful partnership, stemming from an alignment of shared values. Specifically, this revolves around a strong customer-centric approach focused on providing our customers and end-users

with safe, secure and reliable products and services.

It is this commitment that prompted SLS Malaysia to achieve certification as an Enerpac Authorised Service Centre,

enabling us to add value to our customers by equipping us with the skills to provide one-stop repair, maintenance and replacement services for Enerpac products.

After undergoing intensive training and a stringent audit process, SLS Bearings (M) Sdn Bhd was officially certified as an Enerpac Authorised Service Centre on 31 May 2017. We officially launched the centre on 17 July 2017. The Petaling Jaya branch of SLS is now home to the first Enerpac Authorised Service Centre in Malaysia.

Said Thomas Tan, General Manager of SLS Malaysia: "We are proud to achieve the status of an Enerpac Authorised Service Centre. Thus far, we are the only company in Malaysia to be awarded this certification. This is testament that Enerpac has placed their trust in us as a preferred partner to provide customers with complete support for the Enerpac line of products."

As an Authorised Service Centre, SLS' technicians undergo training by experienced Enerpac trainers with a key focus on institutionalising safety. This reduces operational risks and minimises expensive delays in operations, giving customers the assurance that Enerpac's high-pressure hydraulic tools are capable of performing safely and without faults.

Together with Enerpac, SLS is committed to achieving Enerpac's Goal of Zero vision by embedding safety in all our practices so that there will be zero harm towards employees, customers and end-users of Enerpac products. We are dedicated towards meeting or exceeding the highest health, safety, security, environmental



Certificate presented to Freddie Soh, Technician Support Manager



Certificate presented to Cham Wui Seng, Technician I

and quality standards for Enerpac products and solutions.

Our Enerpac Authorised Service Centre is also furnished with specially-tailored workshop tools and equipment so that we can carry out repairs on Enerpac products or replace parts due to wear and tear.

### About Enerpac

Enerpac is a global market leader in high pressure hydraulic tools,

controlled force products and solutions for precise positioning of heavy loads. Enerpac manufactures products, from the smallest hydraulic cylinder to complete computer-operated lifting and positioning systems, to provide its customers with innovative solutions that increase productivity, are cost effective, and make work safer and easier to perform.

# SLS

## SLS (EM) KUCHING BRANCH

# GRAND OPENING

### Ceremony

OFFICIATED BY

*Roy Tan*

GROUP CEO

5TH DECEMBER 2017

# EXPANDING OUR FOOTPRINT IN KUCHING

**What:** Relocation of SLS' Kuching office  
**When:** 5 December 2017  
**Where:** SLS, Kuching, East Malaysia



Cutting ceremony by SLS' top management

At the end of 2017, SLS' Kuching branch in East Malaysia relocated to a bigger facility in the Pending Industrial Estate. The Kuching branch, which has 19 employees, serves mainly customers in the state of Sarawak in Malaysia.

The Pending Industrial Estate is an industrial zone which caters to the needs of many heavy industries such as cement, power, steel, pipes and ports. With the move, SLS Kuching will be located in an area where it will be physically closer to many of its customers. This will enable it to achieve more efficient and faster turnaround times.

The new premises come with better facilities such as larger and more modern conference and training rooms, a bigger storage space for inventory management and other amenities such as a goods lift and rest facilities for staff.

Said Goh Kien Hong, Branch Manager of SLS Kuching: "The relocation represents a fresh start for us. With better facilities and a larger storage space, we are able to hold more inventory. This will enable us to better serve and meet the demands of our customers."



SLS' Kuching staff



Kuching Branch Manager Goh Kien Hong with our customer



Conference and training rooms



Staff resting area

# CELEBRATING LONG SERVICE

Employees are our greatest assets. Each employee, no matter the role they play, however big or small, is an important member of the SLS family.

At SLS, we value and recognise all our staff, at every level, for their contribution to the company. Over the years, we have watched our employees grow in knowledge and experience.

Some of our long-serving employees have been with us for many years and have played an instrumental role in building up the company to what it is today. We appreciate these employees who have shown unwavering loyalty to the company throughout the years and demonstrated a continued dedication and passion towards their work.

Here, we profile several of our long-serving employees who have made a positive contribution to SLS.

The Singapore office in the 1970s



The West Malaysia office in the 1970s



The East Malaysia office in the 2000s



**Frankie Wong**  
Senior Business Development Manager  
Length of service: 40 years

### **What is your role in SLS? How has your journey with the company been?**

I joined SLS Malaysia at the age of 30. Then, the company was known as Sin Leong Seng. I started out as a bill collector and have come a long way since those humble beginnings. My role has since evolved and today I play a key part in building sales and developing deep relationships with our customers.

Throughout the years, the most important thing I have learnt is that we need to build sound relationships with all our key stakeholders: business partners, vendors and customers.

Thankfully, I received very strong support and encouragement from management. In the early days of the business, the sales team and I, together with management, made many visits to our customers so that we could

truly understand their needs and expectations.

To differentiate ourselves, we provided value-added services especially on-time delivery. In those days, there were not many bearings stockists so our customers really appreciated our on-time and trusted deliveries.

My role today is very "action-oriented". I'm the go-getter type so this fits me perfectly. I constantly search for new opportunities so that we can take the company to greater heights. I help my team to track business leads, articulate the benefits of the products and services we are providing, and develop a process for driving sales. We work together to build partnerships and deepen business relationships.



**What are your main responsibilities?**

I work closely with the management team to assess the market, evaluate new business opportunities, identify new target clients, develop our sales strategies and implement our sales plans.

Besides working to achieve my own sales target, I also motivate and lead my team to achieve their team or overall company sales target. I work closely with my team members to develop effective sales proposals in order to capture new business opportunities. I also work hard to maintain excellent relationships with both existing and potential clients.

**How has SLS helped you in your career developments?**

The senior management has been very supportive of my career and they have served as a source of inspiration for me. This has given me the driving force to achieve my goals.

I am very thankful to SLS for having provided me with numerous opportunities for self and career development. I have learnt how to build lasting relationships with our customers

as well as to anticipate their needs and plan for them accordingly, such as keeping adequate inventory on hand to meet their requirements.

**What are the 3 words to describe SLS?**

Caring, motivating and encouraging.

**What's your favourite part about working at SLS?**

I am surrounded by a good customer service team and engineering team. We have developed a healthy working relationship together. We treat each other with respect and we support each other closely so that we can all achieve our goals. Work is fun and stimulating because we bring out the best in each other. That's the best part about my job.

**How do you relax and recharge?**

I like to hang out with my friends and colleagues after work. Sometimes our boss joins us. These gatherings help us to forge closer friendships and develop greater camaraderie with each other. These tight bonds are helpful to us at work.



**Sin Hock Hoe (Tuaho)**  
Delivery Supervisor / Leader  
Length of service: 39 years

**Your career with SLS spans almost 4 decades. Tell us about how you started at SLS.**

I started working as a delivery driver at SLS at the age of 21 and am one of the pioneer members of SLS. I have witnessed its transformation from its humble beginnings from a single shopfront to the strong company it is today with a regional footprint. It's been a privilege to be with SLS throughout this journey and to contribute to the growth of the company.

**What are your main responsibilities at SLS?**

I supervise the day-to-day delivery operations in the warehouse. I oversee the shipping and delivery of products by planning daily routes and delivery schedules, managing the loading and unloading of inventory, arranging pick-ups and assigning route drivers.

As team leader of my warehouse personnel, I evaluate my team members' overall team and individual performances and motivate them to take pride in their work. We work hard to meet and exceed our customers' expectations by delivering goods accurately and on time.

**You started your career at SLS as a delivery driver and have now developed into a leader, managing one of the largest teams in SLS. What is your advice in leading an effective team?**

I think that to be an effective leader, you need good communication skills. You have to communicate well with your colleagues and team members everyday so that everyone can carry out their tasks more efficiently. By communicating effectively, you can build better cohesiveness within the team, foster better working relationships with each other, share ideas, resolve conflicts

and work together to accomplish common goals.

**What do you think are the essential skills to provide excellent delivery services to our customers? What are some of the challenges you may face in your job?**

The ability to react quickly is critical so that we can meet short, and at times, urgent deadlines. We need to be very detail-oriented so that our products are delivered accurately to our customers.

A key challenge is to try to satisfy the demands of every customer. Each customer has different sets of expectations and requests, so we have to be really organised and work hard to fulfill their demands.

We also have to prepare contingency plans for unanticipated problems. For example, sometimes, there may be urgent or unplanned delivery requests within a short amount of time. If we have a shortage of manpower at that point in time, I would have to quickly draw

a backup plan to ensure our customer demands can be met despite the circumstances.

**What is one of the most memorable experiences you have had while working at SLS?**

There are too many memorable experiences to count as I have experienced many throughout the years! One of the most memorable experiences that comes to mind is the Sentosa Family Event organised by the company in 2016. The staff brought along their families and we all had a great time enjoying each other's company and participating in the fun activities.

**What do you enjoy the most working at SLS?**

I appreciate the focus on family culture at SLS. We have great employers that take good care of us and I also appreciate the cohesiveness that my team members and I have together.

**How has SLS helped you in your career development? What have**

**you learned the most at SLS?**

SLS has provided a lot of training and professional development for me to become an effective leader. I have learned a lot about leadership and effective communication skills by participating in these courses organised by the company. I have been able to take what I learned and apply them in my daily job.

**What are 3 words to describe SLS?**

Team-oriented, progressive, family-oriented.

**What do you do during your leisure time?**

I like to spend time with my family and enjoy travelling with them.



**Quek Kim Son**  
Financial Controller & Human Resource Manager  
Length of service: 25 years

**What is your role in SLS and what are your main responsibilities?**

At SLS, I double up as the Financial Controller and also HR Manager for SLS East Malaysia. My key responsibilities include treasury management, financial reporting, taxation matters, credit management and human resource management.

As a Financial Controller, I am responsible for the company's banking needs, financial activities, preparation of financial statements, cash flow reports, and financial projections.

As the HR Manager, I develop HR policies, direct and manage HR activities such as employment, compensation, benefits, training and employee services.

**You have been with SLS for more than 20 years. How has SLS helped you in your career development?**

SLS believes in nurturing its employees and developing future talent. Throughout the years, SLS has given me plenty of learning opportunities and this has helped shaped me to become an effective leader. I have had the opportunity to attend several high-level leadership training programmes and through these, I have been able to make better decisions, better engage with my team, clarify my vision, and build my self-confidence to succeed.

I am grateful to SLS for empowering me and trusting me in the smooth running of day-to-day activities.

**You wear many hats at SLS East Malaysia. How does it feel taking up so many roles and what challenges do you face?**

Wearing many hats helps me identify and prioritise my own development opportunities and improve my leadership skills.

A key challenge is to develop managerial effectiveness. This means I have to develop the relevant skill sets so that I can be more effective at work. These include skills such as time management, prioritisation, strategic thinking and decision making so that I can get up to speed with the job.

Inspiring and motivating others to ensure they are satisfied with their jobs is also another challenge. As a leader, I need to find ways to motivate our people so that they are able to work smarter, better and faster.

**What are 3 words to describe SLS?**

Empowering, trustworthy, collaborative.

**What's your favourite part about working at SLS?**

SLS puts a lot of emphasis on learning and training programmes to help employees grow and take them to the next level. I appreciate this aspect of the firm – it has certainly helped me to be where I am today.

**What was the most memorable moment you have working at SLS?**

Opening a new Kuching branch when I was a sales executive back in 1996 was a wonderful experience. We had to work very hard to prepare for the opening and it was a successful team effort.

**How do you relax and recharge?**

I like to play and watch tennis, as well as spend time with my family.



# CAREER SPOTLIGHT: WHAT IT TAKES TO BE AN ENGINEER AT SLS



**Edwien Wirakusuma**  
Regional Technical Group Manager

Edwien Wirakusuma is a Regional Technical Group Manager at SLS Singapore. His career has taken him from the city of Balikpapan - a centre for mining, oil and gas in Indonesia - to a regional role based in Singapore. Here, we capture a slice of what it's like to be an engineer at SLS.

**How long have you been working in SLS? How has your career progression been like?**

I have been with SLS for 15 years. I started my career with SLS in 2002 at the Balikpapan branch in Indonesia. In February 2006, I moved to Sumbawa to work on a mining project for 3 years. My family and I relocated to Singapore in 2009 when I started working at SLS' Singapore headquarters.

Since joining SLS, there has been a very clear career path for me. I started as a Sales Engineer before progressing to a Sales Supervisor. This was followed by a role as a Project Manager, and subsequent promotions to a Regional Sales Manager, and currently a Regional Group Manager.

As I took up more regional responsibilities for the company, the chance was given to me to relocate to Singapore. I could not pass up this wonderful opportunity to work at our headquarters where all the action is.

**What are your main responsibilities as a Regional Technical Group Manager at SLS in Singapore?**

As a regional manager, I have heavier responsibilities. I oversee the performance of the group not only at a departmental level, but on a country-wide basis. My role has also become more diverse, but this is where it is exciting because of the different facets of my job.

I have two main responsibilities. The first one is to develop training programmes for all SLS engineers. My other main responsibility is to support SLSPRO services regionally. That means that on a departmental level, I support the team in key mining accounts by making sure that they achieve the KPIs set out in the contracts. We assess them on these KPIs: safety, product affordability and

continuous improvement programme. I would like to add that prioritising work safety is also an utmost important criteria. We have a zero tolerance of workplace injuries and are committed to providing the highest health and safety standards to our staff and end-users.

**What is unique about your job?**

Being an engineer at SLS has given me the opportunity to learn about a wide range of products and to also enhance my knowledge on both mechanical and reliability services. I have the opportunity to not only be a service engineer, but also to be a sales engineer. I find this to be really interesting and it is quite unique for a company to let us gain experience in both areas.

**How often do you meet your customers?**

Most of my customers are in the mining sector so I travel fairly extensively around the region to visit them. I typically schedule visits to my customers every quarter to check in on progress. I also take the opportunity to meet with our respective teams such as the engineers and warehouse staff in their respective regions at the same time so that I can review their progress or rectify any problems encountered.

**What are your favourite and least favourite things about your job?**

Prior to working with SLS, I discovered my love for travelling when I was working as a Vibration Service Engineer and the role allowed me to visit many customers in different places.

At SLS, I travel extensively and meet customers from diverse backgrounds. This is my most favorite part of the job.

However, travelling regularly sometimes comes at the expense of family and personal time. Due to my heavy

responsibilities, I often use my personal time to check my work emails. That being said, I enjoy my work very much and am grateful to be given the chance to travel.

**What advice would you give someone considering joining SLS as an engineer?**

There are ample opportunities to learn and grow at SLS. Whether you're a sales or service engineer, you will definitely get hands-on experience. It is also a great place to work if you have a good attitude. SLS gives you a very clear career path. The working culture - specifically the "family culture" - at SLS is fantastic and I appreciate this aspect of the firm.



Edwien giving training to all our SLS Engineers at our SLS Engineering conference

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# THE POWER OF LEARNING CIRCLES

At SLS, we regularly hold Learning Circles where our employees band together to learn new skills, pick up a new activity or share ideas in a group setting. Led by individual departments, these Learning Circles can range from fun, non-work related team-bonding activities to management-led knowledge-sharing sessions.

Fun group activities and creative endeavours such as the Terrarium Making Workshop that we held provide an avenue for our employees to step back from work and bond with each other in a more casual environment. Other sharing sessions led by department heads, management or team leaders have enabled our people to pick up tips that are useful for work and exchange ideas.

Says **Kris Ong**, HR Manager: "We want to empower our employees to take charge of their development throughout their career at SLS. Here, we strive to promote life-long learning and enhance collaboration amongst multi-functional teams. The Learning Circle is a platform that can help to enrich our employees' experience, leading to purposeful, productive and meaningful work."

Adds **Kris**: "The varied range of Learning Circle activities elevate our employee experience, inspiring them to develop deep skills and contribute to the learning of others. With these fun activities at the workplace, our employees are able to build camaraderie and forge stronger connections with each other."

### What our employees say ...

"I look forward to the Learning Circles because they give us a chance to let our hair down and participate

in fun activities with our colleagues. We get to interact with our colleagues outside of a formal work setting and this is great for team bonding."

- **Ivan Lee**, Product Manager, SLS Petaling Jaya, Malaysia

"We get to learn something new, which could be outside of our job scope. For example, at the Terrarium Learning workshop, I applied what I learnt and helped my kids to build our own terrarium at home."

- **Karen Gan**, Purchasing Officer, SLS Singapore

"The sharing sessions and insights by management have been useful and I've picked up tips on how to up my sales performance. Pooling together our experiences and thoughts leads to a fruitful discussion on how we can improve ourselves."

- **Alvin Chan**, Sales Engineer, SLS Singapore

### 5 Objectives of Learning Circles at SLS



## Learning Circles activities

Here's a quick look at the various Learning Circles that we organised in 2017.



**Outbound and Team Building Exercise, SLS Surabaya 25 February 2017**

Learning can take place beyond the classroom and that is what employees from all departments at SLS Surabaya got when they participated in a team building session at the Tretes Treetop Adventure Park. Aimed at fostering greater communication and enhancing teamwork, the outbound activities included fun-filled exercises and games where participants had to bring theory to life and learn how to rely on each other to achieve common goals.



**Terrarium Making Workshop, SLS Singapore 8 April 2017**

Members from SLS Singapore's Procurement Team headed to the premises of EcoPonics, a specialist in terrariums and aquaponics systems, to learn how to make their own terrariums. They had the opportunity to create their own personalised mementos in a fun team-building exercise that fostered creativity and sharpened mental focus.



**WOW Service Training, SLS Jakarta  
5 – 6 May 2017**

Newcomers from all departments at SLS Indonesia underwent the WOW Service Training programme in Jakarta to equip them with the skillset and mindset to deliver excellent services to both internal and external customers. Participants gained a solid understanding of how to anticipate customers' needs and expectations and how to meet and exceed those expectations. They joined in the active role play through 'De Star Café' game and had lots of fun.



**Sales 201 Workshop, SLS Singapore  
29 June to 1 July 2017**

Our CEO Roy Tan led this interactive workshop for SLS Singapore's sales professionals. This workshop was aimed at helping our sales force to understand new market trends, better connect with customers to deliver the right products and solutions, and identify factors to build positive relationships. Through a series of role plays, discussions, case studies and information sharing, participants learnt to sharpen their negotiation and after-service skills to enhance customer satisfaction and retention.

**Power-up Sales Retreat, SLS West Malaysia  
18 to 19 August 2017**

Set in the lush surroundings of the Tanah Aina Farrah Soraya Eco Tourism Resort in Raub, Pahang, this 2-day sales retreat, organised by the Sales and Human Resource Department of SLS, West Malaysia, was the perfect vehicle for fostering team building and cultivating a high-performance culture. The retreat kicked off with sales and marketing goal sharing as well as key corporate updates by SLS Malaysia's leadership Thomas Tan and Regina Tan. This was followed by a motivational talk and the conferment of sales awards celebrating the success of top-performing sales personnel.



On the second day, participants participated in various team-building activities. The jungle trek to the Leap of Faith waterfall where a dive activity was held was a test of endurance. The Master Kitchen Competition was a fun session where participants worked together in teams and use their creativity to whip up delicious dishes such as chicken curry, roti jala and sagu gula Melaka. They were judged on taste and presentation of the food, as well as teamwork. In the Adventure Race, participants were divided into teams and had to go complete a series of tasks in order to pass different checkpoints.

**Product Training, SLS Singapore  
16 March, 8 June, 15 June, 7 September and 14 September 2017**

Johnny Lim, Regional Product Development Manager, conducted a product training session on gear motors, as well as related products, to new technical specialists and engineers. The session also served as a refresher course for existing staff. Through the hands-on training, participants were able to gain a better appreciation of the application and troubleshooting of the products.



**Effective Business and Technical Writing, SLS Singapore**  
8 lessons from June to September 2017

Organised by the HR department, this business and technical writing course was aimed at developing the building blocks for effective business communication (particularly email communication) with our customers. As part of the learning outcome, participants had to learn how to write business correspondence effectively and professionally. They were trained on how to use writing to build lasting relationships and how to handle difficult messages. A 2-hour assessment at the end of the course consisted of a set of 70 questions as well as a case study scenario (unhappy customer email) where participants had to craft a reply which demonstrated prompt and positive action while helping to solve issues.



**Lake Baikal Escapade, SLS Mongolia**  
8 – 12 July 2017

Together with their family members, employees from SLS Mongolia travelled 1,800km by bus to Lake Baikal in Eastern Siberia, Russia for a retreat. A UNESCO World Heritage Site, Lake Baikal is the biggest and deepest freshwater lake in the world, surrounded by mountain ranges and offering magnificent views. The 31-strong group had a marvelous time exploring the area, appreciating the beauty of nature, and strengthening friendships and bonds. Here's one for the memories!



**Batik Painting Workshop, SLS East Malaysia**  
24 September 2017

Account Officers from SLS East Malaysia's 8 branches participated in this team bonding activity, held at Kelly Bay, Tuaran, before the start of their Financial Conference. The mangrove forest and the beach offered the perfect backdrop for this activity and the participants had great fun trying their hand at batik painting. Working as a team, they came up with beautiful, colourful masterpieces and strengthened their working relationships at the same time.



**Mountain Climbing, SLS Shenyang**  
October 2017

18 employees from the Shenyang Office challenged themselves by scaling the Phoenix Mountain, located in Dandong City, Liaoning province in China. The climb was physically demanding and the team had to navigate through steep terrain. With words of encouragement and a team spirit, everyone managed to conquer the peak after climbing more than 2 hours and reaching a height of more than 830m. They were awarded with amazing panoramic views at the top of the mountain.



# A CULTURE OF LEARNING

At SLS, we promote a culture of life-long learning. We support our employees in their pursuit of knowledge and provide the tools and resources to help them learn new skills and upgrade themselves.

## What kind of learner are you?

Are you a visual learner, an auditory learner or a kinesthetic learner? In 2017, we conducted a survey of our employees to find out more about their learning styles. Here's a quick snapshot of the questions that you may also like to try.

### When I tell a story, I would rather

- Write it out
- Say it out loud
- Act it out

### If I could attend a free class, I would rather go to

- An art class
- A music class
- An exercise class

### When I operate a new equipment or device, I prefer to

- Read the instructions first
- Listen to instructions from someone
- Attempt on my own

### If I have to guide or teach someone a new process, I prefer to

- Write the instructions down for them to follow
- Explain to them verbally
- Demonstrate first then let them follow

### To learn something new on my own, I'd prefer to

- Watch a YouTube video
- Listen to a podcast
- Attend an interactive, hands-on workshop

### When I need to concentrate, I most often

- Focus on the words and pictures in front of me
- Think about possible solutions in my head
- Move around, fiddle with objects or grasp something

### During my free time, I most enjoy

- Watching movies or taking photos
- Listening to music or talking to my friends
- Playing sport or doing a physical activity

### If I have to revise for an exam, I would prefer to

- Highlight notes or draw mindmaps
- Discuss the topics with my friends
- Use post-it notes to help me remember

### If I need to contact someone new for work, I would prefer to


- Arrange a face-to-face meeting in the office
- Hold a conversation with them on the phone
- Arrange for a get-together over a meal




What kind of learner are you?

After tallying up the results from our survey, we found that 37.1% of our employees tended to favour a visual learning style, 32% were skewed towards a verbal learning style and 30.9% identified with being a kinesthetic learner.


All of us learn and process information differently. What type of learning style suits you?

If you've answered mostly , you have a **Visual learning style**. You're someone who prefers to observe to learn. Pictures, diagrams, handouts, videos and displays appeal to you. You learn best or are able to perform a new task by reading instructions or watching a demo.



If you've answered mostly , you have an **Auditory learning style**. You're someone who absorbs information by listening. Phrases such as "tell me", or "let's talk through this" are usually in your vocabulary. You're comfortable taking instructions over the phone.



If you've answered mostly , you have a **Kinesthetic learning style**. You're someone who prefers the hands-on approach to learning. You learn best by touching, feeling, holding and doing. In performing a new task, you're not afraid to experiment and learn as you go.





# Fun at Work

At SLS, we regularly organise fun activities at work to foster employee engagement and build a better team spirit. Here's a quick look at some of the events which took place.

## Tis' the season of giving



Christmas is a season of goodwill and in December 2016, the employees of SLS Singapore got into the festive spirit by organising a donation drive for charity. We held a garage sale, where pre-loved items such as books, furniture and appliances were up for grabs. The event fostered a spirit of giving and created a sense of collective achievement amongst our staff. With the overwhelming response, we managed to raise S\$2,800. We donated the proceeds to the Industrial & Services Co-operative Society Ltd (ISCOS), which aims to break the cycle of inter-generational offending by helping families of ex-offenders, particularly young and impressionable children.



## Welcome to the new office

On 23 December 2016, we relocated to our new corporate headquarters in Tuas, Singapore and conducted an Orientation Day for our staff at the same time. Our staff were taken on a tour of the premises, guided to their individual work spaces, introduced to the facilities they would get to enjoy and provided with information on the new processes in place.



Scan to watch video



## ROCKING THE MANNEQUIN CHALLENGE



Scan to watch video

In December 2016, SLS Bearings Singapore took on the #MannequinChallenge, the viral internet trend that was sweeping the web at that time. We filmed the Mannequin Challenge on the day that we moved into our new corporate headquarters. We took advantage of this rare occasion, when we had all of our people gathered together in one place, to capture all of our employees in the best "frozen-in-time" look. It was a fun reprieve from the hectic days leading up to the move.

## Ushering in the Year of the Rooster

To celebrate Chinese New Year 2017, a lion dance troupe graced our corporate headquarters on 31 January 2017. The lion dancers put in an electrifying performance as they showed off their acrobatic feats to the pounding beat of the drums. Our employees were thrilled with the breathtaking display of skill and talent and the performance added a vibrant atmosphere to the office as we ushered in the Year of the Rooster.



## Getting into the festive spirit



For Chinese New Year (CNY) 2017, staff from SLS Malaysia showcased their artistic flair as the various branches participated in a CNY decorating competition. They made auspicious CNY decorations such as koi fish, peony flowers, roosters, lanterns, fans and couplets from origami paper, paper plates, ice cream sticks and other materials. With their creative juices, the various branches were decked out in beautiful displays that contributed to the festive atmosphere. The branches were judged based on their innovativeness and creativity and the winner was SLS Petaling Jaya branch.



## A trip to the movies

On 15 July 2017, SLS Singapore hosted a private movie screening for our employees and their loved ones. They caught War for the Planet of the Apes – the latest instalment of the popular Planet of the Apes franchise reboot. While munching on popcorn, our people were thoroughly entertained with the breathtaking special effects and poignant storyline of the blockbuster movie. Our night out at the movies certainly gave our employees the chance to have fun and enjoy some well-deserved downtime.

## Keeping a pulse on health



At SLS, we strive to make health and wellness a priority at the workplace. Therefore, health screenings are an annual event at our company. On 17 May 2017, our staff in Singapore underwent their annual health screening at our new corporate headquarters. They also enjoyed a complimentary spinal scan service and picked up some useful tips on how to prepare nutritious and healthy food at the health bazaar that was held in conjunction with the health screening.



## Supporting healthier choices with fresh fruit

Nutrition is paramount to our overall health. In fact, diet accounts for about 80% of the health benefits reaped by adopting a healthy lifestyle. Fruits are a good source of nutrients and bring many health benefits. To encourage healthy eating, we held a Fruits Day on 29 August 2017, where we handed a fruit care package to our staff in Singapore. Filled with an assortment of fresh fruits, the fruit care package is a token of appreciation for their effort and hard work.



# 10 Simple Exercises for the Workplace

Are you a keyboard warrior who's hunched over your desk all day long or someone who does the heavy lifting at the warehouse? If so, follow these simple exercise tips to prevent fatigue or a sore back.

By spending a couple of minutes of day doing some simple stretching exercises at the workplace, you can stay fit, lower your stress levels and keep repetitive injuries at bay.

## 1 Neck Roll

Drop your chin to your neck and slowly roll your neck to the right shoulder. Repeat to the left side. Do 5 rolls in each direction.



## 2 Shoulder Shrug

Shrug your shoulders and lift them to your shoulders. Hold for a few seconds before releasing. Repeat 5 times.



## 3 Shoulder Stretch

Interlock your fingers behind your back with your palms facing upward. Reach back and gently straighten your elbows. Hold for 10 seconds.



## 4 Upper Arm Stretch

Reach one arm behind your head with the elbow bent. Use the opposite hand to push that elbow downwards to stretch your upper arm and shoulder. Repeat on the other side. Hold and stretch for 10 seconds.



## 5 Wrist Roll

Roll your wrists 10 times clockwise and another 10 times anti-clockwise. This is a good exercise to prevent Carpal Tunnel Syndrome if you do a lot of typing.



## 6 Spinal Twist

Sit upright in a chair. Place your left hand onto your right knee and your right hand to the back of your chair. Twist gently to the right, rotating your lower, middle and upper spine until you are able to look over your right shoulder. Stay for 10 seconds before gently untwisting. Repeat on the other side.



## 7 Side Stretch

While standing, slide your right hand down your right leg as far as possible to give your left side a good stretch. Hold for 10 seconds. Repeat on the opposite side.



## 8 Back Stretch

Stand a few feet away from your desk. Raise your arms until they are beside your ears then gently bend forward with a straight back and place your arms at your desk to give yourself a good back and shoulder stretch. Stay for 10 seconds.



## 9 Forward Fold

Sit upright on your chair and slowly fold your body forward. Let your arms and head hang loosely and relax in that pose. Hold for at least 15 seconds.



## 10 Hamstring Stretch

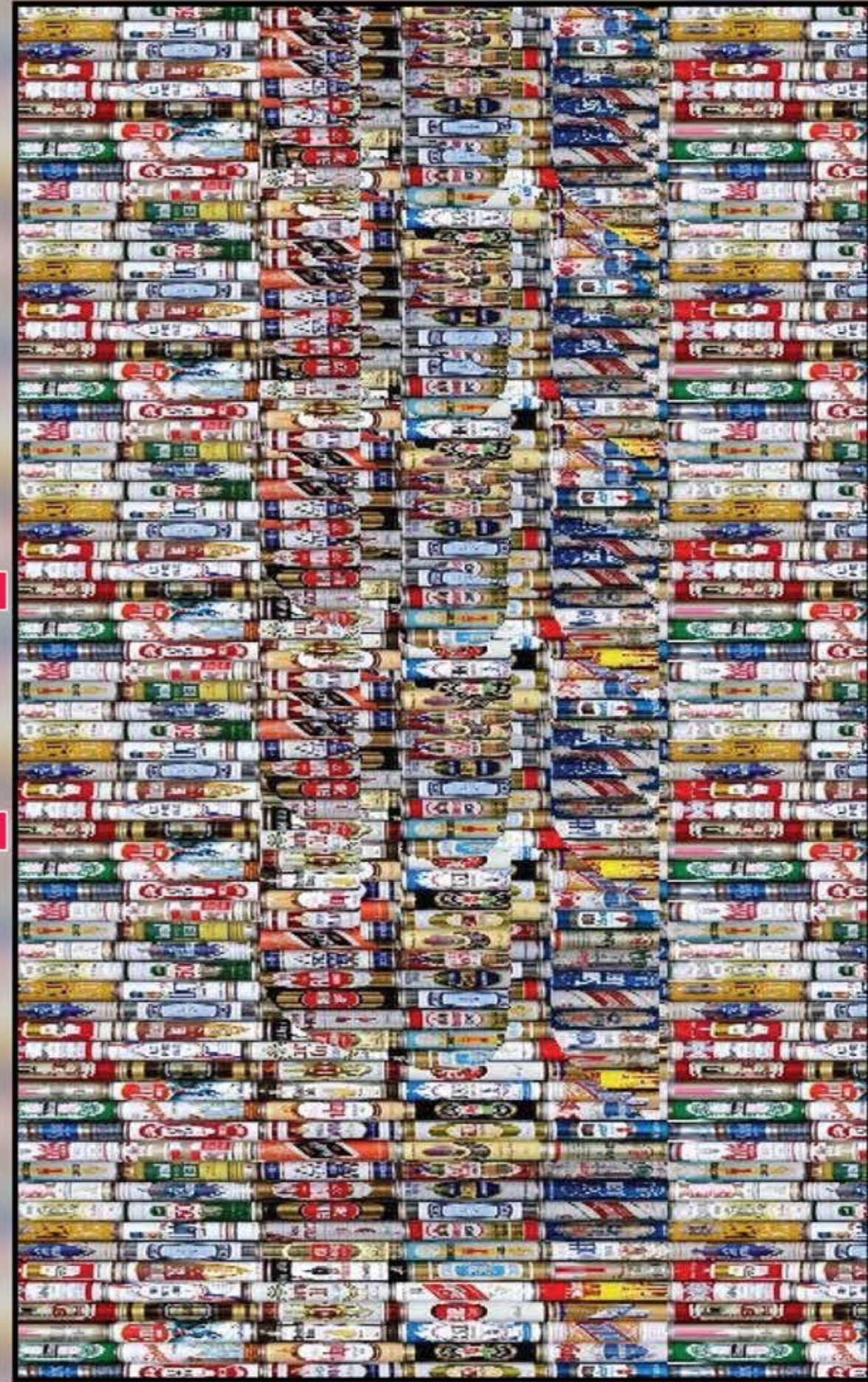
Place one foot on a chair or an object with a higher surface. Lean forwards towards your foot until you can feel a stretch in the back of your leg. Hold for 10 seconds. Repeat on the other leg.





In class one day, Mr. Johnson pulled Johnny over to his desk after a test, and said, "Johnny I have a feeling that you have been cheating on your tests." Johnny was astounded and asked Mr. Johnson to prove it. "Well", said Mr. Johnson, "I was looking over your test and the question was, 'Who was our first president?', and the little girl that sits next to you, Mary, put 'George Washington,' and so did you." "So, everyone knows that he was the first president." "Well, just wait a minute," said Mr. Johnson. "The next question was, 'Who freed the slaves?' Mary put Abraham Lincoln and so did you." "Well, I read the history book last night and I remembered that," said Johnny. "Wait, wait," said Mr. Johnson. "The next question was, 'Who was president during the Louisiana Purchase?' Mary put 'I don't know,' and you put, 'Me neither'."

Source: unijokes.com



Hold the center of the printed image right up to your nose. It should be blurry. Focus as though you are looking through the image into the distance. Very slowly move the image away from your face until the two squares above the image turn into three squares. If you see four squares, move the image farther away from your face until you see three squares. If you see one or two squares, start over! When you clearly see three squares, hold the page still, and the hidden image will magically appear. Once you perceive the hidden image and depth, you can look around the entire 3D image. The longer you look, the clearer the illusion becomes. The farther away you hold the page, the deeper it becomes.

**3D Viewing Instructions**

Have Fun!

Source: easystereogrambuilder.com

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