



2017 Minister's Award (Team)

Presented to

Chow Wen Hui Alan

In appreciation of your contributions to the team project:
**“Redesigning Regulatory Workflows
for Greater Efficiency and Productivity”**

As a member of the team, you have conceptualised and redesigned the regulatory workflows across CEA Divisions as well as with the estate agency industry. This has improved work efficiency and enhanced regulatory effectiveness. In particular, the introduction of a complaints classification protocol, and an industry-led customer service rectification protocol have resulted in faster resolution of complaints and disciplinary proceedings against errant property agents.

A handwritten signature in black ink, appearing to read 'Lawrence Wong'.

Lawrence Wong
Minister for National Development &
Second Minister for Finance
8 August 2017



Building and Construction



CEA Council for
Estate Agencies





MINISTRY OF TRADE AND INDUSTRY

CERTIFICATE OF APPRECIATION

This Certificate is presented to

Chow Wen Hui, Alan

*in recognition of 5 years of good service to the
Singapore Government.*

Date: 8 April 2015

A handwritten signature in black ink, appearing to read 'Ow Foong Pheng'.

*Ow Foong Pheng
Permanent Secretary*



Alan Chow

is awarded the

Ministry of Trade and Industry (MTI)

Core Values Award

on the date of

18 September 2015

A handwritten signature in black ink, appearing to read 'Ow Foong Pheng'. The signature is written in a cursive style with some loops and flourishes.

Mrs Ow Foong Pheng
Permanent Secretary
Ministry of Trade and Industry

GOVERNMENT OF THE REPUBLIC OF SINGAPORE



CERTIFICATE OF SERVICE AND CHARACTER

Full Name : Chow Wen Hui, Alan

ID No: S8506036H

Ministry / Department: Corporate Services Division, Ministry of Trade and Industry (HQ)

Appointments Held	From	To
Management Executive 12 (2008) Corporate Services Division, MTI (HQ)	10.01.2014	04.02.2016
Reason for Leaving Service Resignation	Last-drawn Monthly Salary (Gross) \$ 4,920.53	

General remarks, e.g. officer's place(s) of work, character and work performance.

Alan was in charge of the Infrastructure section in the Corporate Services Division for two years. During his time, he handled major projects in overseeing the renovation of MTI offices, planning for Ministers' offices renovation, the general upkeep of MTI within The Treasury in concert with MOF, and was concurrently the Ministry Fire Safety and Security Officer.

He has done a good job in managing multiple tasks with a small and diverse team. Positive outcomes were achieved with a little supervision.

Alan is active and passionate about getting things done and can be given several tasks at a time. With more exposure, he should be able to progress positively to take on more responsibilities.



4 Feb 2016
(Date)

(Official frank)

(Signature of Issuing Authority)
BERNARD MIRANDA
DIRECTOR
CORPORATE SERVICES DIVISION
MINISTRY OF TRADE AND INDUSTRY

TESTIMONIAL

Alan Chow, Assistant Director of Corporate Services Division has joined MTI in Jan 2014. He is a self-motivated and devoted manager who is able to work independently. He displays initiative, discretion, sincerity and positive attitude in his daily tasks. His strong analytical and problem solving skills have provided a good role model especially to his peers. He also provides strong support to MTI by managing the IT and infrastructure projects well, and is quick in rectifying any issues with brilliant solutions.

He has shown good project management skills by coordinating with the consultants and contractors actively during the Major MTI office renovation (project value 5.7 Million). During the renovation, he has monitored and ensured that the each milestone is completed accord to the contract specification and schedule. During the renovation, he has maintained a good working relationship with the consultants and contractors which led to a smooth project implementation. He has also done well in the submission of documents and proper documentation for the major MTI office renovation project.

He gets along very well with his colleagues and provides great support to his peers. He has also contributed well by accomplishing the ad hoc duties assigned by his Reporting Officer, Deputy Director of Corporate Services Division. Hence, we would like to express our gratitude for his contribution to MTI.

Your Sincerely,



Tan Mei Fang
Deputy Director
Corporate Services Division

File No 15/40-01

10 July 2014

Alan Chow
Assistant Director (Corporate Services Division)

Dear Alan,

LETTER OF APPOINTMENT – ISO9001 INTERNAL QUALITY AUDITOR

1. I am pleased to inform you that you have been appointed as MTI's ISO9001 Internal Quality Auditor.
2. As MTI's ISO9001 Internal Quality Auditor, you will be involved in the annual ISO9001 Internal Audits, which will be led by MTI's Internal Audit Department.
3. The Terms of Reference for MTI's ISO9001 Internal Quality Auditing Team are as follows:
 - a. Review all QMS documents to ensure compliance with ISO9001 requirements.
 - b. Prepare the necessary audit documents (including checklists) to carry out the audit.
 - c. Carry out quality audits in accordance to the requirements stipulated in ISO19011:2011 standards.
 - d. Document all observations and objective evidences.
 - e. Verify the effectiveness of preventive and corrective actions.
 - f. Report audit results and findings to Management.
4. I look forward to your invaluable contributions. Thank you.


Mr Ngiam Shih Chun
Deputy Secretary (Industry)