

Sample list of companies who have benefited from RFID Implementation

1. BAX Global Pte Ltd

BAX Global completed in September 2005 its first RFID implementation in Singapore, for streamlining operational processes within a warehouse operated on behalf of a high-technology manufacturing client.

A specific requirement of this client is for goods receipts into and goods dispatches out of the warehouse to be completely reconciled on a timely basis. This requirement was previously fulfilled using a manual process, which involved warehouse operators recording the entry and exit of individual units and keying the information into BAX Global's Warehouse Management System (WMS). Human errors and uncertain (and long) system update latencies were inherent to this process; and whilst the manual process performed satisfactorily for current volumes, there were concerns about its scalability to meet the demands of higher throughputs anticipated.

The advent of RFID technologies presented an exciting opportunity for overcoming the challenges. By affixing passive RFID tags to individual units and deploying transponder gantries (which feed captured data immediately to the WMS) at the entry and exit points of the warehouse, information about goods receipts and dispatches are now captured with very high accuracy without human intervention as soon as the units concerned "cross the line". The ability of the RFID solution to rapidly capture information from big batches of units in a single pass through a gantry also puts to ease the concerns with future increases in volumes.

A further benefit of the implementation is enhanced security and inventory. With near-instantaneous reconciliation of goods receipts and dispatches made possible by the real-time feeds of accurate information, any movement of goods into and out of the warehouse not cleared by the system are now immediately detected and brought to the attention of the operations manager via SMS.

BAX Global has found the use of RFID technology to be an effective solution for this client, and foresees much potential for its leverage in innovative applications both within and outside the warehouse.

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2. Kim Hiap Lee Co. (Pte) Ltd

With implementation of RFID pallet tracking, there is significant cost savings to Kim Hiap Lee (subsidiary of LHT Holdings Ltd). There is 35% reduction of manpower required to manage the pallet, resulting in S\$52,500 savings each year. In addition, the amount of time spent tracking a pallet is reduced by 70% and stock take is done in 50% of the time. This leads to S\$24,000 annual saving. Intangible benefits to Kim Hiap Lee include better relationship with customers as the number of arguments and the discrepancies are reduced as data is readily available online and errors in invoicing and data mining are reduced.

With the implementation of this project, our customers will benefit as the lead-time for recovery of pallets would be reduced as information of location of each pallet is known and recovery of pallets would be carried out in a timely manner. Customers can expect to save S\$375,000 in additional days of rental to the missing pallets.

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3. Trans-Link Express Pte Ltd

Using innovative RFID and global positioning system (GPS) and GPRS (General Packet Radio Service) capabilities, Trans-Link is offering superior sensor-enabled cold supply chain management, as well as inventory control and real-time product traceability.

With the implementation of the RFID solutions to provide real time temperature monitoring and inventory management, there is significant time saving during order processing and delivery of goods. In comparison to the

current mode of operations, temperature check on all the products delivered has been automated and inventory accuracy is meeting the customer's key performance indicator. According to Mr. K Y Low, Director of Operations at Trans-Link Express," the time spent at each customer's site during delivery has been reduced by 20 minutes and this significantly improves our efficiency and benefits the operations of our customers." "In addition, customers have the flexibility to access information 24/7 and this would allow them to retrieve temperature data as and when they require. This was well received by all the customers who participated in the trials."

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4. YCH Group

YCH Group ("YCH") completed a project last year to use RFID to track liquid-based products and inventory in a Bonded Warehouse. Besides improving efficiency and accuracy in the levels of stocks, using RFID will create identifiable value in terms of cutting down on excess manpower, input errors and redundancy in data entry. According to YCH Chairman and CEO, Mr. Robert Yap, YCH has seen "improvements of up to 40% in lead-time in the form of multiple concurrent users and activities that can be undertaken simultaneously, as well as the elimination of errors for 100% data accuracy". RFID also allows better end-to-end visibility of stocks as they pass through the entire supply chain, thereby raising customer satisfaction. Where customs and duties are concerned, RFID technology makes it easier for government officials to conduct spot checks on the bonded warehouse, without having to physically climb on the crates to do so.

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