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Case Study: Primech Holdings Limited

PRIMECH HOLDINGS

Integrated Management System (IMS) Certification based on ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 provides assurance to Primech Holdings' stakeholders on its business operations, service quality standard, and commitment to Sustainability and Occupational Health and Safety.

Business challenge

The cleaning and disinfection industry has seen greater competition with the emergence of new cleaning operators over the past few years. This has led to some companies lowering the price points for their services, in a strategic attempt to undercut its competitors, adversely affecting established companies such as Singapore-based Primech Holdings which operates on a larger scale with higher operating costs.

Besides the growing competition, the industry also faces an increase in operating costs year-on-year with the introduction of the Progressive Wage Model (PWM) and 2 weeks mandatory bonus to boost the earnings of low-wage workers. At the same time, companies need to invest in the newest technologies and innovations where huge capitals are required, to be able to provide their services effectively and efficiently especially during the COVID-19 pandemic.

To stand out in the highly competitive industry that sees high employee turnover rate, Primech Holdings needs to ensure that it can overcome the challenges of staff shortage and increase in costs to continue delivering its services without compromising on service quality.

OVERVIEW

Client name	Primech Holdings Limited
Industry	Cleaning & disinfection
Profile	Primech Holdings Limited and its subsidiary companies transformed from a general cleaning company to a tech-driven facility services provider. It provides products and services for clients in various sectors including hospitality, tourism, education and more.
Business challenge	Primech Holdings needs to ensure consistency in service delivery amidst growing competition and operating costs.
Our solution	A Quality, Environmental, Occupational Health & Safety Integrated Management System (QEHS IMS) based on ISO 9001, ISO 14001 and ISO 45001 to demonstrate its commitment to excellence, sustainability and reliability.
Business benefits	Certification to QEHS IMS confirms effective implementation of management systems, for delivery of consistently high service quality as a responsible provider.

Our solution

Primech Holdings chose to adopt a holistic approach and implement the Quality, Environmental, Occupational Health & Safety (QEHS) Integrated Management System (IMS) based on ISO 9001, ISO 14001 & ISO 45001, which are the leading global standards for QEHS.

The first step was to gather support from the top management for the implementation of QEHS and for the switch of certification body to the TÜV SÜD affiliate in Singapore, TÜV SÜD PSB, a brand well-known for the high level of standards. Getting the buy-in from various stakeholders was the most challenging task of implementing the QEHS IMS for Primech Holdings.

"I believe in standards and to be a good company, we must have standards. Although most of the stakeholders have been in the industry for more than half of their career and were used to the previous practices, we need to change and transform; and the journey starts now!" Mr. Khazid Bin Omar, Senior Vice-President at Primech Holdings notes.

Recognising the need to break through existing practices and get out of the comfort zone for advancement, the senior management is supportive of embarking on the journey for transformation. The transformation journey and changes that took place are constantly monitored with open communication in the company. With a close partnership with TÜV SÜD PSB, trainers from TÜV SÜD PSB were also engaged to train all the key stakeholders on the fundamental benefits of an integrated management system approach.

One particular advantage of TÜV SÜD is the prominence of its certification mark which is recognised internationally as a symbol of quality and reliability across all industry sectors and among consumers. "We have been longing to be certified by TÜV SÜD for years. TÜV SÜD certification is the best among others! Having our management systems certified and awarded by industry experts such as TÜV SÜD is self-explanatory of the credibility of our service standards, allowing us to stand out from our competitors," says Mr. Vernon Kwek, Chief Executive Officer (CEO) at Primech Holdings Limited.

Business benefits

For Primech Holdings' investors and clients, these certifications are deemed by the company as the best possible marks of confidence. A total of six business

functions under Primech Holdings Limited have been certified with ISO 9001, ISO 14001 & ISO 45001 QEHS IMS and will undergo periodic surveillance and certification program with TÜV SÜD PSB.

Referring to the certification process, Mr. Sng Yew Jin, Senior Vice-President notes that the auditors from TÜV SÜD PSB were patient and were constantly providing evidences and findings, based on which Primech Holdings was able to improve their IMS. "I am very impressed by the quality and competency of the auditors. Despite the long audit duration, we managed to complete the audit," he recalls.

By genuinely practicing the concepts of QEHS IMS, the team at Primech Holdings are able to contribute and communicate effectively with their clients who are also certified with ISO 9001, 14001 and 45001. This enables the team to solve problems and overcome challenges together as a team. "Previously, these ISO terminologies, for example – Needs and Expectations, Risks & Opportunities etc. – sounds 'alien' to the team. Now, our clients look up to them as they can contribute effectively during joint-meetings and exceed their needs and expectations," says Mr. Zinc Liaw, Environmental, Health & Safety (EHS) Officer.

"We are committed in driving sustainable development and in implementing standards for continual improvement. We have and will continue to invest heavily in our workforce and leverage on Innovation and Technology to continually improve our standards. Genuinely practicing the concepts of ISO will make a drastic difference in terms of Quality, Sustainability, Safety and consistencies," Mr. Vernon Kwek notes.

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TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification, auditing and training services. Since 1866, the company has remained committed to its purpose of enabling progress by protecting people, the environment and assets from technology-related risks. Through more than 25,000 employees across over 1,000 locations, it adds value to customers and partners by enabling market access and managing risks. By anticipating technological developments and facilitating change, TÜV SÜD inspires trust in a physical and digital world to create a safer and more sustainable future.