



Teckwah

Standards building a resilient company

Founded in 1968, Teckwah has evolved from a manufacturer of plain paper boxes to a leading solutions provider of customized supply chain management services. The company offers a variety of products and services, including the new packaging solution neupack, business process outsourcing, e-commerce, Web-based procurement and fulfilment click solutions, service-parts logistics and reverse logistics solutions.

Company name: Teckwah Industrial Corporation Ltd.

Country: Singapore

Industry: Printing and packaging solutions, logistical services

No. of employees: 1 300

Revenues/profits:

N.A./SGD 13.5 million
(N.A./USD 11 million) (EBIT in 2011)*

Main products/services:

Wide portfolio of packaging solutions (including special-purpose packaging)

Main use of standards:

- Procurement
- IT services
- Production
- Business development (marketing and sales)

Most important standards used:

Teckwah uses a variety of standards including:

- ISO 9001:2008, *Quality management systems*
- ISO 14001:2004, *Environmental management systems*

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- OHSAS 18001:2007, *Occupational health and safety management systems*
- ISO 28000:2007, *Supply chain security management*
- ISO 12647-2:2004, *Offset lithographic processes*

The assessment focused on the impact of the Singapore Standard SS 540:2008, *Business continuity management (BCM)*.

Economic benefits generated by this standard: SGD 1.45 million (USD 1.18 million) annually, amounting to 10.6 % of EBIT.

Key qualitative benefits: Standards helped strengthen Teckwah's and Singapore's capacity to build a resilient society.

What were the major benefits for Teckwah of using standards?

Using Singapore Standard SS 540 allowed Teckwah to:

- Build organizational resilience by identifying key risks that could lead to business disruptions
- Achieve business continuity by seamlessly transferring internal and external operational information between Teckwah and its key suppliers and customers
- Ensure continuous supply and flow of raw materials
- Secure important contracts as a BCM-certified company through increased customer confidence in Teckwah's ability to avoid or mitigate impacts from disruptive incidents

How did this standard lead to these benefits?

The implementation of the SS 540 standard on business continuity management started with a systematic business impact analysis to identify potential impacts that a disruptive incident would have on Teckwah. The company relies heavily on IT services and decided to move its server farm off its premises to a more secure physical location. The data backup frequency was also stepped up from once every three days to once a day to limit potential data loss.

Finally, production staff were trained, each within their role and responsibilities, to execute business continuity plans and were given adequate resources to do so.

* SGD 1 = USD 0.81695 (2012-12-31)