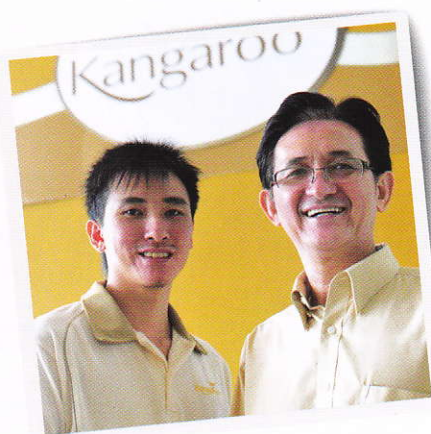


# RECRUITMENT AND SELECTION

**Paying attention to setting up a structured recruitment procedure has fostered a more transparent process when hiring new employees for Sun Lim Garden Foodstuff. Today, the company is able to attract and retain the right talent.**



Mr James Ng, Product Development Manager and  
Mr Michael Ng, Managing Director

## **Sun Lim Garden Foodstuffs Pte Ltd**

Renowned for its quality and innovative nut snacks, the company's various brands are sold across Singapore, Malaysia and Indonesia.



## **Growing with the right people**

As any organisation knows, finding the right employees to fit its needs can be a challenging process. Besides attracting talent, it must know how to assess a potential employee's capabilities. The Recruitment and Selection module helps companies learn the most effective ways of attracting applicants and selecting the right talents for the positions available.

It is a module that Sun Lim Gardens Foodstuff found remarkably useful. The 25-year-old family-run company headed by Managing Director Mr Michael Ng, has enjoyed success over the years, but constant issues with recruitment and human resources has kept it from growing to its full potential. For example, its recruitment process was largely reactionary. If it felt it needed more manpower, it would simply place a recruitment advertisement.

With guidance from a Singapore National Employers Federation (SNEF) consultant, the company made use of the Recruitment and Selection module to revamp its current hiring procedure to a more structured system.

“Once a request form is submitted by the department manager, our management will assess the need and determine whether there are existing employees who can step up to the challenge. Then HR will determine which is the most effective medium if we need to expand our headcount,” says Mr Ng. “The first interview is conducted by the head of department and I will do the subsequent interview. We have an interview checklist that we refer to and this guides us to ask the right questions and compare each candidate’s merits. There is also criteria for each job, to which points are scored.”

A clear job description helps in determining each applicant’s suitability for the position. It is also included in the new employees’ Letter of Appointment. After three months on the job, an assessment would be made using a set of key performance indicators to determine if the employee has met his responsibilities. Only then will the company proceed to issue a confirmation of employment.

Besides a structured recruitment process, the company has also implemented individual personal files for employees which helps it track their growth and development.

“With this system in place, our business can grow. Otherwise, we spend too much time on recruitment. Now we can focus our efforts on the bigger picture,” he adds. The benefits are already evident. “Now we are able to hire better quality personnel who have brought more effective ideas on how to sell our products. And because of this revamped HR system, employee morale is also higher. This means that the employees are driven to do better in their work. As a result, our sales volume has increased,” says a very pleased Mr Ng.



With the revamped HR system, employee’s morale has increased.



Each employee now has a clear job description.