

# PEP-SBF AWARDS 2023

## PRO-ENTERPRISE PARTNERS AWARD

### Name of PE Partner

AC Ng Chee Kiang (Director, Service Excellence Department, SCDF)

### Agency

Singapore Civil Defence Force (SCDF)



**SCDF**  
The Life Saving Force  
... for a safer Singapore

### How has your experience working as a PE Partner been like?

My experience is that the work of the Pro-Enterprise (PE) Partner is aligned with SCDF's journey of business excellence, where we strive to ensure our processes and systems are agile and responsive to meet organisational and customers' needs. As PE partner, I engage internal stakeholders to address feedback, suggestions, and clarifications on fire safety requirements from businesses, while keeping in mind the need to maintain high standards of fire safety.

The experience has been strongly positive as MTI pro-actively works with us to engage relevant government agencies to look into concerns of businesses and suggest reviews. This supports our Pro-enterprise approach to continuously adapt and fine-tune SCDF's performance-based approach towards fire safety regulation, to enable transformation and innovation in architecture, building design, and construction.

### What challenges did you encounter and how did you overcome them?

While the objective of being a PE Partner is to improve the level of support to business and to promote a pro-enterprise mindset, it is still important that fire safety considerations are not compromised. The challenge is to strike the fine balance of maintaining high fire safety standards, while simultaneously meeting the needs of businesses adequately. I am heartened that our team has achieved this so far through embracing a pro-enterprise culture and the excellent support by my colleagues doing regulatory work to institutionalise safety and public protection for Singapore.