

Annex 2:

Revolutionising Employee Satisfaction: Yue Hwa's AI-Driven Rostering Solution

1. Yue Hwa Chinese Products has successfully transformed its staff scheduling by implementing an innovative AI-driven rostering system developed by Synapsify, part of the IMDA Open Innovation Platform. This groundbreaking technology significantly enhances employee satisfaction while improving operational efficiency.
2. Before adopting this AI solution, Yue Hwa faced persistent challenges with inconsistent work schedules and declining employee morale. Traditional scheduling methods often led to conflicts, dissatisfaction, and higher turnover rates. Recognizing the need for change, the company embraced AI to create a more responsive and flexible scheduling process.
3. Through the IMDA Open Innovation Platform, Yue Hwa collaborated with Synapsify to leverage AI technology that empowers employees to input their availability and preferences. This allows for tailored schedules that better align with individual needs and business demands. This innovative approach fosters a healthy work-life balance and reduces scheduling conflicts, leading to a more engaged workforce.
4. The results speak for themselves: employees report increased job satisfaction, improved morale, and a sense of ownership over their schedules. In turn, Yue Hwa benefits from a more efficient workforce, reduced absenteeism, and a positive workplace culture. By leveraging AI through the IMDA Open Innovation Platform, the company demonstrates how technology can enhance employee well-being while driving operational success, setting a benchmark for others in the retail sector.