

A culture of continual improvement

According to Mr Yeo, winning at this year's Business Excellence Awards is not an end in itself. "With our can-do mentality, be-better attitude and collaborative spirit, we will continue to do our best, as well as work closely with our strategic partners and the community, so as to keep Singapore safe and secure," he said. To achieve this, ICA has rolled-out a series of innovative initiatives that have created value for the organisation, its customers, partners and officers. Some of these initiatives are:

Game-changing initiatives

YEAR	
2009	Opening of Woodlands Analytical (Bio) Laboratory that serves as an early warning system to protect frontline officers against bioterrorism agents such as anthrax and smallpox
2010	<ul style="list-style-type: none">■ Launch of Permanent Resident Integrated Services Management to allow e-filing of PR applications and online completion of PR formalities■ Launch of Alternative Site Collection of Singapore passports in collaboration with Singpost■ Launch of Biometric Identification of Motorbikes 2 designed to automate the immigration clearance of both the rider and pillion passenger
2011	<ul style="list-style-type: none">■ Opening of e-Lobby@ICA, equipped with 13 self-service kiosks and 1 i-Return kiosk■ Opening of Flexi-Bus Hall at Woodlands Checkpoint for increased clearance throughput during peak hours
2012	<ul style="list-style-type: none">■ Opening of Forensic Document Gallery for officers to have a tactile learning experience■ Launch of Mobile Automated Verification and Identification System that provides ICA with the capability to ascertain the identity of an individual anytime, anywhere using biometrics verification and wireless technology■ Setting up of the Air Cargo Express Hub in collaboration with Singapore Customs and Federal Express within the free trade zone■ Launch of Flexible Immigration Clearance System at Marina Bay Cruise Centre Singapore
2013	<ul style="list-style-type: none">■ Opening of Woodlands Analytical (Chemical) Laboratory to detect/ identify explosives and other hazardous materials.■ Launch of iCollect for automated passport collection
2014	Launch of the New Queue System at Services Centres for better resource management