

4 Aug 2026

To whom it may concern,

ROGER NG ZI LIANG has graduated from Diploma in Business Process & Systems Engineering at the School of Engineering, Temasek Polytechnic, since May 2020.

In my interactions with Roger, I have found him to be a motivated, focused, and respectful individual. He approached his studies and responsibilities with maturity and determination, and he had positive engagements with both lecturers and peers. Roger was also a contributor to campus life, participating in Open House, Community Service and other diploma-level initiatives. These experiences had further honed his collaborative abilities.

For his Major Project (a.k.a Final Year Project), Roger worked with TUI Group Singapore to streamline and enhance some of the processes. He applied the concept of Design Thinking to streamline the processes by replacing malfunctioned software, inventory tracking template and reduction of missed business opportunities. This resulted in improvement of 2.8% in Process Cycle Efficiency with automation, 98% improvement in inventory value accounting and a potential of \$500K more earning with the new team structure design.

Roger's technical expertise, coupled with his problem-solving mindset and ability to work effectively in teams, position him for great success in both academic and professional settings. His dedication and drive to succeed makes it an absolute privilege to coach him.

I am confident that Roger will excel in his future endeavors and strongly recommend him for any professional opportunities. He is a promising talent who will undoubtedly contribute meaningfully to any environment he joins.

I wish Roger all the best in his future pursuits.

Yours sincerely,

Lo Hing Loon (Mr)
Course Chair / Senior Lecturer
Diploma in Business Process & Systems Engineering

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