

RINGKASAN EKSEKUTIF

<u>KERTAS CADANGAN</u>	:	Permohonan untuk melaksanakan program pembangunan sistem (ACS) “Malaysia Business Excellence (MBE)” di subsidiari Sarawak Economic Development Corporation (SEDC) iaitu Grand Magherita Hotel (GMH)
<u>TARIKH / TEMPAT</u>	:	Januari 2021 – April 2021 (Tempoh Projek: Jan – Julai 2021)
<u>KOS YANG TERLIBAT / PERUNTUKAN</u>	:	RM20,100.00 / OPERASI - (Jan – Apr 2021)
<u>WILAYAH</u>	:	MPC WILAYAH SARAWAK (SKO)
<u>BAKI PERUNTUKAN YANG ADA</u> <u>TANDATANGAN KETUA AKAUNTAN</u>	:	 (WAN NURHANI WAN KHALID)
<u>KOMEN</u> <u>TANDATANGAN PENGURUS PCT</u>	:	 (MAHADI HASBULLAH)
<u>IMPAK KEPADA RAKYAT</u>	:	• Memberi perkhidmatan latihan dan bimbingan perlaksanaan MBE kepada SEDC. • Memberi pendedahan kepada SEDC (Grand Magherita Hotel) dalam melaksanakan Business Excellence dan mengetahui dengan lebih mendalam tentang elemen-elemen yang berkait rapat dalam mencapai kejayaan sesebuah syarikat.

PERBADANAN PRODUKTIVITI MALAYSIA

CADANGAN PERLAKSANAAN PEMBANGUNAN SISTEM MALAYSIA BUSINESS EXCELLENCE DI SUBSIDARI SEDC IAITU GRAND MAGHERITA HOTEL (GMH)

1.0 TUJUAN

- 1.1 Kertas cadangan ini bertujuan untuk mendapatkan kelulusan Lembaga Pengurusan MPC bagi pelaksanaan pembangunan sistem Malaysia Business Excellence (MBE) di subsidiari SEDC iaitu Grand Magherita Hotel dan memohon peruntukan operasi berjumlah RM20,100.00 (Januari – April 2021).

2.0 LATAR BELAKANG

- 2.1 Dalam usaha memburu kecemerlangan organisasi, semua tenaga kerja harus meningkatkan kompetensi masing-masing melalui program-program pembangunan kapasiti yang bersesuaian.
- 2.2 Program pembangunan sistem ini merupakan program kecemerlangan perniagaan dan pelaksanaan program ini akan melibatkan bimbingan latihan (training) sebanyak 10 hari dan nasihat perundingan (advisory) sebanyak 10 hari kepada organisasi subsidiari SEDC iaitu Grand Magherita Hotel.
- 2.3 Program ini akan dilaksanakan bermula Januari sehingga Julai 2021. Namun begitu, tempoh program mungkin berubah mengikut persetujuan tarikh program-program antara MPC dan SEDC.
- 2.4 Kertas cadangan (proposal) pelaksanaan telah diberi kepada SEDC dan pihak SEDC telah bersetuju dengan kos program bernilai RM72,000 (tujuh puluh dua ribu). **Lampiran 1 surat setuju terima daripada SEDC** untuk pelaksanaan program tersebut.
- 2.5 Adalah diharapkan program ini mampu untuk membantu SEDC memantapkan pengetahuan berkaitan program kecemerlangan perniagaan serta mengukuhkan penerimaan BE khususnya buat organisasi di Sarawak.
- 2.6 Fokus utama program ialah untuk menghasilkan inisiatif penambahbaikan yang efektif bagi organisasi berpandukan kepada Rangkakerja Kecemerlangan Perniagaan Malaysia (MBEF).

3.0 OBJEKTIF

- 3.1 Untuk memberi pendedahan kepada organisasi dalam memahami kriteria Business Excellence (BE) dan hubungan setiap kriteria dalam inisiatif penambahbaikan yang efektif.

- 3.2 Memahami nilai dan konsep utama yang terkandung dalam kriteria BE.
- 3.3 Meningkatkan kesedaran di kalangan anggota organisasi tentang bagaimana pelaksanaan BE dapat membantu mereka dalam menguruskan organisasi ke arah organisasi cermerlang.
- 3.4 Membantu organisasi dalam memahami situasi dan tahap organisasi dengan melaksanakan penilaian BE.
- 3.5 Mengaplikasikan kaedah terbaik perniagaan dan melaksanakan rangkakerja peningkatan perniagaan program dalam organisasi.

4.0 JUSTIFIKASI / FAEDAH-FAEDAH

- 4.1 Dapat membantu organisasi dalam melaksanakan *Business Excellence* dan mengetahui dengan lebih mendalam tentang elemen-elemen yang berkait rapat dalam mencapai kejayaan sesebuah syarikat.
- 4.2 Meningkatkan amalan kecemerlangan perniagaan di Sarawak.

5.0 CADANGAN TENAGA PENGAJAR

- 5.1 Tenaga pengajar dan khidmat nasihat bagi program ini dicadangkan Dr Zarak Shaifuddin bin Zamrah, Pengarah Urusan, Pengasas dan Perunding bagi Mec Engineering Applied Sdn Bhd and Methchem Engineering Consultancy.
- 5.2 Beliau juga merupakan penilai (assessor) Business Excellence di peringkat antarbangsa iaitu Global Performance Excellence Award (GPEA) - Asia Pacific Quality Organization (APQO) dan telah menjalankan penilaian (assessment) BE di peringkat tempatan dan kebangsaan sejak tahun 2014 sehingga kini.
- 5.3 Beliau mempunyai pengetahuan dan pernah menjadi tenaga pengajar BE sebelum ini serta mampu mengendalikan program dengan berkesan.

6.0 ANGGARAN PERBELANJAAN DAN HASIL

- 6.1 Hasil yang diperolehi untuk program ini ialah **RM72,000** seperti dalam Lampiran 2.
- 6.2 Jumlah anggaran perbelanjaan untuk program ini ialah untuk bayaran tenaga pengajar dan perunding khidmat nasihat adalah **RM38,000.00** dan pencetakan nota / sijil **RM5,000.00** seperti dalam Lampiran 3. Bayaran kepada tenaga

pengajar akan dibuat secara befasa dan bayaran tambang kapal terbang dan hotel akan diuruskan sendiri oleh tenaga pengajar.

- 6.3 Jumlah perbelanjaan **Januari – April 2021** yang dipohon adalah sebanyak **RM20,100.00**
- 6.4 Hasil bersih yang akan diperolehi daripada program ini ialah sebanyak **RM29,000.00** seperti dalam Lampiran 4.
- 6.5 Semua proses perolehan akan diuruskan mengikut Tatacara Perolehan tersedia yang berkuatkuasa. Pengurus projek akan memantau dan memastikan perbelanjaan dapat dilakukan secara berhemah merujuk kepada langkah penjimatan sepertimana yang disarankan oleh kerajaan.

8.0 CADANGAN / SYOR

Kami percaya program pembangunan sistem (ACS) “Malaysia Business Excellence (MBE)” di subsidi Sarawak Economic Development Corporation (SEDC) iaitu Grand Magherita Hotel (GMH) akan memberi impak kepada kecemerlangan organisasi dan mengesyorkan agar Lembaga Pengurusan mempertimbangkan serta meluluskan peruntukan berjumlah **RM20,100.00** bagi program ini dilaksanakan.

Disediakan oleh:



Hafiza Atha Ahmad
Pengurus
MPC Sarawak
8 Januari 2021

Disokong oleh:



Semawi Zakaria
Pengurus Kanan
MPC Sarawak
11 Januari 2021

Disahkan oleh:



Sarimah Misman
Pengarah
MPC Sarawak
11 Januari 2021

Lampiran 1

**Surat Setuju Terima SEDC – Pelaksanaan Program Pembangunan Sistem
Malaysia Business Excellence (MBE)**



Perbadanan Pembangunan Ekonomi Sarawak
Sarawak Economic Development Corporation

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Website: www.sedc.com.my

PPES: Q/T/004 (Jld.6)

9 December 2020

Cik Hajah Sarimah Misman
Director
Malaysia Productivity Corporation (MPC) Sarawak
Lot 894, Fasa 3
Taman Perindustrian Demak Laut
Peti Surat 2679
93752 Kuching, Sarawak

Fax No : 082-439969

Cik Hajah Sarimah.

**APPOINTMENT OF MALAYSIA PRODUCTIVITY CORPORATION (MPC) SARAWAK AS
CONSULTANT FOR MALAYSIA BUSINESS EXCELLENCE CERTIFICATION (MBEC)**

We are pleased to inform you that Sarawak Economic Development Corporation (SEDC) has agreed to appoint Malaysia Productivity Corporation (MPC) Sarawak as the Consultant for Malaysia Business Excellence Certification (MBEC) for the Corporation.

1.0 SCOPE OF CERTIFICATION

The scope of certification are as follows: -

1.1 TECHNICAL SERVICES

1.1.1 Methodology and Phases

- (a) Both MPC Sarawak and Certified BE Consultant whom will be appointed by MPC Sarawak will be fully involved throughout the Certification processes.
- (b) The certification processes are based on seven (7) MBEC criteria / modules and phases as follows: -

PHASES	PROJECT ELEMENTS
Phase 1	Introduction and Pre-Assessment (By Consultant)
Phase 2	Module 1: Leadership Module 2: Strategy Planning Module 3: Information
Phase 3	Module 4: Customers Module 5: Workforce / People Module 6: Process Module 7: Results
Phase 4	Post Assessment by 3 rd Partner (External Assessor)



1.1.2 Project Timeline

The duration MBEC for the Corporation is six (6) to eight (8) months as follows: -

STEP	ACTIVITIES	TARGETED NO. OF DAYS TAKEN	
		Sessions	Consultancy
1	<u>Capacity Development</u> MBEF Training for Internal Consultant Awareness Training for Management / Executives Internal Self-Assessment via Online EzBE (By SEDC) MBEF Training for Internal Practitioner Training on Organisational Overview Development of Organisational Profile (By SEDC)**	2 days 1 day - 2 days 1 day 21 days	-
2	Pre-Assessment (By Consultant)	3 days	-
3	<u>MBEC System Development</u> Module 1 : Leadership Module 2 & 3: Strategy Planning & Information Module 4 & 5: Customers & Workforce Module 6 & 7: Process & Results Intervention Programmes (By SEDC)	1 day 2 days 2 days 2 days -	1 day 1 day 1 day 1 day -
4	Post Assessment By 3 rd Party (External Assessor)	3 days	-
5	MBEC Recognition	-	-
TOTAL NO. OF DAYS TAKEN		40 DAYS	4 DAYS

(**) No training needed

1.1.3 Course Contents

The course contents are based on seven (7) MBEF criteria / modules which involve a total of three (3) phases of modular learnings. The date and time of each phase of the modular will be set by SEDC.

1.1.4 Pre and Post MBEC Assessments

Pre and Post MBEC Assessments shall be conducted by the Consultants whom will be appointed by MPC Sarawak.

1.1.5 Recognition and Certification

Upon full completion of MBEC, the Corporation shall, -

- receive a Certificate of Completion for each phase, and as a MBEF Practitioner;
- be recognised through participating in the following prestigious awards such as Global Performance Excellence Award (GPEA) by Asia Pacific Quality Organisation (APQO), Industry Excellence Award (AKI) by MITI and High Productivity Enterprise (HPE) by MITI, an initiative under the Malaysia Productivity Blueprint; and
- be recognised as Malaysia Productivity and Innovation Class Members by obtaining an assessment score of 400 above.

2.0 PROFESSIONAL FEES

2.1 The professional fees payable to MPC Sarawak for the implementation of MBEC shall be in accordance with the professional fees quoted by MPC Sarawak which is **RM72,000.00** excluding refreshments cost.

2.2 The breakdown of budget are as follows: -

PHASES	PROJECT ELEMENTS	TRAINING MANAGEMENT		CONSULTANCY MANAGEMENT		TOTAL (RM)
		DAY TAKEN	FEES (RM)	DAY TAKEN	FEES (RM)	
1	a) Introduction (MBEF Training for Internal Assessor & Organisational Overview)	3 days	13,500.00	-	-	22,500.00
	b) Pre-Assessment	-	-	3 days	9,000.00	
2	MBEF System Development Module 1 : Leadership Module 2 & 3 : Strategy Planning and Information	1 day	4,500.00	1 day	3,000.00	7,500.00
		2 days	9,000.00	1 day	3,000.00	12,000.00
3	Module 4 & 5: Customers and Workforce Module 6 & 7: Process and Results	2 days	9,000.00	1 day	3,000.00	12,000.00
		2 days	9,000.00	1 day	3,000.00	12,000.00
4	Post Assessment (3 rd Party)	-	-	3 days	9,000.00	9,000.00
Sub-Total 1 (Man-day & Fees)		10 days	45,000.00	10 days	30,000.00	75,000.00
Sub-Total 2 (Administration Charges)		-	-	-	-	5,000.00
SUB-TOTAL						80,000.00
Discount (10%) (MPC Associate Member No : 2011-00919)						8,000.00
NETT GRAND TOTAL						72,000.00

2.3 The professional fees shall be computed based on the total actual training and consultancy costs of the Certification *plus 10% p.p.v.a.m*

2.4 The mode of payment shall be made before each phase of Certification whereby MPC Sarawak will issue an invoice before each phase begins for payment purposes.

2.5 Except for Government Service Tax, any taxes or services charges in consequence of the Appointment hereunder shall be borne solely by MPC Sarawak.

3.0 TERMS OF REFERENCE

3.1 The minimum number of training days and consultation should not be less than sixty (60) days before Certification.

3.2 The expected completion of the Certification should not exceed eight (8) months from the date of award by SEDC.



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- 3.3 The project timeline must consist of numbers of days taken for both training and consultancy sessions.
- 3.4 The consultant must be an authorised body to conduct MBEC.
- 3.5 The trainer / expertise conducting MBEC must be a recognise Business Excellence expert and has a vast experience in the business improvement journey.
- 3.6 Providing supervision and monitoring of the phases, attend site consultancies and giving all necessary information as required throughout Certification processes.
- 3.7 All information and data shared required throughout MBEC processes must be treated as "Strictly Confidential".
- 3.8 All output and reports derived from the MBEC Project will be treated in the similar confidential manner and shall become our Corporation's property and may be used in such manner as our Corporation deems fit.

4.0 OTHER CONDITIONS

- 4.1 MPC shall take all due care, attention and diligence in the execution of the services, to protect SEDC's interest and to indemnify the Corporation and keep the Corporation indemnified for any loss or damage which SEDC may suffer arising from the breach of your duty of care, negligence or omission.
- 4.2 MPC may only deviate from or alter the approved design with the Corporation's knowledge and consent.
- 4.3 SEDC has the right to terminate your engagement without the need to assign any reason whatsoever provided a thirty (30) days' notice is given to you. Upon the termination of the appointment, we shall pay the balance of professional fees outstanding due as at the date of notice of termination.
- 4.4 SEDC shall be at liberty to appoint another consultant as our Corporation deems fit.
- 4.5 The parties shall endeavour to resolve any difference or dispute that may arise between them. Where the parties are unable to resolve any difference or dispute, the dispute or difference shall be referred to arbitration in accordance with the provisions of the Arbitration Act, 2005.
- 4.6 The appointment of MPC Sarawak hereunder is subject to:
 - (i) The Integrity Pact, a copy of which is attached; and
 - (ii) The SEDC Guidelines for the Appointment of Consultants, a copy of which is attached.

However, in the event of a conflict between any provision in this Letter of Appointment, the Integrity Pact and/or the SEDC Guidelines, the provision herein contained in this Letter of Appointment shall prevail.



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Kindly confirm the acceptance of appointment by signing on the attached "Acceptance Slip of Appointment" and returning the duly signed to SEDC within fourteen (14) days from the date of this letter.

Thank you.

"BERSATU BERUSAHA BERBAKTI"

"COMMITTED TO EXCELLENCE"

Yours faithfully

HAJI ABDUL HADI BIN DATUK HAJI ABDUL KADIR
General Manager
SARAWAK ECONOMIC DEVELOPMENT CORPORATION

Enclosure

Hasil Pelaksanaan Program Pembangunan Sistem Malaysia Business Excellence (MBE) di subsidiari SEDC

PROJECT ELEMENT	TRAINING MANDAY	TRAINING FEE (RM)	CONSULTANCY MANDAY	CONSULTANCY FEE (RM)
PHASE 1				
INTRODUCTION i) Malaysia Business Excellence Framework (MBEF) for accessor ii) Organisational Overview.	3	RM 4,500 x 3 days = 13,500.00	-	-
PRE-ASSESSMENT (ADVISORY)	-	-	3	9,000
PHASE 2				
• MODULE 1	1	4,500 X 1 = 4,500.00	1	3,000
• MODULE 2 • MODULE 3	2	4,500 X 2 = 9,000.00	1	3,000
PHASE 3				
• MODULE 4 • MODULE 5	2	4,500 X 2 = 9,000.00	1	3,000
• MODULE 6 • MODULE 7	2	4,500 X 2 = 9,000.00	1	3,000
PHASE 4				
POST-ASSESSMENT -3rd PARTY (ADVISORY)	-	-	3	9,000
TOTAL MANDAY/COST	10 DAYS	45,000	10 DAYS	30,000
ADMINISTRATION				5,000
TOTAL OVERALL				80,000.00
Minus: 10% Discount (P&I No: 2011-00919)				(8,000.00)
TOTAL PAYMENT				72,000.00

LAMPIRAN 3

Kos Perbelanjaan & Pembayaran Berfasa kepada tenaga Pengajar

PERKARA	LATIHAN / PERUNDINGAN (RM)	BILANGAN HARI	JUMLAH (RM)	FASA (RM)	PERUNTUKAN (RM)
INTRODUCTION i) Malaysia Business Excellence Framework (MBEF) for accessor ii) Organisational Overview.	1,900.00	3	5,700.00	FASA 1 11,400.00	Januari – April 2021 20,100.00
PRE- ASSESSMENT (ADVISORY)	1,900.00	3	5,700.00		
MODULE 1	1,900.00	2	3,000.00	FASA 2	
MODULE 2 MODULE 3	1,900.00	3	5,700.00	8,700.00	
MODULE 4 MODULE 5	1,900.00	3	5,700.00	FASA 3 11,400.00	Mei – Julai 2021 17,100.00
MODULE 6 MODULE 7	1,900.00	3	5,700.00		
POST- ASSESSMENT (ADVISORY)	1,900.00	3	5,700.00	FASA 4 5,700.00	
JUMLAH KESELURUHAN	-	20 HARI	38,000.00		

LAMPIRAN 4

**Anggaran Kos Perbelanjaan dan Hasil
Perlaksanaan Program Pembangunan Sistem Malaysia Business Excellence
(MBE) di subsidiari SEDC**

A) Hasil				
Bil	Hasil	Kuantiti	Harga/unit (RM)	Jumlah (RM)
1.	Perkhidmatan Latihan (Training)	10 hari	4,500.00	45,000.00
2.	Perkhidmatan Perundingan (Advisory)	10 hari	3,000.00	30,000.00
3.	Pentadbiran (cetakan nota / sijil)	1 unit	5,000.00	5,000.00
JUMLAH				80,000.00
Tolak 10% (Kad P&I)				8,000.00
JUMLAH HASIL				72,000.00
B) Perbelanjaan				
Bil	Perbelanjaan Seminar Pakej Peserta	Kuantiti	Harga/unit (RM)	Jumlah (RM)
1.	Perkhidmatan Latihan (Training)	10 hari	1,900.00	19,000.00
2.	Perkhidmatan Perundingan (Advisory)	10 hari	1,900.00	19,000.00
3.	Pencetakan nota / sijil	100	50.00	5,000.00
JUMLAH (RM)				43,000.00
Hasil Bersih (RM)				
= Hasil - Perbelanjaan		RM 72,000- RM43,000 = RM29,000.00		