

# STRICTLY CONFIDENTIAL

## COMPANY DIAGNOSTIC IDEAL NAUTICARE SDN BHD

Company Name	IDEAL NAUTICARE SDN BHD
Date of Visit	26 NOV 2020
Time	10.30 am – 12.00 noon
Location	ONLINE ASSESSMENT
State	SELANGOR
Sector & Subsector	

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Prepared by :



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Laporan yang telah disediakan diakui  
memuaskan

7/12/2020

A handwritten signature in blue ink, appearing to read 'Rosmi Abdullah', is written over a light blue rectangular background.

**ROSMI ABDULLAH**

Pengarah

Khidmat Nasihat Dan Perundingan Produktiviti (PACS)  
Perbadanan Produktiviti Malaysia (MPC)

## **COMPANY PROFILE STATEMENT & DECLARATION**

### **Nature of Business**

IDEAL NAUTICARE SDN BHD established in February 2015 in response to Malaysian Marine Department announcement to enforce the Malaysia Shipping Notice 8/2013. The aim is to ensure that each ship with Malaysia's flag has a certificate of adequacy of Medicine's Chest.

Our responsibility is to serve and help the ship's owner to conform to the requirement and specifications as outlined in the International Medical Guide for Ships (IMGS 3rd edition). Hence to assist the ship's owner to get certification of medicine's chest from scratch to the end.

IDEAL NAUTICARE SDN BHD owned 3 pharmacy outlet named Farmasi Ideal which are progressive, independent, vibrant retail shop located in a mix and mature community in Shah Alam, Port Klang and Kemaman. The major business is primarily in operating a community pharmacy including retailing of pharmaceutical and healthcare and personal products.

With the strength of 14 people in team including management, we to be the leaders in our industry by delivering Excellence in customer service, exceptional value for money, and an unrivalled product range at fair prices. We employ passionate, highly driven, motivated team members who love what they do and are genuinely customers and sales focused. We are an entrepreneur's orientated company, with a small management team that is highly flexible and extremely hands on.

Excellence in Customer Service is at the heart of everything we do and we are constantly striving to provide better Customer Service every single day. We focus on the integrity of

the product we are selling, the efficiency of our procedures to ensure the right product is in the right place at the right time and finally the experience, which comes from the friendly, helpful, genuinely caring, passionate team members.

Company Strength	<p>Design and Engineering</p> <p>1 Ability to expand idea within own capacity</p> <p>2 Proper Internal Management</p> <p>3 Logo design</p> <p>4 Influencing brand name and tagline</p> <p>5 Powerful social media influence</p> <p>Manufacturing and fabrication</p> <p>-Not Related-</p> <p>Quality Assurance</p> <ul style="list-style-type: none"> <li>• Traceable item</li> <li>• GDPMD cert holder</li> <li>• Zero customer complain</li> </ul> <p>Health and Safety</p> <ul style="list-style-type: none"> <li>• Fire and safety training</li> <li>• Housekeeping storage and sanitation</li> <li>• Precaution</li> <li>• Medical claim</li> </ul> <p>Human Resource Management</p> <ul style="list-style-type: none"> <li>• Depth and breadth of expertise, turnover rate, morale and satisfaction</li> <li>• staff attraction and retention</li> </ul> <p>Future Business Plan &amp; Projection</p> <ul style="list-style-type: none"> <li>• Too many ideas and opportunities</li> <li>• Ability to form and execute new project. All regarding healthcare</li> <li>• Rehab Center comprising of all rehab and equipments - including specializing in repairing and rehab accessories</li> </ul>
Area of improvement	<ul style="list-style-type: none"> <li>• Capital</li> <li>• MCO</li> <li>• Integrated system between POS, Warehouse and Purchasing Dept.</li> <li>• HRMS</li> <li>• Price tag and barcode generator system</li> <li>• 3D labeling/signboard for each sections in retail</li> <li>• Standardized uniform for all outlets, including licensee outlets</li> <li>• Staff Training module for all outlets</li> </ul>
Intervention Program	<ul style="list-style-type: none"> <li>• Quality Environment</li> <li>• Digitalization system and inventory</li> </ul>