

STRICTLY CONFIDENTIAL

COMPANY DIAGNOSTIC REPORT FJ BIZZ RESOURCES

Company Name	FJ BIZZ RESOURCES
Date of Visit	24 NOVEMBER 2020
Time	10.30 am – 3.00 pm
Location	4B, Jalan Watan 8, Taman Sri Watan, 68000 Ampang
State	SELANGOR
Sector & Subsector	SERVICES – WHOLESALERS & RETAIL TRADE

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Prepared by :



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Diakui perkhidmatan yang dibekalkan
adalah memuaskan

10/12/2020

A handwritten signature in black ink, appearing to read 'Rosmi Abdullah', is written over a blue circular stamp.

ROSMI ABDULLAH

Pengarah

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

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Company Diagnostic Summary Report

Fj Bizz Resources (FJB) was founded and newly established on : 16th March 2019 a young and very energetic man as a Bumiputera company promoting **Health-Fitness and Beauty Products** on-line business as Sole Distributor for **Makellos Beaute** brand collections comprises of Skin Bar with brightening, Perfect liquid Foundation and Brightening Serum. The company also provide services of Consultancy Advice on Health Tips and Supply of Fitness Equipment as a complete package to their health and beauty products.

The company which is located in Taman Sri Watan, Ampang, Selangor also provide guiding service for newly start-up company going for advertisement using social media platform; Facebook, Instagram as well as Youtube.

Company Profile & Nature of Business

The supply of OEM **Makellos Beaute** product is been distributed directly to an appointed **Retail Agents**, located throughout country (Kedah, Penang, Perak, Selangor, Kuala Lumpur, Johor and Sabah). The social media **on-line Sales and Marketing** is used by the company as a platform to promotes their products apart from offline approach such as *through Trade Carnival & Exposition* and *Products Preview Session* held frequently on field.

For future growth of the company, the management of FJB plans to be a competitive provider of high quality health and beauty products that 'syariah-compliant' and Ministry of Health certified.

Company Strength (Min. 5)

1. The young and energetic CEO of Fj Bizz Resources (**FJB**) is committed to drive the retail trade sales of distributing quality health and beauty products through a mission ultimately aims to *provide solutions on "Health & Beauty" service session that satisfy their customers* and to continuously strive towards a **vision of becoming an excellence global standard 'health and beauty' company locally and internationally.**
2. The **Plan of Action** been established which contains the Policy and Guidelines that focuses on Product Features & Quality, Marketing Tools & Target, Competitive Price, and Agents Competency. This guidelines and requirements is spelt out in **The Agent Contracts** and communicated through department meetings and in-house trainings.
3. The daily operational process and performance is executed through Work Process Instructions established, documented and spelt out in terms of **Purchasing and Distributing Process Flowchart** to be used by employees across divisional.

4. The **Microsoft Excel** is used for recording and scheduling monitoring daily agents or customer orders data-base and for coordinating all kinds of data and information towards company's performance by the CEO.
5. The company hold an assembly/meeting once a week involving all employees highlighting on housekeeping, task achievement, information sharing and ideas generating.
6. It is **recorded a positive trend in sales** for the year 2019 and 2020 that marks an Annual Sales of RM178,910 and RM4417,224, in which resulting the positive indicator on Labour Cost Ratio and Labour Productivity, RM59,637 and RM83,445 respectively.

**Area of improvement
(Min. 5)**

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1. There is no medium created for communicating company's policies, vision, mission and values to internal and external parties.
 2. There is no evidence on how the company develop and implement CSR policies and practices for community and environment.
 3. There is no information provided on the establishment of short term and long term plans as well as goals set based on benchmarks capturing customer requirements.
 4. There is no human resource planning process in identifying organizational goals and matches them with the competencies employees need to achieve organisation's goals.
 5. No evidence found on establishment of knowledge management system to retain all possible knowledge and innovative ideas of staff for future reference.
 6. There is no information provided on how the management measure, evaluate and improve work process and business performance.
 7. It is unclear on how management carry out an appraisal and provide an appreciation to employees' performance, as well as evaluate and enhance employees well-being and morale.
 8. There is no information provided on how management improve the capabilities of suppliers and partners to meet organisation's requirements.

9. There is no information provided on how management creates an opportunity or platform for employees and also initiatives on employees well-being and morale.
10. There is no information provided on how management creates a special medium or platform on engagement with customers as well as suppliers and partners.
11. There is no information provided on how management improve the capabilities of suppliers and partners to meet organisation's requirements

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Lean 5S

**Intervention
Program(Implemented
by the company)**

2.0 COMPANY PROFILE



BUSINESS EXCELLENCE PROGRAMME

1. General Information			
Company	FJ BIZZ RESOURCES	Company Registration No	002947865-W
Address	4B, Jalan Watan 8, Taman Sri Watan, Ampang, Selangor	Postcode	68000
		Telephone No.	03 42886535
CEO Name	EN MUHAMAD SHAHFIZI ISMAIL (017-5469272)	Fax No.	0
Website		Email	fjbizzresources88@gmail.com
2. Employees (Number)		3. Market Share	4. Size of Company
Local <input type="text" value="5"/> Foreign <input type="text" value="-"/> Total <input type="text" value="5"/>		Market Share (%)	Size : (Check One)
Breakdown of Employees (%)		Local <input type="text" value="100"/>	Small & Medium (SME) <input checked="" type="checkbox"/>
Male <input type="text" value="60% (3)"/> Female <input type="text" value="40% (2)"/>		Export <input type="text" value="0"/>	Local Large (LL) <input type="checkbox"/>
			Multinational (MNC) <input type="checkbox"/>
5. Equity (Check One)			
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Foreign - Owned* <input checked="" type="checkbox"/> Joint Venture <input type="checkbox"/> Wholly Local - Owned: Bumiputera** <input checked="" type="checkbox"/> Non-Bumiputera </div> <div> For SME: Yes <input type="checkbox"/> No <input type="checkbox"/> Women - Owned Company : For Women - owned company At least 51% of the equity are owned by women; or in case where the majority of the equity is not owned bt women: The biggest shareholders are women and the company managed by women; or i. The biggest shareholders are women and the company is managed by women; or ii. The Managing Director / Chief Executive Officer is a woman and owns at least 10% of the equity </div> </div>			
(Plese state percentage <u>100</u> (%) <small>Note : *51% company shares owned by Foreign Entity **100% company shares owned by Bumiputera</small>			
6. Sales (RM)			
Local company with annual sales turnover not exceeding RM10 million			<input checked="" type="checkbox"/>
Local company with annual sales turnover between RM10 million and RM25 million			<input type="checkbox"/>
Local company with annual sales turnover between RM25 million and RM100 million			<input type="checkbox"/>
Local company with annual sales turnover exceeding RM100 million and Multinational company			<input type="checkbox"/>
7. i. Main Sector : (Check One)		8. Certification Received	
Services <input checked="" type="checkbox"/> Manufacturing <input type="checkbox"/> Agriculture <input type="checkbox"/>		ISO 9001 <input type="checkbox"/>	
ii. Sub Sector : (Check One)		ISO 14000 <input type="checkbox"/>	
Financial Services <input type="checkbox"/> Tourism <input type="checkbox"/> Business Services <input type="checkbox"/>		HACCP <input type="checkbox"/>	
Oil and Gas <input type="checkbox"/> Education <input type="checkbox"/> Wholesales and Retail Trade <input checked="" type="checkbox"/>		OSHA 18001 <input type="checkbox"/>	
Private Healthcare <input type="checkbox"/> Electrical & Electronic <input type="checkbox"/> Palm Oil and Relate Products <input type="checkbox"/>		HALAL <input type="checkbox"/>	
Information and Communication Technology		ISO/TS 16949 <input type="checkbox"/>	
If other sector, please specify :		ISO 22000 <input type="checkbox"/>	
.....		ISO 13485 <input type="checkbox"/>	
		QUALITY ENVIRONMENT <input type="checkbox"/>	
		Others, please specify <input type="checkbox"/>	
9. Technical Assistance Received			
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, please specify type of assistance :			
Name : <input type="text" value="ENCIK MUHAMAD SHAHFIZI ISMAIL"/>			
Designation : <input type="text" value="MANAGING DIRECTOR"/> 24-Nov-20			

3.0 PGM INDICATORS

PROGRAM SPPE 2020 - FJ BIZZ RESOURCES		
PRODUCTIVITY GAIN MEASUREMENT INDICATORS		
ITEM	INDICATORS	
	2019 (April - Dec)	2020 (Jan - Oct)
(RECORD FROM JUNE-DECEMBER)SALES (RM)	178,910	417,224
PROFIT / LOSS (RM)	80,510	187,751
NO. OF EMPLOYEES	3	5
LABOUR COST (RM) (*or combine I,ii,iii)	34,000	27,500
i) WAGES	10,000	12,500
ii) ALLOWANCES	500	500
iii) OTHERS :		
BONUSES		
OVERTIME	500	1,500
EPF	3,000	3,000
TRAINING	20,000	10,000
ETC		
FIXED ASSETS	0	0
TOTAL INPUT (RM) :	65,000	79,500
MATERIAL CONSUMED	25,000	40,000
LABOUR COST	34,000	27,500
OTHERS (PAYMENT TO THE WORK DONE BY OTHERS UTILITIES, ETC)	6,000	12,000
COMPETITIVENESS RATIO:	(self computed)	
1. SALES / LABOUR COST	5.26	15.17
2. LABOUR COST/NO.OF EMPLOYEES	11,333.33	5,500.00
3. LABOUR COST/SALES	0.19	0.07
LABOUR PRODUCTIVITY= NO OF EMPLOYEES/SALES	0.0000168	0.0000120
CAPITAL INTENSITY = SALES/FIXED ASSET	#DIV/0!	#DIV/0!
LABOUR PRODUCTIVITY = SALES/NO OF EMPLOYEE	59,636.74	83,444.89
PROFITABILITY	0.45	0.45

Pre Assessment @ Fj Bizz Resources, Ampang, Selangor

Products: MAKELLOS – Skin Bar, Foundation and Serum

