

STRICTLY CONFIDENTIAL

COMPANY DIAGNOSTIC REPORT JENDELA INFORMASI SDN BHD

Company Name	JENDELA INFORMASI SDN BHD
Date of Visit	20 November 2020
Time	10.30 am – 3.00 pm
Location	5-1, JALAN DAMAI PUSPA 5, ALAM DAMAI, 56000 CHERAS,
State	KUALA LUMPUR
Sector & Subsector	SERVICES – WHOLESALERS & RETAIL TRADE

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Prepared by :



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Diakui laporan yang disediakan
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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1.0 COMPANY DIAGNOSTIC SUMMARY REPORT

Company Profile & Nature of Business

Jendela Informasi Sdn Bhd (JISB) was founded by an enthusiastic man and wife with a wide education related experience on 15th January 2008 as a Wholesaler and Distributor of wide range of text or reference books published locally and internationally. It is distributed to fulfil the orders requested by Libraries throughout the country, ie: National Library, State Libraries, Colleges & Polytech, Training Institutions, Local Public Universities and MRSM which is acquired through a secured Sales Contracts and Tenders.

The company is located in Alam Damai, Cheras, Kuala Lumpur promotes and markets various **Categories of Academic and General Collections of Books** comprises of almost 200 titles:- *Encyclopedia & Early Learning Readers, General Fiction, Science Fiction, Disneyland Collections, Business & Management Collections* directly to the consumers through **Sales and Marketing Approach using Email Blasting, Exhibition Booth and Personal Sales Visit**. Apart from books, JISB also supply other product items categorised as Stationeries and Office Furniture is done through company's strategic partners/suppliers **OEM** for items such as Leap Motion Controller, DNP Optical Projection Screen, BT Speaker, Biozone, and Innovation Computer Table with Multiple Function Chairs.

The company's top ten **major customers** are Perbadanan Perpustakaan Awam Johor Bharu, Selangor, Kedah, Negeri Sembilan, Pahang, Perpustakaan Negara Malaysia, Perpustakaan Sultanah Nur Zahirah UMT, Perpustakaan Tun Dr Ismail UiTM Segamat, Maktab Rendah Sains Mara Kuala Klawang and Kota Kinabalu respectively. The management has planned for 30% Sales increase in the following years and also targeted to achieve 300 titles of the books for diatribution.

Company Strength (Min. 5)

1. An energetic CEO of Jendela Informasi Sdn. Bhd. (**JISB**) is committed to drive quality delivery service on distributing various categories of text/reference books and office supply products through a mission ultimately aims to provide a fast delivery of the right quality products with competitive resources through high commitment ensuring customers satisfaction, and to continuously strive towards **a vision of becoming books distributor of choice with commitment on customer satisfaction**.
2. The company hold an assembly/meeting on every fortnight involving all employees highlighting on housekeeping, task achievement and information sharing.

3. An overall feedback from users or consumers is gathered through **social media platform** such as *watsapp, sms, facebook*, email and been evaluated '**good**'; and '**very good**' through major customers' supplier evaluation.
4. The company practices complimentary products to the customer as part of **a loyalty campaign** and for any complaint received from customers will be resolved within 3 working days.
5. Apart from Microsoft Excel used for recording and scheduling daily task, JISB is using **UBS** system for invoicing and financial purposes, keeping customer and supplier records, coordinating and monitoring incoming and outgoing stock by the CEO/Executive Director and authorised personnel.
6. Rewards with **an appreciation gift for employees of long service** with JISB by providing holiday package trip domestically and birthday gift to every employee is been practiced.

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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. No evidence found on 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. It is unclear how the company decides what specific data to be collected, evaluated and improved by the management for decision making especially data to measure efficiency and effectiveness of its internal process.
 5. There is no human resource planning process in identifying organizational goals and matches them with the competencies employees need to achieve organisation's goals.
 6. No evidence found on establishment of knowledge management system to retain all possible knowledge and innovative ideas of staff for future reference.
 7. There is no evidence provided on how management measure, evaluate and improve work process and business performance to ensure performance achievement met each service delivery target established.

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

8. There is no information provided on how management creates a special medium or platform on engagement with suppliers and partners.
9. There is no information provided on how management creates platform or an opportunity for involvement in contributing ideas, suggestions and improvement solutions by employees.
10. 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.
11. There is no information provided on how management improve the capabilities of suppliers and partners to meet organisation's requirements.
12. It is recorded a **downtrend** in sales for the past three consecutive years: **Annual Sales** (RM1.52mil.. in 2017 & RM1.22mil..in 2018, RM1.25mil.in 2019), reflecting the unstable trend indicators on **Labour Productivity**, RM304K, RM243K and RM252K respectively.

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**Suggestion
Intervention
Program**

5S

2.0 COMPANY PROFILE



BUSINESS EXCELLENCE PROGRAMME

1. General Information			
Company	JENDELA INFORMASI SDN BHD.	Company Registration No	802733-W
Address	5-1, Jalan Damai Puspa 5, Alam Damai, Cheras, Kuala Lumpur	Postcode	56000
		Telephone No.	03 9102 5828
CEO Name	En Mohd Hazizul bin Mohd Hashim (016 6283030)	Fax No.	03 9107 4022
Website		Email	
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 (%)
Breakdown of Employees (%)		Local <input type="text" value="100"/>	Size : (Check One)
Male <input type="text" value="3"/>	Female <input type="text" value="2"/>	Export <input type="text" value="0"/>	Small & Medium (SME) <input checked="" type="checkbox"/>
			Local Large (LL) <input type="checkbox"/>
			Multinational (MNC) <input type="checkbox"/>
5. Equity (Check One)			
<input type="checkbox"/> Foreign - Owned* <input checked="" type="checkbox"/> Wholly Local - Owned: <input type="checkbox"/> Joint Venture <input checked="" type="checkbox"/> Bumiputera** <input type="checkbox"/> Non-Bumiputera		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 by 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	
(Please state percentage <input type="text" value="100"/> (%))			
Note: *51% company shares owned by Foreign Entity **100% company shares owned by Bumiputera			
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 ISO 14000 HACCP OSHA 18001 HALAL ISO/TS 16949 ISO 22000 ISO 13485 QUALITY ENVIRONMENT Others, please specify	
ii. Sub Sector : (Check One)			
Financial Services <input type="checkbox"/>	Tourism <input type="checkbox"/>	Business Services <input type="checkbox"/>	
Oil and Gas <input type="checkbox"/>	Education <input type="checkbox"/>	Wholesales and Retail Trade <input checked="" type="checkbox"/>	
Private Healthcare <input type="checkbox"/>	Electrical & Electronic <input type="checkbox"/>	Palm Oil and Relate Products <input type="checkbox"/>	
Information and Communication Technology			
If other sector, please specify :			
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 MOHD HAZIZUL MOHD HASHIM"/>			
Designation : <input type="text" value="MANAGING DIRECTOR"/> Date : 20 NOVEMBER 2020			

3.0 PGM INDICATORS

PROGRAM SPPE 2020 - JENDELA INFORMASI SDN BHD			
PRODUCTIVITY GAIN MEASUREMENT INDICATORS			
ITEM	INDICATORS		
	2017	2018	2019
SALES (RM)	1,521,801	1,216,761	1,259,216
PROFIT / LOSS (RM)	287	114,722	60,474
NO. OF EMPLOYEES	5	5	5
LABOUR COST (RM) (*or combine I,ii,	172,757	164,777	184,399
i) WAGES			
ii) ALLOWANCES			
iii) OTHERS :			
BONUSES			
OVERTIME			
EPF			
TRAINING			
ETC			
FIXED ASSETS	98,485	72,204	47,404
TOTAL INPUT (RM) :			
MATERIAL CONSUMED			
LABOUR COST	172,757	164,777	184,399
OTHERS (PAYMENT TO			
THE WORK DONE BY OTHERS			
UTILITIES, ETC)			
COMPETITIVENESS RATIO:	(self computed)		
1. SALES / LABOUR COST	8.81	7.38	6.83
2. LABOUR COST/NO.OF EMPLOYEES	12,339.79	11,769.79	13,171.36
3. LABOUR COST/SALES	0.11	0.14	0.15
LABOUR PRODUCTIVITY= NO OF EMPLOYEES/SALES	0.0000033	0.0000041	0.0000040
CAPITAL INTENSITY = SALES/FIXED ASSET	15.45	16.85	26.56
LABOUR PRODUCTIVITY = SALES/NO OF EMPLOYEE	304,360.20	243,352.20	251,843.20
PROFITABILITY	0.00	0.09	0.05

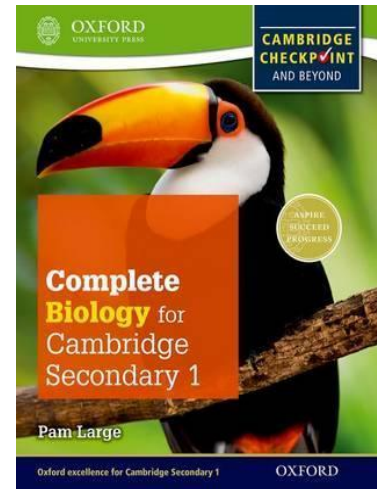
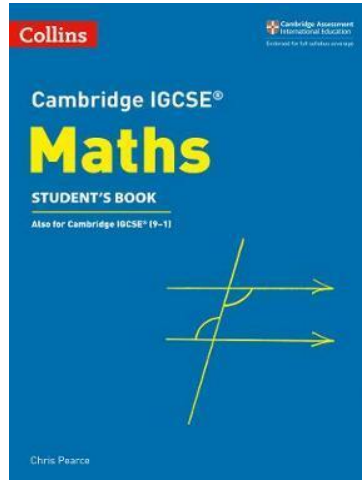
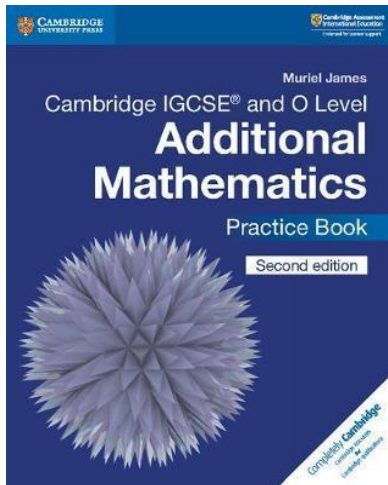
Pre-Diagnostic BE Assessment
@ Jendela Informasi Sdn Bhd, Alam Damai, Kuala Lumpur.

On-Site Session



PRODUCT CATEGORY:

Academic Collections



Business and Management Collections

How To Go To Work

The honest advice
no one ever tells
you at the start
of your career

Lucy Clayton &
Steven Haines



Leadership Is Language

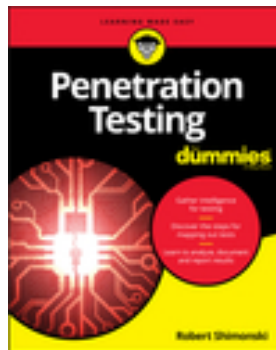
*The Hidden Power
of What You Say—*

*and What
You Don't*

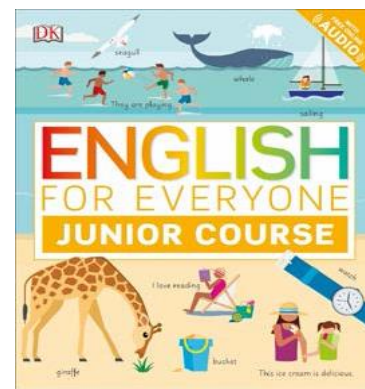
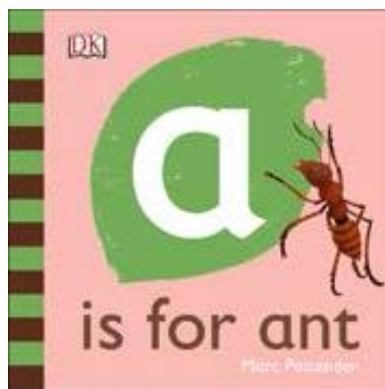
L. DAVID MARQUET

Author of *TURN THE SHIP AROUND!*

General Fiction



Children Collections - Early Learning Category



Other Products – Office Equipments

