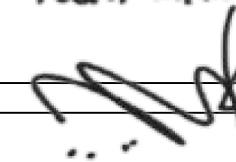


CONSORTIUM DEVELOPMENT WAY FORWARD

Saya mengesahkan bahawa kerja-kerja
telah dilaksanakan dengan sempurna.



Nor Halisa Mohamad Halli
Senior Manager
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Malaysia Productivity Corporation (MPC)

30TH OCTOBER 2020 (FRIDAY)
9.30 AM – 10.45 AM

ONLINE MEETING (MICROSOFT TEAM PLATFORM)

Opening remarks by Ts Choo Kok Beng

- Some PSPN members' terms are expiring soon.
- There will be additional two sub-sectors joining PSPN.
- The pandemic disrupts the way we work and saves our costs significantly e.g. traveling, parking, tolls, etc.
- Strong participation in the MCO Professional Services championed by MITI.
- Economy and welfare must carry on.
- PS to be more careful and helpful to the government by not asking for unnecessary and excessive freedom.
- Some PS do quite better throughout the pandemic. There are less competitors as some PS cannot cope with the pandemic and do not thrive in their business.
- Our focus lies in productivity and continues improving productivity.
- PS are the ones continuing business the most during the pandemic recovery period. PS gives assurance to MITI that MITI just provides the guidelines and SOPs to the PS. PS will adapt with the SOPs accordingly.

Welcoming remarks by Encik Zahid Ismail

- Productivity indicates whether quality of life is higher or lower.
- MPC categorises PS as frontiers of productivity. MPC needs help from the PS to share and transfer knowledge to the laggard companies.
- 3 main initiatives – consortium, sharing the application of technologies, and KPIs – based on the Malaysia Productivity Blueprint (MPB) 2017.
- Today's discussion focuses on the way forward of consortium development
- How the laggards can learn and work together with the frontiers, how to realise the consortium, and eventually bring it to the next level. The first level already addresses some suggested models for operating the consortium.

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Report by Ar. Mustapha Kamal

- The first round of eight speakers for advocacy. Some already delved into the consortium's guidelines and models.
- A list of schedules for November. The list had already been sent to all PSPN members last week. Some had responded already.

Datuk Ar. Ezumi

- The programmes by PSPN are very good. Just need to bring them to the next level.
- PAM received some enquiries from its members. They want the fraternity to move forward but do not know how and no existing platforms identified to do so.
- Regulatory issue e.g. registration of PS. The same issue is observed in other fraternities. For example, in construction e.g. engineering, quantity survey. The registration of PS is governed by respective professional boards.
- When forming a consortium, a problem to register a new entity with the boards arises.
- PAM is currently studying a collaborative model at the Architect Centre (PAM). PAM starts monitoring the Centre and helping the PS under one roof to provide solutions for the clients.
- The same problem is also observed in engineering fraternity. The engineers are not able to register with Board of Engineers Malaysia (BEM).
- MPC is to facilitate architecture fraternity in a separate discussion to dive into the regulatory issues. MPC will lay out the action plan.
- One interesting area – those who are taking the lead in the consortium – the consortium is project-driven and based on a project management
- MPC designs coaching and mentoring, not only for sector, but for all nine productivity nexus. Coaching and mentoring aims to change process and products to the new level. For example, Tourism Productivity Nexus.

- Different fraternities have different ways of operating the consortium.
- The coaching session is good – Those leading the consortium have different capabilities. As the consortium is project-driven, there will be a number of different PS members serving different specialities in a project.
- There must be awareness among the PS members. There are certain entities that are capable of leading. Selecting the right entities that are capable of leading the consortium is vital.
- For all PS, there will be regulatory restrictions. We can start with contracts and agreements. MPC can introduce projects that have common objectives and interests.
- MPC is to discuss with all PS fraternities, design the mentor-mentee programmes for the consortium, and determine the Terms of Reference.
- The input and output are equally important. Only certain best people are selected to contribute to the consortium. For engineering fraternity, there is a list of criteria set forth by Ir. Dr. Tan Yean Chin. There must be a certain list of criteria and outcomes to achieve when the consortium starts operating its functions.
- MPC already has a unique list of criteria for input and output, process for all fraternities. PS does not necessarily follow the same track.
- It was suggested that helping people improve mental well-being as an important outcome on top of input, output and process. The happier the people, the more productive they become.
- Currently, architecture fraternity is developing a collaborative model. PS is no longer selling services but providing solutions to the clients. The model starts growing and measuring the outcome. We need to expand the model. We receive a lot of feedback from PS. Some service providers start seeing this entity as competitors. It might turn to be a monopoly of services.
- Consortium is not a permanent establishment. Consortium is project-driven and task-based.

- In the future, this model can be replicated. There will be more models coming into the market, thereby eliminating potential monopoly.
- Three focuses → the consortium must be industry-led, partner with the Government i.e. MPC, and all civil organizations i.e. PS bring into the platform.
- Research and development component is crucial for developing competitiveness and providing solutions.
- The next stage of consortium development and apply to other PS fraternities. Upon successful implementation of consortium, this model can be replicated in other developing countries.
- Consortium development and functions targets to help more SMEs and microenterprises instead of large corporations.
- MPC has already laid out the guidelines. Now PS only needs to realise the Guidelines. As the model is experimental, execute the consortium development and operation first. As it is up and running, we can identify any teething problems and actual barriers faced during the implementation. At the end of the process, we already have tested the model and identified some challenges, and shared some contingency plans with MITI. MPC is to adopt the guidelines within two months.
- As the Consortium involves many different PS business areas, one major project that will be undertaken by PSPN in the immediate future.
- PSPN is to organize five webinars on digitalisation of services.
- For the Consortium implementation, the meetings will be held as follows. MITI is welcome to join the session. ;
 - ✓ 9.00am – 10.00am (architecture);
 - ✓ 11.00am – 12.00pm (engineering);
 - ✓ 2.00pm – 3.00pm (legal);
 - ✓ 4.00pm – 5.00pm (management consultancy).

- MPB (2017) → establishing a consortium, encouraging technological adoption i.e. basic technology (e.g. track and trace)
 - to share best management practices, what KPIs used by the frontier companies, what kind of technologies and knowledge management approach used by the frontier company. A good example of frontier company is helmed by Ir. Dr. Tan Yean Chin.
- All papers and presentations need to be uploaded in the WayUp for the benefits of other interested PS members and alike. We need to ensure that the papers are immediately uploaded after every session and meeting. The webinar participants would like to see and digest what has been presented during the webinars/meetings.
- All previous video conferencing sessions and webinar recordings are uploaded in the MPC's YouTube channel.
- For Mentor/Coaching programme – everyone is doing in their own way – PS is different in its own professional discipline. There should be clear KPIs given in the coaching programme.
- Forming a consortium that cuts across other fraternities will benefit all PS fraternities.
- MPC is to organize a monthly 'teh tarik' discussion for networking , a simple paper presentation, and outlook held at different fraternity sites e.g. PAM office.
- PAM provides inspection and advisory services (with fees and charges) for lawyers, corporate GLCs, joint management bodies etc. PAM welcomes all PS members to visit the office to learn more about PAM's offerings and activities.
- MITI via its agency, MARii, has gathered data for the list of companies allowed to operate during the MCO onwards. If the database can be shared with the enforcement agencies e.g. police, presenting a copy of documents at the roadblocks is unnecessary. It would create other problems e.g. traffic congestion, long queue at the roadblocks. We need to identify a way of doing things more efficiently. Capitalize on the database and how to use the data more efficiently.
- PS is to form a cross-service consortium.
- For the research component, industry-minded people are to provide research and development for the consortium.

THANK YOU



Professional Services Productivity Nexus (PSPN)

Malaysia Productivity Corporation (MPC)

<http://www.wayup.my/nexus/professional-services>