




## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 04

Session:	# 04													
Date	19 <sup>th</sup> November 2020, Thursday													
Topic	<div><h3>Change Management Perspective and Roadmap for Successful Project Implementation</h3><p><b>Technology Adoption for Professional Services</b> <i>Series 04: Change Management Perspective and Roadmap for Successful Project Implementation</i></p><table><tr><th colspan="2">PSPN Webinar Series Oct – Nov 2020</th></tr><tr><td>Oct 30<sup>th</sup></td><td>Avant-garde for Digital Transformation</td></tr><tr><td>Nov 1<sup>st</sup></td><td>Journey towards Integrated Digital Delivery (IDD) for Construction Industry</td></tr><tr><td>Nov 12<sup>th</sup></td><td>Key Priorities for Professional Services in Technology Adoption</td></tr><tr><td>Nov 19<sup>th</sup></td><td>Change Management Perspective and Roadmap for Successful Project Implementation</td></tr><tr><td>Nov 26<sup>th</sup></td><td>Leverage Talent Pools and Digital Agility</td></tr></table><p>Digital revolution is the current driving force towards sustainability under the new economy spectrum. IDD is hence both an essential Value Added Service (VAS) and a potential Unique Value Proposition (UVP) that are critical to the success of a PSC. This paper elaborates how BIM adoption at high maturity level achieves IDD that empowers engineering fraternity to realize digital transformation of construction industry and productivity improvement.</p><p><b>Panelist:</b> <b>Ts. Louis Tay CS</b> <i>Professional technologist in building construction TEP of TAM.</i></p><p><b>Moderator:</b> <b>Ts. Chu WY</b> <i>Professional technologist specialises in research &amp; development.</i></p><p>Thursday, NOVEMBER 19<sup>th</sup>, 11.00am – 12.00pm <b>Register here</b> <a href="https://zoom.us/webinar/register/WN_T2gTAe8wTPISLACLB1TIFA">https://zoom.us/webinar/register/WN_T2gTAe8wTPISLACLB1TIFA</a></p><p><b>MPC PSPN</b> Professional Services Productivity Nexus Malaysia Productivity Corporation (MPC)</p></div>		PSPN Webinar Series Oct – Nov 2020		Oct 30 <sup>th</sup>	Avant-garde for Digital Transformation	Nov 1 <sup>st</sup>	Journey towards Integrated Digital Delivery (IDD) for Construction Industry	Nov 12 <sup>th</sup>	Key Priorities for Professional Services in Technology Adoption	Nov 19 <sup>th</sup>	Change Management Perspective and Roadmap for Successful Project Implementation	Nov 26 <sup>th</sup>	Leverage Talent Pools and Digital Agility
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Panelist	<p>Ts. Louis Tay CS</p> <p>Ts. Louis Tay CS is the NGC member of MPC PSPN leading the engineering fraternity in the subject of Integrated Digital Delivery (IDD). He is a professional technologist and a member of Building and Construction (BC) TEP under TAM; specializes both in the subject of construction falsework and method engineering with adoption of advanced IBS, and, construction industry digital transformation and IDD with the adoption of Building Information Modeling (BIM). His company PLYTEC is the Malaysia Book of Records (MBR) holder as the first Malaysian company certified with the BIM standard of ISO19650-2.</p>													
Synopsis	<p>Digital revolution is the current driving force towards sustainability under the new economy spectrum. IDD is hence both an essential Value Added Service (VAS) and a potential Unique Value Proposition (UVP) that are critical to the success of a PSC. This paper elaborates how BIM adoption at high maturity level achieves IDD that empowers engineering fraternity to realize digital transformation of construction industry and productivity improvement.</p>													
Webinar Team Management	<div><div>Program Coordinator : Nicole Ong MPC Rep : Azhani / Halisa Speaker : Ts. Louis Tay CS Moderator : Ts. Chu WY Poster Design &amp; Blasting : Nicole Ong Report Writing : Nicole Ong</div><div><p>Saya menyediakan bilik-bilik kerja telah dilaksanakan dengan sempurna</p><p>Nar Hanis Mohamad Halil Manager Delivery Management Office (DMO) Malaysia Productivity Corporation (MPC)</p></div></div>													

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Participation	<p>Various participation from local ranging from private and government sector</p> <p>Registered : 30 Nos Attended : 23 Nos</p> <table><tr><th>Attended</th><th>User Name (Original Name)</th><th>Email</th><th>Registration Time</th><th>Approval Status</th><th>Join Time</th><th>Leave Time</th><th>Time in Ses Country/Re</th></tr><tr><td>Yes</td><td>Nicole Ong</td><td>ongbh@plytec.com.my</td><td>Nov 19, 2020 09:55:41</td><td>approved</td><td>Nov 19, 2020 11:02:36</td><td>Nov 19, 2020 12:23:37</td><td>82 Malaysia</td></tr><tr><td>Yes</td><td>Navisha Marimuthu</td><td>navisha@plytec.com</td><td>Nov 19, 2020 11:14:07</td><td>approved</td><td>Nov 19, 2020 11:14:41</td><td>Nov 19, 2020 12:11:58</td><td>58 Malaysia</td></tr><tr><td>Yes</td><td>Derek Goh Chi Lun</td><td>derekgoh94@gmail.com</td><td>Nov 19, 2020 09:41:56</td><td>approved</td><td>Nov 19, 2020 11:04:26</td><td>Nov 19, 2020 12:12:36</td><td>69 Malaysia</td></tr><tr><td>Yes</td><td>Hueyying 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Peng Heng</td><td>pengheng.ham@solidhorizon.com</td><td></td><td></td><td>Nov 19, 2020 11:09:40</td><td>Nov 19, 2020 12:00:47</td><td>52 United Stat</td></tr><tr><td>Yes</td><td>TRIAS UTAMI PUTRI WAHYUDI</td><td>triasutami26@gmail.com</td><td>Nov 19, 2020 10:47:36</td><td>approved</td><td>Nov 19, 2020 11:11:12</td><td>Nov 19, 2020 12:23:41</td><td>73 Indonesia</td></tr><tr><td>Yes</td><td>Keat Yuen Yeeh</td><td>keatsyuen87@gmail.com</td><td>Nov 14, 2020 00:11:42</td><td>approved</td><td>Nov 19, 2020 12:06:03</td><td>Nov 19, 2020 12:23:32</td><td>18 Malaysia</td></tr><tr><td>Yes</td><td>MT Goay</td><td>goaymt@plytec.com.my</td><td>Nov 19, 2020 11:17:17</td><td>approved</td><td>Nov 19, 2020 11:17:31</td><td>Nov 19, 2020 12:23:42</td><td>67 Malaysia</td></tr><tr><td>Yes</td><td>Mohd Norashibli Mohamad Sa</td><td>acip1979@gmail.com</td><td>Nov 19, 2020 07:33:16</td><td>approved</td><td>Nov 19, 2020 11:04:46</td><td>Nov 19, 2020 12:23:43</td><td>79 Malaysia</td></tr><tr><td>Yes</td><td>Ng 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Meinaferti</td><td>dwindhikameinaf@gmail.com</td><td>Nov 19, 2020 11:53:58</td><td>approved</td><td>Nov 19, 2020 11:54:23</td><td>Nov 19, 2020 12:23:42</td><td>30 Indonesia</td></tr><tr><td>Yes</td><td>Keith Lao Kien Seng</td><td>keith.lao@pesona.com.my</td><td>Nov 19, 2020 10:40:13</td><td>approved</td><td>Nov 19, 2020 11:05:31</td><td>Nov 19, 2020 12:11:03</td><td>66 Malaysia</td></tr></table>	Attended	User Name (Original Name)	Email	Registration Time	Approval Status	Join Time	Leave Time	Time in Ses Country/Re	Yes	Nicole Ong	ongbh@plytec.com.my	Nov 19, 2020 09:55:41	approved	Nov 19, 2020 11:02:36	Nov 19, 2020 12:23:37	82 Malaysia	Yes	Navisha Marimuthu	navisha@plytec.com	Nov 19, 2020 11:14:07	approved	Nov 19, 2020 11:14:41	Nov 19, 2020 12:11:58	58 Malaysia	Yes	Derek Goh Chi Lun	derekgoh94@gmail.com	Nov 19, 2020 09:41:56	approved	Nov 19, 2020 11:04:26	Nov 19, 2020 12:12:36	69 Malaysia	Yes	Hueyying Yeo	Zuqi@hotmail.com	Nov 11, 2020 20:23:50	approved	Nov 19, 2020 11:06:11	Nov 19, 2020 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Questions	<p>Interaction with Participant</p>  <p>There were 4 questions ask by participants during the session. However due to the time limitation, panelist only able to answer 2 questions live in webinar.</p>																																																																																																																																																																																																																

## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 04

Ts Louis, from your opinion what are the priority items (process, people, technology, data) that we as owner should look at in the digital transformation?

Question and Answer

All questions (3) My questions (3)

You 11:30 AM

Change process is always a challenge to all, how can we encourage all the stakeholders, including clients, upstream supply chain partners, as well as our staffs to transform through digitalization process?

MPC ZOOM Business 1 (No Reply) would like to answer this ques

You 11:38 AM

Digital transformation is a long journey and required investment, many people still wait and see the right timing to embark the digital journey. In your opinion, when is the right timing to start this process, especially the involvement in BIM, and how the contractors to start if the project initiator, i.e. developer, consultants are aware of the important of BIM.

Louis Tay 12:17 PM

past three years PSPN drive only one idea: adoption of BIM at early phase of project. We beileve PS is the initiator, driver and motivator

Change process is always a challenge to all, how can we encourage all the stakeholders, including clients, upstream supply chain partners, as well as our staffs to transform through digitalization process?

MPC ZOOM Business 1 (No Reply) would like to answer this ques

Collapse all (1) ^

Louis Tay 12:12 PM

MPC is advocating nationwide adoption of ISO standard as strategic driver for the transformation

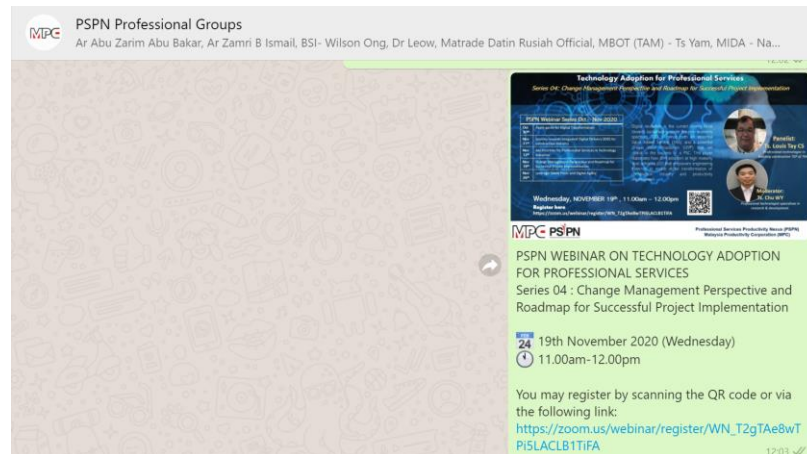
### Details of Question:

1. Change process is always a challenge to all, how can we encourage all the stakeholders, including clients, upstream supply chain partners, as well as our staffs to transform through digitalization process?  
*Answer: MPC is advocating nationwide adoption of ISO standard as strategic driver for the transformation.*
2. Transformation leadership makes change possible... how true is this assumption.  
*Answer: This is the truth, however nobody is born to know the future, and a leader can only guess what is the direction. Hence, a leader needs to be twice hardworking than his team to unlearn and relearn, and twice more courageous to take on this lonely journey.*



## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 04

### Blasting through whatsapp



**PSPN Professional Groups**  
Ar Abu Zarim Abu Bakar, Ar Zamri B Ismail, BSI- Wilson Ong, Dr Leow, Matrade Datin Rusiah Official, MBOT (TAM) - Ts Yam, MIDA - Na...

**Technology Adoption for Professional Services**  
Series 04: Change Management Perspective and Roadmap for Successful Project Implementation

**PSPN Webinar Series Oct - Nov 2020**

Date	Topic
Oct 30 <sup>th</sup>	Agenda for Digital Transformation
Nov 11 <sup>th</sup>	Strategy Towards Integrated Digital Delivery (IDD) for Construction Industry
Nov 12 <sup>th</sup>	Key Priorities for Professional Services in Technology Adoption
Nov 19 <sup>th</sup>	Change Management Perspective and Roadmap for Successful Project Implementation
Nov 26 <sup>th</sup>	Leveraging Talent Pools and Digital Agility

**Panelist:**  
Dr. Louis Tay CS  
Professional technologist in building construction T2P of TRM.

**Moderator:**  
Ts. Chu WY  
Professional technologist specialises in research & development.

**Thursday, NOVEMBER 19<sup>th</sup>, 11.00am - 12.00pm**  
Register here: [https://zoom.us/webinar/register/WN\\_T2gTAe8wTPISLACL81TIFA](https://zoom.us/webinar/register/WN_T2gTAe8wTPISLACL81TIFA)

**PSPN** Professional Services Productivity Nexus (PSPN)  
Malaysia Productivity Corporation (MPC)

**PSPN WEBINAR ON TECHNOLOGY ADOPTION FOR PROFESSIONAL SERVICES**  
Series 04 : Change Management Perspective and Roadmap for Successful Project Implementation

**19th November 2020 (Wednesday)**  
11.00am-12.00pm

You may register by scanning the QR code or via the following link:  
[https://zoom.us/webinar/register/WN\\_T2gTAe8wTPISLACL81TIFA](https://zoom.us/webinar/register/WN_T2gTAe8wTPISLACL81TIFA)

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**PSPN WEBINAR ON TECHNOLOGY ADOPTION FOR PROFESSIONAL SERVICES**  
Series 04 : Change Management Perspective and Roadmap for Successful Project Implementation

**19th November 2020 (Thursday)**  
11.00am-12.00pm... See More

**Technology Adoption for Professional Services**  
Series 04: Change Management Perspective and Roadmap for Successful Project Implementation

**PSPN Webinar Series Oct - Nov 2020**

Date	Topic
Oct 30 <sup>th</sup>	Agenda for Digital Transformation
Nov 11 <sup>th</sup>	Strategy Towards Integrated Digital Delivery (IDD) for Construction Industry
Nov 12 <sup>th</sup>	Key Priorities for Professional Services in Technology Adoption
Nov 19 <sup>th</sup>	Change Management Perspective and Roadmap for Successful Project Implementation
Nov 26 <sup>th</sup>	Leveraging Talent Pools and Digital Agility

**Panelist:**  
Dr. Louis Tay CS  
Professional technologist in building construction T2P of TRM.

**Moderator:**  
Ts. Chu WY  
Professional technologist specialises in research & development.

**Thursday, NOVEMBER 19<sup>th</sup>, 11.00am - 12.00pm**  
Register here: [https://zoom.us/webinar/register/WN\\_T2gTAe8wTPISLACL81TIFA](https://zoom.us/webinar/register/WN_T2gTAe8wTPISLACL81TIFA)

**MPC** **PSPN** Professional Services Productivity Nexus (PSPN)  
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**823** People Reached  
**87** Engagements

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### Event on the Board

Webinar start at 11.00 a.m. and ended 12.23 p.m. with 60 min presentation and 15 min Q&A.



## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 04




Recording

# Technology Adoption for Professional Services

Wednesday, NOVEMBER 19<sup>th</sup> , 11.00am – 12.00pm

## Change Management Perspective and Roadmap to Successful Implementation



**Panelist: Ts. Louis Tay CS**  
Professional technologist in building construction TEP of TAM



**Moderator: Ts. Chu WY**  
Professional technologist specialises in research & development.

Digital revolution is the current driving force towards sustainable under the new economy spectrum. IDD is hence both an essential Value Added Service (VAS) and a potential Unique Value Proposition (UVP) that are critical to the success of a PSC. This paper elaborates how BIM adoption at high maturity level achieves IDD that empowers engineering fraternity to realize digital transformation of construction industry and productivity improvement.

Louis Tay CS is the NGC member of MPC PSPN leading the engineering fraternity in the subject of Integrated Digital Delivery (IDD). He is a professional technologist and a member of Building and Construction (BC) TEP under TAM; specializes both in the subject of construction framework and method engineering with adoption of advanced GIS and construction industry digital transformation and IDD with the adoption of Building Information Modeling (BIM). His company PLYTEC is the Malaysia Book of Records (MBR) holder as the first Malaysian company certified with the BIM standard of ISO19650-2.




PLYTEC  
Professional Technologist  
Louis Tay CS



**Professional Services Productivity Nexus (PSPN)**  
Malaysia Productivity Corporation (MPC)

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2

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QA

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## IDD Enhances Work Process Efficiencies

**Paradigm Shift**


**MacLeamy Curve**

The graph illustrates the MacLeamy Curve, showing Effort (Y-axis) versus Time (X-axis). The X-axis is divided into stages: Pre-Design, Schematic Design, Design Development, Construction Documentation, Procurement, Construction Administration, and Operations. The Y-axis represents Effort. The graph compares the Traditional design process (blue curve) with the Preferred design process (pink curve). The Traditional process peaks late in the Construction Documentation stage, while the Preferred process peaks early in the Schematic Design stage. A light blue curve shows the Cost of design changes, which decreases as the project progresses. A dark blue curve shows the Ability to impact costs and functional capabilities, which is highest in the early stages. A grey arrow labeled 'Paradigm Shift' points from the traditional process towards the preferred process.

[illegible]

## PSPN WEBINAR FOR TECHNOLOGY ADOPTION SERIES 04

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# Transformation

Zoom Webinar Chat

From Louis: Try to All panelists and attendees: Good morning everyone. Thank you for attending and supports.

From Moderator: TL... to All panelists and attendees: PPS = Peraturan Pemutahan Standard Should you have any question, please post it to Q&A.



MPC PS PN

Change Management Models

**Bridges' Transition Model**

**Bridges Transition Model: The Productivity Dip**

Source: David Lisk Consulting Co. <http://www.davidlisk.com/bridges>

**William Bridges**

**Kubler-Ross Change Curve**

**This model shows how the employee reacts to the CHANGE.**

**Zoom Webinar Chat**

From Laski To All panelists and attendees:  
Good morning everyone. Thank you for attending and supports.

From Moderator To... to All panelists and attendees:  
PPS – Persatuan Pemulaan Standard  
Should you have any question, please post it to Q&A.

To: All panelists

Your text can only be seen by panelists.

Changing characteristics and emerging disruptions will drive change in the industry and transform ways of working:

Customer demand	Changes in material characteristics	Process industry changes	Emerging disruptions
<p>Personalized and products from "fast" paths, logistics and inventory affordability imperative</p> <p>Increasing demand for sustainable products</p> <p>Specialized order and customer adaptation</p> <p>Enabling customer needs and greater focus on total cost of ownership</p> <p>Increasing complexity of projects</p> <p>Higher demands for optimized and digital elements</p> <p>Increasing sustainability requirements</p> <p>Increasing demands for safety performance</p>	<p>① Digital transformation</p> <p>② New materials</p> <p>③ Laser and 3D printing and additive manufacturing</p> <p>④ Automation</p> <p>⑤ Customized and modular</p> <p>⑥ Customized and modular</p> <p>⑦ Automation and digital</p> <p>⑧ Sustainability</p>	<p>① Industrialization</p> <p>② New materials</p> <p>③ Digitalization of products and processes</p> <p>④ Increasing complexity and risk</p> <p>⑤ Digital transformation</p> <p>⑥ Sustainability</p> <p>⑦ Automation and digital</p> <p>⑧ Sustainability</p>	<p>① Digital transformation</p> <p>② New materials</p> <p>③ Digitalization of products and processes</p> <p>④ Increasing complexity and risk</p> <p>⑤ Digital transformation</p> <p>⑥ Sustainability</p> <p>⑦ Automation and digital</p> <p>⑧ Sustainability</p>

# Nine Industries Shift

New Normal



Source: The Next Normal in Construction, 2020 by McKinsey and Co.

[illegible]

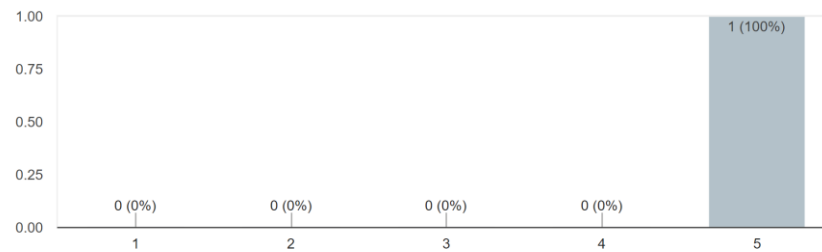
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### Evaluation Report

5. Overall, how satisfied are you with the program?



1 response

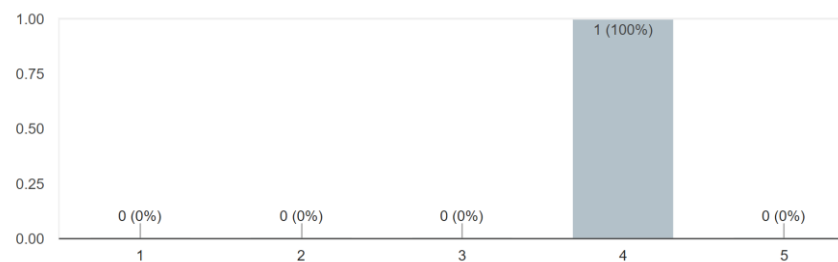


### PROGRAM CONTENT

#### PROGRAM CONTENT

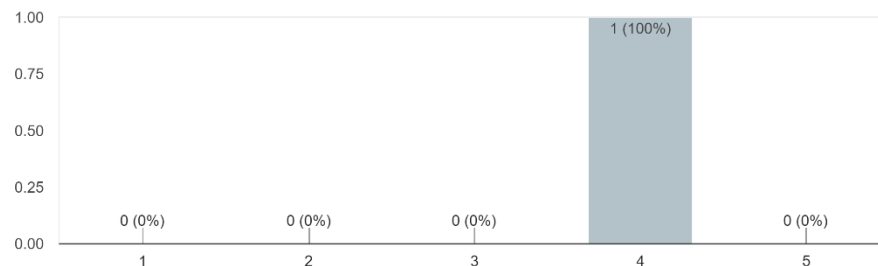
1. To what extent the objective(s) of attending the program has/ have been met?

1 response



2. Has the program enriched your knowledge in the subject matter?

1 response

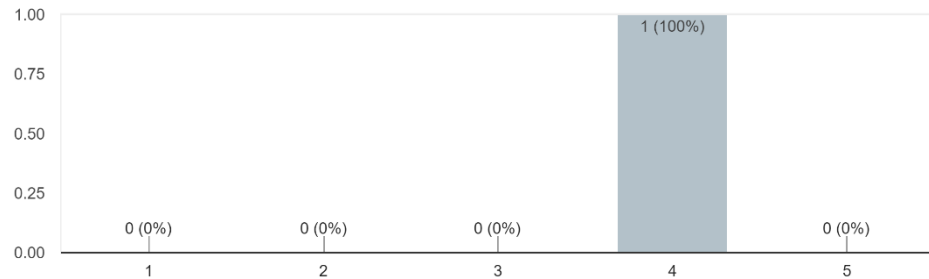




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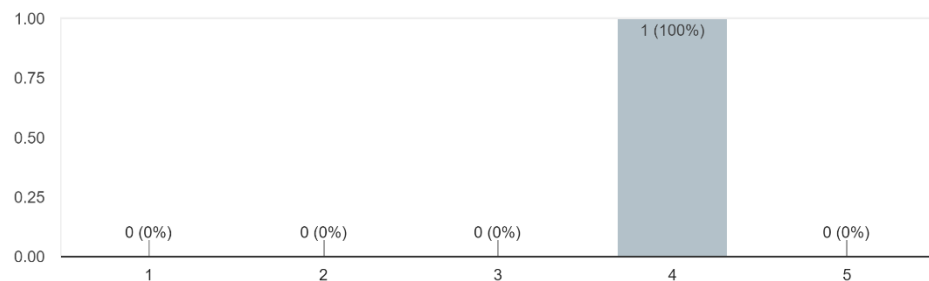
3. Is the program contents useful and relevant to your business/work?

1 response



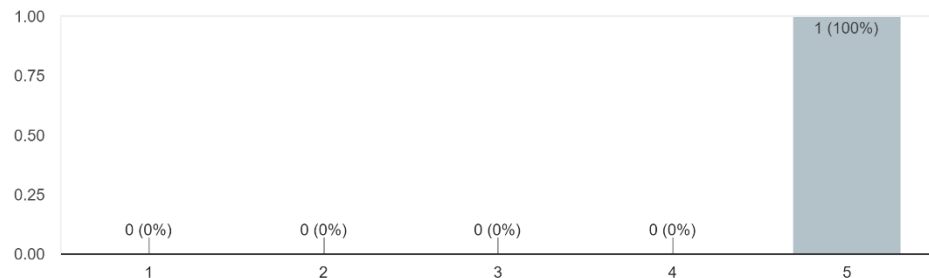
4. Will it help you to be more effective in your work?

1 response



5. This program is suitable to be recommended to others.

1 response



### Event Link

1. Registration Link

[https://zoom.us/webinar/register/WN\\_T2gTAe8wTPi5LACLB1TiFA](https://zoom.us/webinar/register/WN_T2gTAe8wTPi5LACLB1TiFA)



2. Video Link

<https://www.dropbox.com/s/o20kye7mcnviomy/vid%20So4%20Louis%20Tay%20on%2019%20Nov%202020%2011am%20OK.mp4?dl=0>

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	<p>3. Evaluation Form Link</p> <p><a href="https://docs.google.com/forms/d/e/1FAIpQLSexFO6JylkBsf7vO1CWolKq3prGe_jKe82aKuUx758oho5m3A/viewform">https://docs.google.com/forms/d/e/1FAIpQLSexFO6JylkBsf7vO1CWolKq3prGe_jKe82aKuUx758oho5m3A/viewform</a></p>
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