

STRICTLY CONFIDENTIAL

COMPANY PRE DIAGNOSTIC REPORT PUSAT TUISYEN INTELEK PINTAR

Company Name	Pusat Tuisyen Inteltek Pintar
Date of Visit	10 December 2020
Time	9.00 am– 1.00 pm
Location	No 25 & 25-1, Jln PUJ 3/1, Taman Puncak Jalil, Bandar Putra Permai 43300 Seri Kembangan Selangor
State	Selangor
Sector & Subsector	Services, Education

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Prepared by :



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Laporan yang telah disediakan diakui
memuaskan
15/12/2020

Handwritten signature of Rosmi Abdullah in blue ink.

ROSMI ABDULLAH
Pegawai
Khidmat Nasihat Dan Perundingan Produktiviti (PACS)
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1.0 Company Diagnostic Summary Report

<p>Nature of Business</p> <ul style="list-style-type: none"> - Background - Location - Product/services 	<p>Pusat Tuisyen Intelek Pintar was established in 2015. Digital change is a fundamental transformation in a repetitive and structured method of how students learning evolves. The company has a vision to be a reliable tuition centre for primary and secondary students. Tuition subjects include the curriculum established by the Education Ministry.</p> <p>The company is a local, wholly owned by Bumiputera. The total workforce mainly of teachers is ten, and generated sales of RM280,000 in 2019.</p>
<p>Company Strengths</p>	<ol style="list-style-type: none"> 1. The company has established a vision to be a reliable tuition centre for primary and secondary students. 2. The company has identified challenges especially during COVID 19 and develop basic strategic plan using internal and external information. 3. The company has selected and gathered relevant information to support decision making and monitor performance. 4. The company has established basic approaches in identifying students requirements through analysis of services to meet students' requirements. 5. Human resource plan has been established. The company ensures all teachers are competent on the basis of appropriate education, skills and experience to perform their job function. 6. The company has established the work processes based on the company's SOP (Standard Operating Procedure) to meet key requirements of the students especially during COVID 19. 7. The company tracks performance trend of sales and revenue indicator.

Areas of improvement	<ol style="list-style-type: none"> 1. The company might consider precisely defining the values of the company. The values should be displayed at strategic places of the company, communicated and disseminated through briefings. 2. The company might consider using strategic plan tools such as SWOT to systematically analyse environmental challenges faced by the company especially during COVID 19. 3. The company might consider improving mechanism for identifying and sharing best practices among the teachers to improve performance. 4. Lack of evidence on how the performance of teachers is assessed and improved in relation to satisfying customers needs. 5. The company might consider determining structured mechanism to ensure teachers involvement in quality initiatives. 6. No evidence of data analysis relating to people, customer, financial and processes that are being benchmarked with competitors' performance. 7. Lack of evidence on training man hours and performance on training
Intervention Programme (Proposed)	<p>(1)The company is currentlylacking on software to capture and analyse data on the management of tuition centre, The company proposes to install ASIS (Awfatech School Information system) to improve the company"s performance. System Development and Customatization Service of ASIS include on line homework framework, parent on line enhancement communication framework, parents portal FPX payment, and students assessment module. Estimated cost of installing and implementation of ASIS is RM 22,000.</p> <p>or</p> <p>(2)LEAN Management programme.</p>

PROGRAM SPPE 2020
PRODUCTIVITY GAIN MEASUREMENT INDICATORS

ITEM	INDICATORS
SALES	
- 2018	140,000
- 2019	154,000
NO. OF EMPLOYEES	21 (2020)
LABOUR COST (*or combine i,ii,iii)	71500
i) WAGES	70,000
ii) ALLOWANCES	
iii) OTHERS	
- BONUSES	
- OVERTIME	
- EPF	1500
- TRAINING	
- ETC	
FIXED ASSETS	85000
TOTAL INPUT	
- MATERIALS CONSUMED	
- LABOUR COST	71,500
- OTHERS (PAYMENT TO THE WORK DONE BY OTHERS, UTILITIES, ETC)	5,000