

STRICTLY CONFIDENTIAL

COMPANY PRE DIAGNOSTIC REPORT SUPPLY NETWORK AGENCY PLT

Company Name	Supply Network Agency PLT
Date of Visit	9 December 2020
Time	10.00 am– 3.00 pm
Location	No 28-03, Jalan Desa 9/7, Bandar Country Homes, 48000 Rawang Selangor
State	Selangor
Sector & Subsector	Services, Business Consultancy

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Laporan yang telah disediakan diakui
memuaskan

15/12/2020

A handwritten signature in black ink, appearing to read 'Rosmi Abdullah'.

ROSMI ABDULLAH

Pengarah

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

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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>Supply Network Agency PLT was established in 2017. Digital change is a fundamental transformation in a repetitive and structured method of how a company supplies worth to its customers. Supply Network Agency PLT provides proper makeover and act as one stop centre for customers business solution. The company focuses on four core areas, namely Entrepreneurial Network, Robotic System, tailor made automation solution, and learning centre and consultancy. Consultancy programmes include ISO 9000 and OHSAS 22000.</p> <p>The company is a local, wholly owned by Bumiputera. The total workforce is ten, and generated sales of RM280,000 in 2019. (refer to Organisational Profile)</p>
<p>Company Strengths</p>	<ol style="list-style-type: none"> 1. The company has established a vision to be a one stop centre for customers business solution. 2. The company has identified strategic challenges especially during COVID 19 and develop 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 customers' requirements through analysis of services to meet customers' requirements. 5. Human resource plan has been established. The company ensures all employees 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 Vdest (Virtual Deployment of Enterprise Systematic Transformation) and company's SOP (Standard Operating Procedure) to meet key requirements of the customers. Vdest improves employees performance during COVID 19

	7. The company tracks performance trend of sales and revenue indicator.	4
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 meetings and briefings.2. The company might consider using strategic plan tools such as SWOT and PESTLE to systematically analyse environmental challenges faced by the company especially d3. The company might consider improving mechanism for identifying and sharing best practices among the employees to improve performance.4. Lack of evidence on how the performance of employees is assessed and improved in relation to satisfying customers needs.5. The company might consider determining structured mechanism to ensure employees 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 currently using Vdest (Virtual Transformation of Enterprise Systematic Transformation). Vdest is a general purpose MIS. Users are able to create, read, write, update, and delete data with specific user restriction..Current version of Vdest is equipped with entry table of 44 process to cover organisation items which include client customers, project, HR administration, HR resources, assets, and OHSE. The company currently lacks control on data and analytic use and needs to upgrade the software, Proposed cost of upgrading of Vdest is RM35,000 RM40,000 or</p> <p>(2) LEAN Management programme.</p>	

(Appendix 1)

PROGRAM SPPE 2020
PRODUCTIVITY GAIN MEASUREMENT INDICATORS

ITEM	INDICATORS
SALES	
- 2018	180,000
- 2019	280,000
NO. OF EMPLOYEES	10 (2020)
LABOUR COST (*or combine i,ii,iii)	36,000
i) WAGES	
ii) ALLOWANCES	
iii) OTHERS	
- BONUSES	
- OVERTIME	
- EPF	
- TRAINING	
- ETC	
FIXED ASSETS	314,675
TOTAL INPUT	
- MATERIALS CONSUMED	
- LABOUR COST	
- OTHERS (PAYMENT TO THE WORK DONE BY OTHERS, UTILITIES, ETC)	800,00