



DOMESTIC INVESTMENT SEMINAR | 26 JUNE 2019

BUILDING BUSINESS- GOVERNMENT RELATIONS FOR GROWTH

**Perbadanan Produktiviti Malaysia (MPC)
Wilayah Sarawak**





MALAYSIA PRODUCTIVITY CORPORATION

**DRIVING PRODUCTIVITY OF
THE NATION**

**A STATUTORY BODY UNDER
MINISTRY OF INDUSTRIAL
TRADE & INDUSTRY - MITI**



MPC

VISION

The leading organisation in productivity enhancement for global competitiveness and innovation.

MISSION

To deliver high impact services towards achieving performance excellence through innovation for the betterment of life.





OBJECTIVES

Developing human capital and organisational excellence for building a knowledge-based workplaces through training, systems development and best practices.

Providing value-added information on productivity, quality, competitiveness and best practices through research activities and databases.

Nurturing innovative and creative culture for productivity and competitiveness through partnership programmes.

Conducting review on regulation and promoting Good Regulatory Practice to create a more competitive business environment



History



National Productivity Centre

National Productivity Council was established in 1962 as a joint project between the United Nations Special Fund and the Federal Government, with the International Labour Organisation acting as its executing agency.

In 1966, the National Productivity Council (Incorporation) was established as an autonomous body.

1962



National Productivity Corporation

National Productivity Council (Incorporation) Act No.19 amended as the National Productivity Corporation

1991



Malaysia Productivity Corporation

With effect from 21st February 2008, in keeping with the expanded role of the corporation, National Productivity Corporation (NPC) is officially known as Malaysia Productivity Corporation.

2008

MPC LOCATION OF OFFICES



LOCATION: MPC SARAWAK : Taman Perindustrian Demak Laut, Kuching





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Wilayah Sarawak**



11MP Target



Productivity
Level

RM92,300



Productivity
Growth

3.7%

National Productivity At a Glance



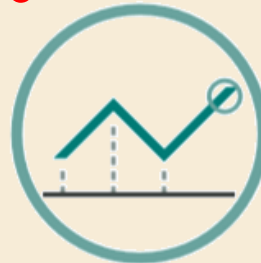
2017

2016



Productivity
Level

RM78,218



Productivity
Growth

3.5%



Productivity
Level

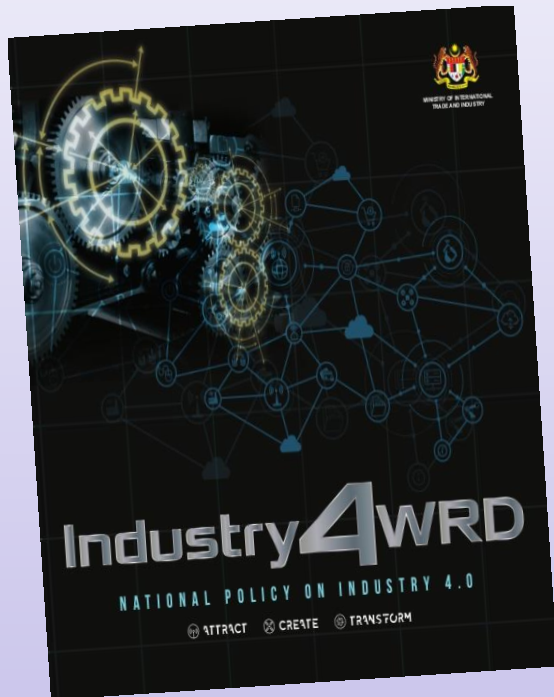
RM81,268



Productivity
Growth

3.8%

Initiatives by Government to Enhance Productivity



National Policy on Industry 4.0
Launched 31st Oct 2018



Malaysia Productivity Blueprint
Launched 8th May 2017

Benefits of Higher Productivity

Higher wages: Businesses can afford higher wages when their workers are more efficient.

Lower unit costs: savings might be passed onto consumers in lower prices, encouraging higher demand, more output and an increase in employment.

Bigger economic pie : higher wages boost consumption, generate more tax revenue to pay for public goods and give freedom for tax cuts on people and businesses.

Improved competitiveness and trade performance: Productivity growth and lower unit costs are key determinants of the competitiveness of firms in global markets.

Labour mobility : from one industry and be made available for another – for example, rising efficiency in farming will increase production yields and provide more food either to export or to supply a growing urban population.

Higher profits: Efficiency gains are a source of larger profits for companies which might be re-invested to support the long term growth of the business.

Determinants of Productivity

1 Access to Technology



3 Quality of Management



5 Competition



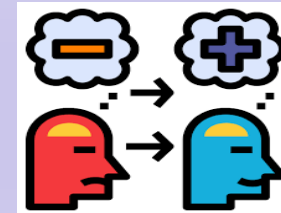
2 Skills of Labour Force



4 Training and Education Standards



6 Attitudes and Aspirations





Accelerating Productivity Growth Using Industry 4.0

Stages of Industrial Revolution

1
1

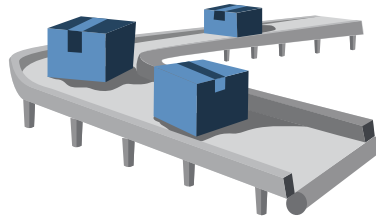
1.0

First industrial revolution:
Mechanization, water power,
steam power allows
higher productivity
(Late 18th century)



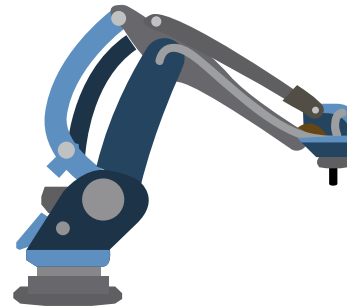
2
0

Second Industrial Revolution:
Electric power allows
assembly line and mass
production
(Beginning of the 20th century)



3.
0

Third Industrial Revolution:
**IT and computer
technology** enable further
automation of production
(Beginning of the 1970s)



4.
0

Fourth Industrial
Revolution: **Internet of
Things and Services**
enables networked
production
(Since the 21st century)



Industry4WRD - Readiness Assessment



Objective:

Comprehensive programme to help firms assess their capabilities and readiness to adopt Industry 4.0 technologies and processes.

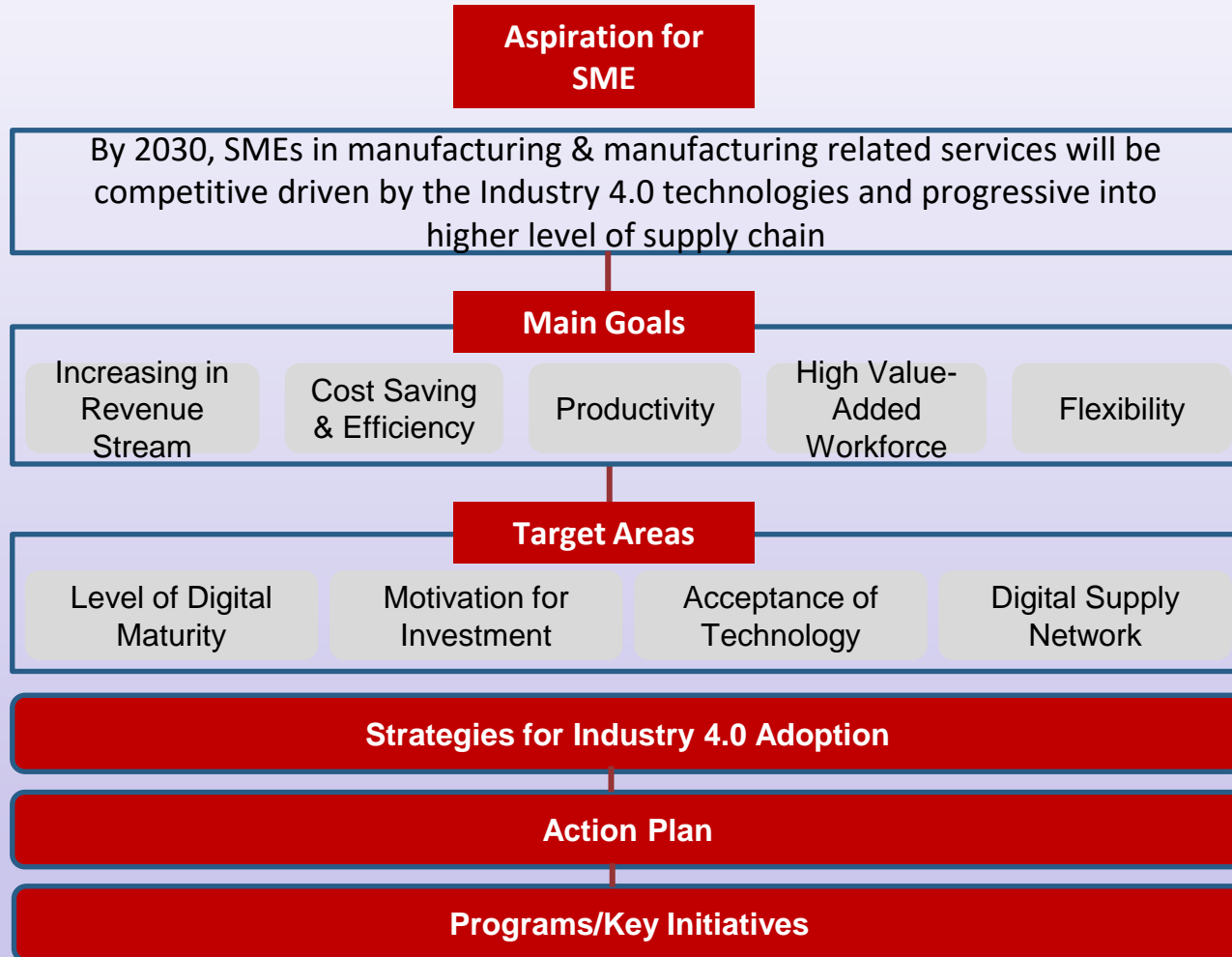
Outcomes:

- Determine their state of readiness in the adoption of Industry 4.0 technologies;
- Identify the gaps and areas of improvement for Industry 4.0 adoption as well as opportunities for productivity improvement and growth; and
- Develop feasible strategies and plans to perform outcome-based intervention projects.

INDUSTRY4WRD (I4.0) READINESS ASSESSMENT









Framework for Industry 4.0 Adoption - SMEs



TARGET GROUP

SUB-SECTOR

Electrical & Electronics	Machinery & Equipment	Chemical	Medical Devices	Aerospace	Other Sectors
					
The Electrical & Electronics industry is the leading industry in Malaysia's manufacturing sector, contributing significantly to the country's exports and employment	The Machinery & Equipment industry is one of the key areas for growth and development, focusing on high value-added and high technology M&E	The Chemical industry is one of the catalytic industries in the country with rapid growth due to the availability of oil and gas as a feedstock	The Medical device industry spans an extremely wide range of industries from rubber and latex, plastics, machinery and engineering support and electronics	The Aerospace industry has been designated as a strategic sector with high growth potential in the country's industrialisation and technological development programs	
Subsectors:	Subsectors:	Subsectors:	Subsectors:	Subsectors:	
<ul style="list-style-type: none"> Electronic components Consumer electronics Industrial electronics Electrical products 	<ul style="list-style-type: none"> Specialised M&E for specific industries General industrial M&E, parts and components Power generating M&E Machine tools 	<ul style="list-style-type: none"> Petroleum products & petrochemicals Plastic products Rubber products Chemical & chemical products Oleochemicals 	<ul style="list-style-type: none"> Consumables Surgical instruments, clinical device & implants Healthcare equipment 	<ul style="list-style-type: none"> Engineering & design Aero-manufacturing System integration Maintenance, Repair and Operations (MRO) 	<ul style="list-style-type: none"> Automotive Transport Textiles Pharmaceutical Metal Food processing Services

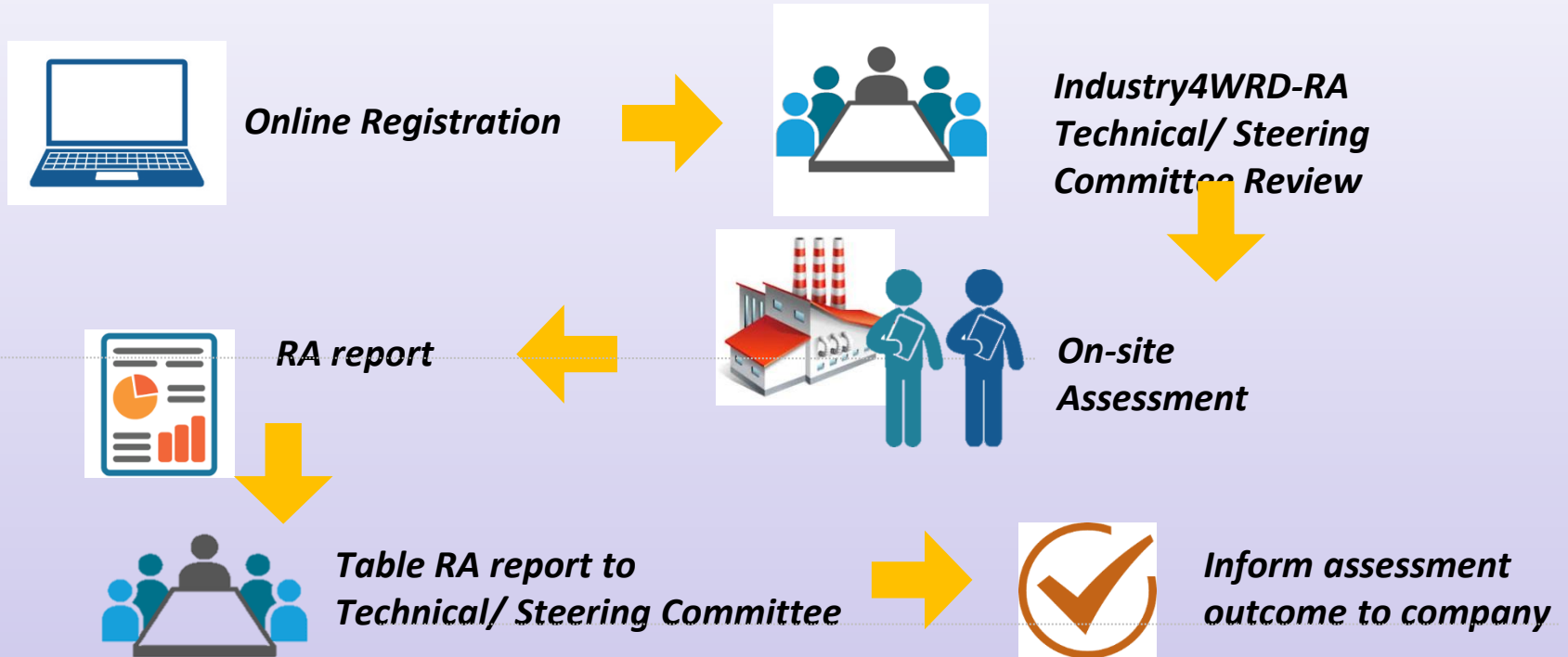
MARKET SEGMENT

- **MANUFACTURING/PRODUCTION COMPANIES** (including LLC, MNC and SME);
- Whole country (including Sabah & Sarawak)
- **MANUFACTURING RELATED SERVICES** (Advanced packaging, logistics, solution provider and design/testing) **Phase II (mid-year 2019)**

ELIGIBILITY

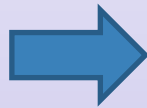
- Incorporated under the Companies Act 1965/ Registration of Business Act (1956);
- Hold a valid Manufacturing License (ML) and/or business licenses; and
- In operations for more than three (3) years in the current business line.


INDUSTRY 4WRD RA PROCESS










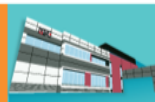
<http://www.mpc.gov.my/industry4wrdr/>



 **OFFICIAL WEBSITE**
MPC **MALAYSIA PRODUCTIVITY CORPORATION**
TRANSFORMATION. INNOVATION. PARTNERSHIP

search 

Media Room  Service Directory Publication 

 **PRODUCTIVITY & COMPETITIVENESS**  **PROGRAMMES & SERVICES**  **ABOUT MPC**

Industry4WRD Readiness Assessment > Industry4WRD Readiness Assessment

[Introduction](#) [RA - Apply Here](#) [Videos and Publications](#) [FAQs](#) [Contact](#)

[Apply Here](#) [Register Interest](#)

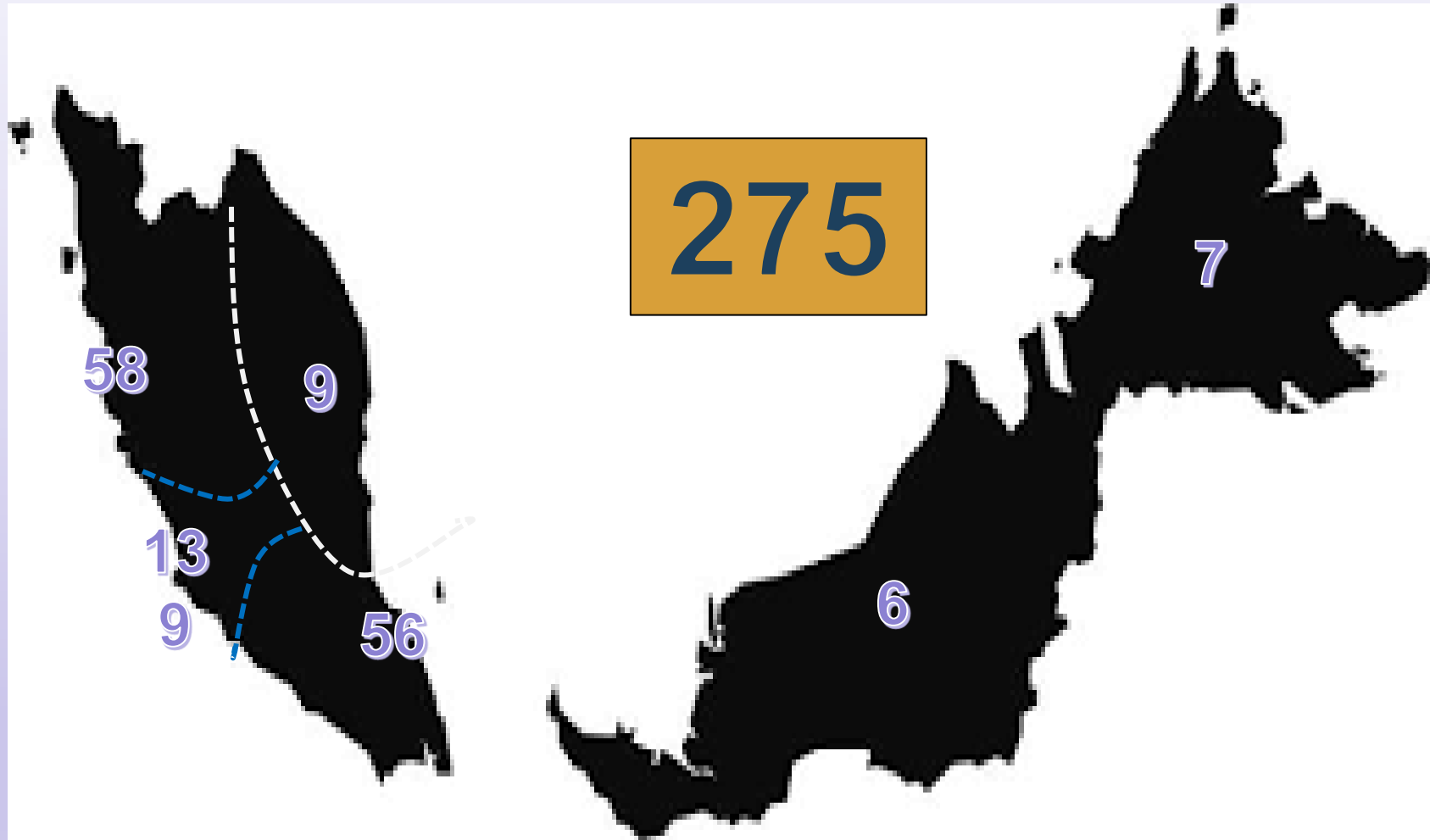
For Manufacturers only For companies in the Manufacturing Related Services (MRS)

WELCOME TO THE FUTURE

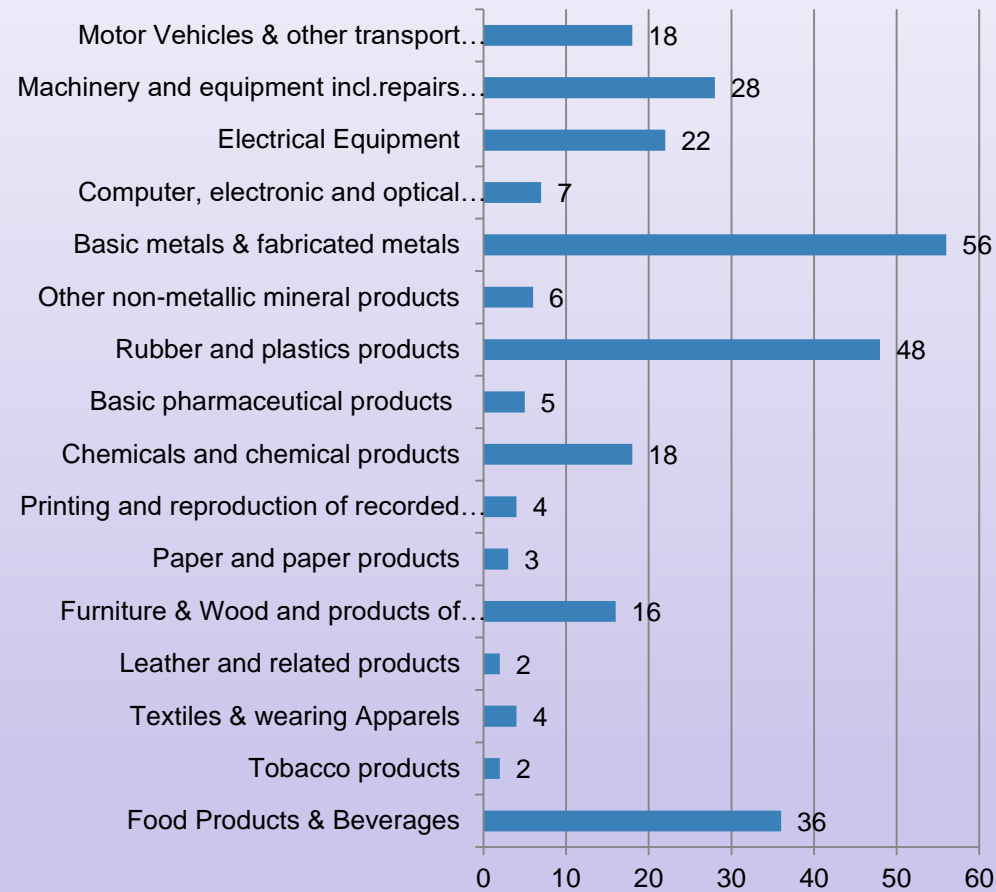
Since the Germans first introduced "Industrie 4.0" in 2011, the phrase has been quickly adopted, becoming the hottest and most spoken buzzword across the manufacturing sector worldwide. Industry 4.0 is more than just a fashionable buzzword. The term refers to the Fourth Industrial Revolution, comprising growing trends in automation, the Internet of Things (IoT), Big Data and Cloud Computing technologies. Just like steam power, electricity and electronics of the past industrial revolutions, Industry 4.0 is revolutionising the manufacturing and production industry through digital optimisation. By integrating cyber-physical systems into manufacturing technologies, Industry 4.0 creates manufacturing of the future – the smart factory

The Revolution

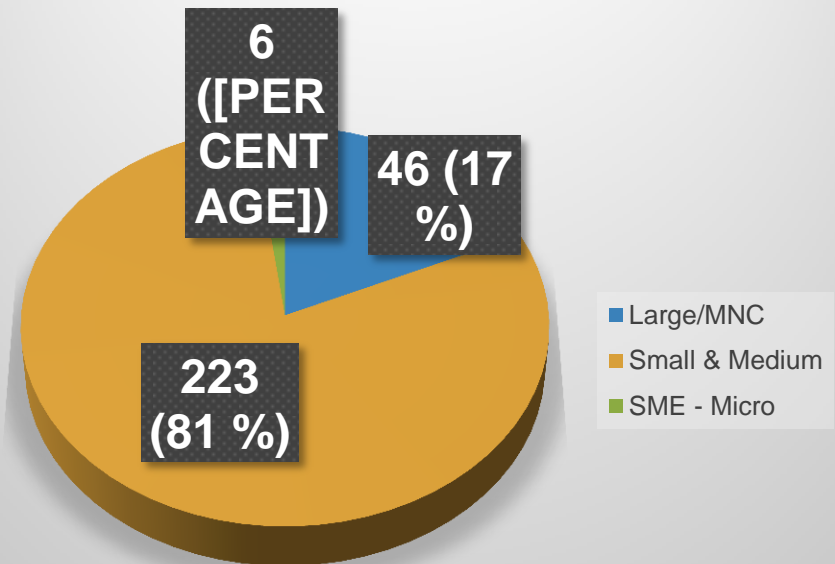
Data on Registered Companies as at 31st March 2019



Demographics of Registered Companies



Types of Companies





MANUFACTURING

Sales Turnover :
RM300,000 - RM50 Million
and/or employees :
5 - 200



MANUFACTURING RELATED SERVICES

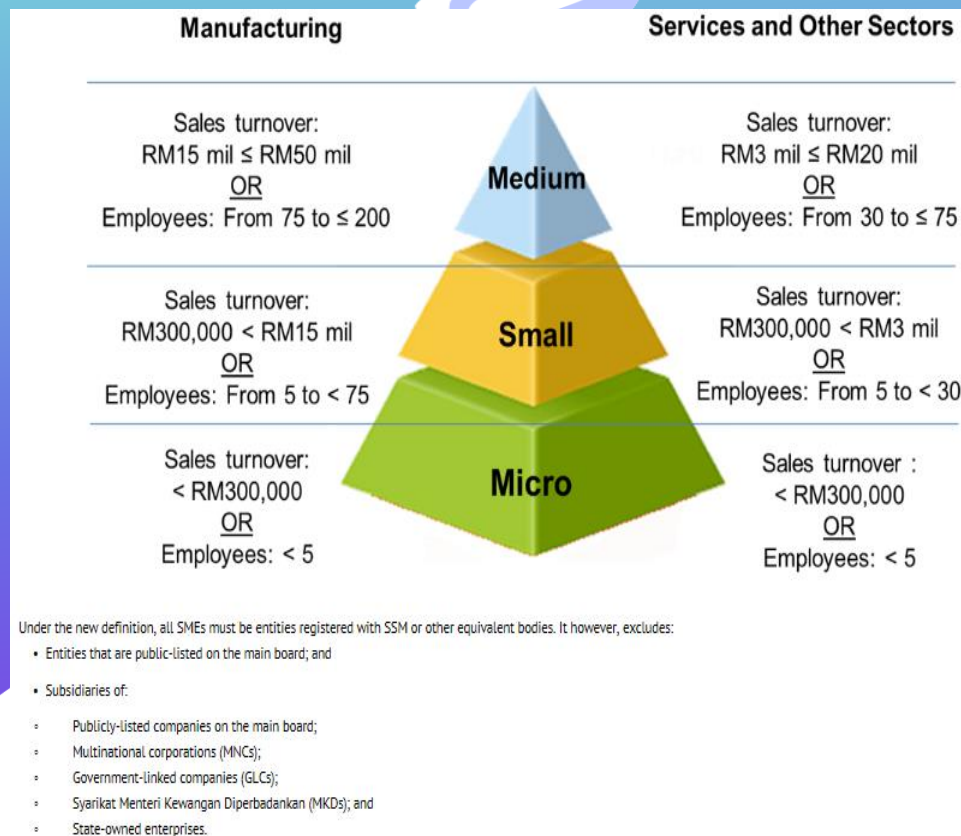
Sales Turnover :
RM300,000 - RM20 Million
and/or employees : 5 - 75.



OWNERSHIPS

60% Malaysian equity

Selection Criteria



ABOUT READINESS ASSESSMENT

1

Assess

Provide indication on the level of readiness for an organization in the adoption of Industry 4.0 elements

3

Improve

Recommend further actions to improve efficiency and productivity

5

Pre-requisite

Serve as pre-requisite for future industry 4.0 incentives

2

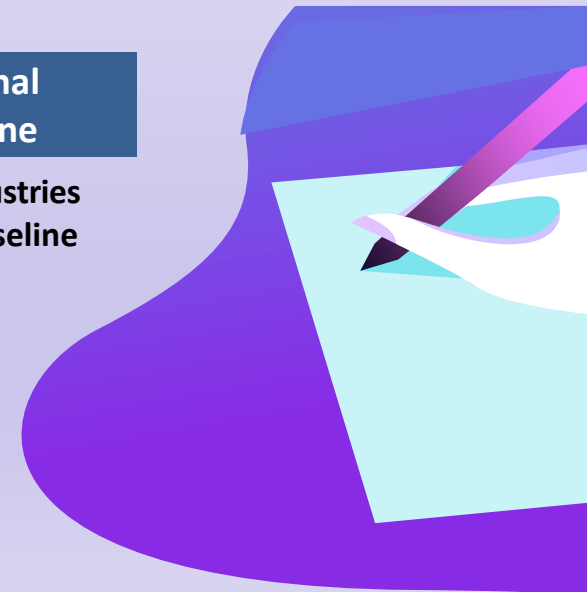
Gaps

Identify areas of improvement in each dimension

4

National baseline

Develop industries adoption baseline



Additional Requirements/Considerations

1

**Undertaken
online pre-
qualification
assessment
from
Industry4WRD
Portal**

2

**Companies
have
implemented
productivity
and process
improvement
initiatives**

3

**Companies with
assigned staff to
undertake productivity
improvement/Industry
4.0 and/or
statement/policy on
Industry 4.0 will be
given priority**

4

**Equitable
representation of
companies
according to
geographical
locations**

What's next after Industry4WRD RA?



*Receive outcome report
from Assessing Body*



*Proposal by company on
Industry 4.0 adoption*



*Evaluation by Technical &
Steering Committees*



*Apply for
Intervention Fund**



Approval granted



Implementation & Monitoring

PROGRAM TRANSFORMASI PKS/IKS MPC 2017-2020

**SKIM PENINGKATAN PRODUKTIVITI ENTERPRISE
MALAYSIA PRODUCTIVITY BLUEPRINT
(SPPE –MPB)**



SATU CARA UNTUK KEAL
RELEVAN DALAM
PERNIAGAAN IATU
BERUBAH KE ARAH YANG
LEBIH PRODUKTIF

Ekonomi dijangka perlahan

Ekonomi Malaysia dijangka berkembang perlahan dalam tempoh empat hingga enam bulan akan datang, menurut Jabatan Perangkaan.

Ketua Perangkawan, Datuk Seri Dr Mohd Uzir Mahidin, dalam kenyataan, semalam berkata ekonomi negara dijangka berkembang pada kadar lebih perlahan antara September hingga November 2018 berdasarkan prestasi Indeks Utama (LI).

Ia susulan kenyataan Menteri Kewangan, Lim Guan Eng bahawa ekonomi Malaysia dijangka berkembang perlahan kepada 5.0 peratus pada 2018, daripada sasaran awal antara 5.5 peratus dan 6.0 peratus susulan perang perdagangan antara Amerika Syarikat (AS) dan China.

Kurang syarikat baharu

Mohd Uzir berkata, pada Mei lalu, perubahan bulanan LI menunjukkan pertumbuhan negatif sebanyak 1.1 peratus kepada 117.8 mata, daripada 119.1 mata yang dicatatkan pada April 2018.

"Perubahan tahunan LI juga mencatatkan penurunan 0.7 peratus dalam bulan yang sama, berbanding 1.4 peratus pada April 2018, terutama oleh 0.5 peratus penurunan bilangan syarikat baharu yang didaftarkan," katanya.

Mengulas lanjut, katanya, Indeks Serentak (CI) yang mencerminkan aktiviti ekonomi semasa, bertambah baik pada Mei 2018 dengan mencatat peningkatan 2.2 peratus.



Ekonomi negara dijangka berkembang pada kadar lebih perlahan antara September hingga November 2018 berdasarkan prestasi Indeks Utama"

Mohd Uzir Mahidin,
Ketua Perangkawan

'Produk PKS perlu unik, nilai terbaik'

➔ Tesco saran pengusaha tempatan kreatif pelbagaikan pengeluaran

Oleh **Sofyan Rizal Ishak**
sofyan.rizal@nstp.com.my

Tesco Stores (Malaysia) Sdn Bhd (Tesco Malaysia), pengendali pasar raya besar Tesco di Malaysia, menyeru pe-

rusahaan kecil dan sederhana (PKS) tempatan supaya tampil dengan produk unik dan menawarkan nilai terbaik untuk terus bersaing di pasaran tempatan dan antarabangsa.

Ketua Pegawai Eksekutifnya, Paul Ritchie, berkata mereka perlu menghasilkan produk yang memiliki kekuatan dan kelainan kepada pengguna, serta mempelbagaikan pengeluaran produk masing-masing.

"Kami mahu terus memperkembangkan dan mengukuhkan barisan produk dari PKS, kerana ia dilihat menerima sambutan baik dalam kalangan pengguna di Tesco," katanya majlis pelancaran

Program Citarasa Malaysia (PCM) di sini, semalam.

PCM adalah sebuah program yang dianjurkan Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna (KPDNHEP) dan Tesco Malaysia, bertujuan memberi peluang kepada usahawan PKS tempatan melaksanakan pelbagai aktiviti jualan, memperkalkan produk dan jenama serta mempromosikan produk keluaran mereka.

Pertumbuhan jualan PKS

Beliau berkata, pertumbuhan jualan keseluruhan PKS di Tesco mencatatkan peningkatan dua angka kepada 11 peratus tahun lalu,

manakala PKS Bumiputera mencatatkan purata pertumbuhan jualan 20 peratus tahun ke tahun.

"Pencapaian positif ini kebanyakan disumbang melalui produk makanan dengan majoritinya adalah produk yang dihasilkan PKS," katanya.

Pada masa ini, Tesco bekerjasama dengan 2,140 pembekal yang mana 140 daripada jumlah itu adalah PKS berjaya mencatatkan sejumlah 1,631 unit simpanan stok (SKU) dengan 104 terdiri daripada PKS Bumiputera.

Sementara itu, Menteri Perdagangan Dalam Negeri dan Hal Ehwal Pengguna, Datuk Saifuddin

Nasution, Ismail berkata KPDNHEP akan sentiasa membantu usahawan PKS tempatan untuk mempertingkatkan jumlah produk asas.

"Melalui PCM yang diadakan sejak 2013, kami berjaya membantu mempromosikan lebih daripada 500 jenama usahawan PKS tempatan," katanya.

Sementara itu, sejumlah 20 usahawan PKS tempatan akan mengambil bahagian dalam PCM bermula dari 24 hingga 29 Julai ini di Tesco Shah Alam, dengan 18 PKS adalah berasaskan makanan dan minuman, manakala bakinya adalah produk barangan kelengkapan rumah.

RM631 juta dana mengalir keluar

Oleh **NUR HANANI AZMAN**
ekonomi@utusan.com.my

KUALA LUMPUR 20 Ogos - Aliran keluar dana asing dalam pasaran ekuiti tempatan merekodkan sebanyak RM631.4 juta mengatasi aliran masuk bersih asing RM458.2 juta dicatatkan pada minggu sebelum ini.

Menurut MIDF Research, portfolio wang global meninggalkan Bursa Malaysia minggu lalu selepas dua minggu menyaksikan dana asing kembali ke dalam pasaran ekuiti tempatan.

Katanya, pelabur luar pesisir sudah menjual dana pada Isnin lalu sebanyak RM142.3 juta kerana krisis di Turki yang dilihat memberi kesan kepada pasaran baharu muncul termasuk Malaysia.

"Malah tidak mengejutkan apa-

bila saham-saham tempatan yang mempunyai pendedahan dengan Turki seperti Malaysia Airports Holdings Bhd. (MAHB) dan IHH Healthcare Bhd. mengalami kerugian lebih lima peratus," jelas firma itu dalam laporan mingguan di sini hari ini.

Tahap aliran keluar dana asing kemudian perlahan-lahan berkurangan pada Selasa dan Rabu kepada RM127.1 juta dan RM85.4 juta berikutan pemulihan mata wang Turki, lira setelah menjunam pada Isnin.

The FBM KLCI juga mencatatkan prestasi baik dalam tempoh dua hari berkenaan sementara pasaran serantau lain seperti Thailand dan Hong Kong berada dalam redzone pada tempoh sama.

Walau bagaimanapun, aktiviti jualan bersih asing meningkat pada Khamis dan Jumaat masing-

masing sebanyak RM127.9 juta dan RM148.7 juta.

Jelas MIDF Research, berita mengenai China dan Amerika Syarikat bakal mengadakan perbincangan dagangan pada akhir Ogos tidak mencukupi untuk meringansentimen pelabur.

"Ia susulan Malaysia mencatatkan pertumbuhan ekonomi yang perlahan bagi suku kedua 2018 pada 4.5 peratus berbanding jangkaan pasaran sebanyak 5.2 peratus," katanya.

Sementara itu, penyertaan para pelabur asing semakin aktif setakat ini kerana nilai dagangan purata harian (ADTV) melebihi paras RM1 bilion bagi 31 minggu daripada 33 minggu.

ADTV mingguan bagi pasaran runcit dan dana institusi tempatan juga kekal baik pada paras RM800 juta dan RM2 bilion masing-masing meskipun mengalami penurunan minggu lepas.

midf

STATISTIK PKS

PKS merupakan tulang ekonomi negara

98.5%

pertubuhan perniagaan
di Malaysia adalah PKS

...meliputi keseluruhan saiz dan sektor perniagaan



PKS mengikut Saiz:



**20.6% PKS
adalah
milikan
wanita**

Definisi Syarikat Milikan Wanita

≥ 51% pemilikan ekuiti
dipegang oleh wanita

ATAU

Ketua Pengarah Eksekutif /
Pengarah Urusan adalah wanita
yang memiliki sekurang-
kurangnya 10% ekuiti

PKS mengikut Sektor:



Perkhidmatan

89.2% (809,126 PKS)



Pembuatan

5.3% (47,698 PKS)



Pembinaan

4.3% (39,158 PKS)



Pertanian

1.1% (10,218 PKS)

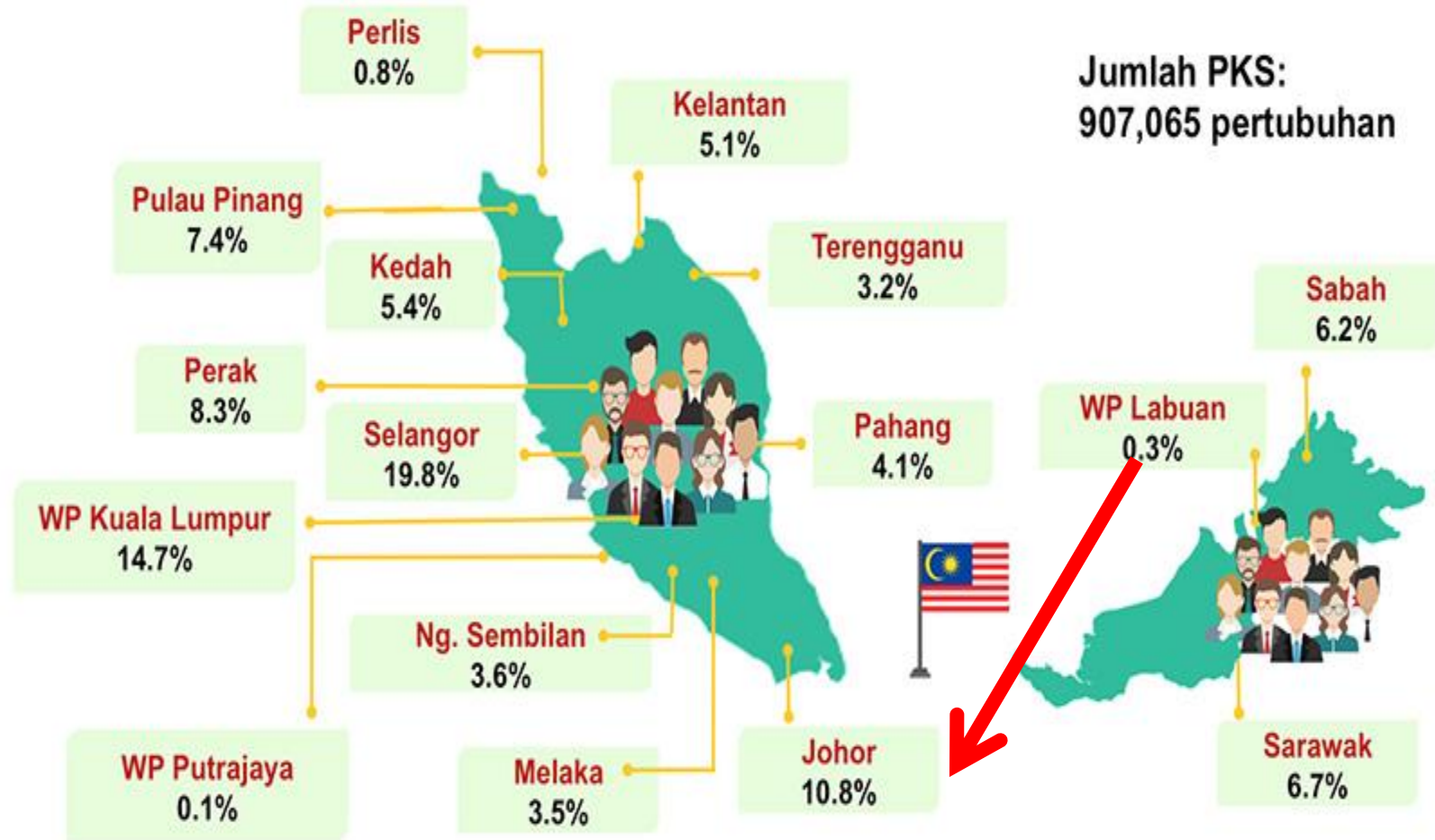


Perlombongan & Pengkuarian

0.1% (865 PKS)

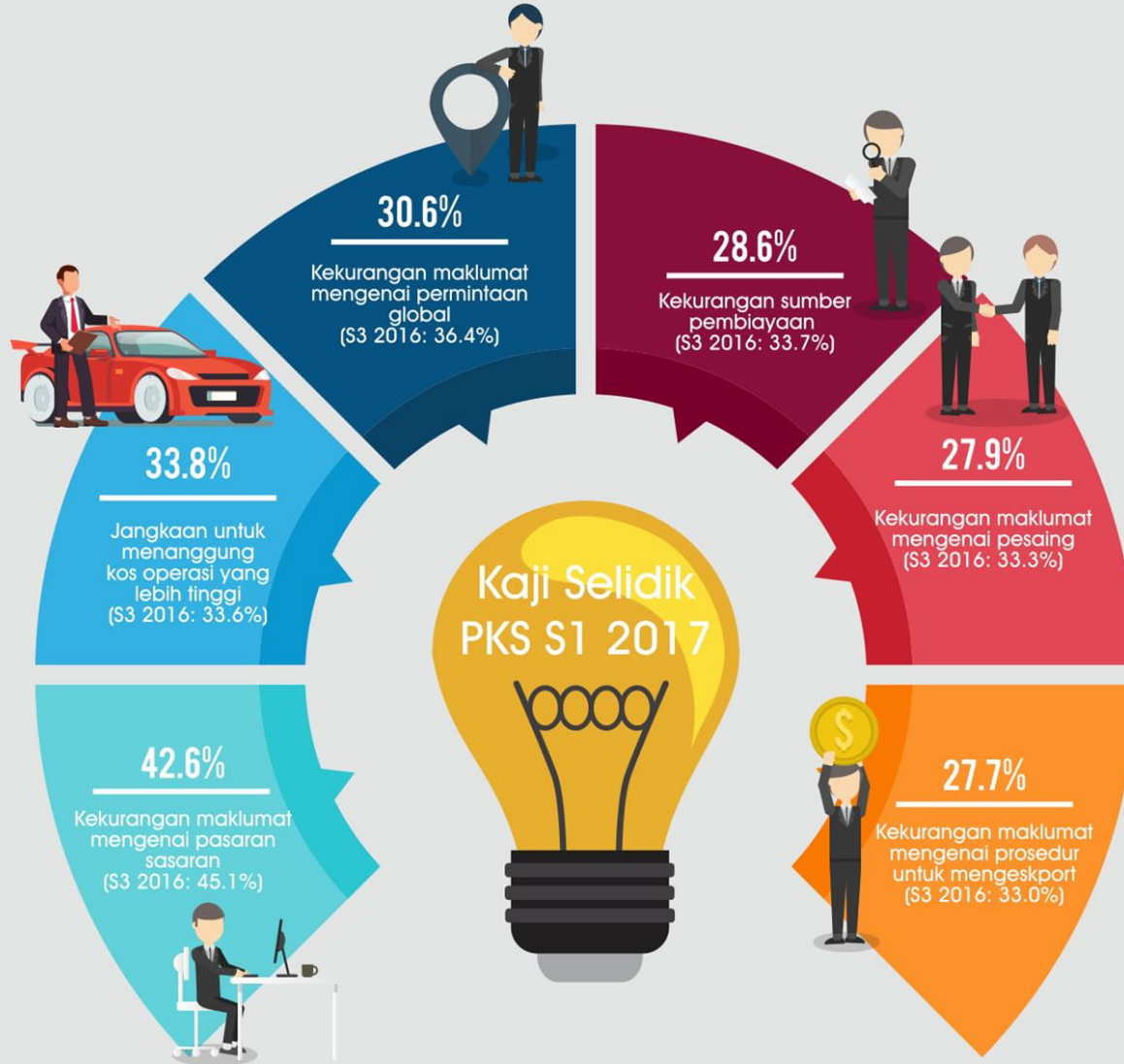
SUMBER: <http://www.smecorp.gov.my>

Taburan PKS di Malaysia mengikut negeri



Sumber: Banci Ekonomi 2016, Jabatan Perangkaan Malaysia

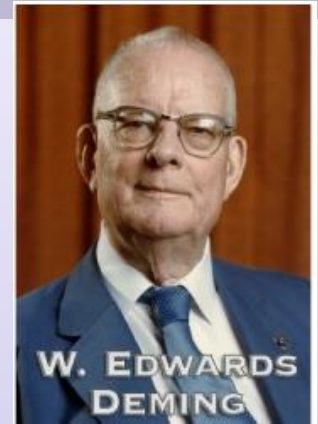
KAJI SELIDIK PKS PADA TAHUN 2016 DAN 2017



Sumber: Kaji Selidik PKS S1 2017 dan S3 2016, SME Corp. Malaysia

BLAME THE PROCESS, NOT THE EMPLOYEE

“85% of the reasons for failure to meet customer requirements are related to deficiencies in systems and processes... rather than the employee. The role of management is to change the process rather than badgering individuals to do better.”



W. Edwards Deming



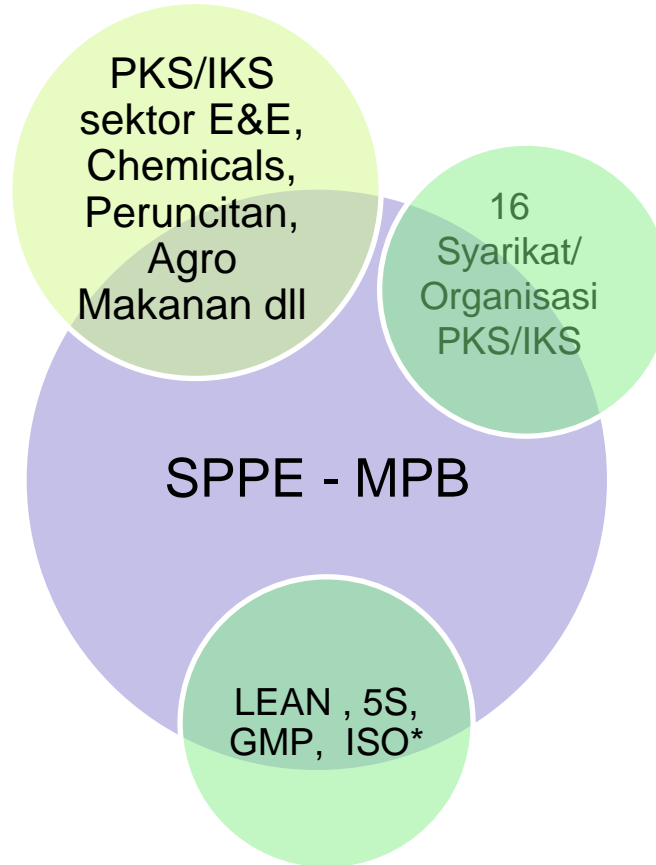
At Toyota, we get brilliant results from average people managing a brilliant process, others get average results from brilliant people managing broken processes.

- Toyota

SKIM PENINGKATAN PRODUKTIVITI ENTERPRISE MALAYSIA PRODUCTIVITY BLUEPRINT (SPPE – MPB)

- **Objektif**

- Mentransformasikan PKS/IKS melalui inisiatif kualiti untuk meningkatkan kecekapan proses serta mengurangkan kos
- Meningkatkan kapasiti PKS/IKS untuk persediaan ke peringkat lebih tinggi



- **Pengisian Program**

- Lawatan Diagnostik (sebelum & selepas)
- Kursus Asas dan Intensif
- Lawatan Perundingan
- Kem Pembudayaan
- Lean Recognition/Persijilan 5S

Penyertaan Terbuka kepada



SPPE-MPB

PKS/EKS - Seluruh Sarawak ,
E&E, Chemicals, Peruncitan, Agro Makanan dll

DEFINING IMPACT



1

INCREASE POTENTIAL SALES

Estimated increase in sales



2

COST SAVINGS

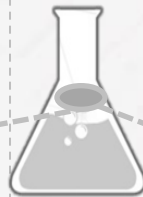
Elimination of waste in
production



3

REDUCE WORK PROCESS

Elimination, merger &
restructuring of work
processes



4

REDUCE MANPOWER

Multi-skilling implementation and
reduction of work processes



5

INCREASE PROCESS EFFICIENCY (LEAD TIME)

Reduced production time from
order to delivery

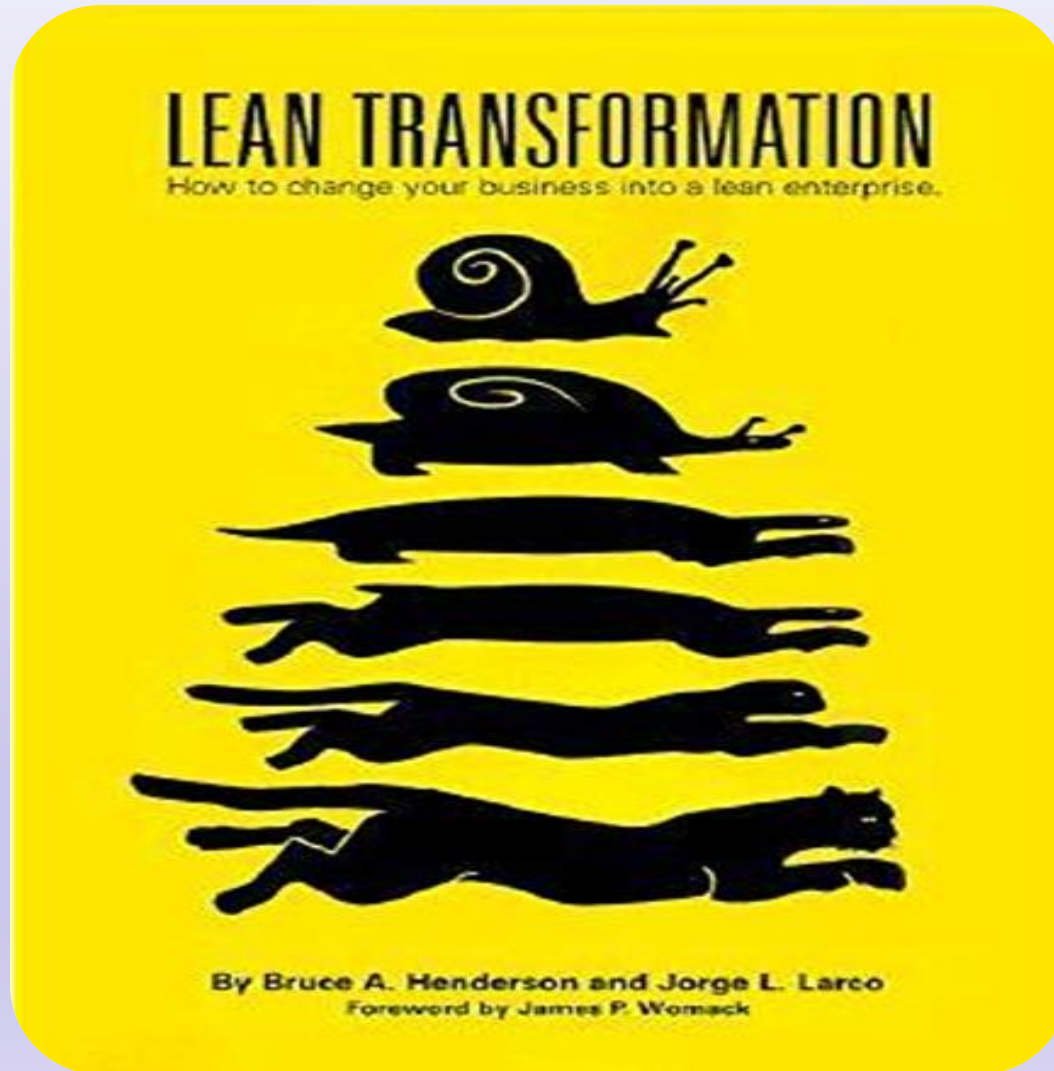


LEAN *PRODUCTION*

*The Continuous Improvement
Journey to Achieve Business
Excellence*



TRANSFORMASI LEAN





**ANTARA SYARIKAT YANG
TELAH
MELAKSANAKAN LEAN
DI SARAWAK
&
IMPAK PELAKSANAAN**

1. Super Glory Industries Sdn Bhd

2. Hillog Sdn Bhd

3. Mui Hiong Foodstuff Sdn Bhd

4. Cita Information Systems Sdn Bhd

5. Duta Jasa Sdn Bhd

6. HMN Nadhir Sdn Bhd

7. Rosfaniaga Services Sdn Bhd

8. Samling Plywood (Bintulu) Sdn Bhd

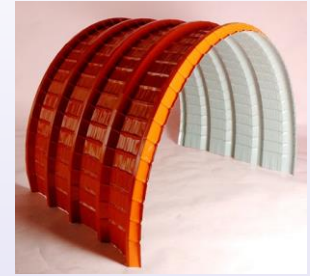
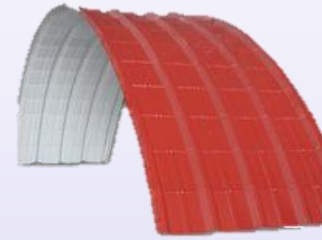
9. SCIB Concrete Manufacturing Sdn Bhd

10. Amalgamated Plant Engineering Sdn. Bhd.

11. Assar Senari Port Sdn Bhd

12. IMetal (M) Sdn Bhd

13. PCP Concrete Pile Sdn Bhd








Kecekapan proses Ridge Caping & Bending meningkat sebanyak 21.4% dan 74.7%

Mencapai 0% pembaziran produk & kerugian RM22,464 setahun dapat dielakkan



TANGIBLE IMPACT TO COMPANY

	MANUFACTURING	SERVICE	TOTAL	
	Increase Potential Sales	RM 29,637,513	RM 11,077,052	RM 40,714,565
	Cost Savings	RM 9,666,752	RM 3,651,162	RM 13,317,914
	Reduce Work Process	80 Process	28 Process	108 Process
	Reduce Manpower	56 Person	19 Person	75 Person
	Increase Process Efficiency	<div><ul style="list-style-type: none">41% Above25 SMEs9 SMEs34 SMEs11-40%15 SMEs5 SMEs20 SMEs10% and below5 SMEs05 SMEs</div>		

What's next after Lean?

Lean Study Mission

Capacity Development Programme

Seminar & Forum on Lean Management

MPC Team Excellence Convention
(International, National, Regional & Mini)

CEO Talk Programme (Best practice sharing)

Productivity Champion Certificate

Lean Recognition

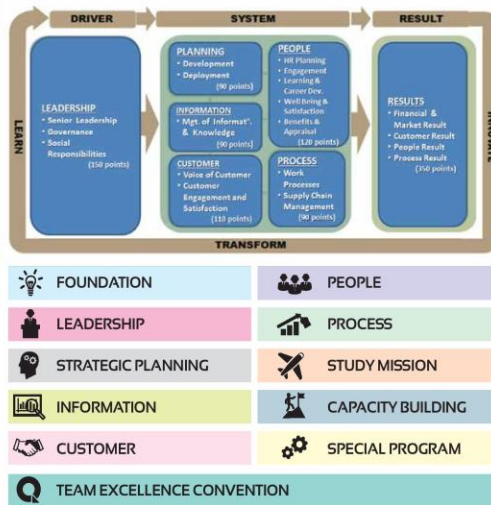




BUSINESS EXCELLENCE FOR
ORGANISATIONAL SUSTAINABILITY PROGRAMME 2019

STRENGTHENING ORGANISATION EXCELLENCE FOR DIGITAL ECONOMY 2019

MALAYSIA BUSINESS EXCELLENCE FRAMEWORK



MALAYSIA PRODUCTIVITY CORPORATION
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mpcsko

JAN	DATE	PROGRAMME	VENUE	CONTACT PERSON
	31 Jan.	PS-101: Productivity Doctor: An Approach for Improving Organisations Towards Business Excellence	Kuching, Sarawak	Zuraini Subhi zuraini@mpc.gov.my
FEB	DATE	PROGRAMME	VENUE	CONTACT PERSON
	11-12 Feb.	BE-102: Workshop on How to Identify Challenges and Advantages of your Organisation based on Business Excellence Criteria	Kuching, Sarawak	Waila Mohd Nasir waila@mpc.gov.my
	19-20 Feb.	BE-103: Workshop on Interpretation of Malaysia Business Excellence Criteria	Kuching, Sarawak	Heifza Atha Ahmad hafza@mpc.gov.my
	21 Feb.	BE-401: CEO Talk Siri 1	Kuching, Sarawak	Abang Nurfaizi nurfaizi@mpc.gov.my
	25-28 Feb.	BE-402: Business Excellence Workshop For Senior Management	Langtaw, Kedah	Zuraini Subhi zuraini@mpc.gov.my
MAR	DATE	PROGRAMME	VENUE	CONTACT PERSON
	13 March	SP-201: Workshop on Scenario Planning: A Tool for Strategic Thinking for Business Excellence	Kuching, Sarawak	Lyana Othman lyana@mpc.gov.my
	14 March	BE-101: Introduction To Business Excellence: Business Excellence as a Tool for Organisational Sustainability	Kuching, Sarawak	Waila Mohd Nasir waila@mpc.gov.my
	15 March	PS-101: Productivity Doctor: An Approach for Improving Organisations Towards Business Excellence	Kuching, Sarawak	Zuraini Subhi zuraini@mpc.gov.my
	18-22 March	BE-305: Business Excellence Best Practices Study Visit to Indonesia	Indonesia	Heifza Atha Ahmad hafza@mpc.gov.my
	19-20 March	BE-201: Amalan Persekitaran Bertuvalu (5S) - Kriteria Baru	Kuching, Sarawak	Abang Nurfaizi nurfaizi@mpc.gov.my
	25-29 March	BE-306: Business Excellence Best Practices Study Visit to Johore, Malacca and Klang Valley	Johore, Malacca & Klang Valley	Lyana Othman lyana@mpc.gov.my
	28 March	LS-101: Workshop on Development of Vision, Mission and Objectives as the Foundation for Business Excellence	Kuching, Sarawak	Khaijah Rahmat khaijah@mpc.gov.my
APR	DATE	PROGRAMME	VENUE	CONTACT PERSON
	1-5 April	BE-302: Business Excellence Best Practices Study Visit to Thailand	Thailand	Zuraini Subhi zuraini@mpc.gov.my
	9-10 April	ES-102: Workshop Power Up for Leaders Using NLP	Kuching, Sarawak	Nurfaiza Zulahi nurfaiza@mpc.gov.my
	12 April	BE-101: Introduction To Business Excellence: Business Excellence as a Tool for Organisational Sustainability	Miri, Sarawak	Waila Mohd Nasir waila@mpc.gov.my
	16 April	Mini Konvensyen Team Excellence Penghantar Wilayah Sarawak	Kuching, Sarawak	Nurfaiza Zulahi nurfaiza@mpc.gov.my
	23-24 April	BE-202: Audit Dalam 55 - Kriteria Baru	Miri, Sarawak	Safawan Mohd Suhaimi safawan@mpc.gov.my
	24 April	SP-101: Workshop on Effective Strategic Planning and Deployment Process to Drive Organisational Excellence	Kuching, Sarawak	Lyana Othman lyana@mpc.gov.my
	29 April	CS-101: Workshop on Designing Effective Voice of Customer Programme for Business Excellence	Kuching, Sarawak	Safawan Mohd Suhaimi safawan@mpc.gov.my
	30 April	LS-101: Leadership Workshop for Senior Management	Kuching, Sarawak	Khaijah Rahmat khaijah@mpc.gov.my
MAY	DATE	PROGRAMME	VENUE	CONTACT PERSON
	2 May	BE-101: Introduction To Business Excellence: Business Excellence as a Tool for Organisational Sustainability	Kota Kinabalu, Sabah	Waila Mohd Nasir waila@mpc.gov.my
JUN	DATE	PROGRAMME	VENUE	CONTACT PERSON
	25 June	ES-201: Workshop on Psychological Wellbeing in Digital Era for Organisational Excellence	Kuching, Sarawak	Nurfaiza Zulahi nurfaiza@mpc.gov.my
	27 June	IN-201: Digital Transformation: Big Data Analytics for Organisational Excellence	Kuching, Sarawak	Abang Nurfaizi nurfaizi@mpc.gov.my

JUL	DATE	PROGRAMME	VENUE	CONTACT PERSON
	2 July	PS-102: Workshop on Eliminating Waste Through LEAN Management for Business Excellence	Kuching, Sarawak	Zuraini Subhi zuraini@mpc.gov.my
	3-4 July	BE-103: Workshop on Interpretation of Malaysia Business Excellence Criteria	Miri, Sarawak	Heifza Atha Ahmad hafza@mpc.gov.my
	10 July	BE-401: CEO Talk Siri 2	Kuching, Sarawak	Khaijah Rahmat khaijah@mpc.gov.my
	11 July	IN-101: Workshop on Reducing Organisational Risk Through Effective, Reliable Data and Information Management	Kuching, Sarawak	Abang Nurfaizi nurfaizi@mpc.gov.my
	18 July	ES-202: Workshop on Deployment of Appraisal and Recognition for Organisational Excellence	Kuching, Sarawak	Nurfaiza Zulahi nurfaiza@mpc.gov.my
	23-24 July	BE-208: Pengurusan Fail dan Redoh Yang Efektif Untuk Kecermerlangan Organisasi	Kuching, Sarawak	Heifza Atha Ahmad hafza@mpc.gov.my
	24-25 July	Regional Team Excellence Convention Wilayah Sabah/Sarawak	Miri, Sarawak	Khaijah Rahmat khaijah@mpc.gov.my
AUG	DATE	PROGRAMME	VENUE	CONTACT PERSON
	7 Aug.	BE-401: CEO Talk Siri 3	Kuching, Sarawak	Safawan Mohd Suhaimi safawan@mpc.gov.my
	19-23 Aug.	BE-307: Business Excellence Best Practices Study Visit to Miri, Bintulu & Sibul, Sarawak	Miri, Bintulu & Sibul, Sarawak	Heifza Atha Ahmad hafza@mpc.gov.my
	20-21 Aug.	BE-204: Pengurusan Pelupusan Fail dan Redoh Yang Tidak Aktif	Kuching, Sarawak	Lyana Othman lyana@mpc.gov.my
	22 Aug.	LS-202: Workshop on Effective Corporate Social Responsibility for Business Excellence	Kuching, Sarawak	Khaijah Rahmat khaijah@mpc.gov.my
	27-28 Aug.	BE-207: Workshop NLP for Effective Communication in Organisation	Kuching, Sarawak	Heifza Atha Ahmad hafza@mpc.gov.my
	28-30 Aug.	BE-304: Business Excellence Best Practices Study Visit to Fiji	Fiji	Khaijah Rahmat khaijah@mpc.gov.my
SEP	DATE	PROGRAMME	VENUE	CONTACT PERSON
	10-11 Sept.	BE-206: Pethidhratan Kauter dan Pelangan yang Cemerlang	Sibu, Sarawak	Zuraini Subhi zuraini@mpc.gov.my
	11 Sept.	BE-500: Business Excellence Forum 2019	Kuching, Sarawak	Heifza Atha Ahmad hafza@mpc.gov.my
	15-21 Sept.	BE-301: Business Excellence Best Practices Study Visit to Japan	Japan	Safawan Mohd Suhaimi safawan@mpc.gov.my
	17-18 Sept.	BE-205: Workshop on Balancing Work and Life with Optimum Productivity	Kuching, Sarawak	Nurfaiza Zulahi nurfaiza@mpc.gov.my
	27 Sept.	BE-308: Business Excellence Best Practices Study Visits to Penang & Kedah	Penang & Kedah	Khaijah Rahmat khaijah@mpc.gov.my
OCT	DATE	PROGRAMME	VENUE	CONTACT PERSON
	2 Oct.	ES-101: Workshop on Psychological Wellbeing in Handling Stress and Workplace Depression	Kuching, Sarawak	Nurfaiza Zulahi nurfaiza@mpc.gov.my
	14-18 Oct.	BE-303: Business Excellence Best Practices Study Visit to Europe	Europe	Nurfaiza Zulahi nurfaiza@mpc.gov.my
	16 Oct.	CS-102: Workshop on the Role of Customer Relationship Management System for Business Excellence	Kuching, Sarawak	Safawan Mohd Suhaimi safawan@mpc.gov.my
NOV	DATE	PROGRAMME	VENUE	CONTACT PERSON
	5-6 Nov.	BE-203: Root Cause and Waste Analysis for Lean Management Implementation	Kuching, Sarawak	Khaijah Rahmat khaijah@mpc.gov.my

RAKAN KECERMERLANGAN ORGANISASI ANDA

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thanks!

**Perbadanan Produktiviti Malaysia (MPC)
Wilayah Sarawak**

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