



MPC Laporan Tahunan **2013** **annual report**

Hakcipta Terpelihara

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MISI Mission

Organisasi utama dalam meningkatkan produktiviti untuk inovasi dan daya saing global.

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

VISI Vision

Memberi perkhidmatan berkesan untuk mencapai prestasi cemerlang melalui inovasi ke arah meningkatkan taraf hidup.

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



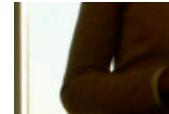
OBJEKTIF Objectives

- | | |
|--|---|
| Menyediakan maklumat mengenai produktiviti, kualiti, daya saing dan amalan-amalan terbaik melalui aktiviti penyelidikan dan pembangunan pangkalan data; | Providing value-added information on productivity, quality, competitiveness and best practices through research activities and databases; |
| Membangunkan modal insan dan kecemerlangan organisasi bagi membentuk masyarakat berasaskan pengetahuan menerusi latihan, pembangunan sistem dan amalan-amalan terbaik; dan | Developing human capital and organisational excellence for building a knowledge-based society through training, systems development and best practices; and |
| Memupuk budaya kreatif dan inovatif demi produktiviti dan daya saing menerusi program jalinan kerjasama. | Nurturing innovative and creative culture for productivity and competitiveness through partnership programmes. |



MAKLUMAT KORPORAT

Corporate Information



PERBADANAN PRODUKTIVITI MALAYSIA ialah sebuah badan berkanun persekutuan di bawah Kementerian Perdagangan Antarabangsa dan Industri (MITI).

MPC telah ditubuhkan sebagai Pusat Daya Pengeluaran Negara pada tahun 1962, iaitu satu projek bersama Dana Khas Bangsa-bangsa Bersatu dan Kerajaan Persekutuan dengan Pertubuhan Buruh Antarabangsa (ILO) sebagai agensi pentadbir.

Pusat Daya Pengeluaran Negara menjadi sebuah Badan berautonomi melalui Akta (Memperbadankan) Majlis Daya Pengeluaran Negara Bilangan 19 pada tahun 1966. Akta ini telah dipinda oleh Akta (Memperbadankan) Majlis Daya Pengeluaran Negara (Pindaan) Akta A305 1975, sesuai dengan perkembangan Pusat ini.

Majlis Daya Pengeluaran Negara telah dinamakan Perbadanan Produktiviti Negara pada 1 Disember 1991 apabila Akta (Memperbadankan) Majlis Daya Pengeluaran Negara (Pindaan) Akta A801 dikuatkuasakan.

Akta Perbadanan Produktiviti Negara (Pemerbadanan) 1966 sekali lagi dipinda dan disebut sebagai Akta Perbadanan Produktiviti Malaysia (Pemerbadanan) 1966.

Nama baru telah diwartakan pada 21 Februari 2008. Pindaan ini adalah bertujuan untuk memperjelaskan status Perbadanan tersebut sebagai suatu badan yang ditubuhkan oleh Kerajaan Malaysia berhubung dengan perkara-perkara yang berkaitan dengan produktiviti Negara, khususnya kepada masyarakat antarabangsa.

Mengikut peruntukan Sekyen 7, Akta Perbadanan Produktiviti Malaysia, fungsi-fungsi Perbadanan adalah seperti berikut:

- **menerajui penggalakan** dan **penyebaran maklumat** dan isu-isu yang berhubungan dengan Produktiviti;
- **menubuhkan satu pusat maklumat** dan **rujukan** bagi indeks Produktiviti bagi negara dan bagi sistem-sistem pengurusan dan kajian-kajian kes;
- **mengeluarkan pakar** dan **kepakaran** tempatan dalam bidang Produktiviti, Kualiti, Pengurusan dan Keusahawanan;
- **mempertingkatkan pembangunan sumber manusia** pada peringkat penyeliaan dan peringkat pengurusan kedua-duanya dalam negara;
- **menasihati** dan **menyelaraskan** pelaksanaan program-program dan aktiviti-aktiviti yang berhubungan dengan Produktiviti dan Kualiti;
- **menilai** dan **memperakui** program-program penyeliaan dan latihan pengurusan, program-program Keusahawanan dan program-program Produktiviti dan Pengurusan Kualiti yang dijalankan oleh sektor swasta bagi orang awam;
- **menjalankan latihan** atau **program-program** lain yang berhubungan dengan Produktiviti, Kualiti, Pengurusan dan Keusahawanan;
- **mengadakan perkhidmatan rundingan** yang berhubungan dengan Produktiviti, Pengurusan dan Keusahawanan;
- **mengumpul, mengeluarkan** dan **menerbit maklumat** mengenai Produktiviti, Pengurusan dan Keusahawanan dan hal-hal lain yang berhubungan;
- **menjalankan** usaha-usaha perniagaan bagi maksud menunaikan kerja-kerjanya di bawah Akta ini dengan kelulusan Menteri;
- **memberikan laporan** setiap tahun kepada Menteri mengenai kemajuan dan masalah-masalah meningkatkan Produktiviti dalam perdagangan dan industri dalam negara dan membuat syor-syor mengenai cara bagaimana masalah-masalah itu boleh diuruskan; dan
- **membuat semua perkara** dan **benda** yang bersampingan dengan atau berbangkit daripada penunaian kerja-kerjanya di bawah Akta ini.



MALAYSIA PRODUCTIVITY CORPORATION is a federal statutory body under the Ministry of International Trade and Industry (MITI).

MPC was established in 1962 as a joint project between the United Nations Special Fund and the Federal Government, with the International Labour Organisation (ILO) acting as its executing agency.

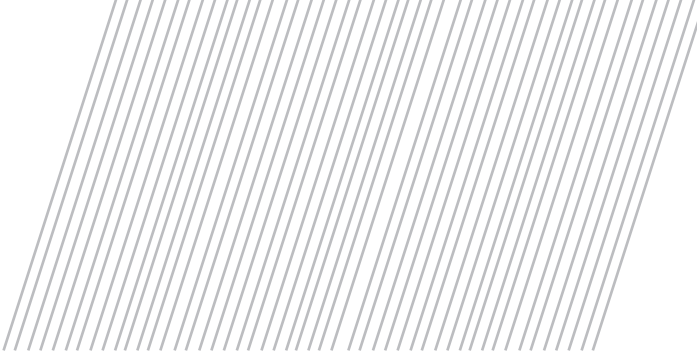
In 1966, the National Productivity Council (Incorporation) Act No. 19 was passed making the Centre an autonomous body. It was later amended as the National Productivity Council (Incorporation) (Amendment) Act A305 1975, to cater for expansion of the Centre's role.

National Productivity Council was renamed as National Productivity Corporation on 1 December 1991 through the amendment of the National Productivity Centre (Incorporation) (Amendment) A801 Act.

The National Productivity Corporation (Incorporation), 1966 Act was amended once again as the Malaysia Productivity Corporation (Incorporation) Act, 1966. The new name was gazetted on 21 February 2008. The objective of the amendment was to highlight the status of the Corporation as the government body in all aspects related to the nation's productivity, and in particular, to the international community.

In accordance with the provision under Section 7 of the Act, the functions of the Corporation are as follows:

- **to lead** in the promotion and dissemination of productivity related information and issues;
- **to establish** an information and reference centre for productivity indices for the country, and for management system and case studies;
- **to generate local expertise** in the field of productivity, quality, management and entrepreneurship;
- **to enhance the development of human resource** both at the supervisory and management levels in the country;
- **to advise and coordinate** the implementation of programmes and activities related to productivity and quality;
- **to assess and certify** supervisory and management training programmes, entrepreneurship programmes, and productivity and quality management programmes conducted by the private sector for the public;
- **to conduct training** or other **programmes** relating to productivity, quality, management and entrepreneurship;
- **to provide consultancy** services related to productivity, quality, management and entrepreneurship;
- **to collect, produce and publish** information on productivity, quality, management and entrepreneurship and other related matters;
- **to carry out** business undertakings for the purpose of discharging its functions under this Act, with the approval of the Minister;
- **to report annually** to the Minister on the progress and issues of raising productivity in commerce and industry in the country and to make recommendations on the manner in which such issues may be dealt with; and
- **to do** all such matters and things as may be incidental to or consequential upon the discharge of its functions under this Act.



PERUTUSAN **PENGERUSI** **Chairman's Statement**

SELARAS DENGAN VISINYA, MPC MENERUSKAN PERANAN SEBAGAI PEMANGKIN BAGI ISU PRODUKTIVITI DAN PENINGKATAN KUALITI NEGARA KE ARAH MENCAPAI PENINGKATAN DALAM INOVASI DAN DAYA SAING GLOBAL. MPC MEMIKUL TUGASAN PENTING SEBAGAI PENGGERAK DALAM PENGUKUHAN KEUPAYAAN DAN KEMAMPUAN INDUSTRI BAGI PERTUMBUHAN MAMPAN MELALUI PENERAPAN BUDAYA MINDA KREATIF DAN INOVATIF. SEHINGGA KINI, MPC TELAH MEMULAKAN SINERGI ANTARA SEKTOR AWAM DAN SWASTA BERTUJUAN MEMBANTU MEMPERCEPATKAN TRANSFORMASI MALAYSIA MENJADI NEGARA BERPENDAPATAN TINGGI MENJELANG 2020.



Tan Sri Azman Hashim
PENERUSI | **CHAIRMAN**



IN LINE WITH ITS VISION, MPC CONTINUES TO LEAD IN PRODUCTIVITY AND QUALITY ENHANCEMENT OF THE COUNTRY CONTRIBUTIONS TOWARDS ACHIEVING IMPROVEMENT IN GLOBAL COMPETITIVENESS AND INNOVATION. IT ASSUMES AN INCREASINGLY IMPORTANT ROLE AS A CATALYST TO STRENGTHEN THE CAPABILITY AND CAPACITY OF THE INDUSTRIES FOR SUSTAINABLE GROWTH THROUGH THE INCULCATION OF A CREATIVITY AND INNOVATIVE MINDSET AND CULTURE. TOWARDS THIS END, MPC HAS INITIATED SYNERGISTIC COLLABORATION BETWEEN THE PUBLIC AND PRIVATE SECTORS AIMED AT ACCELERATING MALAYSIA'S GOAL OF A HIGH-INCOME ECONOMY BY 2020.



KE ARAH PERSEKITARAN PERNIAGAAN YANG LEBIH BAIK

Di bawah Rancangan Malaysia Ke-10, MPC diberi mandat untuk menerajui kajian peraturan perniagaan secara menyeluruh yang melibatkan pengendalian perniagaan dengan tujuan memodenkan peraturan perniagaan dan mengurangkan beban pengawalseliaan yang tidak perlu. Selepas tiga tahun pelaksanaan, inisiatif ini telah mendapat reaksi positif dari sektor awam dan industri dalam memastikan perniagaan dipermudahkan dengan mengurangkan kerenah birokrasi.

Kejayaan Malaysia dalam “Memudahkan Pengendalian Perniagaan” hasil daripada usaha bersepadu Kumpulan-kumpulan Fokus yang ditubuhkan di bawah seliaan Pasukan Petugas Khas Pemudahcara Perniagaan (PEMUDAH).

Pelaksanaan inisiatif-inisiatif kawal selia Kumpulan-kumpulan Fokus tersebut telah menyumbang kepada peningkatan khususnya melalui beberapa bidang dalam penyampaian perkhidmatan awam. Ini termasuklah Kumpulan Fokus Perekayasan Proses Perniagaan (FGBPR) yang terlibat secara langsung dalam usaha-usaha memodenkan lesen perniagaan dengan memudahkan proses memperolehi lesen, permit, kelulusan atau pendaftaran perniagaan. PEMUDAH, di mana MPC sekarang berfungsi sebagai Sekretariat, telah terbukti keberkesanannya sebagai platform kolaborasi di antara sektor awam dan swasta dalam mewujudkan kepentingan untuk bertindak segera dalam memperbaiki penyampaian perkhidmatan awam, meningkatkan daya saing Malaysia dan memastikan pemudahan kecekapan perniagaan.

Berurusan dengan Agensi Kerajaan kini telah menjadi lebih mudah berikutan kajian semula peraturan sedia ada dengan tujuan untuk menghapuskan peraturan dan kos pematuhan yang tidak perlu. Ini akan membawa kepada peraturan-peraturan yang menyumbang kepada pencapaian negara dikekalkan manakala peraturan yang tidak diperlukan dan lapuk akan

TOWARDS BETTER BUSINESS ENVIRONMENT

Under the 10th Malaysia Plan, MPC has been mandated to spearhead a comprehensive review of business regulations affecting the conduct of business with a view to modernise business regulations and to minimise unnecessary regulatory burdens. After three years of implementation, this initiative received good response from the public, ministries and agencies, trade associations and industry players indicating their approval that businesses need to be facilitated rather than hindered by excessive bureaucracy red tape.

Malaysia’s achievements in the area of “Ease of Doing Business” are mainly attributed to the efforts of the Focus Groups established under the auspices of the Special Taskforce to Facilitate Business (PEMUDAH). Their implementation of regulatory review initiatives have led to key improvements to public service delivery with significant gains registered in many areas. This includes the Focus Group on Business Process Re-engineering (FGBPR) that is directly involved in modernising the business licenses to facilitate the processes to obtain license, permit, approval or business registration. PEMUDAH, in which the Secretariat is now with MPC, has proven to be a platform where the public and private sectors collaborate to create a sense of urgency in improving the public service delivery, enhance Malaysia’s competitiveness and ensure businesses are facilitated efficiently. Dealing with government agencies will be made easier following a review of existing regulations with a view to remove unnecessary rules and compliance costs as well as reduces unnecessary regulatory burdens. Such reviews have dual objectives, firstly it will bring about regulations that contribute to improved national outcomes to be retained, while redundant and outdated regulations will be eliminated with estimated savings in compliance costs of RM1 billion each year and is cumulative; secondly it will contribute towards enhancing overall productivity and market growth.

MPC is continuously undertaking its regulatory review mandate by working closely with other government ministries and agencies to spearhead the adoption of Good Regulatory Practices (GRP). MPC has initiated a

dihapuskan. Aktiviti kajian dijangka mencapai dua keputusan, pertama, untuk menghapuskan peraturan dan prosedur yang tidak perlu, serta memperolehi penjimatan simpanan sebanyak RM1 bilion dalam kos pematuhan setiap tahun, dan kedua, bagi meningkatkan produktiviti keseluruhan dan pertumbuhan pasaran.

Dalam meneruskan mandatnya, MPC bekerjasama erat dengan kementerian-kementerian dan agensi-agensi lain memelopori penerimaan Amalan-amalan Peraturan Baik (GRP). MPC telah memulakan kajian menyeluruh seliaan peraturan-peraturan perniagaan sedia ada, dengan tumpuan kepada peraturan-peraturan yang memberi impak kepada 12 Bidang Ekonomi Utama Negara (NKEAs) yang telah dikenal pasti sebagai bidang yang mempunyai potensi pertumbuhan yang tinggi. Di bawah Polisi Kebangsaan untuk Pembangunan dan Pelaksanaan Peraturan-peraturan, kesemua pengawal selia Kerajaan Persekutuan dikehendaki menjalankan Analisis Impak Peraturan (RIA) dan membentangkan Penyata Impak Peraturan (RIS) untuk menggubal peraturan-peraturan baru atau kajian semula peraturan yang berkaitan dengan, atau memberi impak kepada perniagaan, pelaburan dan perdagangan, menurut penilaian MPC. Isu-isu dan pilihan-pilihan juga akan menjadi topik rundingan pihak awam dan pemegang-pemegang berkepentingan (stakeholders) dalam membangunkan cadangan-cadangan bernas yang menyumbang ke arah pengurangan bebanan peraturan yang tidak perlu (RURB).

KOLABORASI DAYA SAING

MPC juga dipertanggungjawabkan memantau prestasi daya saing negara menerusi kerjasama, kolaborasi strategik dan perkongsian maklumat berterusan dalam bidang-bidang tertentu. Sehingga kini, MPC memantau lebih daripada 30 laporan antarabangsa dan menyediakan 27 *topline reports*. Daripada kesemua laporan tersebut, terdapat tiga laporan daya saing utama yang dipantau oleh MPC iaitu *World Competitiveness Yearbook* (WCY), *Global*

comprehensive set of reviews of current business regulations, focusing on regulations that impact on the 12 National Key Economic Areas (NKEAs) which have been identified as areas with high growth potential. Under the National Policy on the Development and Implementation of Regulations, all Federal Government regulators must undertake the Regulatory Impact Analysis (RIA) and present the Regulatory Impact Statement (RIS) in the creation of all new regulations or review of regulations that relate to, or impact business, investments and trade, upon assessment by MPC. The issues and options will also be the subject for public consultation with relevant stakeholders in order to develop concrete recommendations that will reduce unnecessary regulatory burdens (RURB).

COLLABORATE TO COMPETE

MPC is also tasked to continuously monitor Malaysia's competitiveness performance through constant engagements, strategic collaboration and information sharing in prioritised areas. Currently, MPC monitors more than 30 international reports and prepares 27 topline reports. Out of these reports, there are three main competitiveness reports being monitored closely by MPC namely World Competitiveness Yearbook (WCY), Global Competitiveness Report (GCR) and Doing Business (DB). Malaysia's performance upon the release of each report is immediately tabled at the Cabinet Meeting for discussion and follow-up action at the ministry and agency levels.

In 2013, MPC through collaboration with the World Economic Forum (WEF) had conducted a competitiveness study at the state level known as the Malaysia Competitiveness Report (MCR), a first of such report in the region. MCR measures competitiveness of the States in Malaysia and Federal Territory of Kuala Lumpur. At the international level, strategic engagements have been established as partner institutes with the Institute for Management Development (IMD) and WEF in Switzerland. In 2013, several collaboration

Competitiveness Report (GCR) dan *Doing Business (DB)*. Setelah laporan-laporan tersebut diumumkan, prestasi Malaysia dalam ketiga-tiga laporan tersebut dilaporkan dan dibentangkan kepada Mesyuarat Jemaah Menteri untuk perbincangan serta tindakan di peringkat kementerian dan agensi.

Pada tahun 2013, MPC melalui kolaborasi bersama *World Economic Forum (WEF)* telah menjalankan kajian daya saing peringkat negeri iaitu *Malaysia Competitiveness Report (MCR)*. Ini adalah merupakan kajian daya saing peringkat negeri yang pertama kali dijalankan bersama agensi penarafan antarabangsa tersebut. MCR mengukur daya saing 12 negeri-negeri di Malaysia dan Wilayah Persekutuan Kuala Lumpur. Di peringkat antarabangsa pula, MPC mengadakan kerjasama strategik dengan *Rakan Institusi Institute for Management Development (IMD)* dan WEF di Switzerland. Dalam tahun yang sama juga, beberapa lawatan kerjasama dan misi pembelajaran telah dianjurkan seperti ke INSEAD, *Thailand Management Association (TMA)*, A.T. Kearney serta IMD di Singapura.

Malaysia telah menunjukkan kemajuan dalam bidang daya saing di peringkat antarabangsa dengan mendapat kedudukan yang tinggi seperti dalam laporan-laporan utama antarabangsa. Dalam Laporan *World Competitiveness Yearbook 2014*, Malaysia telah memperbaiki prestasinya di kalangan negara-negara yang paling berdaya saing dengan menduduki tangga ke 12 dari 15 pada tahun sebelumnya daripada 60 buah negara. Dalam *Global Competitiveness Report 2014-2015*, WEF meletakkan Malaysia di kedudukan 20 daripada 144 negara berbanding kedudukan 24 daripada 148 negara pada tahun sebelumnya. Dalam laporan *World Bank Doing Business 2014*, Malaysia telah melonjakkan kedudukannya ke tangga ke-enam dari tangga 12 di antara 189 negara-negara, justeru mendahului sasaran mendapat tempat di antara sepuluh ekonomi teratas menjelang 2015. Ia perlu diakui bahawa ini merupakan usaha bersama di antara kementerian dan agensi pelaksana, kerjasama awam swasta dan kerjasama antarabangsa. Ia menetapkan asas memudahkan pelaksanaan dan pemantauan serta membuat perancangan dan keutamaan strategik ke arah meningkatkan daya saing Malaysia.

visits and study missions were also organised such as to INSEAD, Thailand Management Association (TMA), APEC Secretariat, A.T. Kearney as well as IMD in Singapore.

Malaysia made significant strides in competitiveness at the international level earning good rankings in major international reports. Malaysia improved her rankings as the 12th most competitive nation from 15th last year among 60 economies in the World Competitiveness Yearbook 2014. The Global Competitiveness Report 2014-2015 of the World Economic Forum (WEF) ranked Malaysia 20th out of 144 economies compared to 24th position out of 148 countries the previous year. In the World Bank Doing Business 2014 report, Malaysia has surged to the sixth position from 12th among 189 economies, thus achieving this well ahead of its target to be among the top 10 by 2015. It has to be acknowledged that this was a collective effort between implementing ministries and agencies, public-private collaboration and international engagement. It sets the foundation to facilitate the execution and monitoring as well as in developing strategic priorities and action plans towards enhancing Malaysia's competitiveness.

ENHANCE PRODUCTIVITY, ELIMINATE WASTE

MPC has been actively promoting LEAN-related programmes such as public training programmes, overseas study missions, hands-on workshops and seminars. Lean refers to a collection of principles and methods that focuses on identifying and eliminating non-value added activities through continuous improvement of products for the benefit of customers and in the pursuit of perfection. Many innovative companies through their various team excellence group activities have successfully showcased their innovative projects on Lean management and operational excellence.

MENINGKATKAN PRODUKTIVITI, MENYINGKIRKAN PEMBAZIRAN

MPC telah mempromosikan secara aktif program-program berkaitan LEAN seperti program-program latihan awam, misi-misi pembelajaran di luar negara, latihan praktikal di bengkel dan seminar. LEAN merujuk kepada satu koleksi prinsip dan kaedah yang bertumpu pada mengenal pasti dan menghapuskan aktiviti-aktiviti yang tidak menambahkan nilai melalui penambahbaikan berterusan produk bagi memenuhi kepentingan pelanggan dan mencari kesempurnaan. Banyak syarikat-syarikat inovatif melalui kegiatan kumpulan kecemerlangan pasukan mereka telah dengan jayanya membentangkan projek inovatif pengurusan dan operasi kecemerlangan Lean mereka.

MPC melaksanakan pelbagai program produktiviti dan inovasi berimpak tinggi untuk melestarikan persekitaran perniagaan yang dinamik dan meningkatkan produktiviti dan kecemerlangan di organisasi-organisasi. Di antaranya Program Intervensi Inovasi Enterprais direka sebagai satu pelan hala tuju untuk mengenalpasti tahap syarikat, memperbaiki proses inovatif di sepanjang rantai nilai inovasi dan memantau kejayaan intervensi-intervensi untuk penambahbaikan berterusan.

Bermula dari 2013, MPC telah menjenama semula konvensyen-konvensyen Kumpulan Inovatif dan Kreatif dan Amalan Persekitaran Kualiti (QE) sebagai Konvensyen Kecemerlangan Berpasukan (Team Excellence - TE). TE membolehkan penghasilan sinergi dan kesan berganda bagi perubahan berterusan dalam menyelesaikan cabaran yang dihadapi di tempat kerja, menawarkan cara-cara kreatif dalam menghasilkan produk dan perkhidmatan yang lebih baik. Selain itu, ianya juga berfungsi sebagai satu platform bagi pengamal-pengamal mendemonstrasikan pencapaian mereka dalam menyemai budaya kecemerlangan dalam pekerjaan melalui sistem-sistem persekitaran berkualiti yang memudahkan cara bekerja, mengurangkan pembaziran dan penyingkiran aktiviti-aktiviti yang tidak menambahkan nilai untuk meningkatkan prestasi organisasi.

Buat julung kalinya Malaysia telah mencipta sejarah di mana sebanyak 22 kumpulan yang menyertai

MPC implements various high impact productivity and innovation programmes to reinvigorate the dynamism of the business environment and enhance productivity and excellence in organisations. Among them is the Enterprise Innovation Intervention Programme (EIIP) created as a roadmap to diagnose the innovative state of companies, improve innovative processes along the innovation value chain and monitor success of the interventions for continuous improvement.

Effective from 2013, MPC has rebranded its Innovative and Creative Circles (ICC) and Quality Environment (QE) conventions to be known as Team Excellence (TE) Convention. Team Excellence enables the creation of synergistic and multiplier effect for continual change in solving challenges faced in the work environment, offering creative ways to innovate better products and services. In addition, it also serves as a useful platform for the practitioners to demonstrate their achievements in inculcating excellence in work culture through quality environment systems which have led to work simplification, reduced waste and elimination of non-value added activities to enhance organisational performance.

For the first time ever, Malaysia has created history in which all the 22 circles that participated in the International Convention on Quality Control Circles (ICQCC) 2013 in Taipei, Taiwan succeeded in winning the Excellence Award, the highest award; demonstrating the ability and skills of our Malaysian workforce in applying creative and innovative techniques to enhance competitiveness and growth.

BUSINESS EXCELLENCE

As businesses become more agile, lean and competitive in overcoming robust business cycles and global challenges, they need to continuously benchmark for excellence. MPC

Konvensyen ICQCC 2013 di Taipei, Taiwan kesemuanya telah berjaya memenangi anugerah tertinggi iaitu Anugerah Kecemerlangan di konvensyen tersebut; mendedahkan keupayaan dan kemahiran pekerja-pekerja Malaysia dalam menggunakan teknik-teknik inovatif dan kreatif dalam meningkatkan dan mengembangkan daya saing.

KECEMERLANGAN PERNIAGAAN

Apabila perniagaan-perniagaan berkembang, cenderung dan kompetitif dalam mengatasi kitaran perniagaan dan cabaran-cabaran global, penandaarasan ke arah kecemerlangan perlu dibuat secara berterusan.

MPC telah membangunkan Rangka Kerja atau Model Kecemerlangan Perniagaan Malaysia (MBEF), iaitu satu kaedah holistik dan bersepadu berdasarkan tujuh dimensi kecemerlangan yang penting dalam membantu organisasi mencapai prestasi terbaik. Secara umumnya, model-model kecemerlangan perniagaan telah dibangunkan oleh lebih daripada 83 negara dan oleh 96 pentadbir program anugerah kecemerlangan di seluruh dunia. Model-model ini dibangunkan berdasarkan kepada prinsip perniagaan yang telah dibuktikan berkesan dan diiktiraf di peringkat antarabangsa. Model-model kecemerlangan perniagaan yang paling dikenali ialah *Malcolm Baldrige National Quality Award* di Amerika Syarikat, *European Foundation Quality Management* (EFQM), *Japan Quality Award* (JQA) dan *Singapore Quality Award* (SQA).

Pada tahun 2013, sejumlah 1,356 organisasi di Malaysia telah menilai keberkesanan sistem pengurusan organisasi masing-masing menggunakan Rangka kerja ini. Seramai 218 pengamal Kecemerlangan Perniagaan (BE), 99 penilai dan 52 orang perunding luar telah dilatih. Sejumlah 198 organisasi telah diberikan pengiktirafan *Malaysia Productivity and Innovation Class* (MPIC). Sejak tahun 2010, MPC telah memberikan pengiktirafan kepada organisasi yang mencapai standard organisasi cemerlang. Sehingga kini sejumlah 289 organisasi telah menjadi ahli MPIC. Tahun 2013 juga merupakan tahun pertama pengiktirafan diberikan kepada individu yang menghadiri kursus pengamal (Practitioner), penilai (Assessor) dan perunding (PAC). Mereka

has developed the Malaysian Business Excellence Framework (MBEF), a holistic and integrated approach based on the seven critical dimensions of excellence to facilitate organisations in their journey towards best-in-class performance. In general, business excellence models have been developed by more than 83 countries and 96 excellence award programme administrators worldwide. These models are based on business principles that have been proven to work and are internationally recognised. The best-known business excellence models are Malcolm Baldrige National Quality Award (MBNQA) in United States of America, European Foundation Quality Management (EFQM), Japan Quality Award (JQA) and Singapore Quality Award (SQA).

In 2013, the effectiveness of management systems of 1,356 organisations in Malaysia were evaluated using this framework. A total of 218 Business Excellence (BE) practitioners, 99 assessors and 52 external consultants were trained. A total of 198 organisations were awarded with the Malaysia Productivity and Innovation Class (MPIC) certification. Since 2010, MPC has awarded recognition to organisations that attained the standard of organisational excellence. To date, 289 organisations have become MPIC members. Year 2013 marked the first year recognitions were given to participants that attended the Practitioner, Assessors and Consultant (PAC) course. They now become ambassadors in promoting and executing BE programmes inside and outside their own organisations. They will be invited to be involved in the assessment activities for award programmes as well as MPC's collaboration programme with organisations.

MPC has implemented the Lean Enterprise Innovation Intervention Programme (LEAN EIIP) to sustain competitiveness of organisations. Tangible benefits from LEAN EIIP include cost savings by eliminating waste and reducing delays. MPC's role as a third party agency offers Lean and 5S certification as a recognition

menjadi duta bagi mempromosi dan melaksanakan program BE di organisasi mereka sendiri atau organisasi luar. Mereka juga akan dilibatkan dalam aktiviti-aktiviti penilaian bagi program anugerah dan program kerjasama MPC dan organisasi.

MPC telah melaksanakan *Lean Enterprise Innovation Intervention Programme* (LEAN EIIP) dalam mempertahankan daya saing organisasi. Faedah ketara dari LEAN EIIP termasuk penjimatan kos dan pengurangan kelewatan. MPC berperanan sebagai agensi pihak ketiga menawarkan persijilan Lean dan 5S sebagai pengiktirafan kepada organisasi-organisasi yang mengamalkan sistem pengurusan amalan persekitaran berkualiti (5S) dengan cemerlang di organisasi masing-masing. Dengan cara ini, budaya penambahbaikan berterusan menjadi dorongan dan diperkukuhkan lagi dengan penyertaan lebih banyak organisasi. Melalui aktiviti promosi berterusan, sehingga 2013, sejumlah 722 organisasi telah disijilkan menunjukkan peningkatan dalam jumlah organisasi-organisasi yang dipersijilkan dengan jumlah 48 (7.1%) di mana 585 organisasi dari sektor awam, 137 dari MNC, organisasi-organisasi GLC and Besar Tempatan manakala 75 organisasi ialah PKS.

PRESTASI PRODUKTIVITI

MPC terus menerbitkan aktiviti penyelidikan produktiviti dan daya saing yang menyediakan input untuk Laporan Produktiviti, indeks produktiviti dan laporan status industri-industri terpilih. Laporan produktiviti tahunan memberikan status semasa prestasi produktiviti Malaysia, dengan data produktiviti menyeluruh dan maklumat dalam negara, antarabangsa, sektoral dan peringkat industri. Ia juga menjadi input berguna untuk penggubalan dasar dan perancangan dalam bidang produktiviti dan daya saing dan sebagai panduan untuk industri menanda aras. Tiga jenis penyelidikan yang dijalankan oleh MPC adalah melalui kajian industri, tinjauan industri dan kajian kes.

to those organisations with excellent practices on quality environment management system (5S). In this way, the culture of continuous improvement becomes an impetus and reinforced with wider participation in many organisations. Through continuous promotional activities, until 2013, a total of 722 organisations were certified indicating an increment in the number of organisations certified totalling 48 (7.1%) in which 585 organisations were from the public sector, 137 from MNC, GLC and Large Local organisations whereas 75 organisations were SMEs.

PRODUCTIVITY PERFORMANCE

MPC continues to publish productivity and competitiveness research activities which provide inputs for the Productivity Report, productivity indices and status reports of selected industries. The annual productivity report provides the current status of Malaysia's productivity performance, with comprehensive productivity data and information at the national, international, sectoral and industry levels. It also serves as useful inputs for policy formulation and planning in the areas of productivity and competitiveness and for industries to benchmark against. Three types of research carried out by MPC are through industry study, industry survey and case study.

Output from 10 research projects which were carried out by MPC throughout 2013, were used as reference by the public sector, industry associations, non-governmental associations (NGOs) and higher learning institutions. Breakdown for the research output is 30% for knowledge research, 20% for productivity performance, 20% benchmarking, 20% competitiveness and 10% service excellence.

FINANCIAL PERFORMANCE

In 2013, MPC received the highest Management Grant of RM36,693,000 since 2009 and RM1,000,000

Output dari 10 projek-projek penyelidikan yang dijalankan oleh MPC sepanjang 2013, digunakan sebagai rujukan oleh sektor awam, persatuan-persatuan industri, persatuan-persatuan bukan kerajaan dan institusi pengajian tinggi. Pecahan output hasil penyelidikan ialah 30% penyelidikan pengetahuan, 20% prestasi produktiviti, 20% penandaarasan, 20% daya saing dan 10% kecemerlangan perkhidmatan.

PRESTASI KEWANGAN

Pada tahun 2013, MPC menerima Geran Pengurusan tertinggi semenjak 2009 berjumlah RM36,693,000 dan RM1,000,000 sebagai Geran Pembangunan untuk Program Daya Saing Kebangsaan. Perbelanjaan pengurusan MPC untuk 2013 ialah RM45,469,171 berbanding dengan RM38,706,956 pada 2009 dan RM43,013,033 untuk 2012. Pendapatan MPC menunjukkan tren meningkat daripada RM44.778 juta pada tahun 2009 kepada RM63.761 juta pada 2013, berpunca daripada permintaan yang meningkat dalam bidang latihan dan pembangunan sistem, perundingan, pensijilan dan program-program penyelidikan.

KOLABORASI UNTUK PRODUKTIVITI DAN INOVASI

MPC telah menubuhkan rangkaian strategik rakan produktiviti dan daya saingnya yang terdiri daripada organisasi terkenal tempatan dan luar negara, firma perunding, persatuan dan individu. Dengan cara ini, MPC akan terus mampu memberikan perkhidmatan-perkhidmatan berimpak tinggi ke arah pencapaian prestasi cemerlang. Ia juga selaras dengan peranan MPC meningkatkan produktiviti dan daya saing negara dan menggerakkan Malaysia menjadi negara berpendapatan tinggi yang didorong oleh inovasi.

Di peringkat antarabangsa, MPC terus bekerjasama dengan rakan-rakan antarabangnya seperti *Asia Productivity Organisation (APO)*, *Organisation for*

being Development Grant for the National Competitiveness Programme. MPC's management expenditure for 2013 was RM45,469,171 as compared to RM38,706,956 in 2009 and RM43,013,033 for 2012. MPC revenue has shown an upward trend from RM44.778 million in 2009 to RM63.761 million in 2013, attributed to increased demand in the training and system development, consultancy, certification and research programmes.

COLLABORATION FOR PRODUCTIVITY AND INNOVATION

MPC has established strategic networks comprising both locally and internationally reputable organisations, leading consulting firms, associations and individuals to be part of MPC's productivity and competitiveness networking partners. In this way, MPC will continue to deliver high impact services towards achieving performance excellence. It is also in line with MPC's role to enhance the nation's productivity and competitiveness and to propel Malaysia towards achieving a high income and innovation-driven economy.

At the international level, MPC continues to collaborate with international partners such as Asian Productivity Organisation (APO), Organisation for Economic Co-operation and Development (OECD), World Bank, World Economic Forum (WEF) and Institute for Management Development with a view to benchmark and identify areas that Malaysia has to close the gap to be more competitive.

I would like to urge the industries to leverage on MPC's products and services in order to acquire the necessary knowledge and skills to compete effectively, both domestically and internationally. In ensuring engagement and

Economic Co-operation and Development, Bank Dunia, *World Economic Forum* (WEF) dan *Institute for Management Development* dengan tujuan untuk menanda aras dan mengenal pasti bidang-bidang yang perlu dirapatkan jurangnya untuk menjadikan Malaysia lebih kompetitif.

Saya menyeru industri-industri untuk menggunakan produk-produk dan perkhidmatan-perkhidmatan MPC bagi mendapatkan pengetahuan dan kemahiran-kemahiran untuk bersaing, di peringkat tempatan mahupun antarabangsa.

Melalui platform PEMUDAH dan rundingan awam, kami mengalu-alukan pandangan dan cadangan industri dalam memastikan kelangsungan kerjasama dan penglibatan kedua-dua sektor awam dan swasta. Produktiviti dan Daya Saing merupakan agenda utama MPC dan negara, dengan semangat kerjasama “Working Together”, kami mengalu-alukan anda untuk menyertai kami dalam pencarian ke arah penciptaan nilai lebih tinggi dan kecekapan lebih baik.

PENGHARGAAN

Saya ingin merakamkan ucapan terima kasih kepada Ahli Lembaga Pengarah MPC, Pengerusi-pengerusi dan Ahli-ahli Panel Perunding & pasukan petugas, pihak pengurusan dan kakitangan MPC atas dedikasi dan komitmen mereka.

Penghargaan juga kepada pelbagai organisasi dan agensi, terutamanya Kementerian Perdagangan Antarabangsa dan Industri di atas sokongan, bimbingan dan kerjasama berterusan mereka. Pengiktirafan dan terima kasih kepada rakan-rakan strategik kami daripada rangkaian tempatan dan antarabangsa di atas kerjasama padu mereka dengan MPC. Pelaksanaan berterusan Amalan-amalan Peraturan Baik untuk mengukuhkan keupayaan kualiti kawal selia dan reka bentuk institusi ke arah mencapai pelaksanaan polisi yang lebih baik di negara, negeri dan peringkat pihak berkuasa tempatan juga dapat dilakukan melalui kerjasama dengan pelbagai kumpulan daripada Pasukan Petugas Khas Pemudahcara Perniagaan.

involvement of both the public and private sectors, we welcome industries’ views and suggestions through PEMUDAH’s platform and public consultations. Productivity and Competitiveness are on the national agenda and MPC, in the spirit of “Working Together”, welcomes all of you on board in our quest towards higher value creation and better efficiency.

ACKNOWLEDGMENT

I would like to place on record my thanks to MPC Board of Directors, Chairmen and Members of Consultative Panels and taskforces, management team and staff of MPC for their dedication and commitment. My appreciation to the various organisations and agencies, especially the Ministry of International Trade and Industry for their continuous support, guidance and co-operation. My acknowledgment and gratitude to our local and international networking and strategic partners for their close collaboration with MPC. The continuous implementation of Good Regulatory Practices to strengthen capacities for regulatory quality and institutional design towards achieving better policy implementation at national, state and local authority levels has also been made possible through collaboration with the various focus groups of the Special Task Force to Facilitate Business (PEMUDAH).

LEMBAGA PENGARAH BOARD OF DIRECTORS

KETUA PENGARAH DIRECTOR-GENERAL

BAHAGIAN SEMAKAN PERATURAN REGULATORY REVIEW DIVISION

- Semakan Lesen Perniagaan Kebangsaan
National Business License Review
- Semakan Peraturan Sektor Perkilangan
Manufacturing Sector Regulatory Review
- Semakan Peraturan Sektor Perkhidmatan
Service Sector Regulatory Review
- Semakan Peraturan Antarabangsa
International Regulatory Review

BAHAGIAN INOVASI ENTERPRISE ENTERPRISE INNOVATION DIVISION

- Budaya Inovasi
Innovation Culture
- Promosi Inovasi
Innovation Promotion
- Keupayaan Inovasi
Innovation Capability
- Sistem Inovasi
Innovation System

- Pejabat Wilayah Utara
Northern Region Office
- Pejabat Wilayah Selatan
Southern Region Office
- Pejabat Wilayah Pantai Timur
East Coast Region Office
- Pejabat Kelantan
Kelantan Office
- Pejabat Terengganu
Terengganu Office
- Pejabat Wilayah Sarawak
Sarawak Region Office
- Pejabat Wilayah Sabah
Sabah Region Office



CARTA ORGANISASI

Organisational Chart

BAHAGIAN KECEMERLANGAN PERNIAGAAN BUSINESS EXCELLENCE DIVISION

- Pembangunan **Development**
- Pengukuran **Measurement**
- Pensijilan **Certification**

BAHAGIAN DAYA SAING GLOBAL GLOBAL COMPETITIVENESS DIVISION

- Pemantauan Daya Saing
Competitiveness Monitoring
- Perkongsian dan Kolaborasi
Antarabangsa
International Collaboration and Sharing
- Kajian Daya Saing Negeri
State Competitiveness Study

BAHAGIAN PENGURUSAN PENGETAHUAN KNOWLEDGE MANAGEMENT DIVISION

- Kemudahan Pengetahuan
Knowledge Accessibility
- Tranformasi Pengetahuan
Knowledge Transformation

Unit Inovasi
Innovation Unit

BAHAGIAN PERANCANGAN STRATEGIK DAN KOMUNIKASI KORPORAT STRATEGIC PLANNING AND CORPORATE COMMUNICATION DIVISION

BAHAGIAN PENGURUSAN DAN PERKHIDMATAN MANAGEMENT AND SERVICES DIVISION

- Unit Kewangan
Finance Unit
- Unit Teknikal
Technical Unit
- Unit Pengurusan Perolehan
Procurement Management Unit
- Unit Aset
Asset Unit

Unit Pengurusan dan Pembangunan
Sumber Manusia
**Human Resource Management and
Development Unit**

Unit Audit Dalaman
Internal Audit Unit

AHLI LEMBAGA PENGARAH

Board of Directors

1. Y.Bhg. Tan Sri Azman Hashim
Pengerusi
Perbadanan Produktiviti Malaysia
Chairman
Malaysia Productivity Corporation
 2. Y.Bhg. Dato' Nik Rahmat Nik Taib
Timbalan Ketua
Setiausaha (Industri)
Kementerian Perdagangan
Antarabangsa dan Industri
Deputy Secretary-General
(Industry), Ministry of
International Trade and Industry
 3. Y.Bhg. Dato' Mohd Razali Hussain
Ketua Pengarah
Perbadanan Produktiviti Malaysia
Director-General
Malaysia Productivity Corporation
 4. Y.Bhg. Datuk Mohd Hashim
Abdullah
Ketua Setiausaha
Kementerian Pertanian dan
Industri Asas Tani
Secretary General
Ministry of Agriculture and
Agro-based Industry
 5. Y. Bhg. Dato' Seri Zainal Rahim
Seman
Ketua Setiausaha, Kementerian
Sumber Manusia
Secretary General, Ministry of
Human Resources
 6. Y.Bhg. Prof Tan Sri Dato' Dzulkifli
Abdul Razak
Penyandang Kursi Kepimpinan Islam
Universiti Sains Islam Malaysia
Chair of Islamic Leadership
Islamic Science University of Malaysia
 7. En. Zamzuri Abdul Aziz
Penolong Pengarah Kanan
Belanjawan
Kementerian Kewangan
Senior Assistant
Director Budget
Ministry of Finance
 8. En. Muhamad Abd. Rahaman
Timbalan Pengarah Seksyen
Ekonomi Makro
Unit Perancang Ekonomi, Jabatan
Perdana Menteri
Deputy Director Macroeconomics
Section
Economic Planning Unit,
Prime Minister's Department
 9. Y. Bhg. Dato' Muhamad Noor
Yacob
Pengerusi
Institut Automotif Malaysia
Chairman
Malaysia Automotive Institute
 10. Y. Bhg. Tan Sri Datuk Mustafa
Mansur
Pengerusi dan Pengarah Urusan
Itco Niaga Sdn Bhd
Chairman and Managing Director
Itco Niaga Sdn Bhd
 11. Y. Bhg. Tan Sri Dato' Azman Shah
Dato' Seri Harun
Pengerusi, Persekutuan Majikan-
majikan Malaysia
Chairman, Malaysian Employers
Federation
 12. Y.Bhg. Datuk Abang Hj. Abdul
Karim Tun Abang Hj. Openg
Presiden
Brooke Dockyard and
Engineering Works Corporation
President
Brooke Dockyard and
Engineering Works Corporation
 13. Y.Bhg. Datuk AG Buhtamam AG
Mahmun
Pengerusi Eksekutif
Kumpulan Syarikat One Holdings
Sdn. Bhd
Chief Executive Officer
One Holdings Sdn. Bhd Group of
Companies
 14. En. A. Balasubramaniam
Naib Presiden (Sektor Swasta),
Kongress Kesatuan Sekerja
Malaysia
Vice President (Private Sector),
Malaysian Trade Union Congress
- Pn. Roseleena Hashim
Setiausaha Perbadanan
Corporate Secretary



AHLI GANTI

Alternate Members

En. Khoo Boo Seng
Pengarah Kanan Perancangan Strategik
Kementerian Perdagangan Antarabangsa dan Industri
Senior Director Strategic Planning
Ministry of International Trade and Industry

Pn. Nik Rozelin Nik Ramzi Shah
Ketua Penolong Pengarah
Seksyen Ekonomi Makro Unit Perancang Ekonomi
Deputy Director-General
Macro Economic Section Economic Planning Unit

En. Kua Abun
Setiausaha Bahagian Dasar
Kementerian Sumber Manusia
Secretary Policy Division
Ministry of Human Resources

Tn. Hj. Azini Mohd Shahid
Setiausaha Bahagian Tanaman
Ternakan dan Perikanan
Kementerian Pertanian dan Industri Asas
Tani Malaysia
Secretary Plants, Livestock and Fishery Section
Ministry of Agriculture and
Agro-Based Industry

Pn. Rozita Hj. Ali
Ketua Penolong Setiausaha
Bahagian Perolehan Kerajaan
Kementerian Kewangan
Chief Assistant Secretary
Government Procurement Department
Ministry of Finance

SENARAI KETUA PENGARAH

List of MPC Director Generals

- | | | |
|----|------------------------------------|-----------------------|
| 1. | En. S. A. Abishegam | 1963 - 1965 |
| 2. | Dato' Hj Abu Kassim Hj Mohamed | 1965 - 1980 |
| 3. | Ir. Hj Arshad Hj Marsidi | 1981 - 1994 |
| 4. | Tan Sri Hj Ismail Adam | 1994 - 2000 |
| 5. | Ir. Hj Mah Lok Abdullah | 2000 - 2003 |
| 6. | Dato' Nik Zainiah Nik Abdul Rahman | 2003 - September 2009 |
| 7. | Dato' Mohd Razali Hussain | KINI Present |

AHLI LEMBAGA **PENGURUSAN** Board of Management



- | | |
|--|----------------------------------|
| Y. Bhg. Dato' Mohd Razali Hussain .1 | 4. Tn. Hj. Ab. Rahim Yusoff |
| Y. Bhg. Dato' Hj. Ahmad Fadzil Mahmud .2 | 5. Pn. Lee Saw Hoon |
| Y. Bhg. Dato' Abdul Latif Hj. Abu Seman .3 | 6. En. Kamaruddin Mohamad |
| | 7. Pn. Hjh. Rauzah Zainal Abidin |

SENARAI PANEL PERUNDING

List of Consultative Panels

PERTANIAN agriculture



Pengerusi Chairman

Y.Bhg. Tan Sri Dato' Sabri Ahmad
Bekas Presiden Kumpulan, Ketua Pegawai Eksekutif
Former Group President, Chief Executive Officer
Felda Global Ventures Holdings Berhad

Ahli-ahli Members

Y.Bhg. Dato' Lee Yeow Chor
Ketua Pegawai Eksekutif
Chief Executive Officer
IOI Group Berhad

Y.Bhg. Dato' Hj. Aliasak Hj Ambia
Presiden, Persatuan Kebangsaan Pekebun-Pekebun Kecil Malaysia
President, National Association of Smallholders Malaysia

Y.Bhg. Dato' Wan Darman Wan Abdullah
Pengarah
Bahagian Pengembangan Pertanian dan Industri Asas Tani Jabatan
Pertanian
Director
Agriculture Expansion Agro-based Industry Division
Department of Agriculture

En. Muhammad Salimi Sajiri
Setiausaha Bahagian
Bahagian Perancangan Strategik dan Antarabangsa
Kementerian Pertanian dan Industri Asas Tani
Department Secretary
International and Strategic Planning Department
Ministry of Agriculture and Agro-based Industry

Y.Bhg. Prof. Datuk Dr. Mad Nasir Shamsudin
Timbalan Naib Canselor (Akademik dan Antarabangsa)
Deputy Vice Chancellor (Academic and International)
Universiti Putra Malaysia

Pn. Normah Omar
Pengarah
Pusat Penyelidikan Teknologi Makanan MARDI
Director
Food Technology Research Centre, MARDI

Y.Bhg. Tn. Hj. Muhammad Ariff Hj. Ariffin
Bekas Pengurus Besar, Penasihat Penanaman
Former General Manager, Planting Advisor
TH Plantations Sdn. Bhd.

En. Mustamir Mohamad
Ketua, Kewangan Kumpulan
Head, Group Finance
Sime Darby Berhad

En. Chua Piak Chwee
Pakar Industri
Industry Expert
International Tropical Fruits Network (TFNet)



KESIHATAN healthcare

Pengerusi **Chairman**

Y.Bhg. Tan Sri Dato' Dr. Abu Bakar Suleiman
Presiden
President
International Medical University

Ahli-Ahli **Members**

Y.Bhg. Datin Paduka Siti Sa'diah Sheikh Bakir
Pengarah Urusan
Managing Director
KPJ Healthcare Berhad

Y.Bhg. Dato' Dr. Jacob Thomas
Presiden, Persatuan Hospital Swasta Malaysia
President, Association of Private Hospitals of Malaysia

En. Wan Latiff Wan Musa
Pengarah, Bahagian Khidmat Pengurusan
Perbadanan Pembangunan Perdagangan Luar
Director, Management Services Department
Malaysia External Trade Development Corporation

Y.Bhg. Puan Sri Datuk Dr. Suraiya Hani Hussein
Timbalan Presiden
Deputy President
Malaysian Society for Quality in Health

Y.Bhg. Prof. Madya Dr. Muhammad Kadar Marikar
Ketua Pegawai Eksekutif
Chief Executive Officer
Malaysian Society for Quality in Health

Y.Bhg. Dr. Mary Suma Cardosa
Bekas Presiden
Past President
Malaysian Medical Association

En. Mohd Rasli Muda
Pengarah, Bahagian Perkhidmatan Bisnes dan Profesional
Lembaga Pembangunan Pelaburan Malaysia
Director, Business and Professional Services
Malaysian Investment Development Authority

Y.Bhg. Datuk Dr. Noor Hisham Abdullah
Ketua Pengarah Kesihatan, Kementerian Kesihatan
Director General of Health, Ministry of Health

Y.Bhg. Dr. Ahmad Razid Salleh
Pengarah, Bahagian Amalan Perubatan
Kementerian Kesihatan
Director, Medical Practices Department
Ministry of Health

Y.Bhg. Prof. Dato' Dr. Syed Mohamed Al-Junid
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Presiden
President
Malaysia Oil & Gas Services Council

KREATIVITI & INOVASI

creativity & innovation



PEMBINAAN

construction



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En. Abdullah Fadzil Harun
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PAM Member, Malaysian Institute of Architects

Dr. Uzir Mahidin
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Statistics Department, Department of Statistics Malaysia

KUALITI KEHIDUPAN BEKERJA

quality of working life



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PELANCONGAN

tourism



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President, School of Tourism, Malaysia

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**Chief Executive Officer
Rangkaian Hotel Seri Malaysia Sdn. Bhd.**

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Deputy Secretary General, Ministry of Human Resources

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Persatuan Agensi-agensi Pelancongan dan
Pengembaraan Malaysia
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Perniagaan
**Lecturer
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of Business and Accountancy University of Malaya**

Y.Bhg. Datuk Dr. Muhamad Nasir Hamzah
Presiden, Persatuan Hotel Bajet Malaysia
President, Malaysia Budget Hotel Association



KE ARAH DAYA SAING GLOBAL
TOWARDS GLOBAL COMPETITIVENESS



chapter 1

“ Momentum perubahan tidak akan sesekali bergerak perlahan. Sekiranya ada, persaingan di antara kebanyakan industri akan terjadi dengan lebih pantas dalam beberapa dekad lagi.

The rate of change is not going to slow down anytime soon. If anything, competition in most industries will probably speed up even more in the next few decades. ”

— John P. Kotter

Daya saing menjadi agenda utama negara seiring dengan program transformasi Kerajaan ke arah merealisasikan Malaysia sebagai sebuah Negara maju berpendapatan tinggi menjelang 2020. Memartabatkan daya saing Malaysia di arena antarabangsa adalah sesuatu yang sangat mencabar dan memerlukan tumpuan dan usaha yang berterusan dari pelbagai pihak. Selaras dengan hasrat negara untuk melonjakkan Malaysia di kedudukan yang tertinggi di kalangan negara-negara yang paling berdaya saing, ia telah menjadi Petunjuk Prestasi Utama (KPI) kepada beberapa kementerian dan agensi.

Dalam usaha meningkatkan daya saing di peringkat antarabangsa, MPC merupakan salah satu agensi yang dipertanggungjawabkan untuk memantau prestasi daya saing negara dalam laporan-laporan daya saing antarabangsa. Sehingga kini, MPC memantau lebih daripada 30 laporan antarabangsa dan menyediakan 27 *topline reports*. Daripada kesemua laporan tersebut, terdapat tiga laporan daya saing utama yang dipantau oleh MPC iaitu *World Competitiveness Yearbook* (WCY), *Global Competitiveness Report* (GCR) dan *Doing Business* (DB). Prestasi Malaysia dalam ketiga-tiga laporan tersebut akan dilaporkan dan dibentangkan kepada Mesyuarat Jemaah Menteri untuk perbincangan serta tindakan di peringkat kementerian dan agensi.

Malaysia berada di kedudukan ke-15 daripada 60 ekonomi dalam laporan *World Competitiveness Yearbook* 2013 (WCY 2013), di kedudukan ke-24 daripada 148 ekonomi dalam laporan *Global Competitiveness Report* (GCR 2013-2014) dan seterusnya telah mencatatkan lonjakan yang memberangsangkan kepada kedudukan ke-6 daripada 189 ekonomi dalam laporan *Doing Business* 2014 (DB2014) dari tempat ke-12 pada tahun sebelumnya. Malaysia berjaya menjadi 10 negara teratas lebih awal daripada sasaran asalnya yang dijangka akan dicapai pada 2015. Pada kedudukan tersebut, Malaysia ditempatkan setaraf dengan Singapura, Hong Kong, New Zealand, Amerika Syarikat dan Denmark. Ini juga bermakna Malaysia mengatasi Korea, Norway, United Kingdom, Australia dan Finland.

Kejayaan yang dicapai dalam *Doing Business* merupakan sebahagian daripada hasil usaha bersepadu melalui kolaborasi strategik antara sektor kerajaan dan swasta yang giat dijalankan dalam mewujudkan persekitaran perniagaan yang kondusif, mengurangkan

Competitiveness is the nation's main agenda in line with the Government's transformation programme towards making Malaysia a high income developed nation by year 2020. Upholding Malaysia's competitiveness in the international arena is particularly challenging and requires focused and concerted efforts from all parties. As such, in tandem with the nation's aspiration to position Malaysia to be among the top most competitive countries, competitiveness has become the Key Performance Indicator (KPI) to several ministries and agencies.

In efforts to elevate Malaysia's international competitiveness, MPC is one of the agencies being entrusted to monitor the nation's competitiveness performance in various international competitiveness reports. Currently, MPC monitors more than 30 international reports and prepares 27 topline reports. Out of all the reports, there are three main competitiveness reports being monitored closely by MPC namely *World Competitiveness Yearbook* (WCY), *Global Competitiveness Report* (GCR) and *Doing Business* (DB). Malaysia's performance in all these three reports would be presented at the Cabinet Meeting for discussion and follow-up action at the ministry and agency levels.

In the *World Competitiveness Yearbook* report 2013, Malaysia was ranked at 15th position out of 60 economies; 24th out of 148 economies in *Global Competitiveness Report* (GCR 2013-2014) and achieved a significant surge to 6th position out of 189 economies in *Doing Business* Report 2014 from 12th position in the previous year. Malaysia had successfully achieved this well ahead of its target to be among the top ten by 2015. At 6th position, Malaysia has been placed in the same league as Singapore, Hong Kong, New Zealand, United States and Denmark. This ranking also places Malaysia ahead of economies such as Korea, Norway, United Kingdom, Australia and Finland.

The achievement in *Doing Business* could be attributed to the integrated efforts through public-private sectors' strategic collaboration that were actively carried out to create a conducive business environment, reducing and simplifying

prosedur dan peraturan perniagaan yang membebaskan serta dapat mengurangkan kos pematuhan perniagaan.

Pada tahun 2013, MPC melalui kolaborasi bersama *World Economic Forum* telah menjalankan kajian daya saing peringkat negeri iaitu *Malaysia Competitiveness Report* (MCR). Ini merupakan kajian daya saing peringkat negeri yang pertama kali dijalankan bersama agensi penarafan antarabangsa tersebut. MCR mengukur daya saing 12 negeri di Malaysia dan Wilayah Persekutuan Kuala Lumpur. Metodologi kajian adalah merujuk kepada *Global Competitiveness Index* (GCI) oleh WEF yang berasaskan 12 teras daya saing. Kajian tersebut menganalisa prestasi daya saing peringkat negeri dan juga lima wilayah ekonomi utama dengan menonjolkan kekuatan dan peluang-peluang penambahbaikan masing-masing.

Kesemua negeri tersebut dibahagikan kepada lima wilayah utama iaitu Wilayah Utara yang terdiri daripada Pulau Pinang, Kedah dan Perak, manakala Wilayah Tengah adalah Selangor dan Kuala Lumpur. Johor, Melaka dan Negeri Sembilan bagi Wilayah Selatan, manakala Wilayah Pantai Timur terdiri daripada Kelantan, Pahang dan Terengganu serta Wilayah Malaysia Timur iaitu Sabah dan Sarawak. Kajian ini dijangka akan dapat membantu kerajaan negeri mengenal pasti kekuatan dan peluang-peluang penambahbaikan ke arah meningkatkan lagi prestasi masing-masing. Secara logiknya jika setiap negeri di Malaysia membangun dengan lebih pesat dan kompetitif, akhirnya secara agregat akan dapat membantu mewujudkan sebuah negara yang lebih berdaya saing dan maju.

Seperti pada tahun-tahun sebelumnya, MPC terus menjalankan aktiviti pemantauan prestasi daya saing negara. Dari masa ke semasa ianya dibuat dengan lebih tersusun dan berstruktur melalui pelbagai program yang telah dan sedang dijalankan. Di peringkat agensi tempatan, Jawatankuasa Kerja dan Kumpulan Kerja Meningkatkan Daya Saing telah ditubuhkan. Jawatankuasa Kerja berperanan untuk membangunkan polisi Negara bagi menangani isu-isu daya saing jangka masa pendek dan panjang, memberi keutamaan kepada isu-isu daya saing yang memberi impak yang besar ke atas produktiviti, taraf hidup dan kepimpinan dalam pasaran global serta bekerjasama dengan badan-badan dan agensi

procedures and lessening business regulatory burdens as well as reducing the compliance costs.

In 2013, through an engagement with WEF, MPC had undertaken the study on competitiveness at the state level that was reported in the *Malaysia Competitiveness Report* (MCR). This is the first study at the state level conducted together with an international ranking agency. MCR measures competitiveness of the 12 states in Malaysia and the Federal Territory of Kuala Lumpur. The Report is based on the World Economic Forum's *Global Competitiveness Index* (GCI) methodology which is based on 12 competitiveness pillars. The study presented the relative competitive analysis at both the state and five regional levels showcasing their strengths and respective areas for improvements.

All the states were divided into five main regions namely Northern Region which consists of Penang, Kedah and Perak, with Selangor and Kuala Lumpur comprising the Central Region. Johor, Melaka and Negeri Sembilan for Southern Region, East Coast Region consists of Kelantan, Pahang and Terengganu while East Malaysia Region for Sabah and Sarawak. The findings of this study are intended to help the state government in identifying their strengths and improvement opportunities towards enhancing their performance respectively. Logically, if every state in Malaysia could accelerate their growth and competitive edge, aggregate wise it would enhance Malaysia's overall development and competitiveness.

As in previous years, MPC continues its monitoring activity on the nation's competitiveness performance, each time approaching it in a more systematic and structured manner through various programmes conducted and on-going programmes. At the local agency level, the Task Force and Working Group on Enhancing Competitiveness were set up. The objectives of the Taskforce are to develop national policy initiatives to address short and long term competitiveness issues; prioritise competitiveness issues that have the greatest impact on productivity, standard of living and leadership in global market; and to collaborate with relevant bodies and agencies as well as engaging with

yang berkaitan. Manakala Kumpulan Kerja Meningkatkan Daya Saing pula berperanan untuk mengenal pasti bidang penambahbaikan dan cabaran dalam meningkatkan daya saing Malaysia, menyelaraskan dan bekerjasama dalam usaha meningkatkan daya saing, dan mengesyorkan strategi dan pelan tindakan untuk meningkatkan kedudukan Malaysia di peringkat global. Kedua-duanya diwakili dari agensi pusat yang terpilih dan juga sektor swasta.

Kumpulan Perancangan Antara Agensi (IAPG) telah ditubuhkan dan dianggotai oleh 17 agensi Kerajaan seperti Jabatan Perangkaan Malaysia, Kementerian Kewangan Malaysia, Bank Negara Malaysia, Kementerian Sains, Teknologi dan Inovasi, Kementerian Pelajaran Malaysia, Kementerian Kesihatan Malaysia, Kementerian Sumber Manusia dan lain-lain. Kumpulan ini berperanan menyelaraskan dan bekerjasama untuk memastikan data daya saing yang dibekalkan kepada pihak luar adalah terkini, tepat dan mencerminkan situasi sebenar di Malaysia. Kumpulan IAPG akan menyemak, menilai dan menentusahkan data-data sebelum dibekalkan kepada agensi penarafan dan lain-lain agensi antarabangsa terlebih dahulu. Ia juga berperanan sebagai pusat rujukan sekiranya terdapat isu-isu berkaitan data daya saing.

Penglibatan MPC bersama lain-lain agensi kerajaan terus dipergiat dalam usaha untuk meningkatkan prestasi indikator-indikator daya saing yang memerlukan penambahbaikan atau dalam mengenal pasti punca masalah ketidakselarasan berkaitan data. Dalam konteks ini, MPC mengadakan perbincangan secara berterusan dan bekerjasama rapat dengan Kementerian Pendidikan, Kementerian Kesihatan, Kementerian Kerja Raya, Kementerian Sumber Manusia, *Multimedia Development Corporation* (MDeC) dan sebagainya. Usaha ini terus diperluaskan melalui kerjasama IAPG dan lain-lain kementerian serta agensi yang terlibat dengan pembekal data antarabangsa bagi memastikan data Malaysia yang dilaporkan adalah tepat dan terkini.

Di peringkat antarabangsa pula, MPC mengadakan kerjasama strategik dengan Rakan Institusi iaitu *Institute for Management Development* (IMD) dan *World Economic Forum* (WEF) di Switzerland.

Pada tahun 2013, beberapa lawatan kerjasama dan *study mission* telah dianjurkan seperti *the European Institute of Business Administration* (INSEAD), *Thailand Management Association* (TMA), APEC, A.T. Kearney serta IMD di Singapura. Hubungan kerjasama dengan beberapa agensi antarabangsa akan terus dijalin dan dipergiatkan dalam usaha untuk memahami metodologi serta kaedah yang digunakan dengan lebih baik dalam penerbitan masing-masing. Melalui hubungan strategik bersama ini dapat memberi peluang kepada MPC untuk mengemukakan sebarang cadangan penambahbaikan, usul atau komen terhadap penerbitan masing-masing.

international ranking agencies involved in enhancing Malaysia's competitiveness. While the Working Group on Enhancing Competitiveness aims to identify areas for improvement and challenges towards enhancing Malaysia's competitiveness, to coordinate and collaborate efforts in enhancing Malaysia's competitiveness, and to propose strategies and action plans to improve Malaysia's ranking in the world. Members of both these Taskforce and Working Group comprise representatives from the central agencies and the private sector.

The Inter-Agency Planning Group (IAPG) was set up and comprises 17 government agencies namely the Department of Statistics, Ministry of Finance Malaysia, Central Bank of Malaysia, Ministry of Science, Technology and Innovation, Ministry of Education, Ministry of Health, Ministry of Human Resources and others. IAPG coordinates and collaborates in ensuring competitiveness data provided to external agencies are current, accurate and reflective of the actual situation in Malaysia. IAPG will check and validate data prior to submission to ranking agencies and international agencies to ensure Malaysia's competitiveness data is well represented. It is also the focal point of reference for any data issues on competitiveness.

In its quest to improve competitiveness indicator performance that requires continuous improvement or identifying the root cause in relation to inconsistency of the data, MPC continues to intensify its engagement with other government agencies. MPC continuously discuss and work closely with Ministry of Education, Ministry of Health, Ministry of Works, Ministry of Human Resources, Multimedia Development Corporation (MDeC) and others. This effort is expanded through collaboration with IAPG as well as

Dalam usaha untuk meningkatkan kefahaman masyarakat mengenai kepentingan daya saing, Bahagian Daya Saing Global telah menganjurkan beberapa siri *Competitiveness Champion Programme* termasuklah seperti seminar, bengkel, *Competitiveness Open Day* dan perbincangan meja bulat (RTD). Melalui program ini, maklumat mengenai prestasi daya saing negara, inisiatif-inisiatif yang dijalankan oleh Kerajaan, perkembangan ekonomi semasa dan amalan-amalan terbaik syarikat telah dikongsi bersama peserta. Inisiatif ini secara tidak langsung dapat meningkatkan lagi kefahaman terhadap kepentingan daya saing negara serta menangani persepsi negatif masyarakat ekoran daripada kurang faham terhadap isu daya saing. Pada tahun 2013, sebanyak 15 siri *Competitiveness Champion Programme* telah dianjurkan.

Selain daripada aktiviti tersebut, penyebaran maklumat daya saing kepada masyarakat juga disalurkan melalui penerbitan bercetak dan elektronik. Komunikasi melalui perhubungan awam sentiasa dipergiatkan untuk menyebarkan inisiatif-inisiatif yang dilaksanakan oleh kerajaan. Bahagian ini telah menghasilkan 20 penerbitan sepanjang 2013 termasuklah *Competitiveness Booklets*, *Malaysian Innovators*, *PEMUDAH e-Bulletin*, *Global Competitiveness Infoline* dan *e-bookshelf*. Selain itu, *Competitiveness Mobile Apps* juga telah dibangunkan bagi memudahkan capaian data dan maklumat daya saing yang lebih meluas melalui internet. Bagi menggalakkan lebih ramai wartawan menulis isu berkaitan daya saing, *PEMUDAH Journalism Competition* akan terus dianjurkan pada tahun 2014 dan tahun-tahun seterusnya.

cooperation with other ministries and agencies which are involved as international data provider to ensure data supplied for Malaysia is accurate and latest.

At the international level, MPC has established several strategic engagements with partner institutes; Institute for Management Development (IMD) and World Economic Forum (WEF) in Switzerland. In 2013, several collaboration visits and study missions were organised such as INSEAD, Thailand Association Management, APEC, A.T. Kearney as well as IMD in Singapore. Cooperation with a few international agencies will continue to be carried out and intensified to understand methodologies and tools used in their respective publications. Through such mutual strategic relationships, MPC could escalate proposed areas for improvement, suggestions and comments on the respective publications.

Several series of Competitiveness Champion Programmes were carried out by the Global Competitiveness Division in the form of seminar, workshop, Competitiveness Open Day and round table discussion to enhance public understanding on the importance of competitiveness. Through these programmes, information on the nation's competitiveness performance initiatives carried out by Government, the latest economic updates and organisations' best practices were shared with the participants. Indirectly this initiative managed to increase appreciation on the importance of competitiveness and overcome any negative perceptions arising from lack of understanding on the issue. In 2013, a total of 15 series of Competitiveness Champion Programmes were organised.

Aside from these activities, competitiveness information are also disseminated to the public through electronic and printed publications. Communications through public relations were intensified to highlight the initiatives implemented by the government. In 2013, this Department published 20 publications including Competitiveness Booklets, Malaysian Innovators, PEMUDAH e-Bulletin, Global Competitiveness Infoline and e-bookshelf. In addition, the Competitiveness Mobile Apps was developed to facilitate easier access to competitiveness information and data for a wider outreach through internet. To encourage more journalists to write issues related to competitiveness, the PEMUDAH Journalism Competition would be continued in 2014 and the years ahead.

DAYA SAING GLOBAL GLOBAL COMPETITIVENESS



Memperluaskan tumpuan penandaarasan di peringkat negeri dan menyokong penandaarasan antarabangsa untuk kawal selia peraturan.
Expand focus to state level benchmarking and support international benchmarking for regulatory review.

Membangunkan maklumat makro ekonomi tempatan dan global berdasarkan daya saing Malaysia.
Develop global and national macroeconomic knowledge base on Malaysia's competitiveness.

PEMANTAUAN DAYA SAING COMPETITIVENESS MONITORING

Mengukuhkan kolaborasi Awam dan Swasta dalam bidang-bidang Perdagangan & Pelaburan, Kecekapan dan Produktiviti, Pendidikan, Persekitaran & Kesihatan dan Inovasi dan Teknologi.
Strengthen Public-Private collaboration in areas of Trade & Investment, Productivity and Efficiency, Education, Health & Environment and Technology & Innovation.

Mewujudkan Pasukan Petugas dan Kumpulan Kerja untuk meningkatkan daya saing.
Establish Taskforces and Working Groups to enhance competitiveness.

Membangunkan Strategi dan Pelan Tindakan.
Develop Strategies and Action Plans.

MENANGANI PERSEPSI MANAGING PERCEPTION

Penyebaran maklumat daya saing melalui penerbitan bercetak dan elektronik.
Dissemination of competitiveness information through printed and electronic publications.

Menganjurkan RTD, kolaborasi dengan pihak media, persidangan, seminar dan bengkel.
Organise Round Table Discussions (RTD), media engagements, conferences, seminars and workshops.

BERKOLABORASI UNTUK BERSAING COLLABORATE TO COMPETE

JALINAN STRATEGIK DAN KERJASAMA STRATEGIC NETWORKING AND ENGAGEMENT

Mewujudkan kerjasama di peringkat antarabangsa dan tempatan dengan juara-juara (champions) daya saing.
Establish international and local collaboration with competitiveness champions.

Pemerolehan dan pengesahan data dengan rakan institusi.
Data acquisition and verification with partner institutes.

Membangunkan rangkaian-rangkaian daya saing tempatan.
Develop national competitiveness linkages.

Pemudahcara dialog untuk menangani isu-isu daya saing.
Facilitate dialogues to address competitiveness issues.

KAJIAN DAYA SAING DI PERINGKAT NEGERI STATE COMPETITIVENESS STUDY

Menyediakan tanda aras dan amalan-amalan terbaik di peringkat negeri dan wilayah.
Provide benchmarks and best practices at state and regional levels.

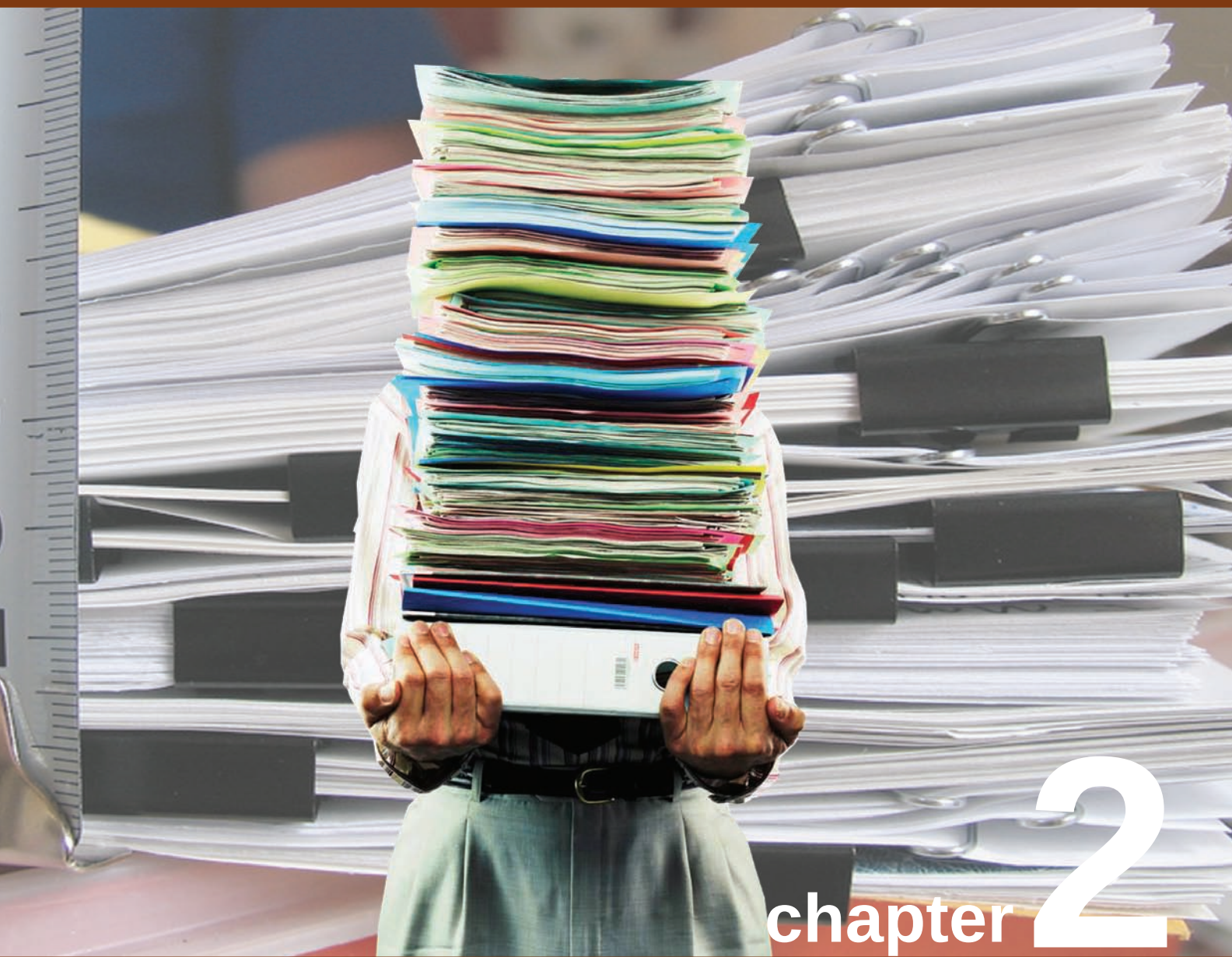
Membangunkan profil daya saing negeri dan wilayah.
Develop state and regional competitiveness profiling.

Bekerjasama dengan *stakeholder* di peringkat negeri untuk meningkatkan daya saing.
Engagement with state level stakeholders to enhance competitiveness.

- ABDUL KARIM



MEMUDAHKAN PERNIAGAAN
MAKING BUSINESS EASY



“ Pekerjaan adalah perkara yang paling diutamakan oleh setiap negara. Kunci untuk melahirkan lebih banyak pekerjaan dan membantu pertumbuhan adalah dengan melakukan lebih banyak usaha - dalam memperbaiki peraturan dan membantu usahawan.

Jobs are a priority for every country. Doing more to improve regulation and help entrepreneurs is the key to creating jobs - and more growth. ”

— Paul Wolfowitz

KE ARAH PERSEKITARAN PERNIAGAAN YANG LEBIH KONDISIF

Peraturan hendaklah cekap, mudah, dan kos efektif untuk dipatuhi oleh para industri dan peniaga. MPC sentiasa menekankan kepentingan meningkatkan peraturan-peraturan perniagaan sedia ada dan baru dengan menghapuskan prosedur atau keperluan yang tidak diperlukan, mengurangkan pertindihan kawal selia dan memastikan ianya konsisten.

Fokus utama Kajian Semula Peraturan (RR) adalah Amalan Baik Peraturan (GRP) bagi mengurangkan beban kawal selia yang tidak wajar (RURB) dan Memodenkan Pelesenan Perniagaan (MBL) untuk mewujudkan persekitaran perniagaan yang lebih kondusif. Akhirnya ini akan merangsang pertumbuhan produktiviti Malaysia dan juga daya saing ke arah mencapai status sebuah negara maju berpendapatan tinggi menjelang 2020.

TOWARDS A MORE CONDUCIVE BUSINESS ENVIRONMENT

Regulations must be efficient, accessible, cost effective and simple for businesses and industries to implement. MPC has always emphasised on the importance of enhancing existing and new business regulation by eliminating unnecessary procedures or requirements, reducing regulatory duplication and enhancing consistency.

The main focus of Regulatory Review (RR) is Good Regulatory Practices (GRP) to reduce Unnecessary Regulatory Burdens (RURB) and to Modernise Business Licensing (MBL) to create a more conducive business environment. Ultimately this would spur Malaysia's productivity growth as well as competitiveness towards achieving a developed and high-income nation status by 2020.



AMALAN BAIK PERATURAN (GRP)

Dalam memastikan kualiti peraturan perniagaan yang baik, kementerian dan agensi perlu mematuhi kehendak GRP selaras dengan standard antarabangsa.

Peraturan perlu digubal dengan cara yang terbuka dan telus. Perundingan awam adalah salah satu mekanisme yang perlu digunakan untuk meningkatkan ketelusan, kecekapan dan keberkesanan.

Pada 15 Julai 2013, Y. Bhg. Tan Sri Dr Ali Hamsa, Ketua Setiausaha Negara telah mengeluarkan *Pekeliling Am Bilangan 1 Tahun 2013* dan melancarkan *Majlis Pelancaran Dasar Negara dalam Pembangunan dan Pelaksanaan Peraturan (NPDIR)*. Di bawah dasar ini, semua pengawal selia dan pembuat dasar perlu menjalankan *Regulatory Impact Assessment (RIA)* dan membentangkan *Regulatory Impact Statement (RIS)* apabila merangka peraturan baru atau meminda peraturan sedia ada yang memberi kesan kepada perniagaan.

GOOD REGULATORY PRACTICES (GRP)

In ensuring the good quality of business regulation, ministries and agencies have to comply with the GRP requirements in line with the international standard.

Regulation should be drafted in open and transparent manner. Public consultation is one of the mechanisms that have to be applied to improve transparency, efficiency and effectiveness.

On 15 July 2013, Y. Bhg. Tan Sri Dr. Ali Hamsa, Chief Secretary to the Government had issued *Pekeliling Am Bilangan 1 Tahun 2013* and launched *Majlis Pelancaran National Policy on the Development and Implementation of Regulations (NPDIR)*. Under this policy, all regulators and policy makers have to conduct *Regulatory Impact Assessment (RIA)* and present the *Regulatory Impact Statement (RIS)* when drafting new regulation or amending existing regulation which impacted businesses.

PENCAPAIAN INISIATIF GRP PADA TAHUN 2013 DAN SASARAN TAHUN 2014 ACHIEVEMENT OF THE GRP INITIATIVES IN 2013 AND TARGET FOR 2014

	2013 PENCAPAIAN Achievement	2014 SASARAN Target
Bilangan Garis Panduan atau Manual Diterbitkan Number of Guidelines or Manuals Published	4	4
Bilangan Organisasi Menerima Khidmat Nasihat RIA Number of Organisations Receiving Consultation on RIA	10	30
Bilangan Organisasi Menerima Latihan/Bengkel/Seminar Number of Organisations Receiving Training/Workshop/Seminar	117	200
Bilangan Penampilan Dalam Media Number of Appearance in Media	19	25

MENGURANGKAN BEBAN KAWAL SELIA YANG TIDAK WAJAR (RURB)

Inisiatif RURB memberi tumpuan kepada mengenal pasti peraturan-peraturan yang tidak perlu, membebaskan dan bertindih dalam perniagaan mengikut sektor.

REDUCING UNNECESSARY REGULATORY BURDEN (RURB)

The RURB initiative focuses on identifying unnecessary, burdensome and duplicate regulations in businesses by sector.

RINGKASAN PROJEK RURB 2013
SUMMARY OF RURB 2013 PROJECTS

PROJEK Project	HASIL/IMPAK Result/Impact
RURB di Hospital Swasta RURB in Private Hospital Keterangan Projek: Project Synopsis: Mengenalpasti peraturan yang membebankan, kompleks, bertindih. Identify burdensome, complex and redundant regulations.	Hasil: Result: - Mengenalpasti beban peraturan yang tidak wajar iaitu: Identifying burden and unnecessary regulation such as: 4 tahun untuk membina sebuah hospital swasta 4 years to construct a private hospital - Setahun untuk mendapatkan kelulusan bangunan kerana proses yang bertindih yang melibatkan pelbagai agensi kerajaan A year to obtain building approval due to overlapping processes involving different government agencies Impak: Impact: Meningkatkan kualiti peraturan dan menarik lebih banyak persaingan dalam sektor Penjagaan Kesihatan Swasta Enhancing the quality of regulation and attract more competition in private healthcare sector
RURB dalam Perniagaan RURB on Businesses Keterangan Projek: Project Synopsis: Mengenalpasti peraturan yang membebankan, kompleks, bertindih. Identify burdensome, complex and redundant regulations.	Hasil: Result: 50 cadangan kepada pengawal selia peraturan 50 recommendations to the regulators - Mengenalpasti beban dan sekatan peraturan yang tidak wajar Identifying burdens and regulation restrictions Impak: Impact: Meningkatkan kualiti peraturan dan mencapai hasrat menjadi negara maju menjelang tahun 2020. Improving the quality of regulation and achieving a developed nation by the year 2020
RURB dalam Logistik: Lesen Kenderaan Perdagangan RURB on Logistics: Commercial Vehicle Licensing (CVL) Keterangan Projek: Project Synopsis: Mengurangkan prosedur dan masa yang diambil untuk mendapatkan lesen kenderaan perdagangan. Reducing the time and procedures taken to obtain CVL.	Hasil: Result: - Pengurangan prosedur daripada 8 ke 7 Reduced procedures from 8 to 7 - Pengurangan masa daripada 184 hari ke 23 hari Reduced time from 184 days to 23 days - Potensi pendapatan kepada pihak industri sebanyak RM3.4 bilion RM3.4 billion income projection for industry Impak: Impact: Penjimatan masa dan kos Time and cost savings

PROJEK Project	HASIL/IMPAK Result/Impact
Semakan Semula Akta Penyelarasan Perindustrian (ICA), 1975 Regulatory Review of Industrial Co-Ordination Act (ICA), 1975 Keterangan projek: Project Synopsis: Mewujudkan persekitaran yang kondusif bagi pembangunan perindustrian dalam persekitaran global yang kompetitif pada masa ini dan juga menarik lebih banyak pelaburan di Malaysia. <i>Creating a conducive environment for industrial development in this global competitiveness era and attracting more investment in Malaysia.</i>	Hasil: Result: • Mengemaskini/pindaan Akta Penyelarasan Industri (ICA), 1975 selaras dengan persekitaran perniagaan yang moden <i>Streamline/amend ICA, 1975 in line with modern business environment</i> • Memperkasakan penyelarasan sektor pengilangan bagi mencapai agenda sosial dan ekonomi <i>Strengthening manufacturing sector co-ordination to achieve economic and social agenda.</i> Impak: Impact: • Mempercepatkan proses permohonan Lesen Pengilangan <i>Expediting application process of Manufacturing License</i> • Meningkatkan persepsi dan kedudukan Malaysia dalam 'Ease of Doing Business Report' <i>Enhancing perception and Malaysia's ranking in the 'Ease of Doing Business Report'</i>
Meningkatkan Kecekapan Dalam Urusan Permit Pembinaan (DCP) Improving Efficiency in Dealing With Construction Permits (DCP) Keterangan Projek Project Synopsis: DCP meliputi Perintah Pembangunan/Kebenaran Merancang sehingga Sijil Layak Menduduki (CCC) <i>DCP covers Development Order/Planning Permission until Certificate of Completion and Compliance (CCC)</i> Inisiatif yang dijalankan adalah: • Kajian dasar dan mengenalpasti halangan <i>Baseline study and barriers identification</i> • Cadangan penyelesaian <i>Proposed solutions</i> • Garis panduan untuk melaksanakan penyelesaian <i>Guidelines for implementation</i>	Hasil: Result: • Pengurangan bilangan prosedur daripada 37 ke 15 <i>Reduced number of procedures from 37 to 15</i> • Pengurangan tempoh masa daripada 140 ke 130 hari <i>Reduced time taken from 140 to 130 days</i> Impak: Impact: • Melonjak ke tangga 43 dalam Laporan <i>Ease of Doing Business 2014</i>. <i>Soared into 43rd ranking in Ease of Doing Business Report 2014.</i>

PEMODENAN LESEN PERNIAGAAN (MBL)

MBL menggunakan pendekatan 'Guillotine' iaitu mengkaji kualiti pelesenan perniagaan dengan menilai kesahihan undang-undang, keperluan dan kesesuaian. Melalui kaedah ini, apa sahaja lesen yang tidak memenuhi justifikasi perundangan dan tidak lagi diperlukan akan dihapuskan, dan apa-apa keperluan yang tidak mesra perniagaan akan dipermudahkan serta dipindahkan ke sistem atas talian.

MODERNISING BUSINESS LICENSING

MBL applied the 'Guillotine' approach which includes reviewing the quality of business licencing by assessing the legality, necessity and appropriateness. Through this method, whatever business licenses that did not meet legislative justifications and are no longer needed would be abolished and any requirements that are not business-friendly would be simplified and automated.

**RINGKASAN PROJEK MBL 2013
SUMMARY OF MBL 2013 PROJECTS**

PROJEK Project	HASIL/IMPAK Result/Impact
MBL Peringkat Persekutuan MBL at Federal Level Keterangan Projek: Project Synopsis: Memantau kemajuan pelaksanaan lesen-lesen yang dimansuhkan, direkayasa dan automasi ke sistem BLESS di 23 buah kementerian dan agensi di bawahnya. Monitor the implementation progress of abolishment, simplification and automation in BLESS system at 23 ministries and its agencies.	Hasil: Result: 717 lesen telah direkayasa dan dikompositkan menjadi 448 lesen 717 licenses were re-engineered and composited into 448 licenses 9 lesen telah dimansuhkan 9 licenses were abolished 122 lesen telah diautomasikan ke sistem BLESS 122 licenses were automated into BLESS system Impak: Impact: - Mengurangkan beban peraturan Reduced regulatory burden - Mengurangkan bilangan prosedur dan tempoh kelulusan Reduced number of procedures and approval time - Mewujudkan suasana mesra perniagaan Create business-friendly environment - Meningkatkan kecekapan Increase efficiency
MBL Peringkat Negeri – Pahang, Negeri Sembilan, Melaka, Johor, Perak, Selangor, Sarawak dan Sabah MBL at State Level – Pahang, Negeri Sembilan, Melaka, Johor, Perak, Selangor, Sarawak dan Sabah Keterangan Projek: Project Synopsis: Mengenalpasti isu-isu birokrasi dan mencadangkan peluang penambahbaikan dalam proses permohonan dan kelulusan lesen-lesen perniagaan di negeri terlibat. Identify bureaucracy issues and propose improvement opportunities in the process of application and approval of business licenses in the states involved.	Hasil: Result: 942 lesen telah disemak dan dikomposit menjadi 311 942 licenses were reviewed, reengineered and composited into 311 461 lesen telah dikomposit dan dipermudahkan 461 licenses were composited and re-engineered - Tanda aras - Johor telah mengurangkan tempoh kelulusan dari 22 ke 5 hari Benchmark – Johor reduced approval time from 22 to 5 days - Tanda aras – Melaka telah mengurangkan bilangan prosedur dari 16 ke 8 prosedur Benchmark – Melaka reduced number of procedures from 16 to 8 procedures Impak: Impact: - Meringankan beban komuniti perniagaan Reduced business community's burden - Mewujudkan persekitaran perniagaan yang kondusif Create conducive business environment - Meningkatkan kecekapan Increase efficiency

PROJEK Project	HASIL/IMPAK Result/Impact
Projek Pusat Khidmat Sehati (OSS) One Stop Service (OSS) Project Keterangan Projek: Project Synopsis: MPC berperanan sebagai penyelaras bagi perkongsian amalan terbaik dan memperkemas pelaksanaan OSS yang sedia ada di Malaysia. MPC serves as the coordinator for best practices sharing and streamlining the implementation of existing OSS in Malaysia.	Hasil: Result: • Meningkatkan prestasi OSS Improve performance of OSS • Mengurangkan kos pematuhan Reduce compliance cost Impak: Impact: • Mengurangkan beban peraturan Reduced regulatory burden • Meningkatkan kecekapan dan penyeragaman Increase efficiency and standards



PENYELIDIKAN YANG INOVATIF
INNOVATIVE RESEARCH



chapter 3

“ Sesuatu perubahan yang bersifat kekal dan bermakna semuanya bermula daripada imaginasi kita sebelum ianya berubah sifat menjadi sesuatu benda atau perkara. Imaginasi adalah lebih penting daripada ilmu.

All meaningful and lasting change starts first in your imagination and then works its way out. Imagination is more important than knowledge.”

— Albert Einstein

PENGURUSAN PENGETAHUAN

PENYELIDIKAN PRODUKTIVITI DAN DAYA SAING

Seperti tahun-tahun terdahulunya, MPC meneruskan peranannya menerbitkan hasil-hasil penyelidikan Produktiviti dan Daya Saing dalam bentuk laporan prestasi Produktiviti, indeks produktiviti dan status laporan industri-industri tertentu yang boleh diguna pakai untuk perancangan dan pembangunan dasar dalam bidang produktiviti dan daya saing. Untuk mencapai wawasannya dalam menyediakan hasil penyelidikan berimpak tinggi, MPC telah bekerjasama dengan industri dan juga rakan-rakan perkongsiannya. Jenis-jenis penyelidikan yang dijalankan oleh MPC dikategorikan seperti berikut:

Kajian Industri .i

Kajian industri atau penyelidikan strategi asas menyediakan kajian tentang pengetahuan dan mana-mana perkembangan terbaru berkaitan dengan produktiviti, kualiti dan daya saing. Ini termasuk pembangunan manual latihan dan model rangka kerja dalam meningkatkan produktiviti, pengukuran dan amalan-amalan terbaik.

Kaji Selidik Industri .ii

Kaji selidik industri menyediakan pangkalan data prima dan analisis aliran semasa. Projek penyelidikan berjaya mengubah data berkaitan dengan produktiviti, kualiti dan daya saing kepada format statistik dan indikator. Analisis trend yang dilakukan boleh diguna pakai oleh industri untuk menambahbaik kecekapan perniagaan.

Kajian Kes .iii

Kajian kes menyediakan data-data dan maklumat berkaitan dengan kecemerlangan industri, amalan terbaik dan tanda aras yang boleh dirujuk oleh industri. MPC telah bekerjasama dengan industri dan rakan kongsi untuk membangunkan hasil penyelidikan berimpak tinggi.

KNOWLEDGE MANAGEMENT

PRODUCTIVITY AND COMPETITIVENESS RESEARCH

As in previous years, MPC continues its tradition to publish Productivity and Competitiveness research activities which provide inputs for the Productivity report, productivity indices and status report of selected industries which serve as useful inputs for policy formulation and planning in the areas of productivity and competitiveness. In achieving its vision of developing high impact research results, MPC has collaborated with industry and also has joint venture partners. The types of research conducted by MPC are categorised as follows:

i. Industry Study

Industry study or basic strategy research provides study on knowledge and any latest development in relation to productivity, quality and competitiveness. This includes the development of training manual and framework model in productivity improvement, measurement and best practices.

ii. Industry Survey

Industry survey provides primary database and analysis of current trends. The research project managed to transform data in relation to productivity, quality and competitiveness to the statistical and indicator format. Trends analysis carried out can be used by industry to enhance business efficiency.

iii. Case study

Case study provides data and information related to industry excellence, best practices and benchmarking that may be referred to by industry. MPC collaborated with industry and joint venture partners to develop high impact research results.

RAJAH 1: OUTPUT PENYELIDIKAN MPC PADA 2013 MENGIKUT BAHAGIAN
FIGURE 1: MPC RESEARCH OUTPUT ACCORDING TO DIVISION FOR YEAR 2013



OUTPUT PENYELIDIKAN DAN PETUNJUK PRESTASI

Pada tahun 2013, sejumlah 10 projek penyelidikan berjaya disiapkan. Output penyelidikan MPC telah diedar dan dikongsi dengan sektor awam, persatuan industri, organisasi bukan kerajaan (NGOs), kerajaan dan institusi pengajian tinggi. Output berkenaan telah digunakan oleh organisasi-organisasi tersebut sebagai saranan bagi penggubalan polisi ekonomi dan undang-undang negara juga sebagai rujukan pelbagai pihak.

RESEARCH OUTPUT AND PERFORMANCE INDICATOR

In 2013, a total of 10 research projects were completed. MPC research outputs were distributed and shared among the public sector, industry associations, non-governmental organisations (NGOs), government and higher learning institutions. They used it as recommendations to formulate the national economy policy and legislations as well as references for others.

RAJAH 2: PENYELIDIKAN MPC PADA 2013 MENGIKUT BIDANG UTAMA
FIGURE 2: MPC RESEARCH ACCORDING TO MAIN AREAS IN 2013



Rajah 2 menunjukkan output penyelidikan MPC mengikut bidang-bidang utama berikut:

Figure 2 shows MPC research outputs according to the following main areas:

- | | | |
|----------------------------|---|--------------------------|
| Penyelidikan Pengetahuan | • | Knowledge Research |
| Prestasi Produktiviti | • | Productivity Performance |
| Penandaarasan | • | Benchmarking |
| Daya Saing | • | Competitiveness |
| Kecemerlangan Perkhidmatan | • | Service Excellence |

PENYELIDIKAN MPC YANG DISIAPKAN PADA 2013
MPC RESEARCH COMPLETED IN 2013

JUDUL Title	BAHAGIAN Division	BIDANG UTAMA PENYELIDIKAN Main Areas of Research	JENIS PENYELIDIKAN Type of Research
1. International Trade and Investment Indices: A Study on Malaysia's Performance 2013	DAYA SAING GLOBAL Global Competitiveness	DAYA SAING Competitiveness	KAJI SELIDIK Survey
2. Malaysia Competitiveness Report	DAYA SAING GLOBAL Global Competitiveness	DAYA SAING Competitiveness	KAJI SELIDIK Survey
3. Annual Productivity Performance 2012/2013	PENGURUSAN PENGETAHUAN Knowledge Management	PRESTASI PRODUKTIVITI Productivity Performance	KAJIAN INDUSTRI Industry Study
4. Customer Satisfaction Index (CSI) for Transport Industry (Rail) and Selected Companies	PENGURUSAN PENGETAHUAN Knowledge Management	KECEMERLANGAN PERKHIDMATAN Service Excellence	KAJIAN INDUSTRI Industry Study
5. Development of Malaysia Industrial Productivity Database for KLEMS	PENGURUSAN PENGETAHUAN Knowledge Management	PRESTASI PRODUKTIVITI Productivity Performance	KAJIAN INDUSTRI Industry Study
6. Kajian Kepuasan Bekerja Warga MITI dan Agensi 2013	PENGURUSAN PENGETAHUAN Knowledge Management	PENYELIDIKAN PENGETAHUAN Knowledge Research	KAJI SELIDIK Survey
7. Kajian Pembangunan Portal Produktiviti MPC	PENGURUSAN PENGETAHUAN Knowledge Management	PENYELIDIKAN PENGETAHUAN Knowledge Research	KAJI SELIDIK Survey
8. Study to Determine the Technological and Innovation Capabilities of Malaysian-Owned Companies	PENGURUSAN PENGETAHUAN Knowledge Management	PENYELIDIKAN PENGETAHUAN Knowledge Research	KAJIAN INDUSTRI Industry Study
9. Benchmarking Project on Private Hospitals (Phase 1)	PENGURUSAN PENGETAHUAN Knowledge Management	PENANDAARASAN Benchmarking	KAJIAN INDUSTRI Industry Study
10. Benchmarking Project on Employee Productivity (Phase 1)	PENGURUSAN PENGETAHUAN Knowledge Management	PENANDAARASAN Benchmarking	KAJIAN INDUSTRI Industry Study

PENERBITAN-PENERBITAN MPC

Selaras dengan peranan MPC sebagai pemangkin kepada pertumbuhan produktiviti dan daya saing Malaysia, MPC berperanan menyebarkan pengetahuan melalui pelbagai penerbitan dan kajian kes bagi memastikan capaian yang lebih luas kepada industri-industri. Penerbitan MPC adalah dalam bentuk cetakan dan elektronik yang diedarkan kepada pihak awam dan industri.

Pada tahun 2013, MPC telah menerbitkan 43 penerbitan dengan edaran sebanyak 2,655.

Penerbitan-penerbitan ini merangkumi pelbagai topik seperti Daya Saing, Inovasi dan Kreativiti, Kecemerlangan Organisasi, Produktiviti dan Peningkatan Kualiti.

MPC PUBLICATIONS

In line with the role of MPC to catalyst Malaysia's productivity growth and competitiveness, MPC disseminates such knowledge through various publications and case studies to ensure a wider outreach to the industries. The publications are in printed and electronic forms distributed to public and industries.

In 2013, MPC had published 43 publications with 2,655 copies distributed. These publications were classified into several categories, namely Competitiveness, Innovation and Creativity, Organisational Excellence, Productivity and Quality Enhancement.

Malaysia surges to 6th spot in World Bank Doing Business report



International Trade and Industry Minister Datuk Seri Mustapha Mohamed

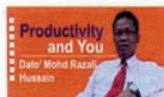
“ Soon after Prime Minister Datuk Seri Najib Tun Razak assumed office, Malaysia was in 23rd place. The rise to sixth place is the testament to his stewardship and a result of the economic and government transformation programmes.”

- DATUK SERI MUSTAPHA

48 NOVEMBER 16 - NOVEMBER 29, 2013

Comment & Analysis MALAYSIA TIME

Creating a culture of freedom and autonomy to encourage employee productivity



Productivity and You
Dato' Mohd Razali Hussain

People-centred productivity is a key focus of productivity centred activities within the Malaysia Productivity Corporation (MPC).

vidual employees, it encourages workers to fulfil their potential. Imagine the multiplier effects if the majority of employees within an organisation fulfilled their potential. It would result in greater innovations, and by virtue of that, encourages organisational competitiveness and productivity.

In this context, what we mean by creativity is the employment of "outside the box" thinking strategies. This comes in many forms at different stages and levels.

tively encourages creativity and innovation through the employment of freedom and autonomy amongst its employees. USP's are continuously evolving, and the organisation is constantly pushing the bar higher in terms of organisational achievements.

Companies which focus on human centred productivity tend to avoid traditional hierarchies in their organisational structure and instead form a more flex-

monale of employees should be regarded as more important than financial losses.

When employees are given more freedom and autonomy, this in turn leads to employee happiness. Ultimately happy employees are loyal and committed ones and therefore employers do not have much to lose when it comes to giving employees some freedom in the way they conduct their jobs.

Studies have shown that workers who feel free to make autonomous choices in

“ When employees are given more freedom and autonomy, this in turn leads to employee happiness. Ultimately happy employees are loyal and committed ones and therefore employers do not have much to lose when it comes to giving employees some freedom in the way they conduct their jobs.”

- DATO' MOHD RAZALI HUSSAIN

MPPG raih emas 3 bintang

JOHOR BAHRU 10 Okt. - Majlis Perbandaran Pasir Gudang (MPPG) memenangi emas tiga bintang sempena National ICC Convention anjuran Perbadanan Produktiviti

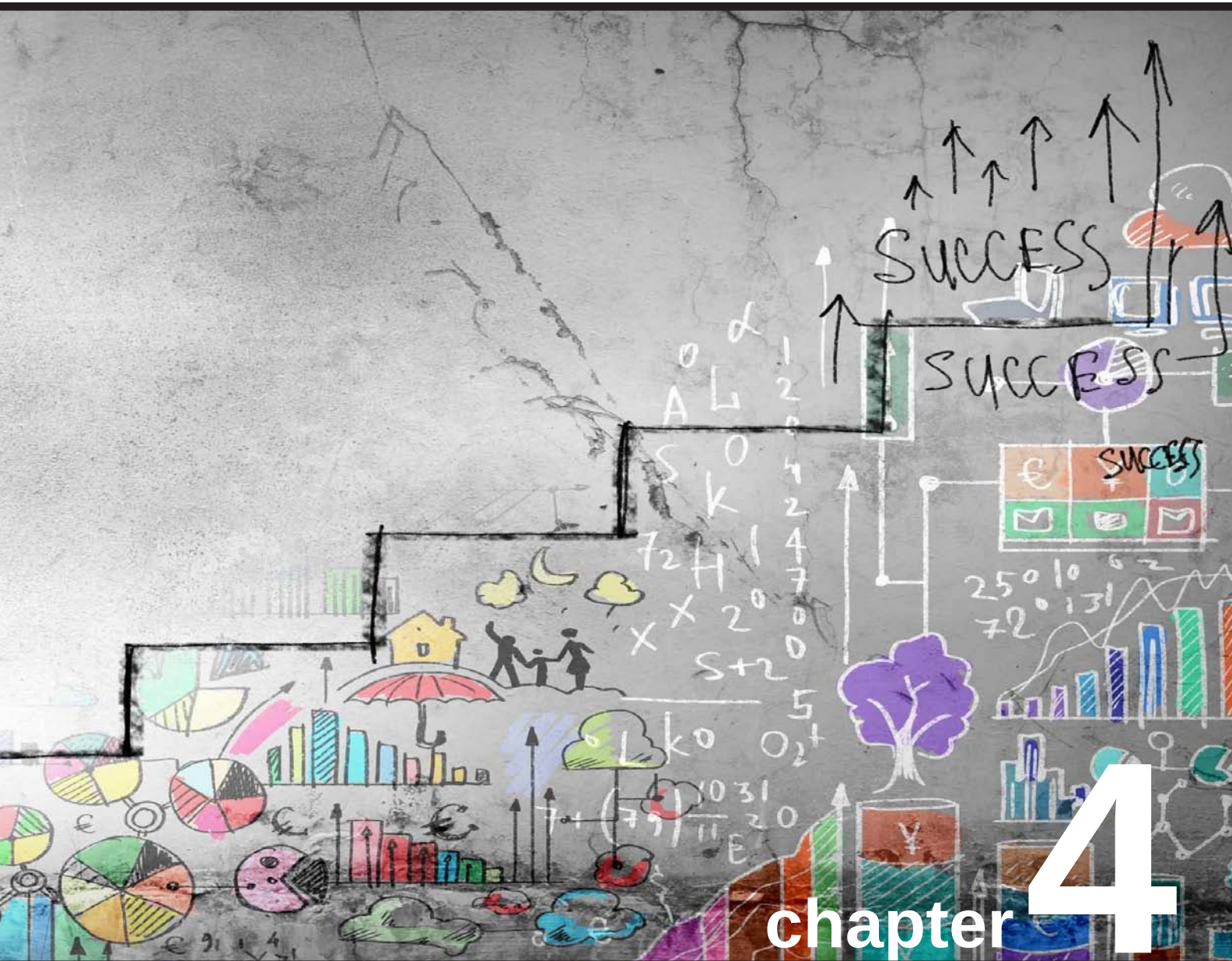
“ Bagi kategori Quality Environment (QE), kumpulan MPPG yang memberi penekanan amalan 5S iaitu sisih, susun, sapu, seragam dan sentiasa amal di masjid dan surau sekitar Pasir Gudang turut berjaya mengekalkan anugerah emas tiga bintang pada konvensyen tersebut.”

- MPPG



KECEMERLANGAN PERNIAGAAN

BUSINESS EXCELLENCE



chapter 4

“Kecemerlangan ialah satu pencapaian yang diperolehi melalui latihan dan kebiasaan. Kita tidak bertindak sewajarnya kerana mempunyai kebaikan atau kecemerlangan, tetapi kita menginginkan kebaikan atau kecemerlangan kerana kita telah melakukan yang terbaik. Kita berada di tahap ini kerana apa yang kita biasa lakukan. Oleh itu, kecemerlangan bukanlah satu perbuatan tetapi satu kebiasaan.

Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit.”

Rangka Kerja atau Model Kecemerlangan Perniagaan (BEF) telah digunapakai di lebih dari 83 buah negara dan lebih dari 96 pentadbir program anugerah kecemerlangan di seluruh dunia. Antara rangka kerja yang sering dijadikan rujukan oleh negara-negara lain adalah Rangka kerja *Malcolm Baldrige National Quality Award* (MBNQA) di Amerika Syarikat, *European Foundation for Quality Management* (EFQM), *Japan Quality Award* (JQA) dan *Singapore Quality Award* (SQA).

**RANGKA KERJA KECEMERLANGAN PERNIAGAAN
MALAYSIA (MBEF)**

Rangka Kerja Kecemerlangan Perniagaan Malaysia (MBEF) dibangunkan dengan berpaksikan kepada prinsip-prinsip penting bagi menjadi sesebuah organisasi cemerlang. Prinsip-prinsip ini merupakan nilai-nilai teras dalam organisasi cemerlang berdasarkan kajian yang telah dilakukan. Prinsip-prinsip tersebut adalah:

- Pemimpin Berwawasan .1
- Memacu Inovasi .2
- Halatuju Strategik .3
- Pelaksanaan Efektif .4
- Transformasi Pengetahuan .5
- Maklumbalas Pelanggan .6
- Kepuasan Pelanggan .7
- Pembelajaran Sepanjang Hayat .8
- Penyertaan dan Kerja Berpasukan .9
- Kepuasan dan Kesejahteraan Pekerja .10
- Pengurusan Proses dan Penambahbaikan .11
- Pengurusan Pembekal .12
- Pengurusan Prestasi .13

Pada tahun 2013 sejumlah 1,356 organisasi di Malaysia telah menilai keberkesanan sistem pengurusan organisasi masing-masing menggunakan Rangka kerja ini. Dalam tempoh yang sama seramai 218 pengamal BE, 99 penilai dan 52 orang perunding luar telah dilatih. Sementara itu, sejumlah 198 organisasi telah diberikan pengiktirafan *Malaysian Productivity and Innovation Class* (MPIC).

PROGRAM-PROGRAM KECEMERLANGAN PERNIAGAAN

Program JTE (Journey Towards Excellence)
Program Journey Towards Excellence (JTE) merupakan program pembangunan keupayaan organisasi dengan tujuan untuk mewujudkan organisasi contoh yang boleh ditandaaras oleh organisasi lain dalam pelaksanaan MBEF.

More than 83 countries in the world and 96 award administrators for award excellence have adopted the Business Excellence Framework. Malcolm Baldrige National Award Quality in the United States, European Foundation for Quality Management (EFQM), Japan Quality Award (JQA) and Singapore Quality Award are among the frameworks that are often used as reference by other countries.

**MALAYSIA BUSINESS EXCELLENCE
FRAMEWORK (MBEF)**

Based on the survey which was undertaken, the Malaysian Business Excellence Framework was developed focusing on important principles that contribute to organisational excellence. The principles are as follows:

- 1. Visionary Leaders
- 2. Driving Innovation
- 3. Strategic Direction
- 4. Effective Deployment
- 5. Knowledge Transformation
- 6. Voice of Customer
- 7. Customer Satisfaction
- 8. Lifelong Learning
- 9. Participation and Teamwork
- 10. Employee Satisfaction and Well-being
- 11. Process Management and Improvement
- 12. Suppliers Management
- 13. Performance Management

In 2013, a total of 1,356 organisations in Malaysia have assessed the effectiveness of their organisations' management system using MBEF. In the same period, a total of 218 business excellence practitioners, 99 assessors and 52 external consultants were trained. A total of 198 organisations were awarded with the Malaysian Productivity and Innovation Class (MPIC) certification.

BUSINESS EXCELLENCE PROGRAMME

Journey Towards Excellence Programme (JTE)
Journey Towards Excellence Programme (JTE) is an organisational capability development programme organised by MPC with the intention of creating an exemplary organisation that could be benchmarked by other organisations through its MBEF implementation.

Pada tahun 2013, sebanyak 12 organisasi telah mengambil bahagian dalam program ini. Bagi membantu mengupayakan organisasi, sebanyak tiga program latihan iaitu *Business Excellence Training for Practitioners*, *Business Excellence Training for Assessors* dan *Organisational Profile* telah dijalankan.

Seramai 60 peserta dari organisasi terbabit telah dilatih dalam program pembangunan kapasiti tersebut. Di samping itu, organisasi tersebut juga telah melalui penilaian organisasi berdasarkan MBEF untuk mengetahui tahap kecemerlangan pengurusan organisasi. Maklumat ini penting bagi membolehkan organisasi merangka pelan penambahbaikan bagi meningkatkan lagi tahap kecemerlangan pengurusan organisasi ke peringkat yang lebih tinggi.

Kerjasama MPC dengan Negeri Sembilan Skills Development Centre (NSSDC) dan Pusat Pembangunan Kemahiran Sarawak (PPKS)

Program ini dilaksanakan khas untuk ahli-ahli NSSDC dan PPKS bertujuan bagi menambahbaik prestasi ahli-ahli mereka dan membina budaya kecemerlangan mereka. Antara aktiviti-aktiviti yang dijalankan adalah latihan untuk pengamal MBEF di samping sesi perkongsian amalan terbaik oleh syarikat cemerlang dan syarikat yang mengamalkan MBEF.

Kerjasama MPC dengan Institusi Pengajian Tinggi
Kolaborasi dengan institusi pengajian tinggi dilaksanakan dengan hasrat untuk memberi pendedahan kepada siswa-siswi tentang MBEF. Ini adalah selaras dengan usaha kerajaan untuk meningkatkan kebolehpasaran mereka dengan mendedahkan mereka kepada amalan pengurusan terbaik industri.

Seramai 120 siswa-siswi telah dilatih dalam program ini dengan penglibatan siswa-siswi dari Universiti Teknologi MARA, Universiti Sains Malaysia, Universiti Putra Malaysia, Universiti Sains Islam Malaysia dan Universiti Tun Hussein Onn Malaysia.

Peserta-peserta didedahkan kepada konsep dan aplikasi MBEF dan perkongsian amalan terbaik oleh wakil industri. Lawatan ke organisasi yang mengamalkan MBEF menjadi kemuncak kepada program ini bagi memberi peluang kepada peserta untuk memahami dan menghayati apa yang telah dipelajari dalam kelas.

In 2013, a total of 12 organisations had participated in this programme. In assisting the organisations, three programmes were undertaken namely Business Excellence Training for Practitioners, Business Excellence Training for Assessors, and Organisational Profile. Through MPC capacity development programmes, 60 participants from participating organisations were trained. At the same time, the organisation also had to go through MBEF assessment to ascertain their organisational management level. The information obtained is pertinent to enable organisation in identifying any improvement plans needed to further enhance their organisational management and elevating their levels.

MPC Partnership with Negeri Sembilan Skills Development Centre (NSSDC) dan Sarawak Skills Development Centre (PPKS)

This programme which was implemented among NSSDC and PPKS members was aimed to improve members' performance and cultivating the excellence culture among them. Among activities that were carried out was training for MBEF practitioners as well as sharing of best practices sessions by excellent companies and companies that had adopted MBEF.

MPC Partnership with Higher Learning Institutions

The collaboration between MPC and the Higher Learning Institutions were materialised with the intention of giving an exposure on MBEF to university students. This is in line with the government's effort to enhance the students' marketability by exposing them to the current best management practices adopted by industry.

A total of 120 university students were trained with participations from University Teknologi MARA, Universiti Sains Malaysia, Universiti Putra Malaysia, Islamic Science University of Malaysia and Universiti Tun Hussein Onn Malaysia.

Students were exposed to the MBEF concept and application as well as the sharing of best practices by industry representatives. Visit to organisations which practised MBEF became the highlight of this programme as it provided opportunity for students to understand and appreciate what they have studied in the classroom.

Malaysia Productivity and Innovation Class (MPIC)

Since 2010, MPC has given recognition to organisations

Malaysia Productivity and Innovation Class (MPIC)

Sejak tahun 2010, MPC telah memberikan pengiktirafan kepada organisasi yang mencapai standard organisasi cemerlang. Sehingga kini sejumlah 289 organisasi telah menjadi ahli MPIC. Di bawah program ini, organisasi ahli menerima latihan-latihan lanjut bagi pembangunan kapasiti kakitangan berkaitan kecemerlangan perniagaan.

Misi Pembelajaran dan Sesi Perkongsian Amalan Terbaik

Pada 2013, tiga misi pembelajaran ke luar negara telah dilaksanakan iaitu platform dan peluang keluar negara kepada organisasi untuk menandaaraskan amalan terbaik organisasi cemerlang di luar negara. Misi pembelajaran tersebut adalah di Amerika Syarikat, Singapura dan New Zealand. Selain itu, MPC juga telah menganjurkan *Business Excellence CEO Forum* yang pertama kali dianjurkan di Malaysia yang dihadiri oleh 130 peserta. Selain CEO Forum, MPC telah mengadakan dua bengkel yang dikendalikan oleh pakar dari luar negara.

Penerbitan

MPC mengeluarkan produk bagi mempromosikan BE termasuklah Video Kecemerlangan Perniagaan Siri 2 yang memaparkan amalan-amalan terbaik empat syarikat penerima anugerah QMEA pada tahun-tahun lepas. Penerbitan lain ialah poster dan buku mengenai amalan terbaik syarikat-syarikat yang telah diiktiraf cemerlang.

Pengiktirafan Kepada Penilai, Pengamal dan Perunding (PAC), Pakar Persekitaran Berkualiti (QE Specialist) dan Pengiktirafan LEAN

Pada tahun 2013, pengiktirafan diberikan kepada individu yang terlibat dalam program-program kecemerlangan perniagaan iaitu penilai (assessor), pengamal (practitioner) dan perunding. Mereka akan menjadi duta bagi mempromosi dan melaksanakan program BE di organisasi masing-masing. Mereka juga akan dilibatkan dalam aktiviti-aktiviti penilaian bagi program anugerah dan program kerjasama MPC dan organisasi.

Sistem Pengurusan Persekitaran Berkualiti

Persijilan Sistem Pengurusan Persekitaran Berkualiti yang dikeluarkan oleh MPC adalah meliputi aktiviti pensijilan Amalan Persekitaran Berkualiti (QE/5S), Kumpulan Inovatif dan Kreatif (ICC) dan Sistem Pengurusan Lean.

Bagi QE/5S, aktiviti ini merupakan instrumen pengurusan yang dilaksanakan dengan memberi penekanan kepada organisasi pelaksana menzahirkan persekitaran kerja yang bersih, selamat dan kondusif.

that attained organisational excellence standard. To date a total of 289 organisations are MPIC member. Under this programme, trainings are specifically catered for staffs of member organisations in the area of capacity development exercises for business excellence.

Study Mission and Sharing of Best Practices Session

In 2013, three study missions were organised. Study mission is an avenue and platform for organisations and MPC officers to benchmark organisations' best practices abroad. Among the organisations involved in MPC study missions were in the United States, Singapore and New Zealand. In addition, MPC also organised the first ever Business Excellence CEO Forum in Malaysia attended by 130 participants. Aside from that MPC organised two workshops managed by experts from overseas.

Publications

In promoting Business Excellence, MPC also produces some materials such as a Video for Business Excellence Volume 2 that portrays the four award recipient organisations' of past years QMEA award, printed posters and published books on organisations' best practices that were recognised as excellent.

Recognition to Assessor, Practitioner and Consultant (PAC), QE Specialist and Lean Recognition

Year 2013, witnessed a recognition given to individuals (assessors, practitioners and consultants) that participated in business excellence programmes. These individuals would act as MPC ambassadors in promoting and implementing Business Excellence programme in their organisations. They would be involved in the assessment activities carried out by MPC for MPC award and collaboration programmes with organisations.

Sehingga tahun 2013, sebanyak 722 buah organisasi telah dipersijilkan berbanding 674 pada 2012. Ini menunjukkan peningkatan sebanyak 48 (7.1%) organisasi telah dipensijilkan di mana 510 organisasi adalah dari Sektor Awam, 137 organisasi dari MNC, GLC dan organisasi Besar manakala 75 organisasi adalah PKS. Jadual 3 berikut menunjukkan trend dan bilangan persijilan QE/5S mengikut saiz industri dari tahun 2010 sehingga 2013.

Quality Environment Management System.
The Quality Enviroment Management System Certification issued by Malaysia Productivity Corporation covers certification for the following activities namely Quality Environment Practices (QE/5S), Innovative and Creative Circle and Lean Management System.

QE/5S is a management tool implemented with emphasis to create a clean, safe and conducive working environment.

Up till 2013, as many as 722 organisations have been certified as compared to 674 in 2012. This was reflected through an increment of 48 (7.1%) in the number of organisations certified in which 510 organisations were from Private Sector, 137 were Multi-national (MNC), GLC and Large organisations whereas 75 were from SME organisations. Table 3 shows the trend on the number of QE/5S Certification according to the Industry Size from year 2010 until 2013.

JADUAL 3 : BILANGAN PERSIJILAN QE/5S MENGIKUT SAIZ INDUSTRI
TABLE 3 : NUMBER OF QE/5S CERTIFICATION ACCORDING TO INDUSTRY SIZE

SAIZ INDUSTRI Industry Size	2010	2011	2012	2013
Multinasional dan Besar Multinational and Large	186	133	179	137
PKS SME	15	73	40	75
Sektor Awam Public Sector	384	383	455	510
JUMLAH Total	585	589	674	722

Organisasi yang telah mengambil bahagian dalam konvensyen wilayah serta mencapai tahap prestasi yang ditetapkan akan dijemput untuk membuat persembahan dalam Konvensyen QE/5S Kebangsaan. Pada tahun 2013, sebanyak 67 organisasi yang telah melepasi tahap ditetapkan mengambil bahagian dalam konvensyen tersebut. Penyeriaan daripada agensi awam adalah sangat menggalakkan dengan 48 agensi telah mengambil bahagian. Sementara itu, 19 buah syarikat telah menyertai konvensyen yang sama. Dari segi bilangan peserta, seramai 601 orang peserta dan pemerhati telah mendapat manfaat dari perkongsian amalan terbaik ini.

Organisations that managed to attain the specified performance level are invited to present in the National Quality Environment QE/5S Convention. In 2013, 67 organisations had successfully achieved the required performance level and took part in the Convention. QE/5S participation from the public agencies were very encouraging with the participation of 48 agencies. Meanwhile, 19 companies also took part in the Convention. In terms of participations, 601 participants and observers benefitted from this best practices sharing.

Organisations that adopted QE/5S in their organisations managed to enhance operational efficiency, reduce costs, and promote the spirit of teamwork and healthy competition among staffs. In the 2013 Convention, an estimated total cost savings of RM22,734,825.00 were accumulated.

Penglibatan dalam Amalan Persekitaran Berkualiti ini telah meningkatkan kecekapan operasi, mengurangkan kos, meningkatkan semangat berpasukan serta persaingan yang sihat di kalangan warga sesebuah organisasi. Dianggarkan sebanyak RM 22,734,825.00 kos penjimatan dapat dikumpulkan melalui konvesyen tahun 2013.

Persijilan ICC telah dibangunkan bertujuan untuk mewujudkan instrumen pengiktirafan organisasi yang berjaya mengadaptasikan aktiviti Kumpulan Inovatif dan Kreatif (ICC) di organisasi secara optimum. Inisiatif ini dapat membudayakan organisasi terlibat untuk mewujudkan struktur pelaksanaan yang sistematik dalam penjimatan kos serta memastikan proses kerja yang efisien melalui aktiviti ICC. Sehingga tahun 2012, sebanyak tujuh organisasi telah mendapat pengiktirafan melalui program persijilan ini.

Pengiktirafan Pengurusan Lean

Pengiktirafan ini diberikan kepada organisasi yang telah berjaya mengamalkan serta merealisasikan inisiatif penambahbaikan LEAN. Organisasi yang melaksanakan aktiviti Pengurusan Lean dapat mengurangkan kos operasi di tahap minimum serta meningkat kecemerlangan operasi secara sistematik dan efisien. Pada 2013, sebanyak sembilan buah organisasi telah diiktiraf di mana dua organisasi dari sektor awam dan tujuh dari sektor swasta.

ICC Certification was developed with the aim of creating an organisational certification instrument to recognise organisations that were successful in adapting the Innovative and Creative Circle (ICC) activity in the optimum manner. Adopting this initiative could create a systematic and structured organisation, ensuring work efficiency as well as cost savings. As of 2012, seven organisations obtained recognition through this certification programme.

Lean Management Recognition

This recognition is awarded to organisations that successfully practised and realised their improvement initiatives. Organisation that implemented Lean Management activity could reduce their operational costs at the minimum level as well as enhance their operation systematically and efficiently. In year 2013, out of the nine organisations that have been accredited, two organisations were from the public sector and seven from the private sector.

Advertorial

MPC Innovative strategies for development and sustainability

By Lyrene Sngwenai

MPC brings forward innovative ideas for best business practices

The 3rd Annual Productivity and Innovation Conference (APIC) 2013 was held on October 3, 2013 at Regent Cantonment Resort City, Kuantan. With the theme "From Ideas To Reality", the Malaysia Productivity Corporation (MPC) has organised this conference to showcase innovative ideas and industry players to create a vision, innovative processes and methodologies towards the development of business ideas into sustainable economic activities.

The conference gathering brought forth ideas for further development that could be put into the real and virtual presence of business life. The event featured one hour of MPC's major programmes that provide a means for participants to learn from the experience and insights of others. The programme was:

ANNUAL PRODUCTIVITY & INNOVATION CONFERENCE AND EXPOSITION (APIC)

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“Other than organising APIC, MPC has also worked with the private sector through its collaboration with PEMUDAH on reform processes in cutting through bureaucratic red tape as various licensing procedures are streamlined, modernised or eliminated entirely to ensure smooth and quick processes.”

MoU signed for promotion of excellent business culture

KUCHING: Malaysia Productivity Corporation (MPC) will be providing training for staff of Sarawak Skills Development Centre (PPKS) to cultivate in them an excellent business culture through the Malaysia Business Excellence Framework (MBEF).

In a memorandum of understanding (MoU) signed between the two parties, MPC will also provide advice to enable PPKS to conduct business excellence assessment on those who have adopted the MBEF.

PPKS on its part will identify its officers and members suitable to be trained by MPC. PPKS executive director Datuk Baharudin Abdullah said the collaboration was aimed at providing the framework for creating a partnership to shape, develop and educate on the innovative and creativity culture through sharing of knowledge, benchmarking, assessment and certification processes.

"Through this cooperation, I hope we can both move forward in terms of developing the staff and increasing the quality in the daily work routine," he said here yesterday.

MPC board of directors member Datuk Abang Abdul Karim Tun Openg said it was important for business organisations to be more competitive in this globalised world.

He was happy to note that the country was ranked 24th out of the 148 countries in the Global Competitiveness Index this year.

He said the collaboration between the two parties would enhance the competitiveness of the country's economy.

He said MPC had created the Business Excellence Community to increase the number of organisations and individuals with the commitment to promote business excellence as an approach to create achievement and management best practices.

"Business Excellence partnership is given to any organisation which cooperates with MPC to spread the business excellence practices to its members or vendors."

He added that MPC had also collaborated with Proton, TNB, Invest Melaka and Federation of Malaysian Manufacturers (FMM), among others.

“MPC had created the Business Excellence Community to increase the number of organisations and individuals with the commitment to promote business excellence as an approach to create achievement and management best practices.”

- DATUK ABANG ABDUL KARIM

Curtin University invites the public to attend public talk

MIRI: Members of the public, students and staff of Curtin University Sarawak are invited to attend a public talk entitled "Generation Imperative on Human Capital Management (HCM)" at the university next Tuesday.

Malaysia Productivity Corporation (MPC) Transformation Management Office (TMO) manager Dr Shuk Roslinah Bux will deliver the talk.

According to Dr. Bux, she will discuss generation imperative on HCM that could suggest potential study areas during her talk.

In her 22 years of service with MPC, Dr. Bux has served in various divisions such as Corporate Affairs, Productivity and Quality (P&Q) Training, World-Class Human Capital Development, Enterprise Innovation as well as Strategic Planning and Corporate Communication.

Her current position deals with assisting MPC's director-general to transform the organisation and facilitate the transformation processes at MPC, where she is the facilitator and catalyst for the Working Committee on Core Values and

Compliance.

Dr Bux is also an analyst on the development and evolution of human capital matters, and has conducted numerous best practices quick surveys and case studies on exemplary organisations, analysing and communicating research information on best practices.

The talk to be held from 2 pm at Level 1, Heron 1 (John Curtin Building) is being hosted by the university's School of Business.

For more information, call Dr. Lew Tek Yew at 081-4429 ext.5051 or by email to lew.tek.yew@curtin.edu.my.



Dr Shuk Roslinah Bux



chapter 5

“ Inovasi ialah alat khusus keusahawanan.

Innovation is the specific instrument of entrepreneurship.”

— Peter F. Drucker

INOVASI ENTERPRISE KE ARAH PENINGKATAN PRODUKTIVITI DAN DAYA SAING

Satu halatuju yang strategik yang dikenali sebagai Program Intervensi Inovasi Enterprais (EIIP) telah dirangka seperti di Carta 4. Rangkakerja ini memberi tumpuan kepada empat fokus utama iaitu pembudayaan, kapasiti, keupayaan, dan jaringan perkongsian melalui:

- Program Pembudayaan Inovasi
- Program Pembangunan Kapasiti
- Program Pembangunan Keupayaan
- Perkongsian Inovasi

EIIP dibangunkan untuk merealisasikan inisiatif peningkatan produktiviti, inovasi dan daya saing bagi melahirkan enterprais yang cemerlang di Malaysia. Selain dari itu, ia meningkatkan kecekapan proses dan memperkasakan jalinan kerjasama di antara organisasi dalam pelbagai bidang. Program ini juga merangsang budaya perkongsian amalan terbaik daripada syarikat-syarikat cemerlang dan berjaya.

PROGRAM INTERVENSI INOVASI ENTERPRISE (EIIP)

Pelan Program Intervensi Inovasi Enterprais (EIIP) ini diwujudkan sebagai hala tuju untuk melaksanakan program-program peningkatan produktiviti dan inovasi sepanjang tahun. Program-program yang dilaksanakan bertujuan untuk meningkatkan kapasiti inovatif enterprais dalam bidang masing-masing. Program EIIP yang ditawarkan oleh MPC di bawah rangka kerja adalah seperti di Gambarajah 5.

Objektif program ini adalah untuk:

- Anjakan pemikiran dan memupuk pembudayaan produktiviti dan inovasi di kalangan pekerja;
- Membantu syarikat-syarikat dalam meningkatkan produktiviti dan inovasi;
- Mempertingkatkan ilmu pengetahuan dalam bidang produktiviti dan inovasi;
- Mewujudkan dan melaksanakan sistem untuk membantu syarikat meningkatkan produktiviti dan inovasi dan memperoleh pensijilan serta pengiktirafan; dan
- Syarikat dipilih sebagai syarikat contoh.

ENTERPRISE INNOVATION TOWARDS PRODUCTIVITY AND COMPETITIVENESS IMPROVEMENT

As depicted in Chart 4, a strategic framework known as the Enterprise Innovation Intervention Programme (EIIP) was set up. This framework involved all levels with four main areas of emphasis focusing on culture, capacity, capability and connectivity:

- Culture Building Programme
- Capacity Building Programme
- Capability Building Programme
- Innovation Connectivity

EIIP was set up to realise the productivity enhancement, innovation and competitiveness initiatives to produce excellent enterprises in Malaysia. In addition, it will lead to increased process efficiency as well as strengthen strategic collaboration organisation-wide in various functions. This programme also will encourage sharing of best practices with excellent and successful enterprises.

ENTERPRISE INNOVATION INTERVENTION PROGRAMME (EIIP)

The Enterprise Innovation Intervention Programme (EIIP) is created as a roadmap to implement productivity improvement and innovation programmes throughout the year. The programmes implemented are aimed towards enhancing the innovative capacity of enterprises in their respective fields. Among the programmes offered by MPC under EIIP are as depicted in Chart 5.

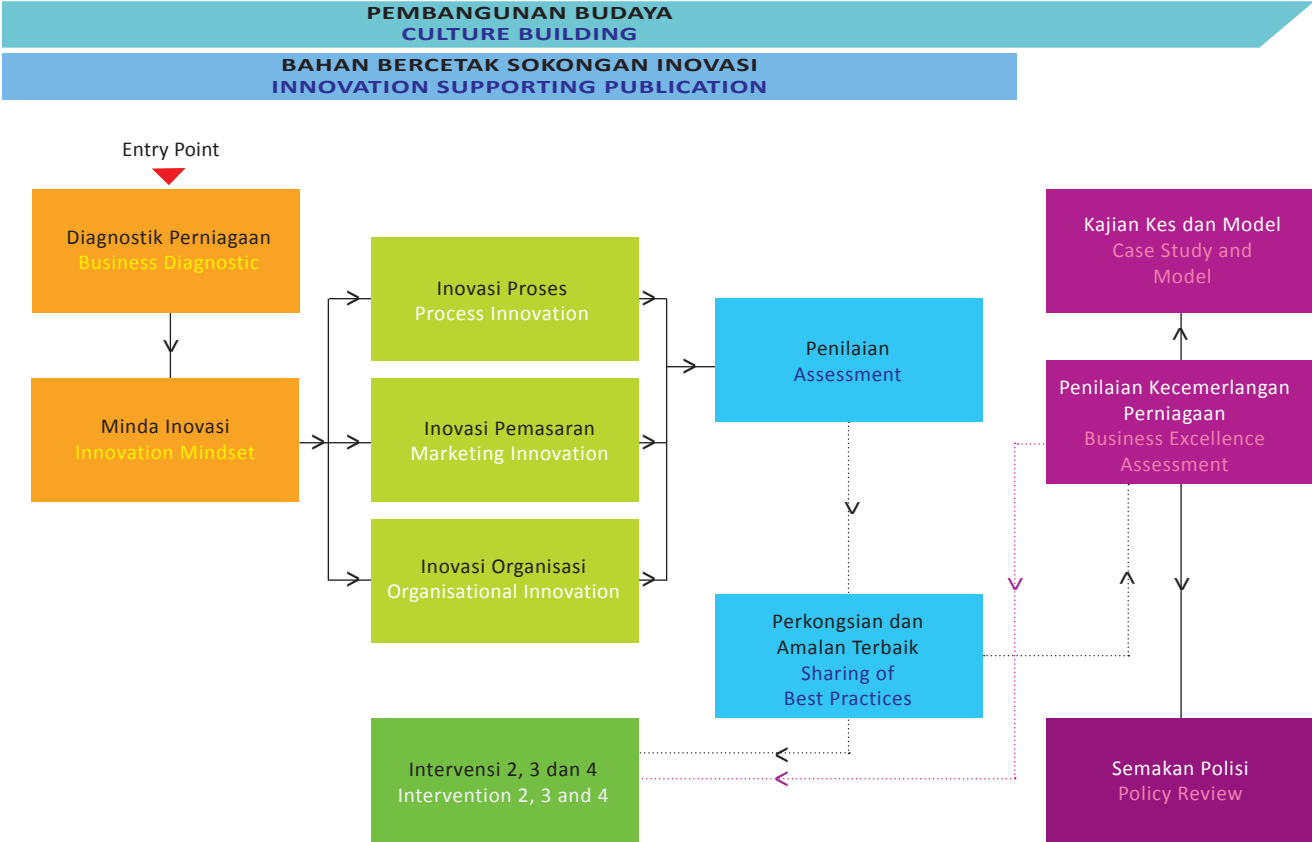
Objectives of the programmes are to:

- Encourage paradigm shift and inculcate productivity and innovation culture among workers;
- Assist organisation to enhance productivity and innovation;
- Improve knowledge in productivity and innovation;
- Assist organisations to create and implement system in order to enhance Productivity and Innovation as well as to obtain certification and recognition; and
- Showcase company as role model.

RAJAH 4 : PELAN HALA TUJU PROGRAM INTERVENSI INOVASI ENTERPRAIS (EIIP)
CHART 4 : ENTERPRISE INNOVATION INTERVENTION PROGRAMME (EIIP) ROADMAP



Gambarajah 5
Chart 5



PROGRAM PENINGKATAN PRODUKTIVITI DAN INOVASI UNTUK ENTERPRISES DI MALAYSIA

Program peningkatan produktiviti dan inovasi dijalankan di enterprises dan organisasi sektor awam di seluruh Malaysia. Bahagian Inovasi Enterprises di ibu pejabat MPC dibantu oleh pejabat MPC di wilayah dalam melaksanakan program-program ini. Program-program tersebut adalah seperti berikut:

Program Pembangunan Pembudayaan

Konvensyen Kecemerlangan Berpasukan (Team Excellence)

Mulai tahun 2013 MPC telah membuat penjenamaan semula (re-branding) konvensyen ICC dan QE sebagai Konvensyen Kecemerlangan Berpasukan (Team Excellence-TE). Konvensyen ini menyediakan platform yang lebih luas bagi sesi perkongsian pencapaian projek-projek yang dilaksanakan oleh organisasi masing-masing.

Penganjuran konvensyen TE ini terbahagi kepada empat peringkat iaitu Mini Konvensyen, Konvensyen Wilayah, Konvensyen Kebangsaan dan Konvensyen Antarabangsa. Di peringkat antarabangsa pula, penganjurannya digilirkan antara 13 buah negara yang terlibat.

Sejumlah 285 pasukan dari 190 organisasi telah mempersembahkan projek kreativiti dan inovasi mereka di Konvensyen TE peringkat wilayah tahun 2013. Sebanyak 167 telah dijemput untuk berkongsi projek mereka di peringkat akhir dan bertanding di Konvensyen TE peringkat kebangsaan.

Konvensyen Kumpulan Inovatif dan Kreatif (ICC) Kebangsaan 2013

Konvensyen 'Team Excellence' (ICC) peringkat Kebangsaan kali yang ke-30 melibatkan sebanyak 167 kumpulan daripada 106 buah organisasi yang telah membentangkan pelaksanaan projek di organisasi masing-masing.

PRODUCTIVITY AND INNOVATION IMPROVEMENT PROGRAMMES FOR ENTERPRISES IN MALAYSIA

Productivity and innovation enhancement programmes were carried out in enterprises and public sector organisations throughout Malaysia. The Enterprise Innovation Division in MPC headquarters is assisted by MPC regional offices to execute its productivity and innovation enhancement programmes. The programmes are as follows:

Culture Building Programmes

Team Excellence Convention

Starting from 2013, MPC has rebranded its ICC and QE Convention to Team Excellence Convention. This Convention provides a wider platform for sharing of achievements of projects implemented by the respective participating organisations.

TE Convention is divided into four levels namely Mini Convention, Regional Convention, National Convention and International Convention. At the international level, the Convention is rotated among 13 participating countries.

A total of 285 teams from 190 organisations presented their creative and innovative projects at the TE Regional Convention in 2013. 167 teams were invited to showcase their projects at the final round to compete at the National Convention.

National Convention on Innovative and Creative Circle (ICC) 2013

At the 30th ICC Team Excellence National Convention, a total of 167 circles from 106 organisations were selected to present projects that were implemented in their respective organisations.

JADUAL 6 : PROFAIL KUMPULAN
TABLE 6 : PROFILE OF THE CIRCLES

JUMLAH KUMPULAN Total Circles		JUMLAH PENJIMATAN KOS Total Cost Savings		MAKLUMAT KUMPULAN Details of Circles	
KUMPULAN Circle 167	ORGANISASI Organisation 106	RM 127.73 juta million		BILANGAN PESERTA Number of Participants 1299	BILANGAN PEMERHATI Number of Observers 176
SEKTOR Sector	BILANGAN SYARIKAT Number of Organisations	BILANGAN KUMPULAN Number of Circles	BILANGAN PESERTA Number of Participants	BILANGAN PEMERHATI Number of Observers	PENJIMATAN KOS (JUTA) Cost Savings (Million)
PERKILANGAN (TERMASUK PKS) Manufacturing (Including SMEs)	29	50	320	25	RM 7.50
ELEKTRIK DAN ELEKTRONIK Electrical and Electronics	10	23	111	16	RM 10.60
SEKTOR AWAM Public Sector	51	64	743	123	RM 98.83
PERKHIDMATAN (SWASTA) Services (Private)	16	30	125	12	RM 15.80
JUMLAH Total	106	167	1299	176	RM 127.73

JADUAL 7 : BILANGAN PENYERTAAN
TABLE 7 : NUMBER OF PARTICIPATION

ORGANISASI Organisation	BILANGAN ORGANISASI Number of Organisations	BILANGAN KUMPULAN Number of Circles	BILANGAN PESERTA Number of Participants	BILANGAN PEMERHATI Number of Observers
SEKTOR SWASTA Private Sector	55	103	556	53
SEKTOR AWAM Public Sector	51	64	743	123
JUMLAH Total	106	167	1299	176

JADUAL 8 : BILANGAN PENYERTAAN MENGIKUT SEKTOR
TABLE 8 : NUMBER OF PARTICIPATION ACCORDING TO SECTOR

SEKTOR Sector	MULTINASIONAL Multinational	BESAR Large	KERAJAAN Government
PERKILANGAN Manufacturing	36	14	0
ELEKTRIK DAN ELEKTRONIK Electrical and Electronics	23	0	0
SEKTOR AWAM Public Sector	0	0	64
PERKHIDMATAN (SWASTA) Services (Private)	12	18	0
JUMLAH Total	71	32	64

JADUAL 9 : KATEGORI PROJEK (SWASTA)
TABLE 9 : PROJECT CATEGORY (PRIVATE)

KATEGORI Category	HASIL Result	PERKHIDMATAN Services	ELEKTRIK DAN ELEKTRONIK Electrical and Electronics	PERKILANGAN Manufacturing	JUMLAH Total
HASIL INOVASI PRODUK The Result of Product Innovation	Ciptaan Baru Produk Yang Memenuhi Keperluan Pelanggan. New Product Inventions That Meet Customer Needs.	12	4	26	42
MENAMBAHBAIK PRODUK DAN PERKHIDMATAN Product and Service Improvement	Penambahbaikan Produk Dan Perkhidmatan Sedia Ada Yang Menggembirakan Pelanggan. Improvements To The Existing Product And Services That Delight The Customers.	7	8	12	27
MENGURANGKAN 'DOWNTIME' Reducing Down Time	Mengurangkan Pembaziran Masa Seterusnya Menjimatkan Kos. Reducing Wastage of Time Subsequently Saving Costs.	4	2	6	12
MENINGKATKAN KECEKAPAN KERJA Enhancing Work Efficiency	Mempermudahkan Proses Kerja. Simplifying Work Process.	7	9	6	22
JUMLAH Total		30	23	50	103

JADUAL 10 : KATEGORI PROJEK (KERAJAAN)
TABLE 10 : PROJECT CATEGORIES (GOVERNMENT)

KATEGORI Category	HASIL Result	JUMLAH Total
Meningkatkan Kualiti Perkhidmatan Enhancement of Service Quality	Kualiti Perkhidmatan Yang Diberikan Kepada Pelanggan. The Quality of Service Delivered to Customers.	29
Meningkatkan Mutu Penyampaian Enhancement of Service Delivery	Meningkatkan Sistem Perkhidmatan Penyampaian. Contohnya ialah Mengurangkan Masa Pelanggan Menunggu dan Permudahkan Proses Kerja. Enhancement of Service Delivery. e.g. Reducing Customer Waiting Time and Simplifying the Work Processes.	14
Inovasi Produk dan Perkhidmatan Product and Service Innovation	Ciptaan Baru Produk dan Perkhidmatan Yang Memenuhi Keupasan Pelanggan. Invention of New Products and Services That Satisfy Customer Needs.	21
JUMLAH Total		64

Ekspo Persidangan Tahunan Produktiviti dan Inovasi (APIC) 2013

APIC 2013 masih mengekalkan tema “Dari Idea kepada Realiti”. Tujuan Persidangan ini diadakan adalah untuk berkongsi amalan terbaik organisasi awam dan swasta dalam usaha meningkatkan produktiviti dan keupayaan inovasi. Empat program utama diadakan secara serentak: Konvensyen TE iaitu Konvensyen ICC Kebangsaan, Konvensyen QE Kebangsaan, Persidangan Produktiviti serta Ekspo Produktiviti dan Inovasi. Jumlah penyertaan adalah seperti di Jadual 11.

Menerusi konvensyen TE, peserta telah mendapat manfaat dari perkongsian amalan terbaik dan hasil inovasi untuk memudahkan kerja, mengurangkan pembaziran, menghapuskan aktiviti yang tidak menambah nilai pada masa yang sama meningkatkan kualiti, kecekapan dan keselamatan di tempat kerja.

Persidangan produktiviti pula menampilkan pakar terkemuka dari sektor awam dan swasta serta dari dalam dan luar negara. Antara isu yang dibincangkan adalah berkaitan kaedah penambahbaikan dan budaya kerja ke arah peningkatan kecemerlangan organisasi.

Annual Productivity and Innovation Conference and Exposition (APIC) 2013

APIC 2013 maintained the theme “From Ideas To Reality”. This event is organised to share and showcase best practices in both the public and private sectors, as a means to enhance productivity and innovation. Four programmes were conducted simultaneously: TE Convention namely ICC National Convention, QE/SS National Convention, Productivity Conference and Productivity and Innovation Exposition. Details as in Table 11.

Participants who attended the TE convention managed to benefit from the sharing of best practices and the achievements of their innovation had led to work simplification, reduced wastages, elimination of non value-added activities as well as enhanced quality, efficiency and safety in the work place.

This Productivity Conference highlighted prominent local and international speakers from the public and private sectors that discussed issues to improve work methods and culture for organisational excellence enhancement.

Ekspo Produktiviti dan Inovasi turut diadakan bagi mempamerkan amalan terbaik produktiviti dan inovasi dan projek penambahbaikan proses dari rakan-rakan jalinan kerjasama MPC yang merupakan organisasi yang cemerlang.

The Productivity and Innovation Expo was also organised for excellent organisations who are MPC’s networking partners to showcase best practices in productivity and innovation, as well as improvement processes.

JADUAL 11 : PENYERTAAN APIC 2013 MENGIKUT PROGRAM
TABLE 11 : APIC 2013 PARTICIPATION ACCORDING TO PROGRAMME

PERKARA Item	UNIT Unit	JUMLAH KESELURUHAN Total Number	PECAHAN Breakdown			
			ICC	QE	PC	EKSPO Expo
JUMLAH ORGANISASI Number of Organisations	BILANGAN Number	282	106	73	70	33
JUMLAH PESERTA/PEMERHATI Number of Participants/Observers	ORANG Person	2518	1473	450	529	66
JUMLAH KUMPULAN Number of Circles	KUMPULAN Circles	230	167	63	-	-
JUMLAH PEMBENTANG KERTAS KERJA Total Number of Paper Presentations	ORANG Person	6	-	-	6	-
JUMLAH PENJIMATAN Total Cost Savings	RM Juta Million	335,508	12,773	322,735	-	-
MAJLIS PERASMIAN Opening Ceremony	ORANG Person	1067	-	-	-	-
MAJLIS PENUTUPAN DAN PENYAMPAIAN ANUGERAH Closing Ceremony and Award Presentation	ORANG Person	2031	-	-	-	-

KONVENSYEN “TEAM EXCELLENCE” PERINGKAT
ANTARABANGSA 2013

Kumpulan TE yang berjaya di peringkat kebangsaan telah dijemput untuk mempersembahkan dan bertanding di peringkat antarabangsa. Di antara Konvensyen TE yang disertai oleh Malaysia adalah:

- International Exposition on Team Excellence (IETEX) anjuran Singapore Productivity Association;
- International Convention on Quality Control Circles (ICQCC) di Taipei, Taiwan; dan
- International Quality and Productivity Convention (IQPC) anjuran Indonesia Quality Organisation.

INTERNATIONAL CONVENTION ON TEAM
EXCELLENCE 2013

The successful TE circles at national level were invited to present and compete at the international level. Malaysia had participated in a number of TE Conventions, namely:

- International Exposition on Team Excellence (IETEX) organised by Singapore Productivity Association;
- International Convention on Quality Control Circles (ICQCC) in Taipei, Taiwan; and
- International Quality and Productivity Convention (IQPC) organised by Indonesia Quality Organisation.

Sebanyak 22 kumpulan dari Malaysia buat pertama kalinya telah berjaya memenangi anugerah tertinggi iaitu Anugerah Kecemerlangan di konvensyen ICQCC 2013, Taipei, Taiwan. Di antara anugerah yang dipertandingkan mengikut ranking adalah *Excellence, Distinction* dan *Merit*.

For the first time, 22 circles from Malaysia won Excellence Award from ICQCC 2013, Taipei, Taiwan. Among the contested awards according to ranking are Excellence, Distinction and Merit.

SISTEM INOVASI ENTERPRAIS

ENTERPRISE INNOVATION SYSTEM

Program Peningkatan Produktiviti dan Inovasi 2013

Program Peningkatan Produktiviti dan Inovasi (P&I) meliputi program-program yang berkaitan dengan Produktiviti dan Inovasi ke arah meningkatkan kecekapan dan keberkesanan enterprais. Organisasi yang menyertai program-program ini diberi bimbingan dan pengetahuan melalui latihan dan pembangunan sistem. Program-program ini telah ditawarkan sepanjang tahun dan juga dilaksanakan berdasarkan permintaan.

Productivity and Innovation Enhancement

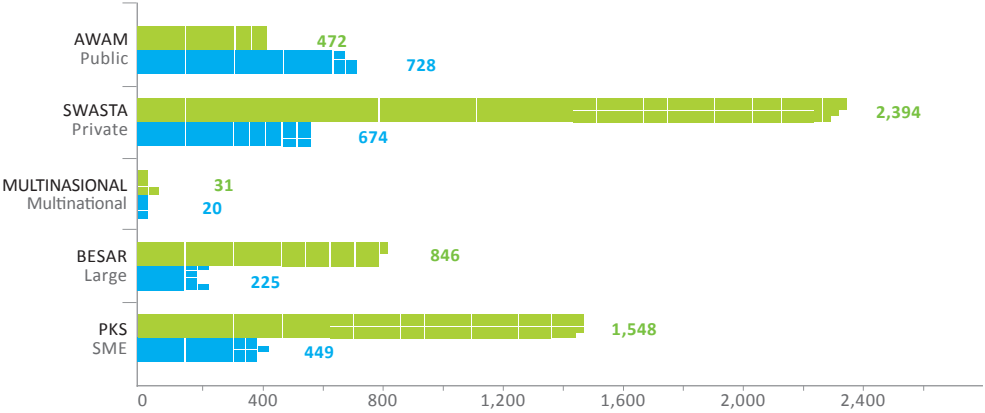
Programme 2013 Productivity and Innovation (P&I) enhancement programme covers programmes related to Productivity and Innovation towards enhancing enterprise efficiency and effectiveness. Participating organisations are given guidance and knowledge through training and systems development. These programmes are offered throughout the year and also on request basis (in-house).

PENCAPAIAN KESELURUHAN PROGRAM PENINGKATAN P&I MENGIKUT IBU PEJABAT DAN WILAYAH, 2013 OVERALL P&I ACHIEVEMENT ACCORDING TO HEADQUARTERS AND REGION, 2013 2013

WILAYAH Region	KURSUS JANUARI-DISEMBER 2013 January-December 2013 Programmes				JUMLAH Total
	PROGRAM BERJADUAL Scheduled Programme	PROGRAM KHAS Special Programme	PROGRAM PERMINTAAN In-House Programme	PROGRAM BERDASARKAN PROJEK Project Based Programme	
HQ	27	47	138	46	258
NRO	9	6	62	19	96
SRO	4	2	56	7	69
WPT	4	4	57	17	82
SKO	6	6	58	4	74
WSB	6	9	19	12	46
JUMLAH Total	56	74	390	105	625

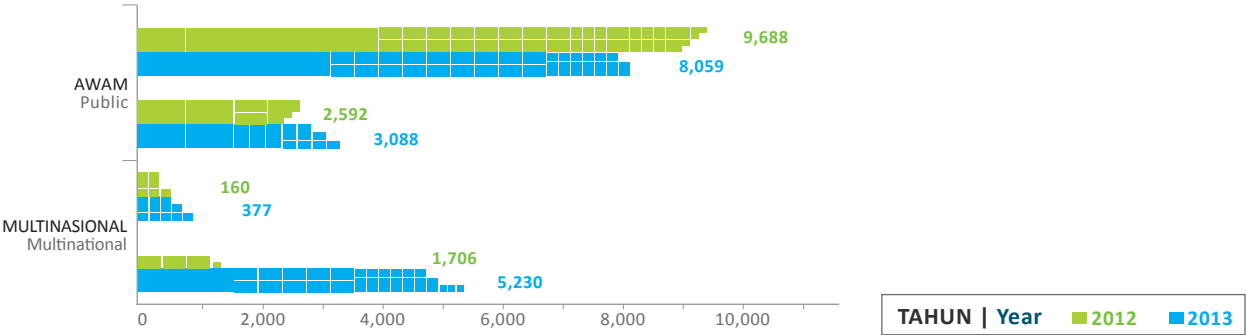
PENYERTAAN ORGANISASI MENGIKUT SEKTOR, JANUARI-DISEMBER 2013
ORGANISATION PARTICIPATION BY SECTOR, JANUARY-DECEMBER 2013

SEKTOR | Sector

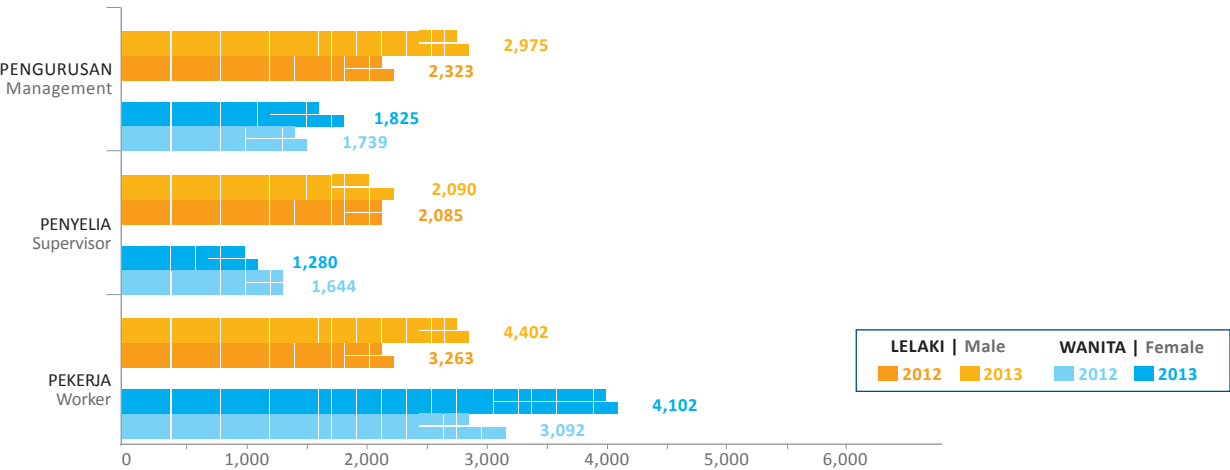


PENYERTAAN ORGANISASI MENGIKUT SEKTOR, 2013
ORGANISATION PARTICIPATION BY SECTOR, 2013

SEKTOR | Sector



PENYERTAAN PESERTA MENGIKUT JANTINA, 2013
MALE AND FEMALE PARTICIPATION, 2013



PROGRAM PEMBANGUNAN SISTEM INOVASI

Aktiviti Pengurusan Lean 2013

Dalam usaha mendapatkan satu kaedah pelaksanaan Lean yang berkesan, pada tahun 2013 sebanyak tiga RTD telah dijalankan yang melibatkan:

- Pembangunan Kriteria pengiktirafan Lean;
- Pembangunan Kapasiti bagi perunding; dan
- Pembangunan Kurikulum latihan Lean.

Jalinan kerjasama strategik dengan menandatangani MoU dengan sembilan organisasi di peringkat kerajaan, industri tempatan dan di peringkat antarabangsa.

Di peringkat antarabangsa MPC telah menandatangani MoU dengan Lean Applied Sdn Bhd dan Valecon Management Consulting bagi melaksanakan aktiviti pengurusan Lean. Lain-lain promosi yang telah dijalankan pada tahun 2013 ialah lawatan jalinan, pameran dan melancarkan Portal Lean. MPC juga telah berjaya menerbitkan Bulletin *Just Lean* pada Julai, September dan Disember 2013 bagi berkongsi pelaksanaan program dan aktiviti-aktiviti Pengurusan Lean.

Misi pembelajaran Antarabangsa dan Bengkel *Lean Hands-On* (Lean HoW) dalam negara yang berteraskan kepada "Seeing is Believing" diadakan dalam tahun 2013 yang bertujuan untuk membolehkan peserta berkongsi amalan terbaik dan mendapat pendedahan teknik pelaksanaan Lean. Aktiviti Misi Pembelajaran Antarabangsa telah dijalankan iaitu di Jepun, Indonesia, Korea dan Malaysia seperti Denso Sdn. Bhd, Continental Automotive, Ideal Healthcare, Perbadanan Kemajuan Negeri Pahang, Flextronic (M) Sdn Bhd, Airasia dan Burnmark Technology Sdn Bhd.

Seramai 144 peserta yang melibatkan 75 organisasi telah mengikuti misi ini. Selain dari itu, program pembangunan kapasiti menerusi program-program peningkatan Produktiviti dan Inovasi dalam bidang-bidang berkaitan pengurusan Lean telah diadakan. Ini meliputi bidang-bidang dan kaedah Lean seperti 'Value Stream Mapping', Kaizen, *Lean for Services*, Pengurusan Pembaziran, Poka Yoke, *Single Minute Exchange Die* (SMED) dan *Total Preventive Maintenance*. Selain dari pembangunan sistem, MPC telah berjaya melaksanakan sebanyak 14 program latihan dalam berbagai bidang pengurusan Lean dengan dihadiri oleh seramai 418 peserta daripada 112 organisasi.

INNOVATION SYSTEM DEVELOPMENT PROGRAMME

Lean Management Activity 2013

In striving towards achieving an effective Lean implementation approach, three RTDs were conducted in 2013 focusing on:

- the development of Lean recognition criteria;
- Capacity Building for consultants; and
- Lean training curriculum development.

Strategic collaboration through the signing of nine MoUs at the government, local industry and international levels were executed.

At the international level MPC has executed a MoU with Lean Applied Sdn Bhd and Valecon Management Consulting to implement Lean management activities. Other promotional activities for the year include networking visits, exhibitions and the launching of Lean Portal. MPC also had successfully published *Just Lean* Bulletin in July, September and December 2013 to share Lean Management programme implementation and activities.

In 2013, international study missions and Workshop on Lean Hands (Lean HoW) were carried out based on the theme of "Seeing is Believing". The importance of these study missions is for participants to share best practices and gain exposure on the Lean implementation technique. The International Study Mission were carried out in Japan, Indonesia, Korea and Malaysia at companies such as Denso (Malaysia) Sdn. Bhd, Automotive Continental, Ideal Healthcare, Perbadanan Kemajuan Negeri Pahang, Flextronic Sdn Bhd, Airasia and Burnmark Technology Sdn Bhd.

144 participants which involved 75 organisations had participated in these missions. At the same time, the capacity development programme related to Lean Management Productivity and Innovation Enhancements were carried out. These encompassed Lean tools and approaches such as 'Value Stream Mapping', Kaizen, *Lean for Services*, Waste Management, Yoke Poka, *Single Minute Exchange Die* (SMED) and *Total Preventive Maintenance*. Other than the systems development, MPC had successfully implemented 14 training programmes in various Lean management areas which were attended by 418 participants from 112 organisations.

Program Pembangunan Sistem EIIP

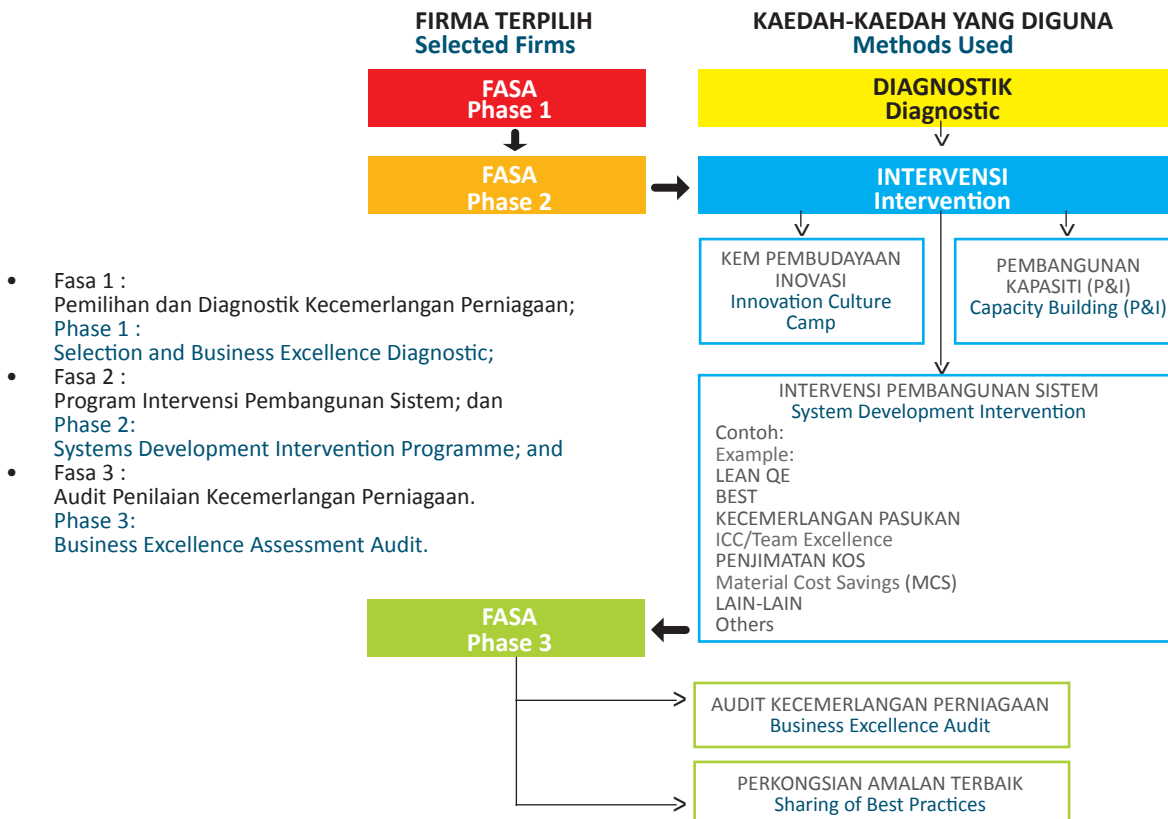
Program pembangunan sistem *Enterprise Innovation Intervention Programme* (EIIP) merupakan satu aktiviti yang boleh membantu organisasi mendapatkan tanda aras bagi mengukur kejayaan sesebuah syarikat dan organisasi dalam melaksanakan penambahbaikan berterusan. Faktor penentu kejayaan program ini sangat bergantung kepada tiga faktor utama iaitu modal insan, organisasi dan budaya yang merupakan input dalam sesebuah syarikat atau organisasi.

Pada tahun 2011 dan 2012, MPC telah dilantik sebagai agensi pelaksana oleh Unit Perancang Ekonomi (UPE) Jabatan Perdana Menteri dan telah menggunakan kerangka EIIP tersebut dalam melaksanakan langkah intervensi bagi 200 firma terpilih di kalangan industri kecil dan sederhana (PKS) dari senarai projek Pembangunan Kandungan Pengetahuan Bagi Firma (MyKe). Dalam program EIIP, firma-firma menjalankan intervensi melalui fasa-fasa pelaksanaan seperti berikut:

EIIP Systems Development Programme

EIIP Systems Development Programme is an activity which could facilitate organisations to measure and benchmark their performance for continuous improvement. The critical success factor of this programme is very much dependent upon three main input factors in any company or organisation, namely human capital, organisation and culture.

In 2011 and 2012, MPC was appointed as the executing agency by the Economic Planning Unit of the Prime Minister's Department. MPC had adopted the EIIP framework in implementing the intervention programmes for 200 SMEs from the Knowledge Content Development Programme for Firms (MyKe) project list. In EIIP programme, firms conducted intervention through the following implementation phases:



Sebanyak 37 organisasi mengikuti program ini pada tahun 2013. Sistem pengurusan Lean adalah berasaskan kepada rangka kerja EIIP.

In 2013, a total of 37 organisations participated in this programme. Lean Management system is based on EIIP framework.

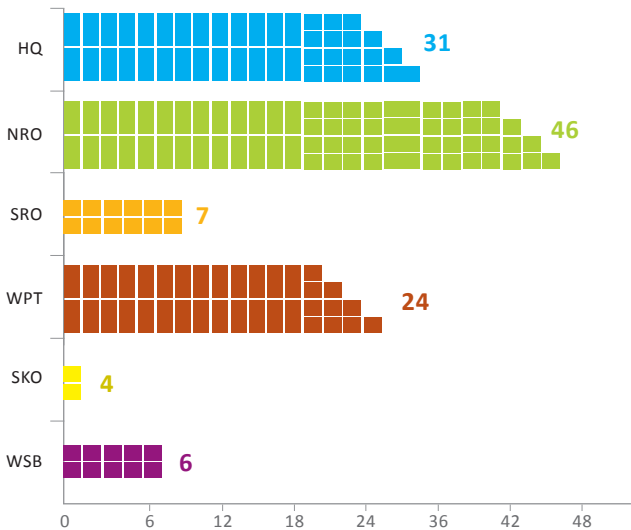
Projek EIIP yang telah dijalankan pada tahun 2013 adalah sebanyak 118 projek berbanding yang disasarkan sebanyak 75 projek pada tahun 2012. Jadual 12 adalah prestasi pencapaian sistem pembangunan EIIP secara keseluruhan pada tahun 2013.

Although MPC forecasted 75 EIIP Projects to be developed in 2012, yet in 2013 the completed EIIP Projects were 118. Table 12 shows the overall EIIP systems development performance for 2013.

JADUAL 12 : PRESTASI PENCAPAIAN KESELURUHAN PROGRAM EIIP 2013
TABLE 12 : OVERALL EIIP PERFORMANCE ACHIEVEMENT PROGRAMMES 2013

AKTIVITI Activities	ORGANISASI Organisation	PESERTA Participant
Rancang Planned	75	1500
Sebenar Actual	118	2360

PROGRAM PEMBANGUNAN SISTEM MENGIKUT WILAYAH (2013)
SYSTEM DEVELOPMENT PROGRAMMES ACCORDING TO REGION (2013)

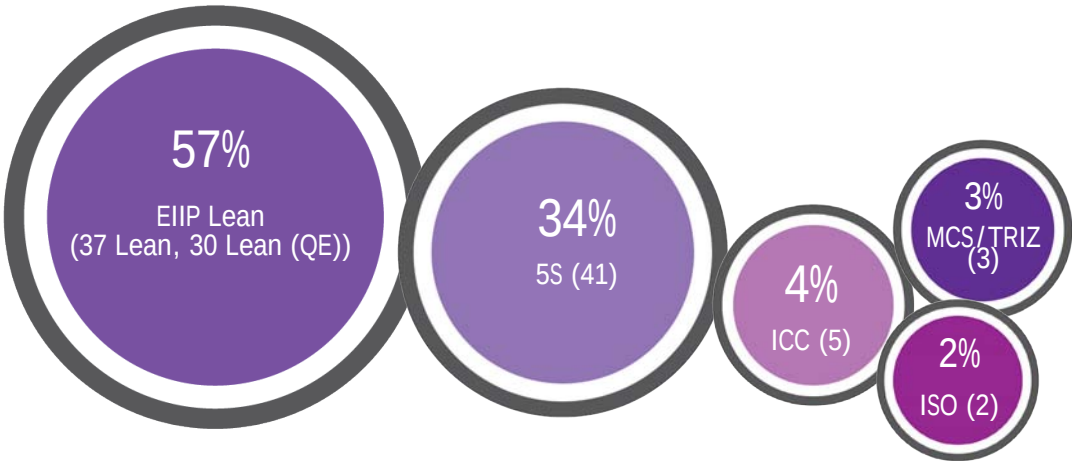


JUMLAH | Total: 118 Projek | Project

Daripada 118 bidang Intervensi Program Pembangunan Sistem (EIIP) yang dijalankan oleh MPC Ibu Pejabat dan pejabat wilayah dari Januari-Disember 2013, program Lean dan Lean QE adalah sebanyak 67 program (57%). Lain-lain program adalah seperti dalam Rajah 13 di bawah:

Out of the 118 EIIP System Development projects carried out by MPC Headquarters and regional offices from January-December 2013, Lean and Lean QE programmes totaled 67 (57%). Other programmes are shown in Figure 13:

RAJAH 13: PECAHAN RROGRAM PEMBANGUNAN SISTEM EIIP MENGIKUT BIDANG, 2013
FIGURE 13 : THE EIIP SYSTEM DEVELOPMENT PROGRAMME BY AREAS, 2013



PERKONGSIAN INOVASI

INNOVATION CONNECTIVITY

Productivity and Innovation Associate Membership

Program keahlian “Produktiviti dan Inovasi MPC” merupakan salah satu inisiatif MPC untuk menggalakkan penglibatan industri dan organisasi swasta dan awam dalam program anjuran MPC. Ianya juga salah satu strategi promosi untuk meluaskan pasaran dan meningkatkan pangkalan data pelanggan. Syarikat-syarikat yang berdaftar keahlian dengan MPC akan menerima tawaran yang menarik program-program yang dianjurkan oleh MPC. Keistimewaan yang ditawarkan akan mempengaruhi mereka untuk mengulangi penyertaan program, pembelian produk atau perkhidmatan MPC.

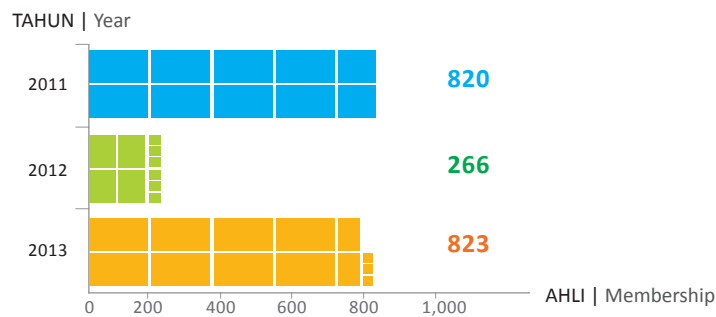
Productivity and Innovation Associate Membership

“MPC Productivity and Innovation” membership programme is one of MPC’s initiatives to encourage the industry, private and public sector engagements in programmes organised by MPC. It is also one of the promotional strategies for market expansion and enhancing the customer database. Companies that are registered with MPC would receive attractive offers on programmes organised by MPC. The privileges offered would motivate them to be repeat customers for MPC’s programmes, products and services.

Sehingga 31 Disember 2013, sejumlah 1909 organisasi telah berdaftar dengan keahlian “Rakan Kerjasama Produktiviti dan Inovasi Associate MPC”. Jumlah keahlian meningkat pada tahun 2013 berbanding dengan tahun-tahun sebelumnya. Pecahan organisasi yang berdaftar adalah seperti di Carta 14.

Up till 31 December 2013, 1909 organisations have registered for the MPC Productivity and Innovation membership. The trend has shown an improvement in membership for 2013 as compared to previous years. The percentage of the registered organisations is as shown in Chart 14.

CARTA 14 : JUMLAH KEAHLIAN P&I ASSOCIATE 2012 -2013
CHART 14 : TOTAL MEMBERSHIP FOR P&I ASSOCIATE MEMBERSHIP 2012 -2013



Pertambahan keahlian P&I Associate ini menunjukkan kesetiaan dan peningkatan penyertaan organisasi sektor awam dan swasta dalam program-program anjuran MPC terutama sekali Program Pembangunan Kapasiti.

The increment in P&I Associate membership shows the loyalty and increase in the number of participation of the public and private organisations in programmes organised by MPC especially on the Capacity Development Programme.



KE ARAH KECEMERLANGAN MODAL INSAN DAN ORGANISASI

TOWARDS HUMAN RESOURCE AND
ORGANISATIONAL EXCELLENCE



“ Pemimpin perlu mempunyai visi. Ianya mestilah visi yang diutarakan dengan jelas dan tepat pada setiap waktu. Pemimpin yang lemah tidak akan didengar.

The very essence of leadership is that you have to have a vision. It's got to be a vision you articulate clearly and forcefully on every occasion. You can't blow a weak trumpet. ”

— President, Theodore Hesburgh,
Nortre Dame University, Time, May 1987

PEMBANGUNAN SUMBER MANUSIA

Pada tahun 2013, sejumlah RM200,000 telah diperuntukkan bagi kursus atau program yang berjadual dan tidak berjadual. Selaras dengan usaha peningkatan kapasiti dan kemahiran kompetensi, sebanyak 143 kursus atau program telah dijalankan. Kursus atau program ini melibatkan semua warga MPC dengan pencapaian purata jam latihan/Warga sebanyak 55.87 jam.

HUMAN RESOURCE DEVELOPMENT

In 2013, a sum of RM200,000 was allocated for scheduled and unscheduled courses or programmes. A total of 143 courses or programmes were conducted in line with capacity development and upgrading of competency skills. These courses or programmes involved all MPC staffs with an average of 55.87 training hours per staff.

JENIS KURSUS/PROGRAM Type of Course/Programme	JUMLAH PROGRAM Number of Programmes	JUMLAH PESERTA Number of Participants
Dalam Perkhidmtan In Service	2	14
Pembangunan Kompetensi Umum Generic Competency Development	70	575
Pembinaan Kepakaran Development of Expertise	11	98
Imej Dan Pembangunan Personaliti Image Enhancement and Personal Development	1	24
Perkongsian Ilmu Knowledge Sharing	36	443
Ijazah Lanjutan (Sarjana/Ph.D) Post Graduate Degrees (Masters/Ph.D)	5	5
Lain-lain (Program APO) Others (APO)	18	42
Jumlah Total	143	1201

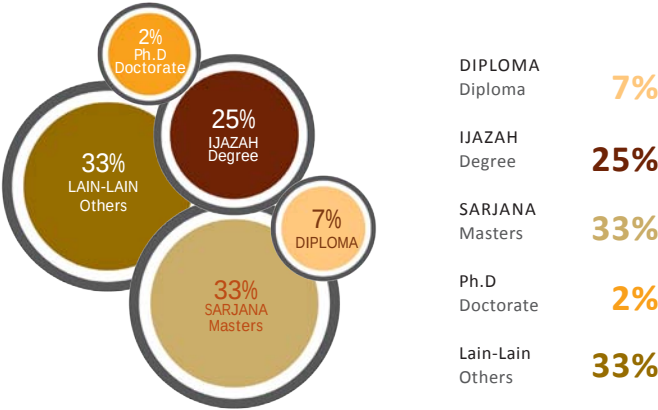
TAHAP PENDIDIKAN

EDUCATION LEVEL

Jumlah Keseluruhan warga adalah seramai 325 orang.

Total number of MPC staffs is 325.

RAJAH 15 : KELAYAKAN AKADEMIK PEGAWAI MPC
FIGURE 15 : MPC OFFICERS’ ACADEMIC QUALIFICATION



SISTEM PENGURUSAN KUALITI

Laporan Audit Pensijilan Semula ISO 9001:2008

Audit Pensijilan Semula ISO 9001:2008 oleh pihak SIRIM QAS International Sdn. Bhd telah dijalankan pada 10 hingga 12 April 2013. Pihak auditor seramai tiga orang telah memilih ibu pejabat MPC serta Pejabat MPC Wilayah Sabah dan Wilayah Selatan sebagai tempat-tempat yang akan diaudit pada tahun 2013. Pejabat-pejabat wilayah telah diaudit pada 10 April 2013 manakala ibu pejabat MPC pada 11 hingga 12 April 2013.

Sebanyak dua *non-compliance reports* (NCR) dan lapan *opportunity for improvements* (OFI) terhadap Sistem Pengurusan Kualiti ISO 9001:2008 MPC telah disenaraikan hasil daripada sesi pengauditan tersebut. Urusetia ISO MPC telah mengambil langkah segera bagi membuat segala tindakan pembetulan ataupun *corrective actions*. Urusetia ISO MPC telah menghubungi SIRIM QAS International Sdn Bhd dan menyatakan semua tindakan *corrective actions* telah pun dipatuhi. Sehubungan itu, pihak juruaudit telah memberi pengesahan bahawa pensijilan ISO 9001:2008 MPC diluluskan untuk penyambungan hasil daripada *corrective actions* yang telah dilaksanakan.

Laporan Sistem Cadangan Q & Inovasi MPC 2013

Cadangan Q merupakan satu medium komunikasi bagi pekerja untuk menyumbangkan idea yang bernas ke arah kecemerlangan organisasi.

Jumlah Cadangan Q diambilkira bermula dari Januari 2013 sehingga Disember 2013. Sistem Cadangan Q 2013 telah melihatkan seramai 1,548 pencadang yang terdiri daripada 33 aduan dan 1,515 cadangan. Cadangan terbanyak yang dikumpulkan adalah pada bulan Disember dengan 704 cadangan, diikuti November 153 cadangan manakala yang terendah adalah pada bulan Ogos dengan 25 cadangan.

Bahagian yang terbanyak memberi cadangan adalah Bahagian EI dengan 278 cadangan dan diikuti oleh Bahagian RR dengan 227 cadangan. Dari segi aduan pula, Bahagian yang terbanyak yang memberi aduan adalah Bahagian HRM dengan enam aduan.

QUALITY MANAGEMENT SYSTEM

ISO 9001: 2008 Recertification Audit Report

Three auditors from SIRIM QAS International Sdn. Bhd. conducted the ISO 9001:2008 Recertification Audit from 10 until 12 April 2013. MPC headquarters as well as MPC Sabah and Southern Regions were the sites audited in 2013. The regional offices were audited on 10 April 2013 whereas the MPC headquarters was audited from 11 until 12 April 2013.

The audit findings showed there were two non-compliance reports (NCRs) and eight opportunities for improvements (OFIs) listed for MPC ISO 9001:2008 Quality Management System. MPC ISO Secretariat officially reported to SIRIM QAS International Sdn Bhd that corrective actions have been executed in a timely manner to rectify the NCRs and OFIs. As a result, the auditors had given their positive indications acknowledging that the respective departments have duly implemented the corrective actions and resolutions. Subsequently the auditors deemed it appropriate to confirm and approve the recertification of ISO 9001:2008 to MPC.

MPC Innovation and Q Suggestion System 2013

Q Suggestion is a communication medium for staffs to contribute their brilliant ideas for organisational excellence.

The number of Q Suggestions was taken from January 2013 until December 2013. All together there were 1,548 proposals comprising 33 complaints and 1,515 suggestions. The highest number of suggestions was received in December with 704 suggestions, followed by November with 153 suggestions whereas the lowest was in August with 25 suggestions.

The highest number of suggestions was received from the Enterprise Innovation Division with 278 suggestions followed by Regulatory Review Division with 227 suggestions. As for the Division that received the highest number of complaints was the Human Resource Department with six complaints.

Cadangan

Dari segi kategori pula, cadangan yang terbanyak adalah berkenaan Kecekapan Kerja dengan 400 cadangan, diikuti oleh Komunikasi, Kebajikan dan Pengiktirafan dengan 255 cadangan manakala cadangan yang paling rendah pula adalah Penjimatan Kos dengan hanya 77 cadangan. Berikut adalah penerangan ringkas terhadap kategori cadangan tersebut:

Kecekapan kerja .i

Kecekapan kerja merangkumi pemikiran kritis dan penyelesaian masalah kreativiti dan inovasi, ketangkasan dan kebolehsesuaian, kepintaran dan semangat ingin tahu dan imaginasi untuk meningkatkan keupayaan dalam urusan pembelajaran sepanjang hayat;

Komunikasi, Kebajikan dan Pengiktirafan .ii

MPC mempunyai budaya pengiktirafan melalui Anugerah Khidmat Cemerlang dan Khidmat Setia sebagai penghargaan kepada warga. Penghargaan perlu diberikan kepada kakitangan sebagai satu rangsangan yang amat berguna untuk meningkatkan prestasi individu, prestasi kumpulan dan prestasi organisasi; dan

Penjimatan Kos .iii

Warga MPC telah didedahkan dengan kesedaran penjimatan kos terutama dalam pengurangan penggunaan tenaga elektrik, air dan bekalan kertas yang akan membawa kepada penjimatan kos pengurusan organisasi melalui projek-projek ICC.

Aduan

Kategori aduan yang paling banyak diterima adalah Kerosakan dengan 11 aduan berkenaan kerosakan telefon, komputer, peralatan pejabat dan lain-lain manakala kategori aduan yang paling rendah adalah Persekitaran Luaran dengan hanya tiga aduan seperti hal-hal mengenai parkir kereta, kebersihan di kawasan luar pejabat dan lain-lain.

Sehingga kini, pihak Urusetia telah mengambil 18 tindakan bagi cadangan yang dikemukakan bagi tujuan penambahbaikan yang telah dicadang dan sebanyak 50 cadangan yang masih di dalam proses untuk dipulihkan dan dilaksanakan serta 36 cadangan masih di dalam pertimbangan oleh pihak atasan.

Suggestions

Based on category, the highest suggestions received were with regards to Work Efficiency with 400 suggestions, followed by Communications, Welfare and Recognition with 255 suggestions whereas the lowest, 77 suggestions were related to Cost Savings. A summary of the category of suggestions is as listed below:

i. Work Efficiency

Efficiency includes critical thinking and the innovative and creative ways of problem solving, agility and adaptability, intelligence and passion to learn and explore to increase capacity for lifelong learning;

ii. Communication, Welfare and Recognition

MPC has a culture of employee recognition for Service Excellence Award and Service Loyalty Award as appreciation to the staffs. Employee recognition is one of the keys to successful employee motivation as it enhances the individual performance, group performance and organisation performance; and

iii. Cost Savings

MPC staffs have been exposed to the importance of cost savings in reducing the usage of electricity, water and paper supplies that contribute to MPC cost savings through their various ICC projects.

Complaints

The category of complaints which received the highest number of 11 was with regards to breakdown of telephone, computer, office equipment and others whereas the lowest complaint category was related to External Environment with three complaints regarding car park, cleanliness outside the office and others.

To date, the Secretariat had prioritised 18 of the suggestions to be implemented to ensure continuous improvements proposed and 50 suggestions are in the process of being implemented while 36 proposals are awaiting the consideration and approval of top management.

Agenda Transformasi MPC: “Mencapai Kecemerlangan melalui Pelaksanaan”

Dalam usaha meningkatkan produktiviti negara, Perbadanan Produktiviti Malaysia (MPC) sebagai Pemacu Produktiviti negara sentiasa mengikut trend semasa dalam usaha meningkatkan produktiviti negara melalui pendekatan-pendekatan yang bersesuaian. Dalam menyahut seruan “*One Malaysia, People First, Performance Now*” inisiatif produktiviti (P) dilengkapi dengan faktor kualiti (Q), daya saing (C) dan inovasi (I). Secara kolektif, PQCI digunakan sebagai petunjuk utama dalam mencapai purata pertumbuhan produktiviti yang disasarkan pada kadar 4.6% setiap tahun; satu prasyarat yang akan memudahkan aspirasi Malaysia untuk menjadi sebuah negara maju menjelang 2020.

Sehubungan dengan itu, MPC telah memulakan proses penjajaran Agenda Pertumbuhan Negara (National Growth Agenda) bermula dengan memacu anjakan paradigma MPC sendiri bermula 2012. Tujuan strategiknya adalah supaya MPC mencapai impak yang disasarkan untuk Negara dan organisasi.

Seterusnya, pada 2013 MPC membangunkan Agenda Transformasi MPC “Mencapai Kecemerlangan melalui Pelaksanaan” atau lebih dikenali sebagai AEE di antara Warganya. Inisiatif-inisiatif Agenda Transformasi yang dilaksanakan sepanjang tahun 2013 adalah seperti disenaraikan di bawah:

1. Strategi Makmal AEE Suku Tahunan untuk memantau perkembangan Agenda Transformasi. Acara ini diadakan secara lintas langsung bersama kesemua pejabat-pejabat wilayah MPC;
2. Sesi Dewan (Town-hall) Dua Kali dalam Setahun dengan kakitangan warga MPC. Acara ini juga diadakan secara lintas langsung melibatkan kesemua pejabat-pejabat wilayah MPC;
3. Membangunkan Rancangan Perniagaan MPC dengan pemfokusan kepada 16 Bidang Utama, melalui sokongan Model PQCI dan Matriks Perniagaan MPC (MPC Business Matriks);
4. Melancarkan enam nilai teras MPC; iaitu, Profesionalisma, Integriti, Menghormati Warga, Fokus Pelanggan; Peningkatan Berterusan dan Pembelajaran Berterusan;

MPC’s Transformation Agenda: “Achieving Excellence through Execution (AEE)”

Malaysia Productivity Corporation (MPC) as the Productivity Driver for Malaysia has continuously kept in trend with evolving approaches for productivity enhancements of the nation. In responding to the context of “*One Malaysia, People First, Performance Now*”, productivity (P) initiatives are complemented by factors of quality (Q), competitiveness (C) and innovation (I). Collectively, PQCI are used as key enablers to achieve our targeted average productivity growth of 4.6% per year; a prerequisite that would facilitate the aspiration of Malaysia to become a developed nation by 2020.

Hence, MPC has embarked on processes of alignment to the National Growth Agenda starting with driving the paradigm shift within MPC in 2012. The strategic intent is for MPC to achieve desired outcomes for the nation and the organisation. Subsequently, in 2013 MPC established its Transformation Agenda of Achieving Excellence through Execution, or famously known as AEE among MPC employees. The Transformation Agenda initiatives undertaken in 2013 are as indicated below:

1. Quarterly AEE Strategy Lab to take stock on the progress of the Transformation Agenda. This quarterly event is transmitted live through streaming to all MPC regional offices;
2. Bi-annual Town-hall session with MPC employees. This event is also transmitted live through streaming to all MPC regional offices;
3. Established the MPC Business Plan 2013 with 16 Focused Areas, supported by the PQCI Operation Model and MPC Business Matrix;
4. Launched the six core values of MPC; namely, Professionalism, Integrity; Respect for Employees; Customer Focus; Continuous Improvement and Continuous Learning;

Mengadakan Kajian Transformasi perdana di kalangan pegawai-pegawai MPC;	.5	5. Conducted inaugural Transformation Survey among MPC officers;
Menubuhkan Pasukan Transformasi 1MPC;	.6	6. Established the 1MPC Transformation Team;
Membangunkan Visi dan Misi Transformasi	.7	7. Developed the Transformation Vision and Mission;
Bermula di <i>Business Excellence @ MPC</i> atau BE@M;	.8	8. Began on the Business Excellence @ MPC or BE@M;
Merasmikan Papan Pemuka Agenda Transformasi;	.9	9. Formalised the Transformation Agenda Dashboard;
Mengemaskini Peta Strategi MPC tahun 2005-2007 ke Peta Strategi 1MPC 2013-2015 (rujuk Rajah 16) dengan mensasarkan untuk menjadi sebuah organisasi berdasarkan KPI menjelang 2015;	.10	10. Updated the MPC Strategy Map of 2005-2007 to 1MPC Transformation Strategy Map 2013-2015 (see Figure 16) with the targeted goal to be the outcome-based KPI organisation by 2015;
Menerbitkan dua artikel <i>Productivity Watch</i> secara elektronik di laman web MPC;	.11	11. e-published two Productivity Watch articles in the MPC website;
Memuat naik maklumat Agenda Transformasi MPC di sistem intranet untuk rujukan semua warga MPC;	.12	12. Uploaded the Transformation Agenda of MPC information in the intranet system for the reference of all MPC employees;
Membangunkan Transformasi Tadbir Urus Perniagaan MPC (rujuk Rajah 17);	.13	13. Developed the MPC Business Transformation Governance (see Figure 17);
Mempamerkan Poster Visi dan Misi Transformasi di kesemua pejabat MPC. Ini adalah untuk mengingatkan warga MPC tentang usaha-usaha transformasi organisasi; dan	.14	14. Exhibited Hanging Posters on the Transformation Vision and Transformation Mission in all MPC offices. This is to remind MPC employees on the organisation's transformation effort; and
Sesi Strategik Transformasi dan bengkel BE@M pada bulan Disember 2013.	.15	15. Transformation Strategic Session and BE@M workshop in December 2013.

RAJAH 16
CHART 16

1MPC Peta Strategi Transformasi ('13 - '15) Transformation Strategy Map

VISI MPC
MPC VISION

: ORGANISASI UTAMA DALAM MENINGKATKAN PRODUKTIVITI UNTUK INOVASI DAN DAYA SAING GLOBAL.
: THE LEADING ORGANISATION IN PRODUCTIVITY ENHANCEMENT FOR GLOBAL COMPETITIVENESS AND INNOVATION.



RAJAH 17
CHART 17

TRANSFORMASI PENTADBIRAN PERNIAGAAN MPC
MPC Business Transformation Governance (MBTG)

NILAI TERAS MPC . MPC CORE VALUES



PEMBANGUNAN PROFESIONAL . PROFESSIONAL DEVELOPMENT

PENGURUSAN PIHAK
BERKEPENTINGAN
(Stakeholder)
Stakeholder Management

PENGURUSAN PROJEK &
PELAKSANAAN
Execution & Project
Management

PEMIKIRAN PEMIMPIN &
PENYELESAIAN MASALAH
Problem Solving & Thought
Leadership

PENCERITAAN (STORY
LINING) & KOMUNIKASI
Communication &
Story Lining

PENGURUSAN KUMPULAN
FOKUS
Management of
Focus Group

PERTUKARAN PENGURUSAN . CHANGE MANAGEMENT

Makmal Transformasi tarik pelabur ke Kedah

Oleh OPAT RAFTANACHOT
opatan@phutuan.com.my

KULIM 9 Sept. - Pihak Berusaha Pembangunan Kuching Utara (KUPKU) dengan kerjasama Unit Perancangan Ekonomi Negeri (UPREN) Kedah akan memulakan sebuah Makmal Transformasi bagi meningkatkan lagi usaha menarik pelabur di Taman Teknologi Tinggi Kulim (KHTTP) dekat sini.

Ketua Pegawai Eksekutifnya, Datuk Redza Rafiq Abul Razak berkata, pertumbuhan makmal tersebut turut diadakan platform untuk berkongsi strategi antara kerajaan Kedah dengan NCIA untuk mengoptimumkan kemudahan pelaburan asing.

"Di samping itu, makmal tersebut memainkan peranan penting bagi membolehkan makmal tersebut menjadi pusat KHTTP pada masa kini mengoptimumkan keupayaan dengan makmal teknologi dan industri pengalihan tinggi sekitar."

"Selain itu, kita boleh mengoptimumkan keupayaan di Pusat Penyelidikan Kuching Bersejarah, Sunan dan Teknologi (CREST) untuk meningkatkan strategi menarik pelabur melalui makmal ini," katanya kepada peminat media, merasmikan

Minggu Inovasi anjuran Infforcon Technology Sdn. Bhd. di sini baru-baru ini.

Yang turut hadir Pengerusi dan Pengarah Urusan Infforcon Technology (Kulim) Sdn. Bhd., Datuk Tan See Hoe dan Pengarah Jawat Perkhidmatan Produk/Perkhidmatan Malaysia (MPC), Datuk Mohd. Raimi Haniff.

Dalam perkembangan berkaitan, Redza Rafiq berkata, NCIA memperuntukkan sebanyak RM15 juta kepada Kulim Technology Park Corporation Sdn. Bhd. (KTPC) dan pihak berkuasa tempatan untuk meningkatkan kemudahan infrastruktur di KHTTP baru-baru ini.

Beliau berkata, peruntukan tersebut akan lain berhubung menaik taraf jalan raya, lampu isyarat dan sistem sensor automatik di taman teknologi tinggi tersebut.

"Selain itu, sebuah gelanggang Futsal, badminton dan gimnasium juga akan

dibina di kawasan berkenaan dalam tempoh terdekat. Ini bukan sahaja untuk penggunaan warga industri tetapi turut meningkatkan keyakinan para pelabur sama ada yang sudah ataupun baharu membuat keputusan melalui di sini," jelasnya.

“NCIA memperuntukkan sebanyak RM15 juta kepada Kulim Technology Park Corporation Sdn. Bhd (KTPC) dan pihak berkuasa tempatannya untuk meningkatkan kemudahan infrastruktur di Taman Teknologi Tinggi Kulim (KHTP).”

M'sia ranks 24th most competitive by WEF

KUALA LUMPUR: The World Economic Forum (WEF) has ranked Malaysia as the 24th most competitive nation among 148 countries in its Global Competitiveness Report (GCR) 2013-2014.

Last year, Malaysia was ranked 25th out of 144 countries, International Trade and Industry Minister Datuk Seri Mustapa Mohamed said in a statement.

He said Malaysia remained the second most competitive among Asean and has improved to seventh position among 25 Asia-Pacific countries. Countries ranked as the 10 most competitive economies share strengths in innovation and a strong institutional framework, Mustapa said.

The GCR uses 70% perception data obtained through the executive opinion survey from high level private sector executives and 30% statistical data. It comprises 114 criteria which are organised into 12 pillars of competitiveness.

The GCR categorises countries into three stages of development: factor-driven, efficiency-driven and innovation-driven based on the gross domestic product (GDP) per capita. Malaysia is categorised as a country in transition moving from the efficiency-driven to innovation-driven economy.

The WEF assessed that Malaysia's most notable advantages were in its efficient and competitive market for goods and services (10th), its well-

developed and sound financial market (sixth) and its business-friendly institutional framework (29th).

This performance is supported by indicators that include a number of procedures to start a business, where Malaysia was ranked 10th and total tax rate, which improved by 30 places (20th).

Malaysia also maintains its sixth position in the financial market development pillar, which has been one of Malaysia's strongest areas with consistent performance in the past few years.

Among the criteria that contributed to this pillar was the ease of access to loans (fifth) and venture capital availability (seventh), said Mustapa. - Bernama

“Malaysia is categorised as a country in transition moving from the efficiency-driven to innovation-driven economy.”

'Expertise in oil and gas sector vital'

SABAH TRAINING STINT: Train locals to increase their participation, Petronas urged

SABA GAZETTE
Sabah should hold more oil and gas based industrial training to get the locals involved in the petroleum industry. Although the oil and gas industry is one of the big industries in the state, Minister Datuk Seri Mustapa Mohamed said in a statement.

He said, Sabah has been oil and gas rich since the 1960s, but the local population was still lacking. This was probably because of the shortage of expertise and lack of willingness among Sabahans to venture into the industry, he added.

"We have requested Petronas to give more opportunities to local folks that we can produce more youth and entrepreneurs."

"What we want to see is more oil and gas industry based training being held in Sabah."

"This is a wide field and we think that other expertise and skills

should also be offered to fill up the vacancies in this industry," he said at the Sabah WFC, that has oil platform here recently.

During the event, Awang presented staff caps to 20 senior officers from Petronas and Sabah WFC.

Awang said, Sabah WFC is a platform for Sabahans to learn from the expertise of Petronas and to be involved in the industry.

"There are the Sabah Oil and Gas Terminal in Karamia, Sabah Azura line in Sipit, and the liquefied natural gas regasification terminal in Lahad Datu."

"With more training, I am confident that we can produce more skilled manpower among the locals."

"In the future, it will open up job opportunities for them."

"However, there is a need for regular participation, which will



Awang (right) giving staff caps to senior officers of Sabah WFC. Datuk Awang Buhtamam (second from right) giving staff caps to senior officers of Sabah WFC. Datuk Awang Buhtamam (second from right) giving staff caps to senior officers of Sabah WFC. Datuk Awang Buhtamam (second from right) giving staff caps to senior officers of Sabah WFC.

“We have requested Petronas to give more opportunities to local youths and entrepreneurs. What we want to see is more oil and gas industry-based training being held in Sabah.”

- DATUK AWANG BUHTAMAM



LAPORAN KELAB DAN PERSATUAN

CLUB AND ASSOCIATION REPORTS



chapter 7

“ Kejayaan sesebuah organisasi adalah hasil daripada gabungan usaha setiap individu (kerja berpasukan). ”

The achievements of an organisation are the results of the combined effort of each individual. ”

KOPERASI MPC BERHAD

Koperasi MPC telah ditubuhkan pada 10 Julai 1986. Pada waktu itu, Koperasi MPC Berhad dikenali sebagai Koperasi Kakitangan PDPN Berhad di mana ia telah didaftarkan di bawah Akta Koperasi 1948. Menurut subseksyen 7(4) dan (5) Akta, Koperasi ini telah diberi nama baru iaitu Koperasi MPC Berhad pada 21 Januari 2009. Seramai 237 ahli koperasi yang telah mendaftar sehingga 31 Disember 2013. Tabung-tabung yang telah ditubuhkan di bawah koperasi ini adalah seperti berikut:

Tabung Pendidikan .i

Tujuan ditubuhkan adalah sebagai tanda perkongsian dan penghargaan atas kejayaan ahli atau keluarga di dalam pendidikan melalui pencapaian keputusan cemerlang dalam peperiksaan. Seramai 16 orang ahli telah menerima sumbangan Tabung Pendidikan.

Tabung Keceriaan .ii

Tabung ini ditubuhkan adalah untuk meraikan kegembiraan dan penghargaan kepada keceriaan ahli dan keluarga seperti sumbangan persaraan ahli yang bersara, perkahwinan ahli dan keluarga dan juga subsidi kerana mengikuti aktiviti anjuran Koperasi. Seramai 11 orang ahli telah menerima sumbangan Tabung Keceriaan.

Tabung Kebajikan .iii

Tabung Kebajikan pula menjalankan tanggungjawab sosial dengan menghulurkan bantuan kepada ahli dan/atau ahli keluarga yang layak menerima sumbangan seperti mengalami musibah banjir, kemasukan ke hospital dan kematian ahli keluarga. Seramai 19 orang ahli telah menerima sumbangan tersebut.

JAWATANKUASA KEBAJIKAN

Jawatankuasa Kebajikan telah memberi sumbangan bantuan kepada ahli-ahli persatuan di atas berita gembira (seperti perkahwinan dan kelahiran) mahupun bencana atau sesuatu yang tragik (seperti kematian atau kemasukan ke hospital). Sumbangan yang diberikan adalah sekadar ucapan tahniah atau tanda simpati Persatuan kepada ahli-ahli yang terlibat.

Bermula Januari 2013, sumbangan diberikan berdasarkan kepada kes-kes seperti berikut:

KOPERASI MPC

Koperasi MPC was set up on 10 July 1986. Koperasi MPC Berhad was previously known as “Koperasi Kakitangan PDPN Berhad”, and registered under the Co-operative Act, 1948. By virtue of subsection 7(4) and (5) of the Act, it was later known as Koperasi MPC Berhad with effect from 21 January 2009. Until 31 December 2013, there were 237 registered members. The various funds set up under this co-operative are as follows:

i. Education Fund

The Education Fund was set up to share and reward the member and their family for their achievement in academic excellence. 16 members had received the Education Fund contributions.

ii. Joy Fund

This fund was set up to share the joy and happiness of the member and their family's auspicious and special occasions. Among them include retirement for members, wedding and also subsidies for selected activities organised by the co-operative. 11 members had received contributions from this Fund.

iii. Welfare Fund

The Welfare Fund had fulfilled its social responsibility through contributions extended to members and/or their families who were affected by flood, warded and bereavement. So far, 19 members had received contributions from this Fund.

WELFARE COMMITTEE

The Welfare Committee had given contribution to members for their auspicious occasions (such as wedding and delivery of babies) and unfortunate or tragic events (eg. deaths or hospitalisation). The contribution given is a gesture of congratulations and expression of compassion to the affected members.

Effective from January 2013, the contribution given were based on the following instances:

KES Event	JUMLAH SUMBANGAN (RM) Amount of Contribution (RM)
Kematian ahli, ibu, bapa, anak yang dalam tanggungan (umur tidak lebih 18 tahun termasuk anak angkat) dan pasangan yang sah berdaftar dengan MPC. Death of member, mother, father, dependent children (age below 18 years old including foster children) and legal spouse.	200.00/Kes 200.00/Per Event
Kemasukan ke hospital melebihi dua malam bagi ahli atau pasangan yang sah berdaftar dengan MPC. Admission of member or legal spouse to hospital for more than two nights.	20.00/Mlm Menginap, 180.00 Maksimum 20.00/Per Night with A Maximum of 180.00
Musibah banjir atau tanah runtuh atau kebakaran. Disaster due to Flood or land slide or fire.	150.00 Musibah Besar 150.00 for Major Disaster
Musibah kejadian jenayah dan kemalangan trafik. Disaster due to crime and road traffic accident.	50.00 Musibah Kecil 50.00 for Minor Disaster

JAWATANKUASA DAKWAH DAN PENDIDIKAN

Ahli Jawatankuasa Dakwah dan Pendidikan (PKMMPC) pada Sesi 2012/2013 telah menjalankan pelbagai aktiviti seperti majlis ceramah agama, kelas tajwid, majlis solat hajat dan bacaan Yassin. Sambutan daripada kaum Muslimin dan Muslimat MPC amat menggalakkan. Berikut adalah senarai aktiviti-aktiviti yang telah dijalankan sepanjang tahun 2013.

- Majlis Ilmu yang diadakan setiap bulan termasuk ceramah Maulidur Rasul. .1
- Ceramah Agama sempena Israk Mikraj. .2
- Ceramah "Islamic Contemplation". .3
- Majlis Tazkirah Ramadan dan Solat Terawih. .4
- Bacaan Yassin dan Solat Hajat untuk warga MPC. .5
- Kelas tajwid. .6
- Majlis doa selamat untuk warga MPC yang menunaikan haji. .7
- Bacaan doa selamat untuk Warga MPC di Pejabat Wilayah Pantai Timur yang mengalami musibah banjir. .8

DAKWAH AND EDUCATION COMMITTEE

Throughout Session 2012/2013, Dakwah and Education Committee (PKMMPC) had organised several activities such as religious talk, tajwid class, *hajat* prayer and recitation of *Yassin*. The response and participation is very encouraging. Below is the list of activities carried out in 2013.

1. Lecture conducted monthly including *Maulidur Rasul* talk.
2. Religious Sermon in conjunction with *Israk' Mikraj*.
3. A talk entitled "Islamic Contemplation".
4. Tazkirah Ceremony and *Tarawih* Prayers.
5. Recitation of *Yassin* and *Hajat* Prayer for MPC staffs.
6. *Tajwid* class.
7. Recitation of du'a for safety for MPC staffs performing *haji*.
8. Recitation of du'a for safety for MPC staffs in the East Coast region that were affected by flood.

KELAB DAYANITA MPC

Ahli Kelab Dayanita pada 2013 berjumlah 142 orang. Sepanjang tahun 2013, Kelab Dayanita telah menjalankan pelbagai aktiviti antaranya pertandingan penyediaan makanan sihat, pemeriksaan dan ceramah kesihatan, jualan berkaitan dengan wanita dan aktiviti sukan. Terdapat penglibatan aktif daripada ahli-ahli Kelab dalam aktiviti-aktiviti yang dijalankan.

AKTIVITI KEBAJIKAN

Beberapa sumbangan telah diberikan kepada ahli Dayanita yang layak berbentuk sumbangan perkahwinan, kelahiran anak pertama dan ditimpa musibah seperti kemasukan ke hospital, kematian, kemalangan atau ditimpa bencana alam.

Selain itu, Jawatankuasa Kebajikan juga membantu Jawatankuasa Sosial dan Sukan untuk melancarkan aktiviti-aktiviti yang telah dijalankan seperti Program Minggu Sihat, Minggu Setiausaha dan Program Cakna Produktiviti.

AKTIVITI SOSIAL

Demonstrasi Masakan Makanan Sihat: .1
Kaedah masakan tanpa menggunakan minyak.

Ceramah “Healthy Mind, Healthy Life: Bringing you from Peripheral to Centre”. .2

Pemeriksaan Kesihatan oleh LPPKN .3

Kempen Menderma Darah oleh Pusat Darah Negara .4

Program Pembudayaan Tanggungjawab Sosial Korporat (CSR) dengan kerjasama Institut Darul Ridzuan (IDR), Perak .5

Program Memperkasa Setiausaha, .6
Mengasimilasi Profesionalisma

AKTIVITI SUKAN

Pertandingan: ‘The Biggest Losers’ telah diadakan dengan penglibatan seramai tujuh orang ahli yang berlangsung selama tiga bulan dengan matlamat untuk menurunkan berat badan. Peserta yang berjaya menurunkan berat badan dengan nilai yang paling tinggi dipilih sebagai pemenang.

MPC DAYANITA CLUB

In 2013, membership of Dayanita Club totaled 142 members. Throughout the year, Dayanita Club conducted various activities among others competition in preparation of healthy food, health screening and talks, women’s clothing and sports apparel sales and sports activities. There was active participation from Club members in the activities that were carried out.

WELFARE ACTIVITY

Contributions were handed out to Dayanita members that were qualified such as for wedding, first born child and calamity including hospitalisation, death, accident or natural disasters.

In addition, the Welfare Committee helped the Sports and Social Committee to organise Health Week, Secretary Week and Cakna Productivity Programmes.

SOCIAL ACTIVITY

1. Demonstration on Cooking Healthy Food: Method of cooking without using oil.
2. A talk on “Healthy Mind, Healthy Life: Bringing you from Peripheral to Centre”.
3. Health Check by LPPKN.
4. Blood Donation Campaign by National Blood Centre.
5. Corporate Social Responsibility Programme with Institute Darul Ridzuan (IDR), Perak.
6. Enhancing Secretarial Performance, Assimilating Professionalism Programme.

SPORT ACTIVITY**‘The Biggest Losers’ Competition**

The objective of the programme was for participants to lose their weight. Seven Dayanita members participated in this programme that lasted for three months. The participant that managed to achieve the maximum weight loss was selected as the winner.

LAPORAN AKTIVITI PERSATUAN WARGA MPC (PWMPC) BAGI TAHUN 2013

PWMPC ditubuhkan bagi memupuk persefahaman dan mengeratkan siraturrahim di kalangan warga dan menyediakan aktiviti-aktiviti yang memberi manfaat kepada ahli-ahli.

Antara aktiviti persatuan yang dijalankan sepanjang tahun 2013 adalah:

- Program Pembudayaan Tanggungjawab Sosial Organisasi** .1

Program ini diadakan dengan kerjasama Institut Darul Ridzuan (IDR) di Tambun, Perak pada 30 November - 1 Disember 2013. Sesi ceramah bertajuk *Memory Improvement N Development* (Mind) telah mendapat sambutan menggalakkan daripada warga MPC dan ahli keluarga. Di samping itu juga, pertandingan mewarna bagi kanak-kanak turut berlangsung.
- Kejohanan Sukan MPC** .2

Kejohanan ini telah diadakan pada 8 - 23 Mac 2013, dengan tema "Cergas itu Produktif, Inilah Masanya!". Terdapat 20 acara dipertandingkan dan melibatkan penyertaan dari warga Ibu Pejabat dan warga Pejabat Wilayah MPC.
- Senamrobik** .3

Usul daripada warga MPC agar aktiviti ini diadakan secara bulanan. Sambutan daripada warga sangat menggalakkan dan telah memberi nilai positif di kalangan warga MPC dari segi kesihatan dan semangat kekitaan.
- Kejohanan Ten-Pin Bowling Liga Tertutup MPC 2013.** .4

Kejohanan ini telah berlangsung pada 17 Mei 2013 di Sunway Mega Lanes.
- Kejohanan Sukan Badan Berkanun Malaysia Kali ke-8** .5

MPC melalui PWMPC telah menghantar kontinjen ke Kejohanan Sukan Badan Berkanun Malaysia yang diadakan dua tahun sekali. Kejohanan ini berlangsung pada 24 Jun hingga 2 Julai 2013. Pada kejohanan kali ini UNIMAP telah menjadi tuan rumah dan semua kejohanan diadakan di Perlis. Sebanyak enam acara yang disertai oleh MPC iaitu, Dart berpasukan, Larian 5000 meter, Bola Sepak Sembilan Sebelah, "Treasure Hunt", Bola Tampar Lelaki dan *Ten-Pin* Bowling.

MPC STAFFS ASSOCIATION ACTIVITY (PWMPC) REPORT FOR YEAR 2013

PWMPC was established with the aim of fostering a closer relationship between staffs as well as providing beneficial activities to the staffs.

Among the association activities that were carried out throughout 2013 are as follows:

- 1. Corporate Social Responsibility Programme**

A talk entitled Improvement N Development presented by Mr. Lim Teck Hoe and Tengku Faizwa Tengku Razif was part of the Corporate Social Responsibility Programme with the cooperation of the Institute Darul Ridzuan (IDR) was held in Tambun, Perak on 30th November - 1st December 2013. The programme received a very good response from MPC staffs and their family members. A colouring competition for kids also was conducted during the programme.
- 2. MPC Sport Championship**

This championship was conducted on 8-23 March 2013 with the theme "Cergas itu Produktif, Inilah Masanya!". Altogether there were 20 events contested that involved participation from MPC Headquarters and its regional offices.
- 3. Aerobic**

MPC staffs suggested that the aerobic exercise be conducted every month. The response is extremely positive and encouraging among the staffs and promotes employee wellbeing and relations.
- 4. MPC Ten-Pin Bowling Closed League**

This championship 2013 took place on 17 May 2013 at Sunway Mega Lanes.
- 5. The 8th Malaysia Statutory Body Sports Championship**

MPC through PWMPC sent their contingent to Malaysian Statutory Body Sports Championship which was conducted on 24th June - 2nd July 2013 in Perlis. This Sport Championship took place every two years. This year UNIMAP hosted the event in Perlis. MPC participated in six events namely Dart teams, 5000 metres run, football, volleyball for male, treasure hunt and ten-pin bowling.

Kejohanan PBBM Car Treasure Hunt 2013. .6
PWMPC telah menerima undangan untuk menyertai acara ini yang dianjurkan oleh Persatuan Badan-badan Berkanun Malaysia (PBBM) pada 9 November 2013. Kejohanan telah bermula di Shah Alam dan berakhir di Terengganu. Ucapan penghargaan dan tahniah kepada pasukan MPC kerana telah mendapat tempat ke-8 daripada 44 pasukan yang bertanding.

Program Pelancaran Gelanggang Futsal dan Kejohanan Futsal Piala Ketua Pengarah MPC .7
Program ini diadakan bersempena dengan program *Networking Bersama Pelanggan* pada 19 Oktober di MPC Wilayah Utara. Pasukan bola sepak MPC FC telah dijemput oleh Puan Hajjah Sarimah Misman, Pengarah MPC Pejabat Wilayah Utara, untuk menjayakan program tersebut. Program berlangsung dengan bacaan doa dan perasmian gelanggang futsal oleh Y. Bhg. Dato' Mohd Razali Hussain, Ketua Pengarah MPC. Sebanyak 16 pasukan telah menyertai Kejohanan Futsal Piala Ketua Pengarah MPC.

Kejohanan Bola Tampar Wanita .8
Pihak Kelab Dagang MITI telah menjemput wakil dari MPC untuk turut serta mewakili MITI dalam kejohanan anjuran Majlis Kebajikan dan Sukan anggota-anggota Kerajaan Wilayah Persekutuan (MAKSWIP) 2013 pada 7-8 Disember 2013.

Kejohanan Sukan SPRING-MPC .9
Seramai 84 orang termasuk pengurusan, atlit dan sekretariat terlibat dalam kejohanan yang berlangsung pada 13-15 Disember 2013 di Changi, Singapura. Satu sesi Mesyuarat Sinergi Pengurusan telah diadakan dan tujuh acara sukan dipertandingkan. Kejohanan ini sekali lagi dimenangi oleh Kontinjen MPC.

Mendaki Bukit Broga .10
Seramai 35 orang warga MPC dan ahli keluarga telah menyertai pendakian ini yang dianjurkan oleh Kelab Kecergasan .

6. PBBM Car Treasure Hunt 2013 Championship
An invitation was extended to MPC from the Statutory Body Association of Malaysia to participate in that championship on 9 November 2013. The Championship started in Shah Alam and ended in Terengganu. A note of appreciation and congratulation to MPC team for obtaining the eighth place out of 44 participating teams.

7. Launching of Futsal Court and MPC Director General Futsal Championship Trophy
This Programme was conducted in conjunction with the Networking with Customers Programme on 19 October 2013 at MPC Northern Region. The MPC FC team was invited by Puan Hajjah Sarimah Misman, Director of MPC Northern Region to make the event a success. The programme started with the recitation of du'a and launching of the court by Y.Bhg. Dato' Mohd Razali Hussain, MPC Director General. Altogether 16 teams participated in that Championship.

8. The Woman Volleyball Championship
MITI Trade Club had invited representatives from MPC to participate and represent MITI in the championship organised by the Federal Territory Government Welfare and Sports Council (MAKSWIP) 2013. The event took place on 7-8th December 2013.

9. Spring – MPC Sport Championship
Around 84 MPC staffs participated in this Championship including management, athletes and secretariat that was held on 13-15 December 2013 in Changi, Singapore. A Management Synergy Meeting was held and seven events contested. MPC contingent once again won the championship.

10. Hiking Trip to Bukit Broga
In 2013, MPC Health Club brought 35 of its members and their families to climb Bukit Broga.

Minggu Sihat MPC 2013 .11

Bagi menggalakkan kesedaran kesihatan di kalangan warga, Jawatankuasa Sosial dengan kerjasama Kelab Dayanita dan PKMMPC telah menganjurkan Minggu Sihat MPC 2013 pada 18-22 November 2013. Pelbagai aktiviti menarik telah dijalankan seperti Cabaran Sihat *Masterchef - Breakfast Set*, Pemeriksaan Kesihatan, Derma Darah, *Big Mind Walk II*, Ceramah Kesihatan, Sukan Rakyat dan *treasure hunt*.

Kempen Beringat-Ingat .12

Jawatankuasa Sosial telah melancarkan kempen keselamatan sempena hari raya 2013 dengan mengedarkan pelekat kereta yang memaparkan mesej keselamatan jalan raya.

11. MPC Health Week 2013

To promote health awareness among members, the Social Committee in collaboration with Dayanita Club and PKMMPC organised the MPC Health Week 2013 on 18th - 22nd November 2013. Various activities were undertaken such as *Cabaran Sihat Masterchef – Breakfast Set*, Health Check, Blood Donation, Big Mind Walk II, Health Talk, people's sport and treasure hunt.

12. Awareness Campaign

In conjunction with the Eid Festive in 2013, the Social Committee has launched the road safety campaign through distribution of car stickers that featured the road safety message.



AKTIVITI-AKTIVITI activities

JANUARI : January

1. Lawatan Industri ke Grand Platters
Industry Visit to Grand Platters

FEBRUARI : February

1. Mesyuarat Agung Tahunan Kelab Dayanita MPC
MPC Dayanita Club Annual General Meeting
2. Mesyuarat Agung Tahunan Persatuan Kebajikan Muslim MPC
MPC Muslim Welfare Association Annual General Meeting
3. Hari Keluarga MPC Wilayah Utara
MPC Northern Region Family Day
4. Seminar Pemodenan Lesen Perniagaan Peringkat Negeri Johor
Seminar on Modernising Business Licensing for the State of Johor
5. Hari Bersama Industri- Wilayah Sabah
A Day with Industry – Sabah Region
6. CREANOVA 2013: Majlis Apresiasi Firma MyKe
CREANOVA 2013: MyKE Firm Appreciation Ceremony
7. Seminar Kecemerlangan Organisasi Melalui Kreativiti dan Inovasi
Seminar on Organisation Excellence Through Creativity and Innovation
8. Lawatan Industri ke AZ One Industry
Industry Visit to AZ One Industry



MAC : March

1. Mesyuarat Lembaga Pengarah Bil. 1/2013
Board Members Meeting No.1/2013
2. Hari Bersama Industri 1/2 – Wilayah Utara
A Day with Industry 1/2 – Northern Region
3. Seminar Kesedaran Program Lean bagi Sektor
Perkilangan dan Perkhidmatan
Seminar on Lean Awareness Programme for
Manufacturing and Services Sectors
4. Mini Konvensyen ICC Wilayah Utara 2013
ICC Mini Convention Northern Region 2013
5. Sukan Tahunan MPC
MPC Annual Sport
6. Mini Konvensyen ICC Wilayah Selatan 2013
ICC Mini Convention Southern Region 2013
7. Mini Konvensyen ICC Wilayah Pantai Timur 2013
ICC Mini Convention East Coast Region 2013
8. Mini Konvensyen ICC Wilayah Sarawak 2013
ICC Mini Convention Sarawak Region 2013
9. Mesyuarat Agung Tahunan Koperasi MPC Berhad
MPC Co-operative Berhad Annual General Meeting

APRIL : April

1. Mini Konvensyen ICC Wilayah Tengah
ICC Mini Convention Central Region 2013
2. Seminar Pemodenan Lesen Perniagaan Peringkat Negeri
Perak
Seminar on Modernising Business Licensing for the State
of Perak
3. Seminar Kecemerlangan Organisasi Melalui Kreativiti
dan Inovasi
Seminar on Organisation Excellence through Creativity
and Innovation
4. Seminar "Advanced Quality Environment (5S)"
Advanced Quality Environment (5S) Seminar
5. Forum Inovasi Enterprais Ketua Pegawai Eksekutif 2013
Hari Bersama Industri 1/4 – Wilayah Sarawak
Enterprise Innovation CEO Forum 2013
A Day with Industry 1/4 – Sarawak Region
6. Program Rakan-rakan Kecemerlangan Perniagaan MPC
MPC Business Excellence Partners Programme
7. Hari Bersama Industri 1/3 – Wilayah Pantai Timur
A Day with Industry 1/3 – East Coast Region
8. Panduan untuk Prosedur Import dan Eksport di Malaysia
Guidebook on Import and Export Procedures in
Malaysia



MEI : May

1. Pelancaran Laporan Tahunan Produktiviti 2012/2013
Launching of the Annual Productivity Report 2012/2013
2. Seminar Pemodenan Lesen Perniagaan Peringkat Negeri Selangor
Seminar on Modernising Business Licensing for the State of Selangor
3. Seminar Pengurusan Lean
Lean Management Seminar
4. Kem ICC
ICC Camp
5. Seminar Kecemerlangan Organisasi Melalui Kreativiti dan Inovasi
Seminar on Organisation Excellence through Creativity and Innovation
6. Seminar Kepimpinan dan Inovasi
Hari Bersama Industri 2/4- Wilayah Sarawak
Seminar on Leadership and Innovation
A Day with Industry 2/4- Sarawak Region
7. Lawatan Kilang ke Southern Steel
Factory Visit to Southern Steel
8. Persidangan Akhbar - Laporan Tahunan Daya Saing Dunia (WCY) 2013
Press Conference -World Competitiveness Yearbook 2013

JUN : June

1. Konvensyen ICC dan QE Wilayah Utara
ICC and QE Convention for Northern Region
2. Forum Perdana Ehwat Islam
3. Seminar Kecemerlangan Organisasi Melalui Pengurusan Lean
Seminar on Organisation Excellence through Lean Management
4. Konvensyen ICC dan QE Wilayah Selatan
ICC and QE Convention for Southern Region
5. Seminar Pemodenan Lesen Perniagaan Peringkat Negeri Terengganu
Seminar on Modernising Business Licensing for the State of Terengganu
6. Konvensyen ICC dan QE Wilayah Sabah/Sarawak
ICC and QE Convention for Sabah/Sarawak
7. Seminar untuk Meningkatkan Kualiti Kawal Selia
Seminar on Enhancing Regulatory Quality
8. Persidangan Meja Bulat untuk Beban-beban Kawal Selia dalam Sektor Pembuatan
RTD on Regulatory Burdens in Manufacturing Sector
9. Konvensyen ICC dan QE Wilayah Pantai Timur
ICC and QE Mini Convention, East Coast Region



10. Sukan Badan Berkanun (SUKANUN) 2013
Statutory Bodies Sport 2013
11. Mesyuarat Lembaga Pengarah Bil 2/2013
Board Members Meeting No. 2/2013
12. Hari Keluarga MPC Sabah
MPC Sabah Family Day

JULAI : July

1. Seminar MFCA
MFCA Seminar
2. Seminar Kecemerlangan Organisasi Melalui
Pengurusan Lean
Seminar on Organisation Excellence through Lean
Management
3. Konvensyen ICC dan QE Wilayah Tengah
ICC and QE Mini Convention, Central Region

4. Malam Produktiviti dan Inovasi Bersama Industri 2013
Productivity and Innovation Night with Industry 2013
5. Seminar Pemodenan Lesen Perniagaan Peringkat Negeri
Kelantan
Seminar on Modernising Business Licensing for the
State of Kelantan
6. Seminar Inovasi dan Daya Saing Untuk EKS
Hari Bersama Industri 3/4 - Wilayah Sarawak
Innovation and Competitiveness Seminar with SMEs
A Day With Industry 3/4 -Sarawak
7. Majlis Berbuka Puasa
Breaking Fast Ceremony

OGOS : August

1. Pertukaran Cara: Memudahkan Prosedur-prosedur
Perdagangan
Game Changer: Easing the Trade Facilitation
Procedures



SEPTEMBER : September

1. Majlis Hari Raya Aidilfitri
Hari Raya Aidilfitri Celebration
2. Hari Bersama Industri 2/3 - Wilayah Pantai Timur
A Day with Industry 2/3 – East Coast Region
3. Mesyuarat Lembaga Pengarah Bil 3/2013
Board Members Meeting No. 3/2013
4. Seminar Kecemerlangan Organisasi Melalui Pengurusan Lean
Seminar on Organisation Excellence through Lean Management
5. Karnival Sihat MPC
MPC Health Carnival
6. Seminar Pemodenan Lesen Perniagaan Peringkat Negeri Kedah dan Perlis
Seminar on Modernising Business Licensing for the States of Kedah and Perlis
7. Persidangan Akhbar - Laporan Daya Saing Global (GCR) 2013-2014
Press Conference - Global Competitiveness Report 2013-2014
8. Simposium Daya Saing Hari Bersama Industri 4/4 – Wilayah Sarawak
Symposium on Competitiveness
A Day with Industry 4/4 – Sarawak Region

OKTOBER : October

1. Eksposisi dan Persidangan Produktiviti & Inovasi Tahunan (APIC) 2013
Annual Productivity and Innovation Conference & Exposition (APIC) 2013
2. Hari Bersama Industri 3/3 – Wilayah Pantai Timur
A Day with Industry 3/3 – East Coast Region
3. Seminar Inovasi Entreprenis- Seminar untuk Melahirkan Organisasi Cemerlang Menerusi Kreativiti dan Inovasi
Enterprise Innovation Seminar – Seminar on Creating Excellent Organisation through Creativity and Innovation
4. Hari Keluarga MPC Sarawak
MPC Sarawak Family Day Majlis Korban MPC
MPC *Qurban* Ceremony
5. Konvensyen Antarabangsa (ICQCC) 2013
International Convention on Quality Circles (ICQCC) 2013
6. Persidangan Akhbar - "Doing Business" 2014
Press Conference - Doing Business 2014



NOVEMBER : November

1. Hari Bersama Industri 2/2 – Wilayah Utara
A Day with Industry 2/2 – Northern Region
2. Cakna Produktiviti/Tanggungjawab Sosial
Korporat – Hari Keluarga MPC
Cakna Productivity/Corporate Social
Responsibility- MPC Family Day
3. SUKAN MPC & SPRING 2013
MPC & SPRING GAMES 2013

DISEMBER : December

1. Mesyuarat Lembaga Pengarah Bil 4/2013
Board Members Meeting No. 4/2013
2. Seminar Kesedaran MFCA
Seminar on Awareness of MFCA

CAKNA PRODUKTIVITI

MPC telah menjalankan usaha tanggungjawab sosial korporat (CSR) sejak tahun 2009 melalui program khas yang dipanggil Cakna Produktiviti (*Caring for Productivity*). Program ini bukan sahaja fokus kepada usaha meningkatkan kesejahteraan masyarakat sekeliling dengan pemberian bantuan latihan dan kewangan, tetapi juga melalui kerja-kerja kemasyarakatan dan kesukarelaan. Selain itu, pertandingan esei berkaitan produktiviti, kualiti, daya saing dan inovasi juga dianjurkan di bawah label Cakna Produktiviti ini.

Impak Program

Melalui program Cakna Produktiviti ini kesan kepada Warga MPC dan masyarakat sekitar dapat dilihat dan mencapai matlamat program iaitu:

- Menyalurkan maklumat mengenai kepentingan mengamalkan konsep produktiviti dalam aktiviti kehidupan harian;
- Memberi kesedaran dan peluang kepada Warga MPC untuk menyumbang semula kepada masyarakat melalui latihan dan perkongsian pengetahuan;
- Meringankan beban golongan yang memerlukan;
- Mengeratkan silaturrahim sesama Warga MPC, ahli keluarga dan masyarakat luar; dan
- Mempromosikan nama MPC agar masyarakat dapat lebih memahami peranan dan tanggungjawab MPC.

CARING FOR PRODUCTIVITY

Since 2009, MPC has carried out its corporate social responsibility (CSR) through a special programme known as Cakna Produktiviti (*Caring for Productivity*). Cakna Produktiviti focused on the initiative to enhance the wellbeing of the society by providing training and financial assistance as well as social and voluntary works. In addition other events which include essay competition on productivity, quality, competitiveness and innovation were also organised under the banner of Cakna Produktiviti.

Programme Impact

Through Cakna Produktiviti the impact to MPC staffs and society are:

- Disseminate information on the importance of practising productivity concept in daily life;
- Creating awareness and opportunity for MPC staffs to contribute back to society through training and knowledge sharing;
- Lighten the burden for the needy;
- Strengthening the bond between MPC staffs, family members and society at large; and
- Promoting MPC to enable society to understand more on its role and responsibilities.

SENARAI PROGRAM CAKNA PRODUKTIVITI 2013
LIST OF CAKNA PRODUKTIVITI 2013 PROGRAMMES

PROGRAM Programme	AKTIVITI Activity	PENYERTAAN Participation
Tanggungjawab Sosial Korporat Corporate Social Responsibility		
My Beautiful Malaysia Day, Kelantan	- Kerja-kerja Kemasyarakatan Social Work - Lawatan Industri Industry Visit	33 orang Warga MPC 33 MPC staff - Penduduk kampung Village residents
My Beautiful Malaysia Day, Wilayah Persekutuan Kuala Lumpur Federal Territory of Kuala Lumpur	Kerja-kerja Kesukarelaaan Voluntary Work	55 orang Warga MPC dan ahli keluarga 55 MPC staff and families - Pihak media Media representatives
Program Pembudayaan CSR, Jeli, Kelantan Corporate Social Responsibility Programme, Jeli, Kelantan	- Kerja-kerja Kemasyarakatan Social Work - Lawatan Industri Industry Visit	32 orang Warga MPC 32 MPC staff - Penduduk kampung Village residents
CSR Hari Keluarga MPC, Kota Tambun, Perak MPC Family Day, Kota Tambun, Perak	- Seminar - Aktiviti Hari Keluarga Family Day Activity	- Institut Darul Ridzuan (IDR) 250 orang Warga MPC dan ahli keluarga 250 MPC staff and families
Pertandingan Competition		
Pertandingan Esei Cakna Produktiviti Cakna Produktiviti Essay Competition	Pertandingan esei berkaitan produktiviti, kualiti, daya saing dan inovasi Essay competition in relation to productivity, quality, competitiveness and innovation.	61 penyertaan daripada seluruh Malaysia termasuk pelajar, kakitangan awam dan swasta. 61 participations throughout Malaysia including students, government servants and staffs from private sector.
Bantuan Kewangan dan Barangan Financial Aid and In Kind		
Menyalurkan bantuan kepada yang memerlukan Chanelling the contributions to the needy	- Bantuan Kewangan Financial Aid - Bantuan Barangan Keperluan Harian Contribution of Daily Items and Food - Pembelian Meja Majlis Amal Sponsored a Table	- Rumah anak-anak yatim Orphanage - Pusat kebajikan Welfare Centre - Pertubuhan Bukan Kerajaan (NGO) Non-Governmental Organisation

Impak Program Pembangunan Sistem EIIP

Pendekatan program intervensi pembangunan sistem oleh MPC melalui EIIP telah menghasilkan beberapa kejayaan yang telah dikongsi melalui program-program MPC seperti CoE TRIZ, MCS dan ROI.

Impak Program Pembangunan Sistem EIIP dinilai dan diukur berdasarkan beberapa kriteria seperti berikut:

Impact of the EIIP Systems Development Programme

The effectiveness of the approach through EIIP Systems Development Intervention programmes had produced several success stories that were shared through MPC programmes such as CoE TRIZ, MCS and ROI.

The EIIP Systems Development Programmes impact is assessed and measured based on several criteria such as:

AKTIVITI Activity	Outcome Hasil
PROGRAM PEMBANGUNAN SISTEM EIIP Systems Development Programmes	PENGUKURAN IMPAK DI PERINGKAT ORGANISASI Impact Measured at the Organisation Level i. Pertumbuhan Produktiviti Organisasi Sebanyak 2%-5% The productivity growth at 2%-5% ii. Firma Berjaya Mengekalkan Tahap Kelestarian Ekosistem Perniagaan Melalui: Firms managed to maintain the business ecosystem conservation through: • Kecekapan Proses (PI) >1 Efficient process • Kadar Pembaziran Dikurangkan 2%-5% Reduced wastage rate 2%-5% • Kepuasan Pelanggan Mencapai Melebihi 75% Customer satisfaction exceeds more than 75% iii. Sekurang-Kurangnya 75% Firma Mengikuti Program Ini Dapat Meluaskan Pasaran Sebanyak 3%-5% At least 75% of the firms that participated in this programme managed to widen their market by 3-5% PENGUKURAN IMPAK PROJEK The Impact of Project Management i. Pengurangan Lead Time (20%-30%) Reducing The 'Lead Time' (20% - 30%) ii. Masa Proses (20%-30%) Processing Time (20%-30%) iii. Meningkatkan Ratio Kecekapan Proses (Processing Time/Lead Time) (5%-15%) Increasing the Process Efficiency Ratio (5%-15%) iv. Meningkatkan Added Value Time (15%-30%) Increasing The Added Value Time (15%-30%) v. Penjimatan Kos Projek (20%-30%) Saving The Project Costs (20% - 30%) vi. Mengurangkan Kos Per Produk atau Perkhidmatan (15%-30%) Reducing Per Product Cost or Service (15% - 30%) vii. Mengurangkan Reject Rate (20%-30%) Reducing The Reject Rate (20%-30%)

PUSAT KECEMERLANGAN UNTUK TRIZ (MPC WILAYAH UTARA)
CENTRE OF EXCELLENCE (COE) ON TRIZ (MPC WILAYAH UTARA)

AKTIVITI Activity	OUTCOME Hasil
PENJIMATAN KOS BAHAN Material Cost Savings	
Latihan MCS (HQ) MCS (HQ) Training	• Peserta dapat laksana terus MCS di organisasi sendiri Participants able to implement MCS directly in their own organisation • Dapat mengembangkan ilmu secara praktikal pada orang lain Managed to impart hands-on knowledge to others
BUKU PANDUAN MCS MCS Guidebook	• Diedarkan kepada ahli pasukan kerja MCS Distributed to all team members of MCS • Digunakan dalam latihan jurulatih MCS Applied in all MCS' trainer training
PERSIDANGAN EMAN, JERMAN EMAN Conference, Germany	• Pembentangan kertas kerja oleh ahli pasukan kerja MCS Working paper presentation by team members of MCS • Buktikan usaha Malaysia dalam pengurusan sumber efisien Testament of Malaysia's initiatives in efficient management resource
SESI SINERGI MCS MCS Synergy Session (RTD)	• Modul latihan baru dibentuk Design new training module • Proses Pembangunan Sistem diringkaskan Summarised the System Development Process • Aktiviti promosi baru dikenalpasti Identification of new promotional activity
IETEX Singapore 2-7 Julai July • Melatih 12 syarikat MCS Trained 12 MCS company • Praktikal kriteria baru TE TE new practical criteria	• Peserta memahami aplikasi kriteria TE Participants understand the TE's application criteria • Persediaan untuk menyertai IETEX Preparation to participate in IETEX
ToT GP (HQ) 11 November - 6 Disember December • 18 peserta antarabangsa 18 international participants • 6 peserta tempatan 6 local participants	• Amalan praktikal GP (MCS) GP (MCS) practical practices • Dapat melaksanakan Pembangunan Sistem di negara masing-masing Managed to implement System Development in their own countries



KE ARAH ORGANISASI BERTARAF DUNIA
TOWARDS A WORLD CLASS ORGANISATION



chapter 8

“ Dari perspektif teori informasi, ciri dan struktur kepercayaan adalah penting kerana ianya merupakan asas kognitif kepada sikap. Dalam usaha mengubah sikap, adalah perlu untuk mengubahsuai informasi yang menentukan sifat tersebut. Justeru, untuk mengubah kepercayaan seseorang, amat penting menghapuskan sama sekali kepercayaan lama atau memperkenalkan fahaman-fahaman baru.

The nature and structure of belief systems is important from the perspective of an informational theorist because beliefs are thought to provide the cognitive foundation of an attitude. In order to change an attitude, then, it is presumably necessary to modify the information on which that attitude rests. It is generally necessary, therefore, to change a person's beliefs, eliminate old beliefs or introduce new beliefs.

— V Richard Petty and John Cacioppo

**JARINGAN KERJASAMA ANTARABANGSA UNTUK
PRODUKTIVITI DAN INOVASI****ASIAN PRODUCTIVITY ORGANISATION (APO)**

APO adalah satu pertubuhan antara kerajaan serantau yang telah ditubuhkan pada tahun 1961. Malaysia menjadi ahli APO semenjak tahun 1983 dan telah banyak memperolehi manfaat daripada keahlian tersebut di dalam meningkatkan taraf produktiviti dan kualiti serta daya saing negara. Sehingga kini, sebanyak 19 buah negara Asia telah menjadi ahli APO.

Dari 1990 hingga 2013, semua program dan projek APO adalah berlandaskan lima bidang teras iaitu pengurusan pengetahuan, produktiviti hijau, memperkukuhkan bidang SME, pembangunan komuniti yang bersepadu dan pembangunan *National Productivity Organisations* (NPOs). Hala tuju strategik APO yang terkini sehingga tahun 2020 adalah seperti berikut:

- | | |
|---|----|
| Pengukuhan NPO dan menggalakkan pembangunan SME dan masyarakat; | .1 |
| Pemangkin inovasi yang diterajui oleh pertumbuhan produktiviti; dan | .2 |
| Menggalakkan Produktiviti Hijau. | .3 |

Sebagai institusi produktiviti dan kualiti (P&Q) negara, MPC mengiktiraf kepentingan untuk mengekalkan hubungan dengan APO. Platfom ini membolehkan MPC memperluaskan asas pengetahuan atau sumber berkenaan topik-topik penting yang terkini melalui pertukaran maklumat, persidangan antarabangsa, serta misi lawatan yang diikuti untuk melihat kemajuan dan amalan terbaik yang terkini. Di samping itu, platfom yang tersedia ini juga mengeratkan hubungan dua hala untuk perniagaan dan rangkaian yang terjalin di antara Malaysia dan negara anggota yang lain.

Sebanyak tiga program berbentuk latihan telah dianjurkan di Malaysia pada tahun 2013. Program-program APO tersebut adalah seperti berikut:

**INTERNATIONAL NETWORKING FOR
PRODUCTIVITY AND INNOVATION****ASIAN PRODUCTIVITY ORGANISATION (APO)**

APO is a regional inter-government organisation established in 1961. Malaysia has been an APO member since 1983 and has benefitted from this membership in enhancing productivity, quality, and competitiveness of the country. To date, 19 Asian countries are APO members.

Since 1990 until 2013, all APO programmes and projects focus on five core areas, namely knowledge management, green productivity, strengthening SMEs, integrated community development, and development of National Productivity Organisations (NPOs). APO's current strategic directions till 2020 are as follows:

1. Strengthening NPOs and encouraging development of SMEs and communities;
2. Catalysing innovation-led productivity growth; and
3. Promoting green productivity.

As the nation's productivity and quality institution, MPC recognises the importance of maintaining the relationship with APO. This platform enables MPC to expand its knowledge and resource base for updates on current topics through exchange of information, international conferences, visit cum study missions to follow up on the latest development and best practices. At the same time, this platform also promotes bilateral relationship for networking and businesses between Malaysia and other member countries.

In 2013, three programmes in the form of training were organised in Malaysia, namely:

PROGRAM Programme	TARIKH Date
Training Course on Lean Manufacturing Systems	29 April – 10 Mei May
Training of Trainers and Consultants in Green Productivity	11 November – 6 Disember December
Training Course on Development of Productivity Practitioners: Advanced Program (DPP:Advanced)	18 November – 6 Disember December

Untuk program latihan berkonsep e-Learning, satu program telah dijalankan dengan kerjasama dari Universiti Kebangsaan Malaysia (UKM) seperti berikut:

For the e-learning course, one programme was conducted with the co-operation of Universiti Kebangsaan Malaysia (UKM):

PROGRAM Programme	TARIKH Date
e-Learning Course on Knowledge Management for Public Sector Organisations	15 – 18 Julai July

MPC juga turut menerima misi lawatan dari Negara anggota APO di bawah program *Individual Country Observational Study Mission* (IOSM) pada tahun 2013. Ringkasan misi lawatan APO adalah seperti berikut:

Throughout 2013, under the Individual Country Observational Study Mission (IOSM), Malaysia received several visits from APO member countries. A summary of the visit is as follows:

PROGRAM Programme	TARIKH Date	NEGARA TERLIBAT Participating Country
IOSM on Customer Satisfaction Index (CSI)	28 – 29 Ogos August	Republik Korea Republic of Korea

Selain daripada menjadi tuan rumah lawatan dari negara anggota APO, Malaysia juga menghantar wakil untuk misi lawatan seperti berikut:

Aside from being a host to other APO members, Malaysia also sent its representatives for APO study mission as follows:

PROGRAM Programme	TARIKH Date	NEGARA TERLIBAT Participating Country
IOSM on Productivity Specialist	10 – 13 Jun June	Jepun Japan

Malaysia juga telah menggunakan platform APO di bawah program *Technical Expert Service* (TES) dan telah mendapat perkhidmatan pakar iaitu Dr. Bruno Lanvin (Perancis) bagi *Special Session on Innovation* di *Annual Productivity Innovation Conference & Exposition* (APIC) 2014.

In 2013, through APO's Technical Expert Service (TES) programme, Malaysia acquired expert service from Dr. Bruno Lanvin (France) for Special Session on Innovation at the Annual Productivity Innovation Conference & Exposition (APIC) 2014.

Selain daripada menerima pakar dari luar negara, Malaysia juga menghantar pakar ke negara anggota APO pada tahun 2013 untuk program berikut:

- Pengukuran Produktiviti Melalui Penggunaan COMPASS bagi PKS di Fiji. .1
- Produktiviti Hijau di Pakistan .2

Tenaga pakar dari Malaysia juga telah dilantik oleh APO di bawah program *Development of NPO* (DON):

- DON di Mongolia. .1
- DON di Republik Iran. .2

Carta di bawah menunjukkan peratusan penglibatan peserta-peserta program APO sepanjang tahun 2013 di Malaysia.

In 2013, besides receiving international experts, Malaysia also deputed experts from MPC to APO member countries:

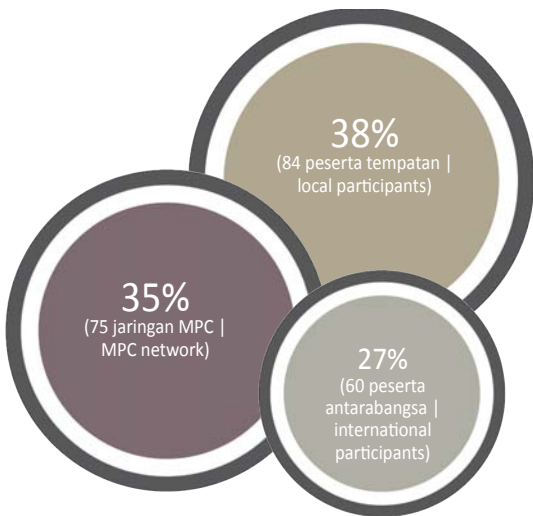
- 1. Productivity Measurement using COMPASS for SMEs in Fiji
- 2. Green Productivity in Pakistan

Under the Development of NPO (DON) programme, experts from Malaysia were appointed by APO as follows:

- 1. DON for Mongolia.
- 2. DON for Islamic Republic of Iran.

The Chart below shows the details of participants of APO programmes in Malaysia, 2013.

CARTA 18 : PERATUSAN PESERTA PROGRAM APO SEPANJANG TAHUN 2013 DI MALAYSIA
CHART 18 : PERCENTAGE OF PARTICIPANTS IN APO PROGRAMMES, 2013 IN MALAYSIA



Sepanjang tahun 2013, seramai 219 orang telah menyertai program APO di dalam dan luar negara. Sebanyak 35% (75 orang) adalah warga MPC, manakala 38% (84 orang) adalah gabungan peserta yang terdiri daripada agensi-agensi kerajaan, pelbagai jenis industri seperti IT, Pertanian, Elektrik dan Elektronik, Perundingan, Industri Kecil Sederhana, Pembuatan, Makanan dan Kejuruteraan. Selebihnya, seramai 60 orang (27%) adalah peserta antarabangsa dari 18 buah negara-negara anggota APO.

Throughout 2013, a total of 219 participants had participated in APO programmes in Malaysia and overseas. Out of this, 35% (75 participants) were MPC staffs, whereas 38% (84 participants) were from government agencies, different types of industries such as IT, Agriculture, Electrical and Electronics, Consultancy, Small Medium Enterprises, Manufacturing, Food and Engineering. The rest of 60 participants (27%) were international participants from 18 APO member countries.

JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)

Malaysia menyokong 139 negara-negara membangun di bawah rangkakerja Usahasama Selatan-Selatan (South-South Cooperation) sejak 1980 melalui Program Kerjasama Teknikal Malaysia (PKTM). Pada tahun 1983, *Third Country Training Programme* (TCTP) telah mula diperkenalkan di Malaysia oleh JICA dalam membantu negara-negara membangun di bawah program TCTP dengan kerjasama PKTM.

Dari 2011 hingga 2013, semua program TCTP adalah berlandaskan tiga bidang teras iaitu KAIZEN, *Total Quality Management* (TQM) dan Produktiviti dan Inovasi. Objektif program TCTP adalah seperti berikut:

1. Untuk berkongsi pengetahuan, kepakaran serta pengalaman yang dimiliki oleh Malaysia berkaitan dengan amalan-amalan terbaik TQM dan Kaizen;
2. Menyediakan peserta dengan maklumat berkenaan PLAN, DO, CHECK and ACT melalui pendekatan dan teknik yang digunakan dalam proses pemantauan projek KAIZEN dan TQM; dan
3. Untuk melengkapi peserta dengan pendekatan-pendekatan yang berkesan dalam menghadapi cabaran pembangunan serta alat berkesan untuk integrasi pembangunan dan penyelarasan.

Sebanyak tiga program berbentuk latihan telah dianjurkan di Malaysia pada tahun 2013. Program-program TCTP tersebut adalah seperti berikut:

JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)

Malaysia supports 139 developing countries under the South-South Cooperation collaboration framework since 1980 through its Malaysia Technical Cooperation Programme (MTCP). In 1983, JICA with MTCP's cooperation introduced the Third Country Training Programme (TCTP) in Malaysia to assist third world countries.

From 2011 until 2013, all TCTP programmes were based on three core areas namely KAIZEN, Total Quality Management (TQM) and Productivity and Innovation. TCTP programme objectives are as follows:

1. To share with participants on Malaysia's expertise and experience in best practices of TQM and Kaizen;
2. To impart knowledge on PLAN, DO, CHECK and ACT as useful approaches and techniques in monitoring KAIZEN and TQM projects; and
3. To equip participants with effective approaches to overcome development challenges as well as providing the participants with effective tools for development integration and standardisation.

In 2013, three training programmes of TCTP were organised in Malaysia as follows:

SENARAI PROGRAM LATIHAN TCTP LIST OF TCTP TRAINING PROGRAMMES

PROGRAM Programme	TARIKH Date
Third Country Training Programme on Enhancement of Productivity and Competitiveness through TQM and Kaizen Approach (Collaboration with JDS/EKI)	9-22 Jun/June 2013
Third Country Training Programme on Organisational Strategy for Productivity Institution (Collaboration with JPC/JICA)	9-13 September 2013
Third Country Training Programme on Enhancement of Productivity and Competitiveness through TQM and Kaizen Approach (Collaboration with Malaysia Technical Cooperation Programme ((MTCP)/JICA)	24 November – 14 Disember/December 2014

Untuk program Misi Pembelajaran dari Luar Negara, program yang telah dilaksanakan adalah seperti berikut:

Programmes implemented for the Overseas Study Mission are as follows:

SENARAI PROGRAM MISI PEMBELAJARAN DARI LUAR NEGARA
LIST OF OVERSEAS STUDY MISSION PROGRAMMES

PROGRAM Programme	TARIKH Date
Misi Pembelajaran dari Negara Ethiopia Study Mission from Ethiopia	2 Julai July 2013
Misi Pembelajaran dari Negara Tanzania Study Mission from Tanzania	21 Ogos August 2013

Selain daripada melaksanakan kursus, Malaysia juga menghantar tenaga pakar untuk melaksanakan projek dengan kerjasama seperti berikut:

Besides conducting courses, Malaysia also sent their experts to implement project with the following engagement:

SENARAI PROGRAM *PRODUCTIVITY IMPROVEMENT*
LIST OF PRODUCTIVITY IMPROVEMENT PROGRAMME

Program Programme	TARIKH Date	Negara Terlibat Participating Country
Productivity Improvement for Kenya	2012 - 2013	Kenya

Sepanjang tahun 2013, seramai 35 orang dari 11 negara telah menyertai tiga program MTCP/TCTP/JICA di Malaysia. Sebanyak 46% (16 orang) adalah dari negara Ethiopia manakala 17% (6 orang) adalah dari negara Kenya. Selebihnya, seramai 13 peserta adalah dari pelbagai negara Afrika yang menyertai program TCTP. Kebanyakan program adalah berdasarkan kepada topik TQM, KAIZEN, dan Produktiviti dan Inovasi.

Throughout 2013, 35 participants from 11 countries had participated in the MTCP/TCTP/JICA programmes conducted in Malaysia. 46% (16 participants) were from Ethiopia whereas 17% (6 participants) were from Kenya. The rest of 13 participants in the TCTP programme came from various African countries. Most of the programmes were based on the TQM, KAIZEN, and Productivity and Innovation topics.

Stay on top of the game, MPC told

Jeremy Yuen

Other countries are also striving to improve their productivities, and we (MPC) must stay ahead of the pack using innovative and creative approaches.

Datuk Abang Abdul Karim Tun Abang Openg, MPC Board of Directors member

KUCHING: Malaysia Productivity Corporation (MPC) must continue to stay sharp to ensure Malaysia has a competitive edge on the world stage.

MPC Board of Directors member Datuk Abang Abdul Karim Tun Abang Openg said MPC must not sit on their laurels and bask in the nation's past glory.

"Other countries are also striving to improve their productivities, and we (MPC) must stay ahead of the pack using innovative and creative approaches," he said at MPC Sarawak Hari Raya gathering here yesterday.

He said a relevant MPC would also help the country achieve its dream of becoming a high income nation by 2020.

Abdul Karim said Malaysians should learn from the South Koreans about productivity and economic growth.

Meanwhile, Abdul Karim commended the state government for supporting MPC.

He hoped other agencies would emulate Kuching North City Commission (DBKU) to have a

'lean management', which is an extended element of the 5S programme.

MPC deputy director-general 1 Ahmad Fadil Mahsum, who also spoke, said MPC delegates would be visiting Korea on Aug 26, to be followed by Indonesia and Japan.

"This will be a working visit to learn and observe the implementation of lean management to improve the delivery system of agencies and departments in Malaysia."

At the gathering, MPC donated to Sarawak Orphans Welfare Board (Peryatim), Sarawak Single Mothers Association and Rumah Seri Kenangan.



“Other countries are also striving to improve their productivities, and we (MPC) must stay ahead of the pack using innovative and creative approaches.”

- DATUK ABANG ABDUL KARIM



PMM tuai emas

Johor Bahru: Politeknik Merinus (PMM) mengutip kejayaan memperolehi kategori emas dalam Kevenyemen Persatuan Berkekuatan 55 Wilayah Selatan anjuran Perbadanan Produktiviti Malaysia (MPC).

Juruaudit dalam 55

kawasan kampus dan tidak hanya memfokuskan di ruang pejabat.

"Prestasi ini adalah persembahan berkekuatan 55 yang dibantu oleh kesungguhan semua warga yang bekerjasama dalam memastikan tempat kerja dan tempat belajar yang kondusif dan selamat."

"Dalam tempoh lima

ter, bukanlah perkara mudah untuk meraihkan anugerah 55 ini, namun tiada yang mustahil sekiranya mendapat sokongan daripada semua warga," katanya.

Persembahan bermutu Selain beliau, PMM turut diwakili tiga pegawai lain iaitu Arman Md Said, Noor Saadah Sapin dan Wan

PMM layak ke kevenyemen ini setelah apabila berjaya memperolehi persijilan itu untuk tempoh lima tahun berturut-turut selain meraih diperolehi ketika pengagadisan pada April lalu.

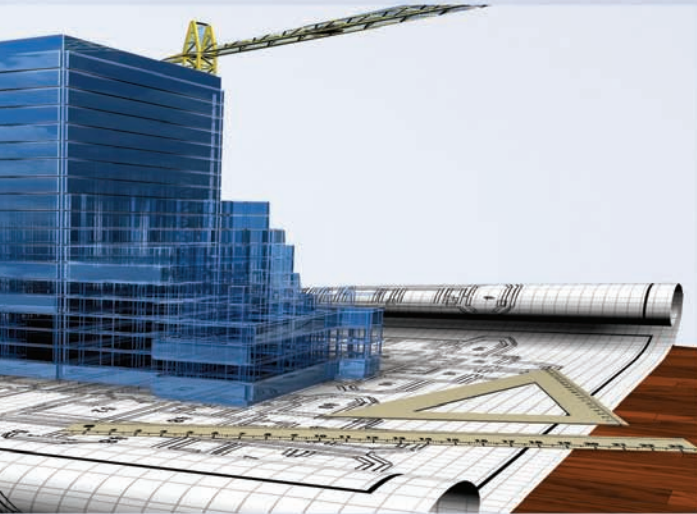
Sebanyak 15 organisasi kerajaan dan swasta dari negeri Johor, Melaka dan Negeri Sembilan layak menyertai kevenyemen ini

“Dalam tempoh lima tahun ini, PMM menerima 83 kumpulan pelawat daripada pelbagai kementerian, badan bukan kerajaan dan institusi pengajian tinggi dari seluruh negara yang bertujuan untuk menanda aras pelaksanaan 5S di PMM.”



PELABURAN UNTUK PEMBANGUNAN

INVESTMENT FOR DEVELOPMENT



chapter 9

“ Pemikiran kreatif bukanlah satu bakat, ianya adalah kemahiran yang boleh dipelajari. Ianya penting kerana memberikan kuasa kepada pemunya yang membantu keupayaan mereka untuk memperbaiki kerja berpasukan, produktiviti dan mendapat manfaat yang bersesuaian. ”

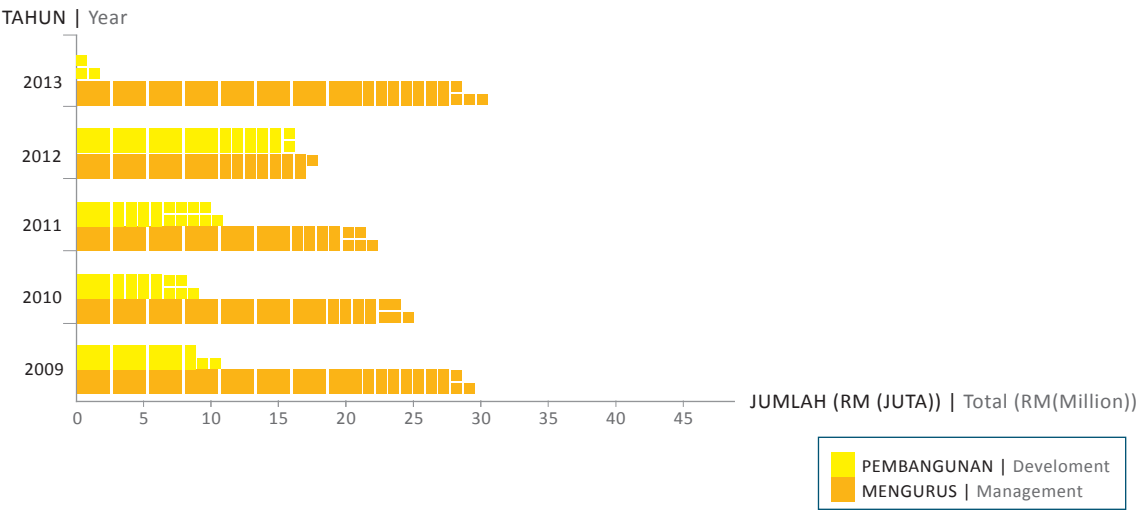
Creative thinking is not a talent, it is a skill that can be learnt. It empowers people by adding strength to their natural abilities which improves teamwork, productivity and where appropriate profits. ”

Peruntukan Geran Mengurus dan Pembangunan Tahun '09-'13
Allocation of Management and Development Grants

Pada tahun 2013, MPC telah menerima Geran Mengurus sebanyak RM36,693,000. Ini merupakan Geran Mengurus yang tertinggi diterima bagi tempoh 2009-2013. Geran Pembangunan yang diterima pada tahun 2013 adalah RM1,000,000 bagi program Daya saing Negara. Kali terakhir geran ini diterima adalah pada tahun 2010 yang berjumlah RM935,000.

In 2013, MPC received RM36,693,000 for the Management Grant. This represented the highest Management Grant received for the period of 2009-2013. In the same year, RM1,000,000 being Development Grant for the National Competitiveness Programme, was received. The last Development Grant received was in 2010 amounting to RM935,000.

CARTA 19 : PERUNTUKAN GERAN MENGURUS DAN GERAN PEMBANGUNAN, 2009 - 2013
CHART 19 : ALLOCATION OF MANAGEMENT AND DEVELOPMENT GRANTS RECEIVED, 2009-2013



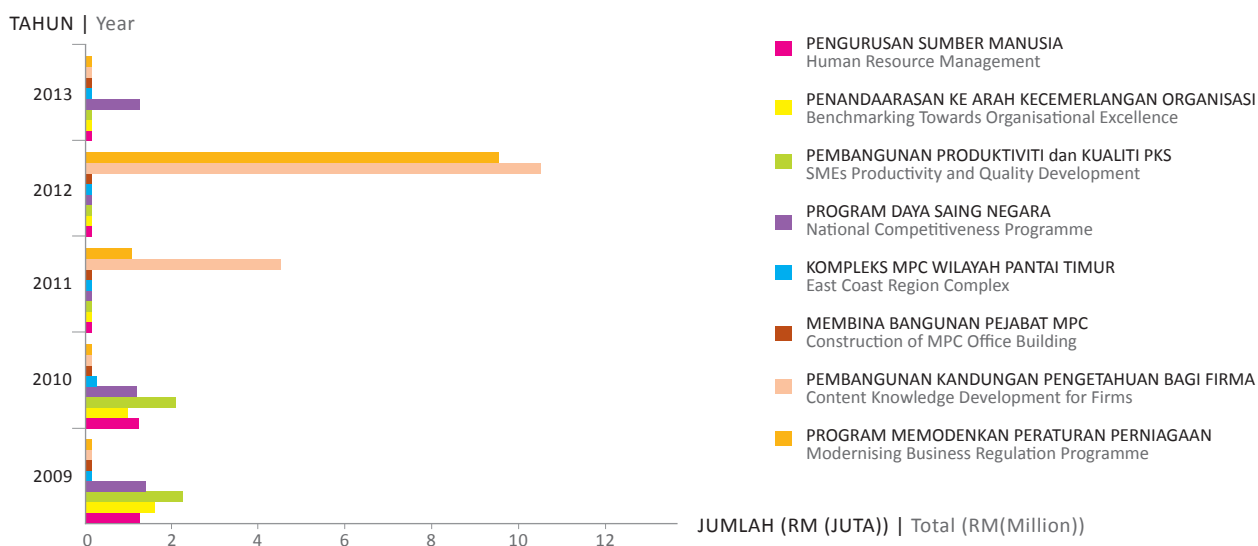
Peruntukan Geran Pembangunan,2009-2013 mengikut program adalah seperti di Jadual 20.

Development Grant Allocation According to Programme, 2009-2013 as set out in Table 20.

CARTA 20 : PERUNTUKAN GERAN PEMBANGUNAN
CHART 20 : DEVELOPMENT GRANT ALLOCATION

PROGRAM Programme	2009	2010	2011	2012	2013
Pembangunan Sumber Manusia Human Resource Development	1,000,000	1,134,000	-	-	-
Penandaarasan Ke arah Kecemerlangan Organisasi Benchmarking Towards Organisational Excellence	1,100,000	465,000	-	-	-
Pembangunan Produktiviti dan Kualiti EKS SMEs Productivity and Quality Development	2,500,000	1,833,000	-	-	-
Program Daya Saing Negara National Competitiveness Programme	1,000,000	935,000	-	-	1,000,000
Kompleks Wilayah Pantai Timur East Coast Region Complex	-	150,000	-	-	-
Membina Bangunan Pejabat MPC Construction of MPC Office Building	-	-	-	-	-
Pembangunan Kandungan Pengetahuan Bagi Firma Content Knowledge Development for Firms	-	-	4,500,000	10,500,000	-
Program Pemodenan Peraturan Perniagaan Modernising Business Regulation Programme	-	-	600,000	7,760,000	-
JUMLAH Total	5,600,000	4,517,000	5,100,000	18,260,000	1,000,000

CARTA 21 : PERUNTUKAN GERAN PEMBANGUNAN MENGIKUT PROGRAM, 2009 - 2013
CHART 21 : DEVELOPMENT GRANT ALLOCATION ACCORDING TO PROGRAMME, 2009 - 2013



Prestasi Perbelanjaan Mengurus dan Pembangunan Tahun **'09 - '13**
MPC Management Expenditure Performance for Year

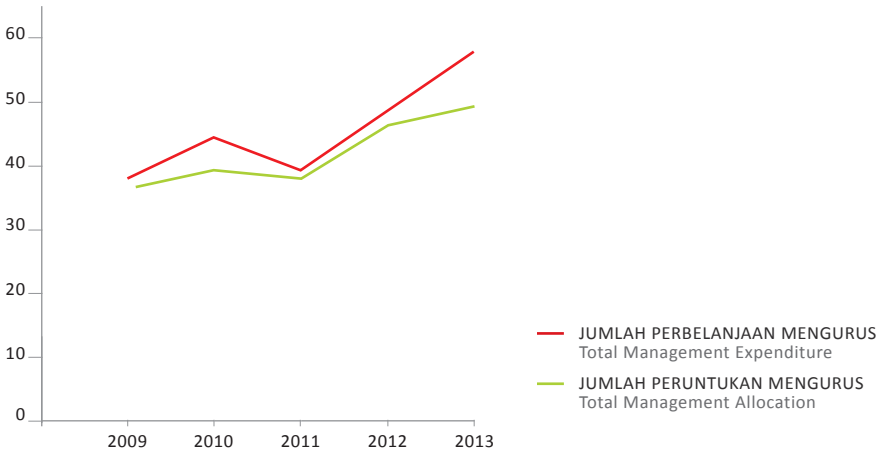
Perbelanjaan Mengurus MPC pada tahun 2013 adalah RM45,469.171 berbanding RM38,706,956 pada tahun 2009 dan RM43,013,033 pada tahun 2012. Peratus perbelanjaan adalah 84%. Perbelanjaan mengurus telah meningkat berbanding tahun 2009 disebabkan penambahan di dalam aktiviti yuran latihan dan pembangunan sistem, perundingan, persijilan dan penyelidikan serta misi pembelajaran di luar negara. Prestasi perbelanjaan mengurus adalah seperti di Jadual 22.

MPC's management expenditure for 2013 was RM45,469.171 as compared to RM38,706,956 in 2009 and RM43,013,033 for 2012. The expenditure percentage was 84%. As compared to 2009, the increased expenditure was due to increase in training activity fees and system development, consultation, certification and research as well as study missions abroad. The management expenditure performance is as shown in Table 22.

JADUAL 22 : PRESTASI PERBELANJAAN MENGURUS, 2009-2013
TABLE 22 : MANAGEMENT EXPENDITURE PERFORMANCE, 2009-2013

	2009	2010	2011	2012	2013
GERAN KERAJAAN Government Grant	30,154,000	28,767,200	27,649,500	32,600,405	36,693,000
HASIL DALAMAN Internal Revenue	4,200,000	4,200,000	4,200,000	4,200,000	9,549,090
TAMBAHAN PERUNTUKAN Additional Allocation	4,707,800	10,365,220	9,479,929	10,093,800	7,987,785
JUMLAH SELEPAS TAMBAHAN Total Amount After Addition	39,061,800	43,332,420	41,329,429	46,894,205	54,229,875
BELANJA SEBENAR Actual Expenditure	38,706,956	39,710,491	38,686,920	43,013,033	45,469,171
PERATUS Percentage	99%	92%	94%	92%	84%

CARTA 23 : PRESTASI PERBELANJAAN MENGURUS, 2009-2013
CHART 23 : MANAGEMENT EXPENDITURE PERFORMANCE, 2009-2013



Prestasi Perbelanjaan Pembangunan Tahun '09-'13

Development Expenditure Performance for Year '09-'13

Pada tahun 2013, hanya dua program Pembangunan diperuntukkan kepada Perbadanan Produktiviti Malaysia iaitu program Daya saing Negara dan program Memodenkan Peraturan Perniagaan. Program Pembangunan Kandungan Pengetahuan Bagi Firma menggunakan baki peruntukan yang telah diberi pada tahun 2012. Peruntukan sebanyak RM16 juta telah diberi untuk program Memodenkan Peraturan Perniagaan pada tahun 2011 bagi tempoh 2011 hingga 2013. Perbelanjaan sebenar tahun 2013 adalah menggunakan baki peruntukan pada tahun 2011/2012 dan peruntukan tahun 2013. Maklumat program adalah seperti di Jadual 24.

In 2013, MPC received allocation for two Development programmes only namely the National Competitiveness Programme and Modernising Business Regulation Programme. The Content Knowledge Development Programme for Firms used the balance of 2012 allocation. In 2011, an allocation of RM16 million was given for Modernising Business Regulation programme for the period of 2011-2013. The actual expenditure spent in 2013 was in actual using the balance of allocation for 2011/2012 and allocation for 2013. Details of the programmes are as shown in Table 24.

JADUAL 24 : SENARAI PROGRAM PEMBANGUNAN BAGI, 2013
TABLE 24 : LIST OF DEVELOPMENT PROGRAMME FOR, 2013

PROJEK/PROGRAM Project/Programme	Jumlah Total
DAYA SAINING NEGARA National Competitiveness	1,000,000
MEMODENKAN PERATURAN PERNIAGAAN Modernising Business Regulation	7,640,000
Jumlah Total	8,640,000

Prestasi perbelanjaan Program-program Pembangunan adalah seperti di Jadual 24.

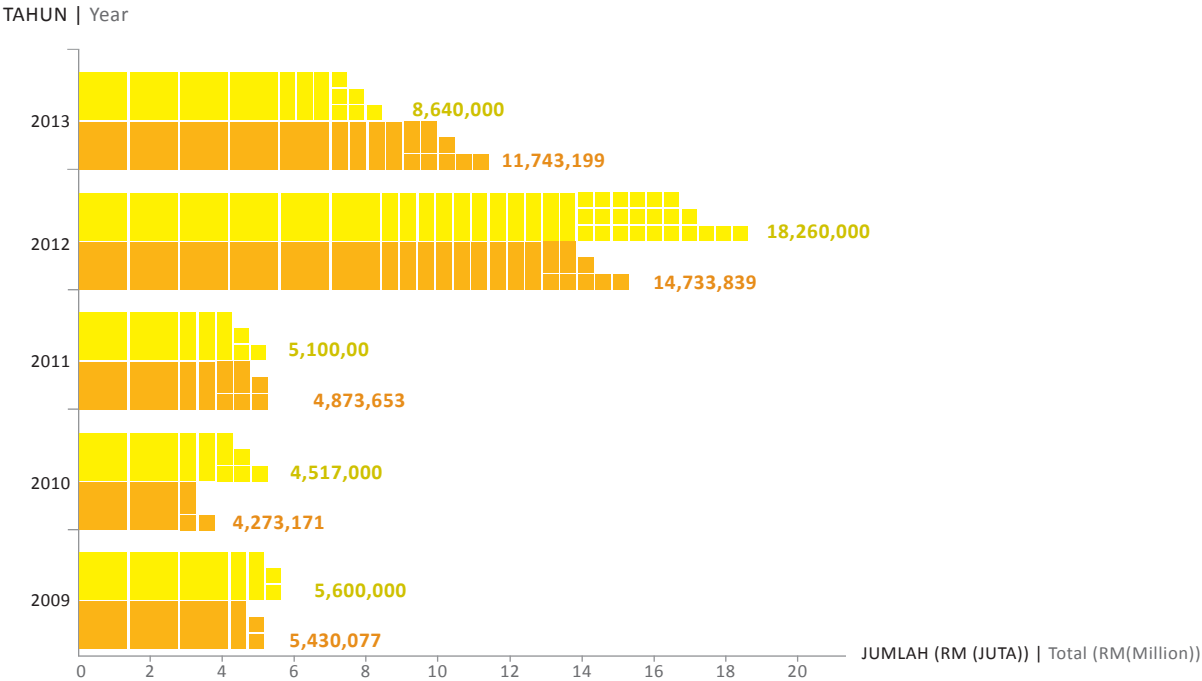
Development Programmes Expenditure Performance is as shown in Table 24.

JADUAL 25 : PRESTASI PERBELANJAAN PEMBANGUNAN, 2009-2013
TABLE 25 : DEVELOPMENT EXPENDITURE PERFORMANCE, 2009-2013

	2009	2010	2011	2012	2013
Pembangunan Sumber Manusia Human Resource Development	994,827	1,089,298	-	-	-
Penandaarasan Ke arah Kecemerlangan Organisasi Benchmarking Towards Organisational Excellence	950,416	459,818	-	-	-
Pembangunan Produktiviti dan Kualiti EKS SMEs Productivity and Quality Development	2,485,408	1,814,440	-	-	-
Program Daya saing Negara National Competitiveness Programme	999,426	905,695	-	-	1,013,701
Kompleks Wilayah Pantai Timur East Coast Region Complex	-	3,920	-	-	-

	2009	2010	2011	2012	2013
Membina Bangunan Pejabat MPC Construction of MPC Office Building	-	-	-	-	-
Pembangunan Kandungan Pengetahuan bagi Firma Content Knowledge Development for Firms	-	-	4,210,298	8,893,510	1,386,605
Program Memodenkan Peraturan Perniagaan Modernising Business Regulation Programme	-	-	584,184	5,943,559	9,342,893
BELANJA SEBENAR ACTUAL EXPENDITURE	5,430,077	4,273,171	4,794,482	14,837,069	11,743,199
PERUNTUKAN ALLOCATION	5,600,000	4,517,000	5,100,000	18,260,000	8,640,000
PERATUS PERCENTAGE	97%	95%	94%	81%	136%

CARTA 26 : PRESTASI PERBELANJAAN PEMBANGUNAN, 2009-2013
CHART 26 : DEVELOPMENT EXPENDITURE PERFORMANCE, 2009-2013



	2009	2010	2011	2012	2013
Peruntukan Allocation	5,600,000	4,517,000	5,100,000	18,260,000	8,640,000
Perbelanjaan Expenditure	5,430,077	4,273,171	4,873,653	14,733,839	11,743,199

Prestasi Pengurusan Kewangan MPC

MPC Financial Management Performance for Year '09-'13

Lembaran Imbangan tahun 2009-2013 adalah seperti di Jadual 27.

The Balance Sheet for 2009-2013 is as shown in Table 27.

JADUAL 27 : LEMBARAN IMBANGAN, 2009-2013
TABLE 27 : BALANCE SHEET, 2009-2013

	2009	2010	2011	2012	2013
ASET					
Asset					
Hartanah, Loji dan Peralatan Property, Fixtures and Equipment	20,059,724	20,949,874	21,009,852	20,269,599	19,792,588
Kerja dalam Kemajuan Work in Progress	2,607,407	2,071,357	-	-	-
	22,667,131	23,021,231	21,009,852	20,269,599	19,792,588
ASET SEMASA					
Current Asset					
Penghutang Debtor	2,161,388	3,342,137	2,139,948	2,632,415	2,688,285
Penghutang Pinjaman dan pendahuluan Loan Debtors and Advance	781,440	797,355	634,953	620,615	702,496
Deposit diberi dan Prabayar Deposit and Prepaid	639,858	735,148	529,146	568,716	578,565
Deposit tetap, tunai dan baki bank Fixed Deposit, Cash and Bank Balance	29,822,880	30,467,307	46,455,213	48,372,057	39,571,109
	33,405,566	35,341,947	49,759,260	52,193,803	43,540,455
LIABILITI SEMASA					
Current Liability					
Pemiutang Perniagaan Business Creditors	-	-	-	-	-
Pelbagai Pemiutang dan Deposit Diterima Various Creditors and Deposits Received	2,382,977	783,483	701,506	1,259,500	1,252,244
	2,382,977	783,483	701,506	1,259,500	1,252,244
ASET SEMASA BERSIH	53,689,720	57,579,695	70,067,606	71,203,902	62,080,799
Net Current Assets					
DIBIAYAI OLEH					
Financed By					
Kumpulan Wang Pengurusan Management Fund	29,138,972	31,588,622	32,981,234	36,037,761	37,731,132
Kumpulan Wang Pinjaman Kenderaan Vehicle Loan Fund	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000

	2009	2010	2011	2012	2013
Kumpulan Wang Pinjaman Komputer Computer Loan Fund	300,000	300,000	300,000	300,000	300,000
Kumpulan Wang Pembangunan Development Fund	22,250,748	21,746,387	33,366,686	30,371,382	19,964,560
Kumpulan Wang Amanah Usahasama Trust Cooperative Fund	-	1,944,686	1,419,686	2,494,759	2,085,107
	53,689,720	57,579,695	70,067,606	71,203,902	62,080,799

**PENYATA PENDAPATAN BAGI TAHUN BERAKHIR
PADA 31 DISEMBER**

Pendapatan MPC telah menunjukkan peningkatan dari RM44.778 juta pada tahun 2009 kepada RM63.761 juta pada tahun 2013. Walau bagaimana pun pendapatan menurun sebanyak 5% berbanding tahun 2012 disebabkan pengurangan pendapatan hasil dalaman MPC yang terdiri dari yuran latihan, yuran perundingan dan yuran pensijilan.

Perbelanjaan pada tahun 2013 adalah sebanyak RM61.046 juta berbanding RM43.592 juta pada tahun 2009 seiring dengan peningkatan hasil dalaman MPC. Perbelanjaan menurun sebanyak 2% berbanding tahun 2012. Penyata Pendapatan MPC dari tahun 2009-2013 adalah seperti di Jadual 28.

**INCOME STATEMENT FOR YEAR ENDED ON
31 DECEMBER**

MPC revenue has shown an upward trend from RM44.778 million in 2009 to RM63.761 million in 2013. Nevertheless, there was a slight decrease of 5% revenue as compared to 2012 due to the reduction of MPC's internal revenue from the training, consultancy and certification fees.

In tandem with the increment in MPC internal revenues, the expenditure for 2013 was at RM61.046 million as compared to RM43.592 million in 2009. There was a decrease in the spending at 2% as compared to 2012. MPC Income Statement for 2009-2013 is as shown in Table 28.

JADUAL 28 : PENYATA PENDAPATAN TAHUN 2009-2013
TABLE 28 : INCOME STATEMENT FOR 2009-2013

	2009	2010	2011	2012	2013
PENDAPATAN Income					
Pemberian Kerajaan Persekutuan Federal Government Grants	36,353,329	33,788,561	34,713,498	47,913,149	49,138,740
Pelbagai Pendapatan Miscellaneous Income	8,424,493	13,135,265	12,971,968	19,350,159	14,622,384
	44,777,822	46,923,826	47,685,466	67,263,308	63,761,124
PERBELANJAAN Expenditure					
Emolumen Emolument	18,475,917	19,165,524	20,117,838	22,988,931	22,317,901
Pelbagai Perbelanjaan Miscellaneous Expenditure	23,647,144	23,710,179	26,505,915	37,998,330	37,254,109

	2009	2010	2011	2012	2013
Susutnilai Depreciation	1,469,184	1,598,473	1,484,804	1,402,080	1,474,681
	43,592,245	44,474,176	48,108,557	62,389,341	61,046,691
LEBIHAN PENDAPATAN SEBELUM CUKAI Surplus Income Before Taxation	1,185,577	2,449,650	(423,091)	4,873,967	2,714,433
Cukai Taxation					
LEBIHAN PENDAPATAN SELEPAS CUKAI Surplus Income After Taxation	1,185,577	2,449,650	(423,091)	4,873,967	2,714,433

**PENYATA ALIRAN TUNAI BAGI TAHUN
BERAKHIR 31 DISEMBER**

Jumlah wang tunai dan deposit tetap pada tahun 2013 adalah sebanyak RM39.571 juta berbanding RM29.822 juta pada tahun 2009. Pemberian geran untuk Program Memodenkan Peraturan Perniagaan sebanyak RM16 juta pada tahun 2011 telah menyebabkan tunai bersih dari aktiviti operasi meningkat pada tahun 2011. Perbelanjaan program ini adalah bagi tempoh 2011 hingga 2013 sahaja dan ianya telah menyebabkan baki tunai dan deposit tetap menurun pada tahun 2013 berbanding tahun 2011 dan 2012. Penyata aliran tunai bagi tahun 2009-2013 adalah seperti di Jadual 29.

**CASH FLOW STATEMENT FOR YEAR ENDED
31 DECEMBER**

In 2013, the total cash and fixed deposit were RM39.571 million as compared to RM29.822 in 2009. There was an increment in net cash from operational activities in 2011 due to the awarded grant for Modernising Business Regulation amounting to RM16 million. The awarded grant was to be utilised for the period of 2011 until 2013 only and as such the cash balance and fixed deposit decreased in 2013 as compared to 2011 and 2012. Cash flow statement for 2009-2013 is as shown in Table 29.

JADUAL 29 : PENYATA ALIRAN TUNAI 2009 - 2013
TABLE 29 : CASH FLOW STATEMENT FOR 2009 - 2013

	2009	2010	2011	2012	2013
ALIRAN TUNAI DARI AKTIVITI OPERASI Cash Flow From Operational Activities					
Terimaan Tunai dari Kerajaan Persekutuan Cash Received from Federal Government	30,154,000	31,967,100	49,466,600	43,100,405	37,693,000
Terimaan Tunai Pelbagai Hasil Cash Received from Various Sources	12,655,896	16,160,873	13,598,152	13,477,705	10,230,600
Bayaran Tunai Kepada Pekerja Dan Pembekal Cash Payment to Employees and Suppliers	(43,823,769)	(46,479,039)	(46,388,122)	(55,664,635)	(57,156,512)
TUNAI BERSIH DARI AKTIVITI OPERASI Net Cash From Operational Activities	1,013,873	1,648,934	16,676,630	913,475	(9,232,912)
ALIRAN TUNAI DARI AKTIVITI PELABURAN Cash Flow From Investment Activities					

	2009	2010	2011	2012	2013
Pembelian Aset <i>Purchase of Assets</i>	(1,064,691)	(1,638,695)	(1,580,827)	(669,878)	(999,597)
Faedah Diterima <i>Interest Received</i>	463,804	634,188	892,103	1,673,247	1,431,561
TUNAI BERSIH DARI AKTIVITI PELABURAN Net Cash from Investment Activities	(600,887)	(1,004,507)	(688,724)	1,003,369	431,964
PERTAMBAHAN BERSIH TUNAI DAN SETARA TUNAI Net Cash Addition and Cash Equivalent	(1,614,760)	644,427	15,987,906	1,916,844	(8,800,948)
TUNAI DAN KESETARAAN TUNAI PADA AWAL TAHUN Cash And Cash Equivalent In The Beginning of The Year	31,437,640	29,822,880	30,467,307	46,455,213	48,372,057
TUNAI DAN KESETARAAN TUNAI PADA AKHIR TAHUN Cash And Cash Equivalent At The End of The Year	29,822,880	30,467,307	46,455,213	48,372,057	39,571,109
TERDIRI DARIPADA: Consists of:					
Wang Tunai di tangan dan Baki bank <i>Cash and Bank Balances</i>	8,037,057	9,215,316	3,995,001	1,343,483	7,958,219
Deposit tetap dengan bank <i>Fixed Deposit with banks</i>	21,785,823	21,251,991	42,460,212	47,028,574	31,612,890
	29,822,880	30,467,307	46,455,213	48,372,057	39,571,109

Maklumat Dalaman Hasil MPC

Hasil dalaman MPC yang terbesar adalah terdiri dari yuran program yang diadakan untuk Badan Berkanun, Pihak Berkuasa Tempatan dan pihak swasta. Hasil dalaman MPC pada tahun 2012 adalah sebanyak RM19,346,359. Prestasi hasil dalaman telah menunjukkan peningkatan yang memberangsangkan dari setahun ke setahun dengan bertambahnya permintaan terhadap program latihan kursus dan pembangunan sistem, perundingan, persijilan dan penyelidikan. Prestasi hasil dalaman MPC adalah seperti di Jadual 30.

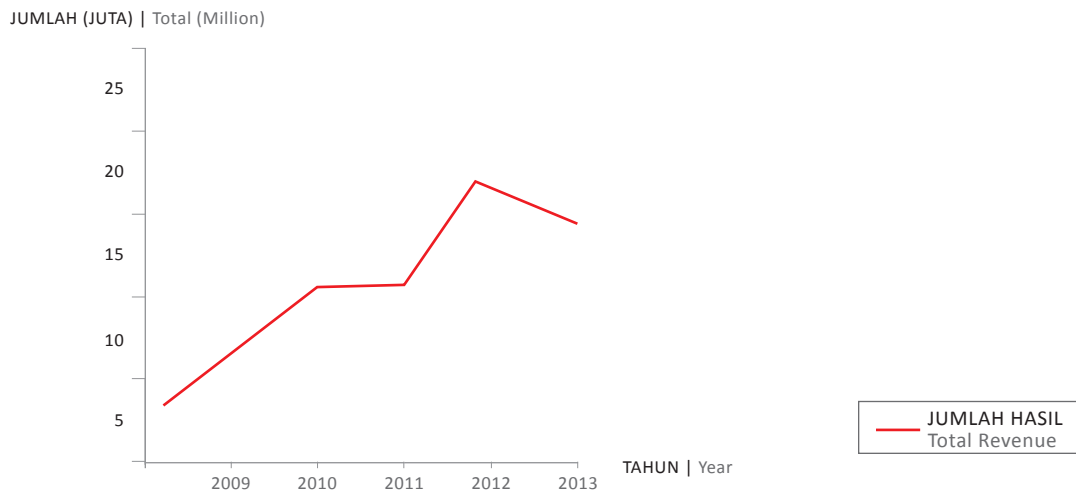
MPC Internal Revenue Details

MPC's biggest contributor for its internal revenue was from fees obtained from programmes conducted for Statutory Body, Local Authority and private sector. MPC's internal revenue for 2012 was RM19,346,359. The significant improvement trend recorded is indicative of the annual increase in internal revenue generated from increased demand in the training and system development programmes, consultancy, certification and research programmes. MPC's internal revenue performance is as shown in Table 30.

JADUAL 30 : PENYATA ALIRAN TUNAI, 2009 - 2013
TABLE 30 : CASH FLOW STATEMENT, 2009 - 2013

	2009	2010	2011	2012	2013
HASIL YANG DIKUTIP					
Revenue Collected					
Yuran Program Programme Fees	7,313,392	11,893,998	11,483,501	17,008,573	12,596,360
Faedah Atas Pinjaman Komputer dan Kenderaan Interest on Computer and Vehicle Loan	43,205	28,744	29,941	23,076	25,722
Faedah Bank Interest from Banks	514,064	737,533	973,568	1,650,171	1,387,983
Sewaan Rental	422,554	365,725	331,151	576,025	549,184
Pelbagai Pendapatan Miscellaneous Revenue	131,278	109,265	153,807	92,314	63,135
Jumlah Hasil Total Revenue	8,424,493	13,135,265	12,971,968	19,350,159	14,622,384
% Kenaikan Kutipan Hasil % Increase in Revenue Collected	19	86	-1	49	(24)

CARTA 31 : HASIL DALAMAN MPC, 2009-2013
CHART 31 : MPC INTERNAL REVENUE, 2009-2013



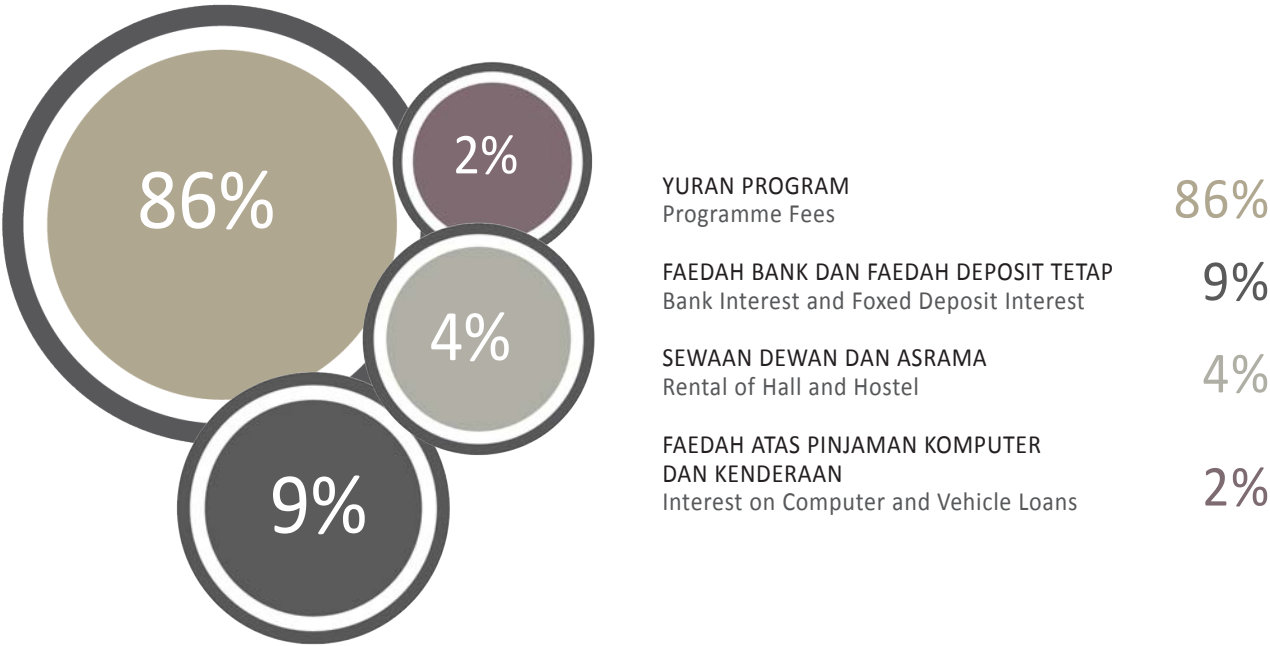
Penyumbang Hasil Dalaman MPC

Yuran program merupakan penyumbang hasil dalaman MPC yang terbesar iaitu sebanyak 86%. Ini diikuti oleh faedah simpanan tetap atau bank (9%), sewaan dewan dan asrama (4%) lain-lain pendapatan (0.43%) dan faedah atas pinjaman komputer dan kenderaan (0.18%). Yuran program adalah terdiri dari yuran kursus, yuran perundingan dan pembangunan sistem, yuran pensijilan dan yuran penyelidikan.

Contributors to MPC Internal Revenue

The programme fees were the biggest contributor to MPC's internal revenue amounting to 86%. This was followed by interest of the fixed deposit or bank (9%), rental of hall and hostel (4%), miscellaneous income (0.43%) and interest on computer and vehicle loans (0.18%). The programme fees consisted of courses fees, consultancy and system development fees, certification fees and research fees.

CARTA 32 : PERATUS KOMPOSISI HASIL MPC PADA TAHUN 2013
CHART 32 : PERCENTAGE COMPOSITION OF MPC REVENUE FOR 2013





**LAPORAN KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
PERBADANAN PRODUKTIVITI MALAYSIA
BAGI TAHUN BERAKHIR 31 DISEMBER 2013**

Laporan Mengenai Penyata Kewangan

Penyata Kewangan Perbadanan Produktiviti Malaysia telah diaudit oleh wakil saya yang merangkumi Lembaran Imbangan Pada 31 Disember 2013 dan Penyata Pendapatan, Penyata Perubahan Dalam Ekuili serta Penyata Aliran Tunai bagi tahun berakhir pada tarikh tersebut, ringkasan polisi perakaunan yang signifikan dan nota penjelasan lain.

Tanggungjawab Lembaga Pengarah Terhadap Penyata Kewangan

Lembaga Pengarah bertanggungjawab terhadap penyediaan dan persembahan penyata kewangan tersebut yang saksama selaras dengan piawaian pelaporan kewangan yang diluluskan di Malaysia dan Akta (Memperbadankan) Perbadanan Produktiviti Malaysia 1966. Lembaga Pengarah juga bertanggungjawab terhadap kawalan dalaman yang ditetapkan perlu oleh pengurusan bagi membolehkan penyediaan penyata kewangan yang bebas daripada salah nyata yang ketara sama ada disebabkan oleh fraud atau kesilapan.

Tanggungjawab Juruaudit

Tanggungjawab saya adalah memberi pendapat terhadap penyata kewangan tersebut berdasarkan pengauditan yang dijalankan. Pengauditan telah dilaksanakan mengikut Akta Audit 1957 dan piawaian pengauditan yang diluluskan di Malaysia. Piawaian tersebut menghendaki saya mematuhi keperluan etika serta merancang dan melaksanakan pengauditan untuk memperoleh jaminan yang munasabah sama ada penyata kewangan tersebut bebas daripada salah nyata yang ketara.

Pengauditan meliputi pelaksanaan prosedur untuk memperoleh bukti audit mengenai amaun dan pendedahan dalam penyata kewangan. Prosedur yang dipilih bergantung kepada pertimbangan juruaudit, termasuk penilaian risiko salah nyata yang ketara pada penyata kewangan sama ada disebabkan oleh fraud atau kesilapan. Dalam membuat penilaian risiko tersebut, juruaudit mempertimbangkan kawalan dalaman yang bersesuaian dengan entiti dalam penyediaan dan persembahan penyata kewangan yang memberi gambaran yang benar dan saksama bagi tujuan merangka prosedur pengauditan yang bersesuaian tetapi bukan untuk menyatakan pendapat mengenai keberkesanan kawalan dalaman entiti tersebut. Pengauditan juga termasuk menilai kesesuaian polisi perakaunan yang diguna pakai dan kemunasabahan anggaran perakaunan yang dibuat oleh pengurusan serta persembahan penyata kewangan secara menyeluruh.

Saya percaya bahawa bukti audit yang saya peroleh adalah mencukupi dan bersesuaian untuk dijadikan asas bagi pendapat audit saya.

Pendapat

Pada pendapat saya, penyata kewangan ini memberikan gambaran yang benar dan saksama mengenai kedudukan kewangan Perbadanan Produktiviti Malaysia pada 31 Disember 2013 dan prestasi kewangan serta aliran tunainya bagi tahun berakhir pada tarikh tersebut selaras dengan piawaian pelaporan kewangan yang diluluskan di Malaysia.


(DATUK ANWAR BIN SURI)
 b.p. KETUA AUDIT NEGARA
 MALAYSIA

PUTRAJAYA
7 JULAI 2014



PENYATA Pengerusi dan Seorang Ahli Lembaga Pengarah

Kami, TAN SRI AZMAN HASHIM dan TAN SRI MUSTAFA MANSUR yang merupakan Pengerusi dan salah seorang Ahli Lembaga Pengarah Perbadanan Produktiviti Malaysia, dengan ini menyatakan bahawa, pada pendapat Lembaga Pengarah, Penyata Kewangan yang mengandungi Lembaran Imbangan, Penyata Pendapatan, Penyata Perubahan Ekuiti dan Penyata Aliran Tunai yang berikut ini berserta dengan nota-nota kepada Penyata Kewangan di dalamnya, adalah disediakan untuk menunjukkan pandangan yang benar dan saksama berkenaan kedudukan Perbadanan Produktiviti Malaysia pada 31 Disember 2013 dan hasilkendaliannya serta perubahan kedudukan kewangannya bagi tahun berakhir pada tarikh tersebut.

Bagi pihak Lembaga
On behalf of the Board



TAN SRI AZMAN HASHIM
Pengerusi **Chairman**

Tarikh: 19 Jun | **June** 2014
Kuala Lumpur

STATEMENT BY THE CHAIRMAN AND A MEMBER OF THE BOARD OF DIRECTORS

We, TAN SRI AZMAN HASHIM, being the Chairman, and TAN SRI MUSTAFA MANSUR, being a member of the Board of Directors of Malaysia Productivity Corporation, do hereby state that, in the opinion of the Board of Directors, the Balance Sheet, Income Statement, Statement of Changes of Fund and Cash Flow Statement as well as the notes accompanying the document are properly drawn up so as to give a true and fair view of the state of affairs of Malaysia Productivity Corporation as at 31 December 2013 and the result of its operations and the changes in its financial position of the year ended on that date.

Bagi pihak Lembaga
On behalf of the Board



TAN SRI MUSTAFA MANSUR
Ahli Lembaga Pengarah
A Member of Board of Directors

Date: 19 Jun | **June** 2014
Kuala Lumpur

**PENGAKUAN OLEH PEGAWAI UTAMA YANG
BERTANGGUNGJAWAB KE ATAS PENGURUSAN
KEWANGAN**

Saya, MOHD. RAZALI HUSSAIN, pegawai utama yang bertanggungjawab ke atas pengurusan kewangan dan rekod-rekod perakaunan Perbadanan Produktiviti Malaysia, dengan ikhlasnya mengakui bahawa Lembaran Imbangan, Penyata Pendapatan, Penyata Perubahan Ekuiti dan Penyata Aliran Tunai dalam kedudukan kewangan yang berikut ini berserta dengan nota-nota kepada Penyata Kewangan di dalamnya mengikut sebaik-baik pengetahuan dan kepercayaan saya, adalah betul dan saya membuat ikrar ini dengan sebenarnya mempercayai bahawa ia adalah benar dan atas kehendak-kehendak Akta Akuan Berkanun, 1960.

Sebenarnya dan sesungguhnya)
diakui oleh penama di atas)
di PETALING JAYA)
pada 19 haribulan Jun 2014)

**DECLARATION BY THE OFFICER PRIMARILY
RESPONSIBLE FOR THE FINANCIAL MANAGEMENT**

I, MOHD. RAZALI HUSSAIN, being the officer primarily responsible for the financial management of Malaysia Productivity Corporation, do solemnly and sincerely declare that the Balance Sheet, Income Statement, Statement of Changes of Fund and Cash Flow Statement as well as the notes accompanying the document are properly drawn up and are to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the Statutory Declaration Act, 1960.

Subscribed and solemnly declared)
by the above named)
at PETALING JAYA)
on 19 day of June 2014)



DATO' MOHD. RAZALI HUSSAIN



No. 29, Tingkat Bawah
Jalan 14/20,
46100 Petaling Jaya,
Selangor D.E.

LEMBARAN IMBANGAN PADA 31 DISEMBER '13

Balance Sheet as at 31 December

Nota-nota yang dilampirkan adalah sebahagian daripada penyata kewangan ini. Accompanying notes form parts of these accounts.

	NOTA Notes	'13 (RM)	'12 (RM)
ASET			
Asset			
Hartanah, Loji dan Peralatan Property, Fixtures and Equipments	5	19,792,588	20,269,599
		19,792,588	20,269,599
ASET SEMASA			
Current Asset			
Penghutang Debtor	6	2,688,285	2,632,415
Penghutang Pinjaman dan Pendahuluan Loan Debtors and Advance	7	702,496	620,615
Deposit Diberi dan Prabayar Deposit and Prepaid		578,565	568,716
Deposit Tetap, Tunai dan Baki Bank Fixed Deposit, Cash and Bank Balance	8	39,571,109	48,372,057
		43,540,455	52,193,803
LIABILITI SEMASA			
Current Liabilities			
Pelbagai Pemiutang dan Deposit Diterima Various Creditors and Deposits Received	9	1,252,244	1,259,500
		1,252,244	1,259,500
Aset Semasa Bersih			
Net Current Asset		42,288,211	50,934,303
		62,080,799	71,203,902
DIBIAYAI OLEH			
Financed by			
Kumpulan Wang Pengurusan Management Fund	10	37,731,132	36,037,761
Kumpulan Wang Pinjaman Kenderaan Vehicle Loan Fund		2,000,000	2,000,000
Kumpulan Wang Pinjaman Komputer Computer Loan Fund		300,000	300,000

LEMBARAN IMBANGAN PADA 31 DISEMBER '13

Balance Sheet as at 31 December

Nota-nota yang
dilampirkan adalah
sebahagian daripada
penyata kewangan ini.
Accompanying notes
form parts of these
accounts.

	NOTA Notes	'13 (RM)	'12 (RM)
Kumpulan Wang Pembangunan Development Fund	11	19,964,560	30,371,382
Kumpulan Wang Amanah Usahasama Co-operation Trust Fund	12	2,085,107	2,494,759
		62,080,799	71,203,902
PENDAPATAN Income			
Pemberian Kerajaan Persekutuan Federal Government Grant	13	49,138,740	47,913,149
Pelbagai Pendapatan Miscellaneous Income	14	14,622,384	19,350,159
		63,761,124	67,263,308
PERBELANJAAN Expenditure			
Emolumen Emolument	15	22,317,901	22,988,931
Pelbagai Perbelanjaan Miscellaneous Expenditure	16	37,254,109	37,998,330
Susutnilai Depreciation		1,474,681	1,402,080
		61,046,691	62,389,341
LEBIHAN PENDAPATAN SEBELUM CUKAI			
Surplus/(Deficit) Income Before Tax		2,714,433	4,873,967
Cukai Tax	3	-	-
LEBIHAN PENDAPATAN SELEPAS CUKAI			
Surplus /(Deficit) Income After Tax		2,714,433	4,873,967

PENYATA PERUBAHAN EKUITI BAGI TAHUN BERAKHIR 31 DISEMBER '13

Statement of Changes of Equity for Year Ended 31 December

Nota Note	Kumpulan Wang Fund					Jumlah Total
	Pembangunan Development	Pengurusan Management	Pinjaman Kenderaan Vehicle Loan	Pinjaman Komputer Computer Loan	Amanah Usahasama Co-Operation Trust	
	RM	RM	RM	RM	RM	RM
BAKI PADA 1 JANUARI 2012 (TAHUN LEPAS)						
Balance as at 1 January 2012 (Previous Year)	33,366,686	32,981,234	2,000,000	300,000	1,419,686	70,067,606
Tambahan dalam Tahun Semasa Receivables in Current Year	10,500,000	-	-	-	1,950,000	12,450,000
Pelarasan Adjustment	1,817,440	(1,817,440)	-	-	-	-
BAKI PADA 31 DISEMBER 2012 Balance as at 31 December 2012	45,684,126	31,163,794	2,000,000	300,000	3,369,686	82,517,606
Lebihan/(Kurangan) bersih bagi tahun semasa Net Surplus/ (Deficit) for current year	(15,312,744)	4,873,967	-	-	(874,927)	(11,313,704)
BAKI SETAKAT 31 DISEMBER 2012 Balance as at 31 December 2012	11,12 & 13 30,371,382	36,037,761	2,000,000	300,000	2,494,759	71,203,902
BAKI PADA 1 JANUARI 2013 (TAHUN SEMASA)						
Balance as at 1 January 2013 (Current Year)	30,371,382	36,037,761	2,000,000	300,000	2,494,759	71,203,902
Tambahan dalam Tahun Semasa Receivables in Current Year	1,000,000	-	-	-	2,180,304	3,180,304
Faedah Akaun semasa Interest for Current Account	17,856	-	-	-	-	17,856
Pelarasan Adjustment	1,021,062	(1,021,062)	-	-	-	-
BAKI PADA 31 DISEMBER 2013 Balance as at 31 December 2013	32,410,300	35,016,699	2,000,000	300,000	4,675,063	74,402,062
Lebihan/(Kurangan) Bersih bagi Tahun Semasa Net Surplus/ (Deficit) for Current Year	(12,445,740)	2,714,433	-	-	(2,589,956)	(12,321,263)
BAKI SETAKAT 31 DISEMBER 2013 Balance as at 31 December 2013	11,12 & 13 19,964,560	37,731,132	2,000,000	300,000	2,085,107	62,080,799

Nota-nota yang dilampirkan adalah
sebahagian daripada penyata kewangan ini.
Accompanying notes form parts of these accounts.

PENYATA ALIRAN TUNAI BAGI TAHUN BERAKHIR 31 DISEMBER '13
Cash Flow Statement For The Year Ended 31 December

	'13 (RM)	'12 (RM)
ALIRAN TUNAI DARI AKTIVITI OPERASI Cash Flow from Operational Activities		
Terimaan Tunai dari Kerajaan Persekutuan Cash Received from the Federal Government	37,693,000	43,100,405
Terimaan Tunai Pelbagai Hasil Cash Received from Various Sources	10,230,600	13,477,705
Bayaran Tunai Kepada Pekerja Dan Pembekal Cash Payment to Employees and Suppliers	(57,156,512)	(55,664,635)
TUNAI BERSIH DARI AKTIVITI OPERASI Net Cash from Operational Activities	(9,232,912)	913,475
ALIRAN TUNAI DARI AKTIVITI PELABURAN Cash Flow from Investment Activities		
Pembelian Aset Purchase of Assets	(999,597)	(669,878)
Faedah Diterima Interest Received	1,431,561	1,673,247
TUNAI BERSIH DARI AKTIVITI PELABURAN Net Cash from Investment Activities	431,964	1,003,369
PERTAMBAHAN BERSIH TUNAI DAN SETARA TUNAI Net Addition Cash and Cash Equivalent	(8,800,948)	1,916,844
TUNAI DAN KESETARAAN TUNAI PADA AWAL TAHUN Cash and Cash Equivalent in the Beginning of the Year	48,372,057	46,455,213
TUNAI DAN KESETARAAN TUNAI PADA AKHIR TAHUN Cash and Cash Equivalent at the End of the Year	39,571,109	48,372,057
TERDIRI DARIPADA: Consists of :		
Wang tunai di tangan dan baki bank Cash and Bank Balances	7,958,219	1,343,483
Deposit Tetap dengan Bank Fixed Deposit with Banks	31,612,890	47,028,574
	39,571,109	48,372,057

NOTA-NOTA KEPADA PENYATA KEWANGAN BAGI TAHUN BERAKHIR 31 DISEMBER **13**

Notes to the Financial Statement for Year Ended 31 December

MAKLUMAT PERBADANAN .1

Perbadanan Produktiviti Malaysia dahulunya dikenali sebagai Pusat Daya Pengeluaran Negara ditubuhkan di bawah Akta (Memperbadankan) Majlis Daya Pengeluaran Negara Bil. 19 pada tahun 1966 (pindaan 1975 “Akta A305 1975” dan pindaan 1991 “Akta A801 1991”). Ia dikenali sebagai Perbadanan Produktiviti Negara mulai 1 Disember 1991. Perbadanan Produktiviti Negara sekali lagi dengan rasminya telah dikenali sebagai Perbadanan Produktiviti Malaysia bermula 21 Februari 2008. Objektif korporat Perbadanan adalah:

- .a Menyediakan maklumat mengenai produktiviti, kualiti, daya saing dan amalan-amalan terbaik melalui aktiviti penyelidikan dan pembangunan pangkalan data.
- .b Membangunkan modal insan dan kecemerlangan organisasi bagi membentuk masyarakat berasaskan pengetahuan menerusi latihan, pembangunan sistem dan amalan-amalan terbaik.
- .c Memupuk budaya kreatif dan inovatif melalui program-program promosi P&Q dan jalinan kerjasama.
- .d Penyata Kewangan Perbadanan Produktiviti Malaysia (MPC) yang telah dibentang dan diluluskan oleh Lembaga Pengarah melalui Mesyuarat Lembaga Pengarah Bil.2/2014 bertarikh 19 Jun 2014.

DASAR PERAKAUNAN PENTING .2

Asas Perakaunan .a

Penyata Kewangan Perbadanan telah disediakan mengikut kelaziman kos sejarah dan Piawaian Perakaunan untuk Entiti Persendirian yang diluluskan oleh Lembaga Piawaian Perakaunan Malaysia (MASB) di Malaysia.

1. CORPORATE INFORMATION

Malaysia Productivity Corporation formerly known as National Productivity Centre was incorporated under the National Productivity Council Act (Incorporated) No. 19 in 1966 (1975 amendment “A305 Act 1975” and 1991 amendment “A801 Act 1991”). Since 1 December 1991, it was known as National Productivity Corporation. National Productivity Corporation was reamended and is now officially known as Malaysia Productivity Corporation since 21 February 2008. The objectives of the Corporation are:

- a. Providing value-added information on productivity, quality, competitiveness and best practices through research activities and databases.
- b. Developing human capital and organisational excellence for building a knowledge-based society through training, systems development and best practices.
- c. Nurturing innovative and creative culture through P&Q promotion and partnership programmes.
- d. Malaysia Productivity Corporation (MPC) Financial Statement was audited and sanctioned by the Board of Directors in the Board of Directors Meeting No. 2/2014 dated 19 June 2014.

2. SIGNIFICANT ACCOUNTING POLICIES

a. Basis of Accounting

The Accounts of the Corporation have been prepared in accordance with the historic cost convention and in compliance with the approved accounting standards for Private Entity which is approved by the Malaysian Accounting Standard Board (MASB).

ASET DAN SUSUTNILAI .b

Tanah milikbebas tidak dilunaskan.

Aset dinyatakan pada kos selepas ditolak susutnilai terkumpul, kerugian penurunan nilai (sekiranya ada).

Susutnilai dibuat menurut kaedah garis lurus untuk melupus kira kos, berasaskan tempoh anggaran usia kegunaan setiap aset. Kadar susutnilai tahunan adalah seperti berikut:

Bangunan	2%
Perabot,engkapan dan kemudahan	10%
Mesin, alat kelengkapan dan komputer	20%
Kenderaan	20%
Ubahsuai	10%

Jika wujud penurunan nilai, jumlah aset akan dinilai semula dan dikurangkan serta merta kepada jumlah yang boleh dituntut. Keuntungan dan kerugian dari penjualan akan ditentukan secara membandingkan jumlah penerimaan dengan jumlah yang termasuk dalam penyata kewangan.

Tukaran Matawang Asing .c

Aset dan tanggungan dalam matawang asing ditukarkan kepada Ringgit Malaysia pada kadar pertukaran pada 31 Disember 2013 manakala urusaniaga di dalam matawang asing di sepanjang tahun ditukarkan pada kadar tarikh urusaniaga berkenaan. Perbezaan pertukaran akibat dari urusaniaga ini telah dimasukkan ke dalam Penyata Pendapatan.

Penghutang .d

Hutang lapuk yang telah dikenal pasti akan dihapus kira dan peruntukan akan dibuat ke atas hutang yang diragui akan penghutangnya. Merujuk kepada polisi peruntukan hutang ragu Perbadanan, hutang-hutang perniagaan yang melebihi empat tahun akan diklasifikasikan sebagai hutang ragu manakala hutang yang melebihi enam tahun dan setelah semua usaha kutipan dijalankan tetapi masih lagi tidak dapat dikutip akan dihapus kira.

b. Assets and Depreciation

Freehold land is not amortised.

Assets are stated at cost after deducting accumulated depreciation, devaluation loss (if any).

Depreciation is computed using the straight-line method to write down cost based on estimated value of each asset. The annual depreciation rate is as follows:

Building	2%
Furniture, fixtures and facilities	10%
Machinery, equipment and computer	20%
Vehicles	20%
Renovation	10%

If there is devaluation, total assets will be re-evaluated and reduced immediately to the amount claimed. Profit and loss from sales will be determined through comparing amount received with amount entered into financial statement.

c. Foreign Currency Exchange

Assets and liabilities in foreign currency at the date of the balance sheets are converted into Ringgit Malaysia at the exchange rate as at 31 December 2013 while transactions in foreign currency during the year are converted at the prevailing rate on the transaction dates. Exchange rate differential due to these transactions have been debited into the income and expenditure statement.

d. Debtors

Bad debts that have been identified are written off and allowance is made for any debts considered to be doubtful. In reference to the Corporation's allocation policy, any business debts of more than four years will be classified as doubtful debt while that of more than six years pending collection efforts but have yet to be collected will be written off.

Pemiutang .e

Pemiutang dinyatakan pada kos yang merupakan nilai semasa yang perlu dibayar pada masa hadapan bagi bekalan dan perkhidmatan yang telah diterima.

Geran Kerajaan .f

Geran Kerajaan terbahagi kepada:

Geran Pengurusan .i

Geran Mengurus tahunan yang diterima untuk tujuan membiayai perbelanjaan mengurus adalah diambilkira sebagai pendapatan dalam penyata pendapatan tahunan semasa.

Geran Pembangunan .ii

Geran Pembangunan dari Kerajaan yang berkaitan dengan perbelanjaan modal diakaunkan kepada Pemberian Kerajaan yang dimodalkan. Amaun yang digunakan dalam tahun akan diambil kira dalam Penyata Pendapatan berdasarkan kepada tempoh hayat aset berkenaan yang bersamaan dengan jumlah susutnilai dikenakan.

Manfaat Pekerja .g**Manfaat Jangka Pendek**

Upah, gaji, bonus dan sumbangan keselamatan sosial diambil kira sebagai perbelanjaan dalam tahun di mana perkhidmatan berkaitan diberikan oleh pekerja.

Pelan Caruman Tetap

Perbadanan membuat caruman kepada Kumpulan Wang Simpanan Pekerja (KWSP) bagi pegawai yang memilih skim KWSP dan Kumpulan Wang Persaraan (Diperbadankan) (KWAP) bagi pegawai yang memilih skim pencen. Caruman tersebut diambilkira sebagai perbelanjaan di dalam penyata pendapatan apabila perbelanjaan tersebut dilakukan.

Kemosotan aset .h

Nilai aset yang dibawa disemak pada tarikh Lembaran Imbangan untuk menentukan sama ada terdapat tanda kemerosotan. Jikalau wujud tanda demikian, nilai aset

e. Creditors

Creditors are recorded at cost which is the current amount to be paid in the future for supplies and services received.

f. Government Grant

Government Grant is divided into:

i. Management Grant

Yearly Management Grant received for the purpose of financing the management expenditure is acknowledged as revenue in the annual income statement.

ii. Development Grant

Development Grant from Government related to capital expenditure is entered into Capitalised Government Grant. The amount used in the year is taken into account in Statement of Income based on the asset's life cycle which is equivalent to the asset's depreciation rate.

g. Workers Benefits**Short Term Benefits**

Wage, salary, bonus and social security contribution are considered expenditure in years where relevant services were given by employees.

Fixed Depositor Plan

Corporation deposits contribution to Employees Provident Fund (EPF) for officers who choose the EPF scheme and Pension Trust Fund for officers who choose the pension scheme. These deposits are considered as expenditures in the statement of income.

h. Asset Depreciation

The value of an asset is evaluated on the date of the Balance Sheet to ascertain factors of depreciation. If such signs do exist, the value of the asset could be estimated. The estimated acquired value is the higher amount between the value of net sale asset and value used, which is gauged based on the cash flow to be discounted.

dijangka dapat diperoleh anggarkan. Nilai yang dianggar boleh diperoleh semula merupakan amaun yang lebih tinggi di antara nilai jualan bersih aset dan nilai diguna, yang diukur berasaskan aliran tunai yang dijangka akan didiskaunkan. Kerugian Kemosotan dicajkan terus kepada Penyata Pendapatan.

Sebarang kenaikan seterusnya di dalam nilai dijangka dapat diperoleh diiktirafkan sebagai keterbalikan kerugian kemosotan terdahulu dan diiktirafkan setakat nilai aset dibawa yang akan ditentukan (selepas susutnilai atau pelunasan jika berkaitan) sekiranya tiada kerugian kemosotan diiktirafkan sebelum ini.

Pengiktirafan pendapatan .i

Pendapatan diiktiraf dari pemberian geran Kerajaan Persekutuan. Manakala pengiktirafan pelbagai pendapatan adalah seperti berikut:

Pendapatan dari yuran .i

Pendapatan daripada yuran kursus dan latihan diiktiraf apabila kursus dan latihan telah dijalankan.

Pendapatan dari aktiviti pelaburan .ii

Faedah deposit tetap mudarabah akan diiktiraf sebagai pendapatan Perbadanan hanya apabila ia telah diterima dan bagi faedah deposit tetap konvensional menggunakan asas akrual.

Pelbagai pendapatan .iii

Pendapatan-pendapatan lain diiktiraf seperti sewaan, pelupusan aset dan lain-lain.

Pendapatan dari pemberian geran Kerajaan Persekutuan .iv

Pendapatan daripada geran Kerajaan Persekutuan diiktiraf apabila peruntukan perbelanjaan diluluskan.

Penyata Aliran Tunai .j

Penyata aliran tunai telah disediakan mengikut kaedah langsung. Bagi tujuan penyata aliran tunai, tunai dan kesetaraan tunai meliputi tunai, baki bank dan deposit tetap.

PERCUKAIAN .3

Perbadanan dikecualikan dari cukai di bawah seksyen 127(3)(b) Akta Cukai Pendapatan 1967 Kementerian Kewangan berkuatkuasa bagi tahun 2001 dan mulai tahun taksiran 2002, pengecualian ke atas pendapatan Perbadanan diberi melalui Perintah Cukai Pendapatan (Pengecualian)(No.4) 2003 dan diganti dengan Perintah Cukai Pendapatan (Pengecualian)(No.22) 2006 berkuatkuasa mulai tahun taksiran 2006.

Depreciation Loss is directly charged into the Income Statement. Any subsequent increase in value will be considered as a reverse loss of value and labelled as value asset (after depreciation or paid for) if there were no losses recorded prior to this.

i. Recognition of Income

Income is recognised from the grant given by the Federal Government. However the recognition of miscellaneous income is as follows:

i. Income from Fees

Income from course and training fees is recognised upon completion of the course and training.

ii. Income from Investment Activities

The mudarabah fixed deposit interest will be recognised as the MPC's income upon receipt while that of the conventional fixed deposit is based on accrual basis.

ii. Miscellaneous Income

Other recognised incomes such as rental and written-off assets.

iv. Income from Federal Government Grant

Income from Federal Government grant will be recognised once allocation for expenses is approved.

j. Cash Flow Statement

The cash flow statement has been prepared based on direct method. For the purpose of the cash flow statement, cash and cash equivalent include cash, bank balance and fixed deposit.

3. TAXATION

MPC is exempted from income tax under Section 127(3)(b) of the Income Tax Act 1967, Ministry of Finance with effect from year 2001 and for year 2002 assessment, exemption on MPC's income is given in

POLISI PENGURUSAN RISIKO KEWANGAN .4

Polisi Pengurusan Risiko Kewangan bagi Perbadanan Produktiviti Malaysia adalah untuk memastikan bahawa sumber

kewangan adalah mencukupi untuk membiayai pelaksanaan aktiviti Perbadanan untuk mencapai objektifnya di samping menguruskan risikonya.

Risiko kadar faedah

Pelaburan dalam aset kewangan Perbadanan adalah untuk jangka pendek dan tidak digunakan untuk tujuan spekulasi tetapi disimpan sebagai deposit tetap yang memberi perolehan yang lebih baik dari tunai di bank. Pendapatan dari aliran tunai Perbadanan sebahagian besarnya tidak terjejas oleh perubahan dalam kadar faedah pasaran.

accordance with the Income Tax Order (Exemption) (No. 4) 2003 and replaced with the Income Tax Order (Exemption) (No.22) 2006 effective from the year 2006 assesment.

4. FINANCIAL RISK MANAGEMENT POLICY

Malaysia Productivity Corporation's Financial Risk Management Policy is to ensure that sufficient financial resources are available to support the implementation of MPC's activities in achieving its objectives as well as managing its risks.

Risk of Interest Rate

Investment in MPC's financial asset is short-term in nature and is not used for speculation purpose but held as fixed deposit that yields a better return than cash in the bank. Income from MPC's cash flow is largely unaffected by changes of the interest rate in the market.

HARTANAH, LOJI DAN PERALATAN
Property, Fixtures And Equipment
2013
PENGURUSAN
Management

	KOS Cost	Tanah dan Bangunan Land and Building	Perabot, Lengkapan dan Kemudahan Furniture, Fixtures and Facilities	Mesin dan Alat Kelengkapan Machinery and Equipment	Kenderaan Vehicle	Ubahsuai Renovation	Jumlah Total
		RM	RM	RM	RM	RM	RM
PADA 1 JANUARI 2013 As at 1 January 2013		17,292	3,519,293	5,689,330	1,148,082	2,331,152	12,705,149
Tambahan Accumulation		-	-	302,883	696,714	-	999,597
Lupusan Written-off		-	(8,655)	(108,372)	(85,920)	-	(202,947)
PADA 31 DISEMBER 2013 As at 31 December 2013		17,292	3,510,638	5,883,841	1,758,876	2,331,152	13,501,799
Susutnilai Terkumpul Accumulated Depreciation							
PADA 1 JANUARI 2013 As at 1 January 2013		13,032	2,186,245	5,028,750	1,081,787	531,647	8,841,461
Susutnilai Tahun Semasa Annual Depreciation		346	224,503	306,548	144,513	233,115	909,025
Lupusan Written-Off		-	(7,204)	(107,905)	(85,919)	-	(201,028)
PADA 31 DISEMBER 2013 As at 31 December 2013		13,378	2,403,544	5,227,393	1,140,381	764,762	9,549,458

2013

PENGURUSAN Management

NILAI BUKU BERSIH Net Book Value

PADA 31 DISEMBER 2013
As at 31 December 2013

PADA 31 DISEMBER 2012
As at 31 December 2012

SUSUTNILAI DIKENAKAN BAGI TAHUN
BERAKHIR 31 DISEMBER 2012
Depreciation for the year ending
31 December 2012

PEMBANGUNAN Development

PADA 1 JANUARI 2013
As at 1 January 2013

Tambahan
Accumulation

Lupusan
Written-off

PADA 31 DISEMBER 2013
As at 31 December 2013

Susutnilai Terkumpul
Accumulated Depreciation

PADA 1 JANUARI 2013
As at 1 January 2013

Susutnilai tahun semasa
Annual depreciation

Lupusan
Written-off

PADA 31 DISEMBER 2013
As at 31 December 2013

NILAI BUKU BERSIH Net Book Value

PADA 31 DISEMBER 2013
As at 31 December 2013

PADA 31 DISEMBER 2012
As at 31 December 2012

SUSUTNILAI DIKENAKAN BAGI TAHUN
BERAKHIR 31 DISEMBER 2012
Depreciation for the year ending
31 December 2012

	Tanah dan Bangunan Land and Building	Perabot, Lengkapan dan Kemudahan Furniture, Fixtures and Facilities	Mesin dan Alat Kelengkapan Machinery and Equipment	Kenderaan Vehicle	Ubahsuai Renovation	Jumlah Total
KOS Cost	RM	RM	RM	RM	RM	RM
PADA 31 DISEMBER 2013 As at 31 December 2013	3,914	1,107,094	656,448	618,495	1,566,390	3,952,341
PADA 31 DISEMBER 2012 As at 31 December 2012	4,260	1,333,048	660,580	66,295	1,799,505	3,863,688
SUSUTNILAI DIKENAKAN BAGI TAHUN BERAKHIR 31 DISEMBER 2012 Depreciation for the year ending 31 December 2012	346	220,160	294,724	56,978	233,115	805,323
PADA 1 JANUARI 2013 As at 1 January 2013	27,438,163	2,430,772	7,238,383	-	-	37,107,318
Tambahan Accumulation	-	-	-	-	-	-
Lupusan Written-off	-	(4,395)	(103,768)	-	-	(108,163)
PADA 31 DISEMBER 2013 As at 31 December 2013	27,438,163	2,426,377	7,134,615	-	-	36,999,155
Susutnilai Terkumpul Accumulated Depreciation						
PADA 1 JANUARI 2013 As at 1 January 2013	11,124,047	2,417,227	7,160,133	-	-	20,701,407
Susutnilai tahun semasa Annual depreciation	532,019	12,985	20,652	-	-	565,656
Lupusan Written-off	-	(4,393)	(103,762)	-	-	(108,155)
PADA 31 DISEMBER 2013 As at 31 December 2013	11,656,066	2,425,819	7,077,023	-	-	21,158,908
PADA 31 DISEMBER 2013 As at 31 December 2013	15,782,097	558	57,592	-	-	15,840,247
PADA 31 DISEMBER 2012 As at 31 December 2012	16,314,116	13,545	78,250	-	-	16,405,911
SUSUTNILAI DIKENAKAN BAGI TAHUN BERAKHIR 31 DISEMBER 2012 Depreciation for the year ending 31 December 2012	532,019	39,917	24,821	-	-	596,757

HARTANAH, LOJI DAN PERALATAN Property, Fixtures And Equipment 2012

PENGURUSAN MANAGEMENT

JUMLAH KESELURUHAN Overall Total

PADA 31 DISEMBER 2013
As at 31 December 2013

KOS Cost	Tanah dan Bangunan Land and Building	Perabot, Lengkapan dan Kemudahan Furniture, Fixtures and Facilities	Mesin dan Alat Kelengkapan Machinery and Equipment	Kenderaan Vehicle	Ubahsuai Renovation	Jumlah Total
	RM	RM	RM	RM	RM	RM
	15,786,011	1,107,652	714,040	618,495	1,566,390	19,792,588

PADA 31 DISEMBER 2012
As at 31 December 2012

	16,318,376	1,346,593	738,830	66,295	1,799,505	20,269,599
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PADA 1 JANUARI 2012
As at 1 January 2012

	17,292	3,243,126	5,382,470	1,146,077	2,331,152	12,120,117
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Tambahan
Accumulation

	-	279,967	340,460	7,530	-	627,957
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Lupusan
Written-off

	-	(3,800)	(33,600)	(5,525)	-	(42,925)
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PADA 31 DISEMBER 2012
As at 31 December 2012

	17,292	3,519,293	5,689,330	1,148,082	2,331,152	12,705,149
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Susutnilai Berkumpul
Accumulated Depreciation

PADA 1 JANUARI 2012
As at 1 January 2012

	12,686	1,967,606	4,761,861	1,030,333	298,532	8,071,018
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Susutnilai Tahun Semasa
Annual Depreciation

	346	220,160	294,724	56,978	233,115	805,323
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Lupusan
Written-off

	-	(1,521)	(27,835)	(5,524)	-	(34,880)
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PADA 31 DISEMBER 2012
As at 31 December 2012

	13,032	2,186,245	5,028,750	1,081,787	531,647	8,841,461
--	--------	-----------	-----------	-----------	---------	-----------

NILAI BUKU BERSIH Net Book Value

PADA 31 DISEMBER 2012
As at 31 December 2012

	4,260	1,333,048	660,580	66,295	1,799,505	3,863,688
--	-------	-----------	---------	--------	-----------	-----------

PADA 31 DISEMBER 2011
As at 31 December 2011

	4,606	1,275,520	620,609	115,744	2,032,620	4,049,099
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SUSUTNILAI DIKENAKAN BAGI TAHUN
BERAKHIR 31 DISEMBER 2011
Depreciation for the year ending
31 December 2011

	346	220,774	324,102	127,327	213,569	886,118
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PADA 1 JANUARI 2012
As at 1 January 2012

	27,438,163	2,430,772	7,276,594	-	-	37,145,529
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HARTANAH, LOJI DAN PERALATAN
Property, Fixtures And Equipment
2012
PEMBANGUNAN
DEVELOPMENT

	Tanah dan Bangunan Land and Building	Perabot, Lengkapan dan Kemudahan Furniture, Fixtures and Facilities	Mesin dan Alat Kelengkapan Machinery and Equipment	Kenderaan Vehicle	Ubahsuai Renovation	Jumlah Total
KOS Cost	RM	RM	RM	RM	RM	RM
Tambahan Accumulation	-	-	41,921	-	-	41,921
Lupusan Written-off	-	-	(80,132)	-	-	(80,132)
PADA 31 DISEMBER 2012 As at 31 December 2012	27,438,163	2,430,772	7,238,383	-	-	37,107,318
SUSUTNILAI TERKUMPUL Accumulated Depreciation						
PADA 1 JANUARI 2012 As at 1 January 2012	10,592,028	2,377,310	7,215,439	-	-	20,184,777
Susutnilai Tahun Semasa Annual Depreciation	532,019	39,917	24,821	-	-	596,757
Lupusan Written-off	-	-	(80,127)	-	-	(80,127)
PADA 31 DISEMBER 2012 As at 31 December 2012	11,124,047	2,417,227	7,160,133	-	-	20,701,407
Nilai Buku Bersih Net Book Value						
PADA 31 DISEMBER 2012 As at 31 December 2012	16,314,116	13,545	78,250	-	-	16,405,911
PADA 31 DISEMBER 2011 As at 31 December 2011	16,846,136	53,462	61,155	-	-	16,960,753
SUSUTNILAI DIKENAKAN BAGI TAHUN BERAKHIR 31 DISEMBER 2011 Depreciation for the year ending 31 December 2011	534,646	39,924	24,116	-	-	598,686
Jumlah Keseluruhan Overall Total						
PADA 31 DISEMBER 2012 As at 31 December 2012	16,318,376	1,346,593	738,830	66,295	1,799,505	20,269,599
PADA 31 DISEMBER 2011 As at 31 December 2011	16,850,742	1,328,982	681,764	115,744	2,032,620	21,009,852

HARTANAH, LOJI DAN PERALATAN .5 (SAMBUNGAN)

Tapak tanah bangunan Ibu Pejabat adalah atas nama Pesuruhjaya Tanah Persekutuan. Manakala tanah di Mukim Kuantan, Pahang diberi khas oleh Kerajaan Negeri Pahang. Tanah di Pejabat MPC Sarawak merupakan tanah pajakan selama 60 tahun dengan kos berjumlah RM115,606. Tanah tersebut telah dirosot nilai selama 44 tahun bermula tahun 2012.

5. PROPERTY, FIXTURES AND EQUIPMENT (CONTINUATION)

The site of the Head Office Building is under the name of the Federal Land Commissioner. Whereas, the land in Mukim of Kuantan, Pahang was granted by the State Government of Pahang. MPC Sarawak Office land is leasehold for the period of 60 years with costs amounting to RM115,606. The land value has depreciated to 44 years from 2012.

PENGHUTANG .6

6. PROPERTY, FIXTURES AND EQUIPMENT

	'13 (RM)	'12 (RM)
Penghutang Perniagaan Business Debtor	2,692,812	2,468,338
Tolak: Peruntukan Hutang Ragu 2012 Less: Allocation for Doubtful Debt 2012	17,365	47,089
Peruntukan Hutang Ragu 2013 Allocation for Doubtful Debt 2013	48,865	-
	2,626,582	2,421,249
Pelbagai Penghutang Other Debtors	61,703	211,166
	2,688,285	2,632,415

PENGHUTANG PINJAMAN DAN PENDAHULUAN .7

7. LOANS AND ADVANCES

	'13 (RM)	'12 (RM)
Penghutang Pinjaman Kenderaan Vehicle Loan Debtor	561,322	471,066
Penghutang Pinjaman Computer Computer Loan Debtor	117,659	138,121
Pelbagai Pendahuluan Other Advances	23,515	11,428
	702,496	620,615
(a) Penghutang Pinjaman Kenderaan Vehicle Loan Debtor Penghutang Pinjaman Kenderaan terdiri daripada: Vehicle Loan Debtor consists of:		
Pinjaman yang perlu dibayar selepas 12 bulan Loan payable after 12 months	555,517	361,525
Pinjaman yang perlu dibayar dalam masa 12 bulan Loan payable within 12 months	5,805	109,541
	561,322	471,066

	'13 (RM)	'12 (RM)
(b) Penghutang Pinjaman Komputer Computer Loan Debtor		
Penghutang Pinjaman Komputer terdiri daripada : Computer Loan Debtors consists of:		
Pinjaman yang perlu dibayar selepas 12 bulan Loan payable after 12 months	66,341	80,123
Pinjaman yang perlu dibayar dalam masa 12 bulan Loan payable within 12 months	51,318	57,998
	117,659	138,121

DEPOSIT TETAP, TUNAI DAN BAKI BANK .8 8. FIXED DEPOSIT, CASH AND BANK BALANCE

	'13 (RM)	'12 (RM)
Tunai dan baki bank Cash and bank balance	7,958,219	1,343,483
Deposit tetap Fixed deposit	31,612,890	47,028,574
	39,571,109	48,372,057

(a) Risiko kadar faedah

Risiko kadar faedah akan berubah disebabkan oleh perubahan yang berlaku di dalam pasaran dan kadar purata efektif bagi aset kewangan dan liabiliti kewangan adalah seperti berikut:

(a) Interest rate risk

The interest rate risk is subject to market changes and the average effective rate for financial assets and financial liabilities is as follows:

Aset Kewangan kurang dari 1 tahun

Financial asset less than 1 year

Tunai dan baki bank Cash and bank balance	7,958,219	1,343,483
Kadar purata efektif pada tahun semasa Average effective rate for the current year	1% - 2%	1% - 2%
Deposit tetap Fixed deposit	31,612,890	47,028,574
Kadar purata efektif pada tahun semasa Average effective rate for the current year	2.25% - 3.50%	2.25% - 3.50%

PELBAGAI PEMIUTANG DAN DEPOSIT DITERIMA .9

9. VARIOUS CREDITORS AND DEPOSITS RECEIVED

	'13 (RM)	'12 (RM)
Wang tidak dituntut dan deposit diterima Unclaimed money and desposit received	31,291	20,699
Pemiutang Projek Khas Special Project Creditors	(20,054)	600
Pemiutang terakru Accrued creditor	1,227,567	1,220,217
Pelbagai pemiutang Various creditors	13,440	17,984
	1,252,244	1,259,500

KUMPULAN WANG PENGURUSAN .10

10. MANAGEMENT FUND

	'13 (RM)	'12 (RM)
Baki pada 1 Januari Balance as at 1 January	36,037,761	32,981,234
Simpanan Tetap Pelarasan	-	-
Fixed deposit Adjustment		
(Kurangan)/Lebih pendapatan atas Perbelanjaan (Deficit)/Surplus of Income over Expenditure	(1,021,062)	(1,817,440)
Baki pada 31 Disember Balance as at 31 December	2,714,433	4,873,967
	37,731,132	36,037,761

KUMPULAN WANG PEMBANGUNAN .11

11. DEVELOPMENT FUND

	'13 (RM)	'12 (RM)
Baki pada 1 Januari Balance as at 1 January	30,371,382	33,366,686
Pemberian Kerajaan Persekutuan Federal Government Grant	1,000,000	10,500,000
Faedah Simpanan Tetap Fixed Deposit Interest	17,856	-
Pelarasan Adjustment	1,021,062	1,817,440
Jumlah Pendapatan Total Income	32,410,300	45,684,126
Tolak: Perbelanjaan Less : Expenses		
Perbelanjaan operasi Operational expenses	11,880,084	14,715,987
Susutnilai Depreciation	565,656	596,757
Jumlah Perbelanjaan Total Income	12,445,740	15,312,744
Baki pada 31 Disember As at 31 December	19,964,560	30,371,382

Rujuk Nota 10 dan Nota 11, pelarasan berjumlah RM1,021,062 merujuk kepada Simpanan Tetap Pembangunan yang telah dicairkan dan dimasukkan ke akaun Mengurus oleh pihak bank dan pelarasan ke Kumpulan Wang Pembangunan telah dibuat.

In reference to Note 10 and Note 11, the adjustment amounting to RM1,021,062 referred to Development Fixed Deposit which has been liquidated and credited to Management account by the bank and adjustment to Development Fund is made.

KUMPULAN WANG AMANAH USAHASAMA .12

12. COOPERATION TRUST FUND

	'13 (RM)	'12 (RM)
Program BPU (MITI) BPU (MITI)	22,871	25,201
Program MTCP-OIC MTCP-OIC Programme	-	11,685
Program EKS/SMIDEC SME/SMIDEC Programme	6,348	85,986
Program MTCP-EPU MTCP-EPU Programme	-	4,608
Program MTCP-JICA MTCP-JICA Programme	146,939	179,997
Program MTCP-COLOMBO MTCP-COLOMBO Programme	-	144,939
Program MTCP-JODC MTCP-JODC Programme	-	38,666
Program EKS/SMIDEC-KORRIDOR SME/SMIDEC-CORRIDOR	517	11,700
Program PEMANDU PEMANDU Programme	30,100	41,977
Program Domestic Regulations to Enhance Competitiveness (DREC) Domestic Regulations to Enhance Competitiveness (DREC)	128,332	1,950,000
Program Pembangunan Vendor MITI MITI Vendor Development Programme	1,750,000	-
	2,085,107	2,494,759

PEMBERIAN KERAJAAN PERSEKUTUAN .13

13. FEDERAL GOVERNMENT GRANT

	'13 (RM)	'12 (RM)
Geran Mengurus Development Grant	36,693,000	32,600,405
Pengiktirafan Geran Pembangunan Recognition of Development Grant	12,445,740	15,312,744
	49,138,740	47,913,149

Geran Pembangunan sebenar yang diterima dari Kerajaan Persekutuan bagi tahun 2013 sebanyak RM1,000,000 (tahun 2012: RM10,500,000).

Development Grant received from the Federal Government for the year 2013 amounted to RM1,000,000 (year 2012: RM10,500,000).

Kumpulan Wang Pinjaman Kenderaan

Kumpulan Wang Pinjaman Kenderaan merupakan jumlah wang yang dipindahkan daripada Kumpulan Wang Mengurus bagi tujuan membiayai Pinjaman Kenderaan.

Vehicle Loan Fund

The Vehicle Loan Fund is a sum of money transferred from the Management Fund for the purpose of Vehicle Loan financing.

Kumpulan Wang Pinjaman Komputer

Kumpulan Wang Pinjaman Komputer merupakan jumlah wang yang dipindahkan dari Kumpulan Wang Mengurus bagi tujuan membiayai Pinjaman Komputer.

Computer Loan Fund

The Computer Loan Fund is a sum of money transferred from the Management Fund for the purpose of Computer Loan financing.

PELBAGAI PENDAPATAN .14 14. MISCELLANEOUS INCOME

	'13 (RM)	'12 (RM)
Yuran Latihan Training Fees	8,949,222	13,174,472
Yuran Konvensyen Convention Fees	3,647,139	3,834,102
Faedah atas pinjaman komputer dan kenderaan Interest on computer and vehicle loans	25,722	23,075
Faedah deposit tetap Fixed deposit interest	1,314,109	1,606,433
Faedah bank Bank interest	73,874	43,738
Sewaan Rental	549,184	576,025
Pelbagai pendapatan Miscellaneous income	51,885	94,666
Keuntungan/(Kerugian) jualan asset Profit/(Loss) from sales of asset	11,249	(2,352)
	14,622,384	19,350,159

EMOLUMEN .15 15. EMOLUMENT

	'13 (RM)	'12 (RM)
Gaji kakitangan Employees salary	14,996,762	14,205,257
Elaun tetap Fixed allowance	4,145,638	4,133,738
Tambahan kos kakitangan Additional staff costs	2,583,498	2,427,537
Elaun lebih masa Overtime allowance	320,698	374,478
Pelbagai faedah kewangan Various financial benefits	271,305	1,847,921
	22,317,901	22,988,931
Bilangan Kakitangan Number of Employees	333	338

PELBAGAI PERBELANJAAN .16 16. MISCELLANEOUS EXPENDITURE

	'13 (RM)	'12 (RM)
Perbelanjaan Pengurusan Management Expenditure	22,251,700	19,520,667
Perbelanjaan Pembangunan Development Expenditure	11,880,084	14,715,987
Perbelanjaan Konvensyen Convention Expenditure	3,122,325	3,761,676
	37,254,109	37,998,330

	'13 (RM)	'12 (RM)
(a) PERBELANJAAN PENGURUSAN Management Expenditure		
Perjalanan dan sara hidup Travelling and subsistence	2,357,404	2,131,477
Pengangkutan barang-barang Transportation of goods	56,656	85,583
Perhubungan Communications	724,818	1,045,549
Utiliti Utilities	1,075,399	1,051,297
Sewaan Rental	1,893,808	1,646,920

PERBELANJAAN PENGURUSAN**Management Expenditure**

Perkhidmatan percetakan Printing services	959,336	856,693
Bekalan dan alatan Equipments and supplies	1,635,300	1,748,896
Penyelenggaraan dan pembaikan yang dibeli Repair and maintenance purchased	2,189,646	1,842,965
Perkhidmatan iktisas dan perkhidmatan lain yang dibeli dan hospitaliti Professional and Other Services purchased and Hospitality	10,470,147	8,234,418
Bayaran juruaudit Auditor's Fees	26,573	24,157
Yuran keahlian Membership Fees	684,962	659,525
Hutang lapuk dilupuskan Doubtful debts written-off	6,943	-
Hutang ragu Doubtful debt	48,865	47,089
Pemulihan Hutang Ragu Recovery of doubtful debt	(24,255)	-
Taksiran dan cukai tanah Valuation and quit rent	146,098	146,098
	22,251,700	19,520,667

**(b) PERBELANJAAN PEMBANGUNAN
Development Expenditure**

Lain-lain faedah kewangan Other financial benefits	12,013	27,000
Perjalanan dan sara hidup Travelling and subsistence	1,455,341	1,234,984
Pengangkutan barang-barang Transportation of goods	563	362
Perhubungan Communications	9,550	5,310

	'13 (RM)	'12 (RM)
Sewaan Rental	282,801	102,747
Perkhidmatan percetakan Printing services	362,846	375,616
Bekalan dan alatan Equipments and supplies	113,466	102,191
Penyelenggaraan dan pembaikan yang dibeli Repair and maintenance purchased	430	77
Perkhidmatan iktisas dan perkhidmatan lain yang dibeli dan hospitaliti Professional and Other Services purchased and hospitality	9,642,951	12,867,700
Kerugian pertukaran matawang asing Loss due to currency exchange	123	-
	11,880,084	14,715,987

KOMITMEN MODAL .17**17. CAPITAL COMMITMENT**

	'13 (RM)	'12 (RM)
Diluluskan dan telah dikontrakkan Approved and contracted	1,000,000	10,500,000

ANGKA PERBANDINGAN .18**18. COMPARISON FIGURES**

Merujuk kepada persembahan tahun terdahulu, terdapat perubahan dalam jumlah aset tetap. Pelarasan tahun terdahulu (retroactive journal) telah dibuat ke atas aset tetap 2012. Perubahan ini merujuk kepada angka-angka perbandingan yang telah dibuat pelarasan tahun terdahulu agar selari dengan persembahan penyata kewangan tahun semasa. Keterangan terperinci seperti di bawah:

A variance could be seen in the earlier report in particular to the total fixed asset. A retroactive journal has been made to the fixed asset in 2012. The variance is in reference to the comparison figures that was retroacted earlier so as to ensure that the amount is in tandem with the current financial statement. Detailed explanation is as specified below:

	Seperti Dilaporkan Semula As Presently Reported RM	Seperti Laporan Terdahulu As Reported Earlier RM
a) Lembaran Imbangan Balance Sheet		
Hartanah, Loji dan Peralatan Property, Fixtures and Equipment	20,269,599	20,265,799
Kumpulan Wang Pengurusan Management Fund	36,037,761	36,033,961
b) Penyata Pendapatan dan Perbelanjaan Income and Expenditure Statement		
Pelbagai pendapatan Various income	19,350,159	19,346,359
c) Penyata Perubahan Ekuiti Statement of Equity Changes		
KUMPULAN WANG PENGURUSAN MANAGEMENT FUND		
Lebihan/(Kurangan) bersih bagi tahun semasa Net Surplus/(Deficit) for current year	4,873,967	4,870,167
d) Penyata Aliran Tunai Cash Flow Statement		
Terimaan Tunai Pelbagai Hasil Cash Received From Various Sources	13,477,705	16,833,813
Bayaran Tunai Kepada Pekerja Dan Pembekal Cash Paid to Employees and Suppliers	(55,664,635)	(58,957,230)
TUNAI BERSIH DARI AKTIVITI OPERASI CASH FLOW FROM OPERATING ACTIVITIES	913,475	976,988
Pembelian Aset Asset Purchased	(669,878)	(666,078)
Faedah Diterima Interest Received	1,673,247	1,605,934
TUNAI BERSIH DARI AKTIVITI PELABURAN NET CASH FROM INVESTMENT ACTIVITIES	1,003,369	939,856

Notes