



## ***PROPOSAL PAPER***

### **SYSTEM DEVELOPMENT OF BUSINESS EXCELLENCE**

*for*

**TABUNG BAITULMAL SARAWAK (TBS)**

Prepared by:

**MALAYSIA PRODUCTIVITY CORPORATION (MPC)  
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# **PROPOSAL PAPER**

## **SYSTEM DEVELOPMENT OF BUSINESS EXCELLENCE**

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### **1. INTRODUCTION**

1.1 This proposal paper is prepared for Tabung Baitulmal Sarawak (TBS) providing consultancy and training programme for Malaysia Business Excellence Framework (MBEF) for organisational sustainability.

#### **1.2 Background of the Program**

1.2.1 Business Excellence is a comprehensive management practice standard to assist organisations assess readiness and compliance to excellent practices to enhance business performance (leadership, strategy, information, customer, workforce, process, and results). In supporting companies' quest for higher performance and deliver superior products and services, MPC introduced Malaysia Business Excellence Framework (MBEF). This framework is a guide offered to companies in their business transformation journey. It enables companies to assess where they are, identify gaps and take actions to improve performance.

1.2.2 Organisation that adopts the Business Excellence Framework will be able to:

- Create visionary and inspirational leadership
- Achieve stronger financial performance
- Drive innovation in products and services
- Focus on customer service and satisfaction
- Create effective business planning processes; and
- Raise productivity and reduce operational costs

1.2.3 The Business Excellence Framework (BEF) is a non-prescriptive assessment framework based on internationally comparable and holistic models for managing enterprise excellence and innovation. The BEF has seven dimensions of excellence namely Leadership, Strategy, Information, Customer, Workforce, Process, and Results. The Criteria will guide your organisation to plan, execute and measure areas related to the excellence dimensions. BEF allows the organisation to check the level of its performance and improve its business performance. It is also a platform for the organisation to be recognised in the market place and learn from the best through its community of innovation.

## **2. OBJECTIVES OF THE PROJECT**

- 2.1 To equip the organisation in understanding the Business Excellence (BE) criteria and the relation between each criteria.
- 2.2 Demonstrate the central values and concept contained within the BE criteria.
- 2.3 Increase the awareness among the member of the organisation on how BE.
- 2.4 implementation could help them in managing the organisation towards another level.
- 2.5 Gain insight into your own organisation through completing a self-assessment and developing an Organisational Overview.
- 2.6 Apply business excellent tools and implement a business improvement programme in your organisation.

## **3. METHOD OR PROPOSED IMPLEMENTATION PLAN**

- 3.1 Malaysia Productivity Corporation (MPC) will be involved fully in the process of execution of the programme. The programme is a fully interactive session by the appointed leading business excellence consultants. It provides you with a comprehensive and in-depth understanding of how to implement a business improvement programme in your organisation based on the 7 criteria of performance excellence.
- 3.2 The format of the programme as bellow:
  - 3.2.1 Course
    - i. Introduction: 2 Days Training of Malaysia Business Excellence Framework (MBEF) for accessor and Organisational Overview.
    - ii. Modules training of each criteria that consist 1 day training and 1 consultation visit for each module. There will be a gap of 2 – 3 weeks between each module.
    - iii. The date and time of each phase of the modular will be set by organisation and discussion with consultant. However, the organisation is advised to properly plan their date for each course phase and to be completed within 6 months period.
  - 3.2.2 Throughout the programme, participants will engage in an interactive approach where the exchange of ideas is integral to the learning process. Participants will gain knowledge and understanding by using a wide variety of tools and approaches with each module building on the previous module.

3.2.3 The 7 modules are:

- Module 1: Leadership
- Module 2: Strategy Planning
- Module 3: Information
- Module 4: Customer
- Module 5: Workforce
- Module 6: Process
- Module 7: Results

3.2.4 The programme will be conducted in interactive and a sharing of real-life business experience towards business improvement.

### **3.3 Pre & Post MBEF Assessment**

3.3.1 The organisation will be assessed by the consultant for pre-MBEF assessment before the course and post-MBEF assessment after the course.

### **3.4 Project Timeline**

3.4.1. The BE project will take 6 to 8 months, depending on the size of the organisation, number of participants and the organisation environment. Refer the Gantt Chart as in Appendix 1.

### **3.5 Report**

3.5.1 After every phase, the organisation will share and document the organisation performance for each criteria.

## **4.0 COURSE CONTENTS**

4.1 The course content is in Appendix 2.

## **5.0 RESOURCES**

5.1 The consultant for the system development project for Malaysia Business Excellence Framework will be from a recognise Business Excellence expert and has a vast experience in the business improvement journey.

## 6.0 FEE / PRICING

6.1 The fees are estimated at **RM 5,000 per course and RM4,000 per Engagement Session**. The total fee for the project is **RM74,700.00 (After 10% Discount)**. The proposed schedule of payment of the fee is as follows:

PROJECT ELEMENT	TRAINING MANDAY	TRAINING FEE(RM)	ENGAGEMENT SESSION MANDAY	ENGAGEMENT SESSION FEE (RM)
<b>PHASE 1</b>				
<b>INTRODUCTION</b> i) Malaysia Business Excellence Framework (MBEF) for Assessor ii) Organisational Overview.	2	RM 5,000 x 2 day = 10,000.00	-	-
Pre-Assessment	-	-	1	4,000.00
<b>TOTAL FEE PHASE 1</b>	-	<b>10,000.00</b>	-	<b>4,000.00</b>
<b>RM14,000.00</b>				
<b>PHASE 2</b>				
• MODULE 1	2	5,000 X 2 days = 10,000.00	-	-
• MODULE 2	2	5,000 X 2 days = 10,000.00	-	-
• MODULE 3	2	5,000 X 2 days = 10,000.00	-	-
<b>TOTAL FEE PHASE 2</b>	-	<b>30,000.00</b>	-	
<b>RM30,000.00</b>				
<b>PHASE 3</b>				
• MODULE 4	2	5,000 X 2 days = 10,000.00	1	4,000.00
• MODULE 5	2	5,000 X 2 days = 10,000.00		
• MODULE 6	2	5,000 X 2 days = 10,000.00		
<b>TOTAL FEE PHASE 3</b>	-	<b>20,000.00</b>	-	<b>4,000.00</b>
<b>24,000.00</b>				
<b>PHASE 4</b>				
Workshop BE for Assessors	2	5,000 X 2 days = 10,000.00	-	-
Post-Assessment -3rd Party.	-	-	1	4,000.00
<b>TOTAL FEE PHASE 4</b>		<b>10,000.00</b>		<b>4,000.00</b>
<b>TOTAL FEE PHASE 4</b>		<b>10,000.00</b>		<b>4,000.00</b>
<b>TOTAL MANDAY/COST</b>	<b>14 Days</b>	<b>70,000.00</b>	<b>3 Days</b>	<b>12,000.00</b>
<b>ADMINISTRATION</b>				<b>1,000</b>
<b>TOTAL OVERALL</b>				<b>83,000.00</b>

6.3 This fee does not include meals / drinks during the course. The organisation is entitled to a 10% discount as our P&I Associate Members.

DETAIL	RM
Total Overall Project	83,000.00
Minus: 10% Discount P&I Membership	- (8,300.00)
<b>Total</b>	<b>74,700.00</b>

6.4 The payment method should be made before each phase of the project. MPC will issue an invoice before each phase begins for payment purposes. The payments should be made under the name of "**MALAYSIA PRODUCTIVITY CORPORATION**" via crossed check or Local Order or Transfer of Money to Sarawak MPC account: **[Maybank Islamic: 561190058550]**. Payment slips to be notified by fax to MPC Sarawak 082-439969.

## 7.0 CONFIDENTIALITY

7.1 All information and data shared by the organisation will be treated with the strictest confidentiality and will not be used for any purpose other than that of the organisation's interest. All output and reports derived from the project will be treated in a similar confidential manner.

## 8.0 RECOGNITION & CERTIFICATION

8.1 Upon completing the project, the organisation will receive a Certificate of Completion for each phase of the project for its commitment to MBEF transformation journey. While the participants will receive certificates of attendance based on each module. Organisation with an assessment score of 400 above will be recognised as Malaysia Productivity & Innovation Class Members.

8.2 With the certification, organisations will be part of a network with a common interest on how to optimise the performance of their organisations and provided with opportunities to learn about best business practices that have been implemented in Malaysia and internationally. Organisations that attain commendable levels of performance on the framework are recognized with

the business excellence certifications, and those that attain outstanding levels are recognised with the business excellence awards. These awards use Business Excellence Framework (BEF) for company's assessment. The framework incorporates important elements to attain excellence and serve as a guide for organisations to enhance their companies' performance and to be world class. The concept of the framework is also used by other award administrators in the world.

## **9.0 CONCLUSION**

**9.1** We look forward towards working with your organisation and support your efforts towards business excellence approach in your business or work program. If you have question on this proposal, feel free to contact:

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Thank you for consideration.

APPENDIX 1

**GANTT CHART SYSTEM DEVELOPMENT OF BUSINESS EXCELLENCE FOR  
TABUNG BAITULMAL SARAWAK (TBS) JAN – JUN 2024**

STEP	ACTIVITY	MONTH					
		Jan 2024	Feb 2024	Mac 2024	Mei 2024	Jun 2024	Julai 2024
STEP 1	<b>TRAINING &amp; Engagement Session</b>						
	1.1 BEF Practitioners and 1.2 Organisational Overview	2 days Training					
	1.3 SELF ASSESSMENT by TBS		3 weeks				
	1.4 Development of Organisational Profile						
STEP 2	PRE-ASSESSMENT		1 Day				
STEP 3	<b>MBEF SYSTEM DEVELOPMENT</b>						
	3.1 Module 1			2 days training			
	3.2 Module 2				2 days training		
	3.3 Module 3				2 days Training		
	3.4 Module 4 & 5				2 days training & 1 day Engagement Session		
	3.5 Module 6 &7					2 days training	
	3.4 Workshop for Assessors					2 days training	
STEP 4	POST-ASSESSMENT						1 Day
STEP 5	<b>MBEF RECOGNITION /</b> Malaysia Productivity & Innovation Class ( <b>MPIC</b> )Members (Score 400)						

## APPENDIX 2

Introduction	Module 1
<p><b>Organisational Overview</b></p> <p>Organisational overview details basic information about what is relevant and important to your business. It is a snapshot of your organisation, key influences on how it operates, and key challenges encountered. This information forms the basis for performance improvement efforts.</p> <p>Organisational overview enables your organisation to review its basic information prior to undertaking the BE journey, and dive deep into gaps and areas that may be taken for granted because of being in business for a long time. It also enables your organisation to seamlessly coordinate with other initiatives undertaken to better understand its reasons for existence.</p>	<p><b>Leadership</b></p> <p>The Leadership criteria addresses how leaders develop and facilitate the achievement of an organisation's vision and mission. It also relates to develop values required for long-term success. Effective leadership is crucial to overall organisational growth by developing policies and strategies that drive people to achieve its objectives. Emphasis is placed on how the senior leaders communicate with the employees, enhance their skills and how they are involved in organisational learning and developing future leaders. The criteria include organisation governance system, societal responsibilities, and support for its key communities.</p> <p>You will learn about your organisation's management and governance leadership profile and approaches and begin the documentation of this structure. Topics include:</p> <ul style="list-style-type: none"> <li>• Visionary and Promote Innovation</li> <li>• Governance and Community Support</li> </ul>
Module 2	Module 3
<p><b>Strategy</b></p> <p>The Strategy criteria addresses the development of organisation's strategic objectives and action plans, deployment of the plans and change of plans if circumstances require it, as well as how progress is measured and sustained. In this module you will conduct a documentation of your organisation's management approach to strategic planning. Topics include:</p> <ul style="list-style-type: none"> <li>• Strategy Development</li> <li>• Strategy Deployment, Implementation and Review</li> </ul>	<p><b>Information</b></p> <p>Objective decision making in an organisation requires relevant and accurate data. The information criteria examine how the organisation manages information that interlinks all the functional areas of an organisation. Data should be collected on customer satisfaction, supplier partnership results, employee performance and market performance. Another aspect is how the organisation creates knowledge, and how knowledge disseminated and used to improve the organisation's effectiveness, efficiency, and performance. You will commence the documentation of your organisation's management approach to Information.</p> <ul style="list-style-type: none"> <li>• Information Management</li> <li>• Knowledge Management</li> </ul>

<b>Module 4</b>	<b>Module 5</b>
<p><b>Customer Focus</b></p> <p>Organisation's that place customers at the centre of their business model are the ones that garner substantial customer support and their on-going patronage. This organisation uses various avenues to collect customer needs and expectations, and feedback on product/services performance as well as complaints and suggestions. These criteria emphasise customer engagement as an important factor in a learning and performance excellence strategy, as well as determines customer and market requirements, builds relationships with customers and determines their satisfaction. Topics include:</p> <ul style="list-style-type: none"> <li>• Customer Needs and Expectation</li> <li>• Customer Engagement</li> </ul>	<p><b>Workforce</b></p> <p>The workforce criteria address how an organisation manages, develop, and disseminates the knowledge and full potential of its workforce at an individual, team-based and organisation-wide level. It looks at how the organisation continuously improves its workforce capabilities and capacities to support its policies and strategies and ensure the effectiveness of its processes.</p> <p>Topics include:</p> <ul style="list-style-type: none"> <li>• Workforce Management</li> <li>• Workforce Engagement</li> </ul>
<b>Module 6</b>	<b>Module 7</b>
<p><b>Process</b></p> <p>Process design affects the quality of products/services, as they are all produced/delivered through some sort of processes. Therefore, the Process criteria asks organisations to investigate their processes to support their policies and strategies and fully satisfy and generate incremental value for their customers and other stakeholders.</p> <p>Topics include:</p> <ul style="list-style-type: none"> <li>• Process Management</li> <li>• Supply Network Management</li> </ul>	<p><b>Results</b></p> <p>Results Criteria is about what an organisation has achieved in all areas addressed in criteria 1to 6.</p> <p>There are the following of the results:</p> <ul style="list-style-type: none"> <li>• Leadership Result</li> <li>• Customer Result</li> <li>• Process Result</li> <li>• Workforce Result</li> <li>• Financial &amp; Market</li> </ul>