

Rujukan Kami : JAIS/PPS/100-3/2/9 Jld.1 (8)

Tarikh : 24 Julai 2025M/ 28 Muharram 1447H

Pengarah
Perbadanan Produktiviti Malaysia
Pejabat Wilayah Sarawak
Lot 894, Lorong Demak Laut 3A
Taman Perindustrian Demak Laut
93050 KUCHING

السلام عليكم ورحمة الله وبركاته

Yang Berusaha Dr.,

SURAT PERSETUJUAN BAGI MELAKSANAKAN KURSUS ADVANCING ORGANISATIONAL EXCELLENCE THROUGH BE 2.0 INNIATIVE

Dengan segala hormatnya perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan bahawa Jabatan Agama Islam Sarawak (JAIS) telah bersetuju untuk melaksanakan **Kursus Advancing Organisational Excellence Through BE 2.0 Initiative** selaras dengan ketetapan yang dinyatakan dalam Surat Persetujuan Organisasi daripada pihak YBrS. Dr. .

3. Sehubungan itu, pihak kami juga bersetuju dengan kos pelaksanaan sejumlah RM 42,000.00 (Ringgit Malaysia Empat Puluh Dua Ribu) bagi Fasa 1 dan 2 yang akan dibayar melalui Pesanan Kerajaan (*Service Order*).

4. Sebarang urusan lanjut berkenaan ini, pihak YBrS. Dr. boleh berhubung dengan Pegawai Kualiti kami, Encik Abg. Ameenur Ashraff bin Abang Abd Hadi di talian 012-3019604 atau emel ke a.ameenur@sarawak.gov.my. Bersama ini disertakan Surat Persetujuan Organisasi untuk tindakan pihak YBrS. Dr. yang selanjutnya.

Sekian, wassalam.

"ISLAM AMALAN HIDUP"

"BERSATU BERUSAHA BERBAKTI"

"AN HONOUR TO SERVE"


[SHARIFAH ZAKIAH BINTI TUANKU HAJI PAUZI]

b.p Pengarah

Jabatan Agama Islam Sarawak

s.k **Tuan Haji Muai bin Haji Suaud**
Pengarah

Ustaz Suharman bin Haji Edward
Ketua Bahagian Dakwah/ Pengerusi *Business Excellence* (BE) JAIS

Encik Abg. Ameenur Ashraff bin Abang Abd Hadi
Ketua Unit (Kualiti)
Bahagian Pentadbiran dan Pengurusan Sumber



MPC (ISO) C8/ P6/ F.06

Semakan: 0

Tarikh: 17.11.2017

Mukasurat: 1/1

SURAT PERSETUJUAN ORGANISASI UNTUK MELAKSANAKAN KURSUS PERMINTAAN

1. Surat persetujuan dicetak menggunakan "Letterhead MPC".
2. Diisi dalam DUA salinan dan ditandatangani serta dicop rasmi oleh kedua-dua pihak.
3. Salinan pertama untuk MPC (fail kursus) dan salinan kedua untuk organisasi berkenaan.
4. Tempoh sah laku Kertas Cadangan ini adalah tidak melebihi **60** hari dari tarikh disediakan.

1. Perjanjian ini adalah persetujuan antara:

JABATAN AGAMA ISLAM SARAWAK (JAIS)

dan

PERBADANAN PRODUKTIVITI MALAYSIA (MPC)

untuk menjalankan kursus

permintaan bertajuk : **ADVANCING ORGANISATIONAL EXCELLENCE THROUGH BE 2.0 INITIATIVE**

yang akan diadakan seperti berikut:

Tempat : Jabatan Agama Islam Sarawak (JAIS)

Tarikh : Ogos – Disember 2025

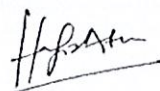
Masa : 9.00 pagi – 5.30 petang

2. Pihak organisasi tuan/puan perlu menyediakan keperluan dan peralatan pengendalian kursus yang diperlukan serta bersesuaian dengan pihak MPC.
3. Pihak tuan/puan perlu menjelaskan yuran sejumlah: RM42,000.00 (Fasa 1 & Fasa 2)
(Ringgit Malaysia: Empat Puluh Dua Ribu Sahaja
dan dibayar melalui cek atas nama "**MALAYSIA PRODUCTIVITY CORPORATION**" atau didebitkan ke dalam akaun MBB (561190058550) sebelum kursus berjalan atau menyertakan Pesanan Jabatan (LO) atau Surat Akujanji Pembayaran sebagai jaminan bayaran.

Sekian, terima kasih.

Disediakan oleh : PERBADANAN PRODUKTIVITI MALAYSIA (MPC)

Tandatangan :



Nama : Hafiza Atha Ahmad

Jawatan : Pengurus

Tarikh : 11 Julai 2025



Dipersetujui menerima cadangan ini:

Tandatangan :

SHARIFAH ZAKIAH BINTI ZUANKU HAJI PAUZI

Nama : PEGAWAI TADBIR N13

Jawatan : JABATAN AGAMA ISLAM SARAWAK

Tarikh : 23/07/25

COP RASMI ORGANISASI





**PROPOSAL PAPER
ADVANCING ORGANISATIONAL EXCELLENCE THROUGH
BE 2.0 INITIATIVE
for
JABATAN AGAMA ISLAM SARAWAK (JAIS)**

Prepared by:

**MALAYSIA PRODUCTIVITY CORPORATION (MPC)
SARAWAK REGION**

Lot 894, Lorong Demak Laut 3A
Taman Perindustrian Demak Laut, Jalan Bako
93050 Kuching Sarawak
Tel: 082 - 439959/439960 Faks: 082 – 439969

11 JULY 2025

PROPOSAL PAPER

ADVANCING ORGANISATIONAL EXCELLENCE THROUGH BE 2.0 INITIATIVE

MALAYSIA BUSINESS EXCELLENCE FRAMEWORK (MBEF) CONTINUATION PROGRAMME FOR JABATAN AGAMA ISLAM SARAWAK (JAIS)

1. INTRODUCTION

- 1.1 This proposal outlines the Business Excellence 2.0 (BE 2.0) programme specifically designed for Jabatan Agama Islam Sarawak (JAIS) as a continuation of the foundational work under BE 1.0. This initiative aims to deepen the implementation of the Malaysia Business Excellence Framework (MBEF) through customised intervention, performance tracking and system institutionalisation.
- 1.2 The BE 2.0 programme will focus on strengthening execution, closing identified performance gaps, and embedding a culture of continuous improvement in JAIS to drive sustainable organisational excellence.

2. OBJECTIVES

- 2.1 To institutionalise the BE framework within JAIS through internal champions and structure improvement initiatives.
- 2.2 To operationalise improvement plans developed during BE 1.0 into measurable and accountable action items.
- 2.3 To enhance leadership capability and alignment across departments based on BE criteria.
- 2.4 To implement performance-based tracking systems and periodic review mechanisms for sustained excellence.
- 2.5 To position JAIS as a role model of public sector excellence in Sarawak and Malaysia at large.

3. METHODOLOGY / IMPLEMENTATION PLAN

- 3.1 Strategic Engagement by MPC. MPC will continue its strategic role as facilitator and consultant. The programme will include hands-on consultation, leadership engagement labs, action learning projects and performance tracking.
- 3.2 **Implementation Phases:**
Phase 1: BE 1.0 Review & Performance Gap Diagnosis
 - Revisit BE 1.0
 - Pre Assessment
 - Mentoring support from MPC and appointed consultants
 - Identify key performance gaps across 7 MBEF criteria
 - Conduct targeted & validation workshops

Phase 2 & 3: Capacity Building & System Strengthening

- Training Modules (MBEF Champions Development)
- Deep dive workshop session for Leadership, Strategy, Customer & Process
- Introduction to Key Performance Metrics (KPI alignment)
- Department-level BE action planning & monitoring
- Integration of BE with existing organisational planning and monitoring tools

Phase 4: Post-Implementation Review

- Post-MBEF Self-Assessment
- Progress reporting

4. TIMELINE

- 4.1 Estimated project duration: 4 to 6 months
- 4.2 Frequency: Monthly module or engagement (customised to JAIS schedule)
- 4.3 Refer Gantt chart in Appendix 1

5. OUTPUT / DELIVERABLES

- 5.1 Updated Organisational Overview and Post-MBEF Self-Assessment
- 5.2 Performance Improvement Action Plans for each department
- 5.3 Established MBEF internal champions and task force
- 5.4 BE Dashboard with regular reporting mechanism
- 5.5 Final Report and Organisational Transformation Showcase

6 RESOURCES REQUIRED

- 6.1 MPC will assign a dedicated team of certified Business Excellence consultants and experienced facilitators throughout the project.
- 6.2 **JAIS is expected to allocate:**
 - A dedicated internal task force
 - Commitment from department heads and top management
 - Access to necessary internal data and resources

7. COURSE CONTENT / APPENDICES

- 7.1 Refer Appendix 1 for project milestones
- 7.2 Refer Appendix 2 for detailed course/module contents

8. FEE / PRICING

- 8.1 The fees are estimated at RM5,000 per course and RM4,000 per Engagement Session. The total fee for the project is **RM71,000.00**. The proposed schedule of payment of the fee is as follows:

Project Element	Training Manday	Workshop/ Training Fee (RM)	Engagement Session Manday	Engagement Session Fee (RM)
PHASE 1				
Kick off & BE 1.0 Review	1 day	5,000.00 x 1 day = 5,000.00	-	-
Gap Analysis & Diagnosis	1 day	5,000.00 x 1 day = 5,000.00	1 day	4000.00 x 1 day = 4000.00
Pre Assessment BE	-	-	1 day	4000.00 x 1 day = 4000.00
TOTAL FEE PHASE 1	2 days	10,000.00	2 days	8,000.00
18,000.00				
PHASE 2				
Module 1 & 2	2	5,000.00 X 2 days = 10,000.00	1	4000.00 x 1 day = 4000.00
Module 3 & 4	2	5,000.00 X 2 days = 10,000.00	-	-
TOTAL FEE PHASE 2	4 days	20,000.00	1	4,000.00
24,000.00				
Module 5 & 6	2	5,000.00 X 2 days = 10,000.00	-	-
Module 7	2	5,000.00 X 2 days = 10,000.00	-	-
TOTAL FEE PHASE 3	4 days	20,000.00	-	-
20,000.00				
PHASE 3				
Internal Review & Post Assessment	-	-	2 days	4000.00 x 2 days = 8,000.00
TOTAL FEE PHASE 4	-	-	2 days	8,000.00
RM8,000.00				
TOTAL MANDAY/COST	10 Days	50,000.00	5 Days	20,000.00
ADMINISTRATION FEE				1,000
TOTAL OVERALL				71,000.00

- 8.3 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.

9. CONFIDENTIALITY

- 9.1 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.

10. RECOGNITION & CERTIFICATION

- 10.1 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.
- 10.2 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 the company's assessment. The framework incorporates important elements to attain excellence and serves 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.

11. CONCLUSION

- 11.1 We look forward towards working with your organisation and support your efforts towards business excellence approach in your business or workprogram. If you have questions about this proposal, feel free to contact:

Perbadanan Produktiviti Malaysia (MPC)

Wilayah Sarawak

Lot 894, Lorong Demak Laut 3

Taman Perindustrian Demak Laut Jalan Bako

93050 Kuching, Sarawak

Tel: 082-439959/60 Faks: 082-439969

E-mel: zuraini@mpc.gov.my

Thank you for your consideration.

GANTT CHART
ADVANCING ORGANISATIONAL EXCELLENCE THROUGH BUSINESS EXCELLENCE (BE) 2.0 INITIATIVE
JABATAN AGAMA ISLAM SARAWAK (JAIS)
JULY – DISEMBER 2025

STEP	ACTIVITY	MONTH					
		July	August	Sept	Oct	Nov	Dis
WORKSHOP & ENGAGEMENT SESSION							
Phase 1	Kick off & BE 1.0 Review	1 day workshop					
	Gap Analysis & Diagnosis		1 day workshop				
	Pre Assessment BE		2 days engagement session				
Phase 2	Module 1: Leadership and Related Analysis (ADLI, LeTCI)			1 day engagement session & 2 days Workshop			
	Module 2: Strategic and Related Analysis (ADLI, LeTCI)						
	Module 3: Information and Related Analysis (ADLI, LeTCI)			2 days Workshop			
	Module 4: Customers and Related Analysis (ADLI, LeTCI)						
	Module 5: Workforce and Related Analysis (ADLI, LeTCI)				2 days Workshop		
	Module 6: Process and Related Analysis (ADLI, LeTCI)						
	Module 7: Results and Related Analysis (ADLI, LeTCI, Key Indicators)					2 days workshop	
Phase 3	Internal Review & Post Assessment					2 days session	
	Final Report & MBEF RECOGNITION / Malaysia Productivity & Innovation Class (MPIC)Members						RECOGNITION

Module 1:	Module 2:
Leadership and Related Analysis This module focuses on the leadership system, governance, and societal responsibilities. It explores how leaders guide the organisation, set directions, and maintain legal and ethical behaviour. Analysis Tools: ADLI (Approach, Deployment, Learning, Integration) LeTCI (Level, Trend, Comparison, Integration)	Strategic and Related Analysis This module highlights how JAIS develops strategic objectives and action plans. It covers strategy formulation, deployment, and performance projections. Analysis Tools: ADLI, LeTCI
Module 3:	Module 4:
Information and Related Analysis Focuses on the management, analysis, and use of data and information to support key processes and decision-making. Includes data integrity and analytics systems. Analysis Tools: ADLI, LeTCI	Customers and Related Analysis Covers understanding customer needs, building customer relationships, and determining customer satisfaction and engagement. Analysis Tools: ADLI, LeTCI

Module 5:	Module 6:
Workforce and Related Analysis Emphasises workforce engagement, capability, and capacity management. It addresses workforce environment and development. Analysis Tools: ADLI, LeTCI	Process and Related Analysis Examines key processes for service delivery and internal operations. Focuses on how work processes are designed, managed, and improved. Analysis Tools: ADLI, LeTCI
Module 7:	
Results and Related Analysis Presents performance results related to key business areas including customer satisfaction, financial, workforce, operational, and leadership results. Analysis Tools: ADLI, LeTCI, Key Indicators	