



## **PROPOSAL**

### **ADVISORY & CONSULTANCY SERVICES INNOVATIVE AND CREATIVE CIRCLE (ICC)**

**For:**

**CJ BIO MALAYSIA SDN BHD**  
LOT Q, KERTEH BIOPOLYMER PARK PHASE 2,  
MUKIM KERTEH, 24300 KEMAMAN,  
TERENGGANU  
T: 09-830 2418      F:09-830 2598

**Prepared by:**

Malaysia Productivity Corporation (MPC)  
Organisational Excellence Development  
Lorong Produktiviti off Jalan Sultan  
46200 Petaling Jaya  
Selangor Darul Ehsan  
Tel: 03-79557266 Fax: 03-79551824  
Website: <http://www.mpc.gov.my>

**5 Januari 2021**

## 1. CUSTOMER

<b>Organisation</b>	CJ Bio Malaysia Sdn Bhd
<b>Address</b>	Lot Q, Kerteh Biopolymer Park Phase 2, Mukim Kerteh, 24300 Kemaman, Terengganu.
<b>Contact Person</b>	Ms. Nur Zatul Iffah Bt Zolkana
<b>E-mail:</b>	Nurzatuliffah.zolkana@cj.net
<b>Telefon:</b>	09-830 2418 / 019-911 8082
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## 2. BACKGROUND

The Malaysia Productivity Corporation (MPC) is a statutory body under the Ministry of International Trade and Industry (MITI). MPC is established to assume an important role in enhancement of productivity and quality programme towards achieving a higher national economic growth. Understanding of the basic concepts of productivity and quality within industries are the vital ingredient for economic enhancement. The Malaysia Productivity Corporation (MPC) is a registered training provider with the Human Resource Development Fund (HRDF).

## 3. INTRODUCTION

Innovative and creative group (ICC) is a formation of a group of workers who sit together to investigate, analyse, and find the way to solve the problems regarding their work using ICC tools and problem solving process.

From the process of ICC, every single worker gets a change to contribute ideas and opinions to their group as well as their organisation. They also will get satisfaction in daily work and other benefits such as increasing their productivity and quality of work.

Top management should play an important role and give full support to the ICC group to ensure the successful of every project runs by these groups. It is including training, financial, and appreciation to those who involve in ICC project. This will boost their interest and efforts to make the ICC group will really help in producing innovation to the organisation.

## 4. SUCCESS FACTORS OF ICC PROGRAM

- Top management's understanding of the philosophy and practices of ICC, which precede the formal decision to implement the ICC activity.
- The formation of high-level ICC Promotion (Steering Committee) to formulate the ICC policy and to provide the organisational support for the growth of ICC in the company.

- A company-wide publicity campaign designed to sell the ICC idea to all level of employees in the company.
- The facilitators are to facilitate the group members, motivate and providing them concepts and how to operate the project
- Training of ICC leader and members.
- Formation of Pilot ICC. It is recommended, initially a very small number of ICC's would be formed, and these would serve as an example for other employees to benchmark.
- Nurturing of pilot ICC's until they reach maturity and able to function without dependent on facilitators.

## **5. PROGRAM OBJECTIVES**

Upon completion of the program, the participants will be able to:

- Understand the basic concept, operation and philosophy of ICC.
- Apply QC tools in their problem solving.
- Analyse root cause of the problem.
- Generating creative solutions.
- Determine the feasibility of ICC activities in the organisation.
- Familiarise with ICC project book.

## **6. METHODOLOGY**

- Lectures
- Discussion
- Group Exercises
- Structured Experience Activity

## **7. VENUE & PROPOSED DATE**

CJ BIO MALAYSIA SDN BHD

## **8. MEDIUM INSTRUCTION**

Medium of instruction is either in Bahasa or in English or a combination of both – to be advice by organizer.

## **9. COURSE PARTICIPANTS**

ICC Members, Leader and Facilitators (Managers, Executives, Training Personnel and those who are involved in Quality Improvement Team (QIT) activities.

#### 10. PROGRAM FEE

- The professional fees will be RM4,500/day for a group not more than 30 participants. This fee is inclusive of training materials and certificates of attendance.
- Fee for the consultancy and project coaching is RM2,500/day.

NO	PROGRAMME	Unit	Unit Price	FEE (RM)
1.	<b>Training</b> Introduction to ICC and QC Tools (in Bahasa Melayu)	2 Days	4,500	9,000
2.	<b>Consultation 1</b> Understanding Process, Process Mapping, Data Collection & Root Cause Analysis	2 Days	2,500	5,000
3.	<b>Consultation 2</b> Solution Development, Determine Best Solution & Implementation	1 Day	2,500	2,500
4.	<b>Consultation 3</b> Monitoring & Result, Standardisation & Project Improvement	2 Days	2,500	5,000
5.	<b>Consultation 4</b> ICC Report Writing Project Evaluation and Project Presentation	2 Days	2,500	5,000
	Total	9		26,500
	20% Discount for Training			1,800
	<b>Grand Total</b>			<b>24,700</b>

Payment shall be made to “**PERBADANAN PRODUKTIVITI MALAYSIA**” using crossed cheque OR Local Order OR Electronic Fund Transfer (EFT) to MPC Account (Maybank Islamic: 564164438566). Kindly remit proves of EFT to MPC for issuance of official receipt.

## **11. TERMS AND CONDITION**

- For training on Saturday and Sunday, a levy of RM300 per day will be included in addition to the man-day rate.
- Training facilities such as LCD Projector, Flip Charts, Whiteboard and markers shall be prepared by organizer.
- Any cancellation/postponement and/or change of program details made by organizer shall be inform to MPC in writing 2 weeks prior to the actual program date.
- The client will be provided the training venue. It is recommended that the training to be conducted outside of the office environment for maximum value enhancement.
- Invoice will be submitted to organizer within one week after commencement of the program.
- Any details in this proposal are intellectual property rights of MPC and shall not in any way reproduce in any form or manner, the contents of this proposal without the written consent of MPC.
- Any charges in work content, charges or contractual conditions must be agreed by an exchange of letters signed by your authorized representative and MPC Project Manager.
- The proposal will be valid for a period of 60 Days of the date specified in the proposal.

## **12. CONTACT DETAILS**

### **Rosmi Abdullah**

Director

Organisational Excellence Development

Perbadanan Produktiviti Malaysia,

Jalan Produktiviti Off Jalan Sultan,

46200 Petaling Jaya, Selangor.

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### **Muhammad Hafiz Sabarudin**

Manager

Organisational Excellence Development

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**ACCEPTANCE LETTER  
INNOVATIVE AND CREATIVE CIRCLE (ICC) PROGRAMME**

We have read and understood the indemnity and agree to the terms and conditions herein contained:

Organisation : CJ BIO MALAYSIA SDN BHD  
Name (as per NRIC) : MUR ZATUL IFFAH BINTI ZOLKANA  
Designation : HEAD, PROJECTS IMPROVEMENT  
Contact No. : 019-9118082 / 09-8302418  
Fax : 09-8302598  
Email : nurzatuliffah-zolkana@cj.net  
Fee : **RM24,700.00**



Signature and Company Stamp

24/1/22

Date

(To fill up by MPC and return to organisation)

This agreement has been accepted and confirmed by:

Malaysia Productivity Corporation

Signature : \_\_\_\_\_  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Date : \_\_\_\_\_

## COURSE CONTENT

### INTRODUCTION TO ICC & QC TOOLS

DAY/TIME	TITLE/MODULE
<b>Day 1</b> 9.00 am – 5.00 pm	<ul style="list-style-type: none"> <li>• Opening</li> <li>• Understanding of ICC</li> <li>• PDCA Cycle &amp; Improvement Initiatives</li> <li>• Data Collection and Analysis</li> <li>• Introduction to 7 QC Tools:               <ul style="list-style-type: none"> <li>➤ <i>Check sheet</i></li> <li>➤ <i>Cause and Effect Diagram</i></li> <li>➤ <i>Pareto Diagram</i></li> <li>➤ <i>Graphs and Charts</i></li> <li>➤ <i>Scatter Diagram</i></li> <li>➤ <i>Histogram</i></li> <li>➤ <i>Control Chart</i></li> </ul> </li> <li>• Overview of 7 New QC Tools &amp; Additional Tools</li> </ul>
<b>Day 2</b> 9.00 am – 5.00 pm	<ul style="list-style-type: none"> <li>• Application of QC Tools:-               <ul style="list-style-type: none"> <li>➤ 7 Steps of Implementation</li> <li>➤ Kaizen &amp; Improvement</li> <li>➤ Group Activity and Exercises</li> </ul> </li> <li>• Project Monitoring &amp; Improvement               <ul style="list-style-type: none"> <li>➤ Value Creation</li> <li>➤ Result &amp; Sustainability</li> </ul> </li> <li>• Project Evaluation</li> <li>• Closing</li> </ul>

# All module information is indicative and subject to change.