

Untuk kegunaan Sekretariat:  
*For Secretariat use only:*

No. Pemohon:..... *Tarikh/Date:*.....  
*Applicant no.*



## **ANUGERAH INDUSTRI SELANGOR 2009** **SELANGOR INDUSTRY AWARD 2009**

### **Anugerah Kecemerlangan Pengurusan Kualiti Negeri Selangor** **Selangor Quality Management Excellence Award**

**PARTICIPATION FORM**  
(Review Period : 2008 Financial Year)

#### **Submission Requirements**

##### **Content**

The submission must contain the following (in order):

- Front cover
- Please divide each of the following pages separated by a divider page.
  - Table of Contents
  - Participation Form
  - Organization Chart(s)
  - Glossary / Abbreviations
  - Company Profile (5 pages or less) - This part includes company's background, list of products and overall company's performance.
  - Responses Addressing All Criteria (50 pages or less) - This part will explain the management quality in organization based on the **eight criteria in PMQA** or **seven criteria in QMEA**. This submission must be short, clear, precise and usage of chart, graph are encouraged to ensure the information to be as quantitative as it can be. Please make note if certain of the criteria is not relevant to your company.
- Back cover

**The participating company must submit the following items: -**

- 1. Four (4) paper copies of the submission**
- 2. A CD (softcopy) of the submission**
- 3. A copy of the audited financial statement (Profit and Loss Statement, Manufacturing Account and Balance Sheet) of your company for financial year 2006, 2007 and 2008.**

**Format**

1. The submission must meet the requirement indicated below:
  - The company profile is limited to five (5) pages.
  - The Responses Addressing All Criteria are limited to 50 pages, including pictures, graphs, figures, tables and appendices.
  - The covers and divider pages will not be counted as part of the page limit.
2. Paper size: A4 (8 ½ X 11 in)
3. Font: Times New Roman with font size 11 (including captions)
4. Spacing: Single line spacing
5. Lines per page: Less than 60 (including blank line)
6. Margins: At least 0.75 inch for left margin and at least 0.5 inch for right margin
7. Pages set up in a two-column format
8. Submission must be printed on single-sided pages

**PARTICIPATION FORM***(Review Period is for Financial Year 2006, 2007 & 2008)*

<b>General Information</b>																			
Company Name																			
Address																			
Website																			
Parent / Holding Company <i>(if applicant is part of a larger company)</i>																			
Contact Person																			
Name																			
Designation																			
Telephone No.																			
Fax No.																			
<b>Award Category</b> <i>(Check One)</i>																			
<input type="checkbox"/> Category 1      Companies with annual sales below RM25 million.	<input type="checkbox"/> Category 3      Foreign owned companies operating in Selangor State																		
<input type="checkbox"/> Category 2      Companies with annual sales exceeding RM25 million and above																			
<b>Employees</b>																			
Total No. of Employees: _____ Breakdown of Employees Top Management: _____ Middle Management (Executive): _____ Operatives: _____	<b>Equity</b> <i>(Check one)</i> <input type="checkbox"/> Foreign-Owned <input type="checkbox"/> Wholly Local-Owned <input type="checkbox"/> Joint Venture <i>(Please state percentage of local equity)</i> _____																		
<b>Market and Sales</b>																			
a) Market (%)  Local Market _____  Export _____	b) Sales (RM '000) <table border="1"> <thead> <tr> <th colspan="2">2006</th> <th colspan="2">2007</th> <th colspan="2">2008</th> </tr> <tr> <th>Annual Sales Turnover</th> <th>Profit</th> <th>Annual Sales Turnover</th> <th>Profit</th> <th>Annual Sales Turnover</th> <th>Profit</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> Please submit: Audited Financial Statement for the last three years (2005, 2006 and 2007) <i>* These documents must not be attached with the main submission.</i>	2006		2007		2008		Annual Sales Turnover	Profit	Annual Sales Turnover	Profit	Annual Sales Turnover	Profit						
2006		2007		2008															
Annual Sales Turnover	Profit	Annual Sales Turnover	Profit	Annual Sales Turnover	Profit														
<b>Description of Products or Services</b>																			

**ANUGERAH KECEMERLANGAN PENGURUSAN KUALITI NEGERI SELANGOR  
SELANGOR QUALITY MANAGEMENT EXCELLENCE AWARD  
GUIDE FOR SUBMISSION  
Total Score: 1000 points**

**Instruction: Please indicate clearly the section to which each response refers. It should be noted that points are not awarded for length of response.**

***Please take note that the review period is for 2008 financial year***

**1.0 TOP MANAGEMENT LEADERSHIP AND MANAGEMENT OF QUALITY  
(200 points)**

- 1.1 Attach a copy of vision and mission statement and quality policy.  
**(20 points)**
- 1.2 Describe top management personal involvement in developing and maintaining environment for quality excellence.  
**(120 points)**

Areas to address

Describe top management commitment in:

- *Corporate diagnosis,*
- *Preparation of corporate plan,*
- *Management of quality improvement teams,*
- *Giving and receiving training,*
- *Using performance appraisal,*
- *Information and analysis of competition,*
- *Discussions with suppliers and*
- *Review of customers.*

- 1.3 Describe how the company interprets its corporate plan into day-to-day management of all departments/sections/units.  
**(60 points)**

Areas to address

Explanation on the corporate plan review and follow-up actions taken.

**2.0 USE OF QUALITY DATA AND INFORMATION  
(100 points)**

- 2.1 Describe the kind of data and information that the company uses for planning, management and evaluation of quality and how data and information reliability, timeliness and availability are assured.  
**(60 points)**

Areas to address;

- a. Criteria for selecting items to be included in the quality-related data and information.
- b. ICT application for data and information management.
- c. Examples of data: quality, customers, safety, competitors, cost and benchmarks.

- 2.2 Describe how the data and information are analysed to support the company's corporate and quality objectives.  
**(40 points)**

Areas to address

- a. Types of analysis performed e.g. determination of trends, performance of key areas of control.
- b. How the analysis is used in planning policy development, improvement activities, training and development of human resources.

<b>3.0 HUMAN RESOURCE MANAGEMENT (200 POINTS)</b>
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- 3.1 Indicate percentage of training budget per payroll. (**5 points**)
- 3.2 Describe career plan for employees. (**5 points**)
- 3.3 Describe the types of training received by employees (e.g. managerial or technical training) (**45 points**)
- 3.4 Provide information about training conducted (Please use Attachment A, B, and C as the guides) (**15 points**)

<p>Areas to address</p>
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- |   |
|---|
| <ul style="list-style-type: none"> <li>a. Types of quality-related training and education e.g. problem-solving skills, quality awareness, etc.</li> <li>b. Categories of employees involved.</li> <li>c. Indicators used to assess the effectiveness of training activities.</li> </ul> |
|---|

- 3.5 Describe the means available for employees to contribute effectively to the company's corporate and quality objectives. (**65 points**)
- 3.6 Describe quality improvement activities (Please use Attachment D as a guide) (**15 points**)

<p>Areas to address</p>
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- |   |
|---|
| <ul style="list-style-type: none"> <li>a. Explain opportunities for employees' involvement in quality improvement activities (Suggestion schemes, QCC, work improvement teams, etc).</li> <li>b. Giving employees the authority to make decisions when quality standards are jeopardized.</li> <li>c. Evaluating the extent and effectiveness of employees' involvement.</li> </ul> |
|---|

- 3.7 Describe other quality improvement activities (Please use Attachment E as a guide) (**10 points**)

- 3.8 Describe the company's provisions with regard to health, safety, morale, and spiritual needs of employees. (**40 points**)

<p>Areas to address</p>
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- |  |
|--|
| <ul style="list-style-type: none"> <li>a. Physical and recreational facilities and other activities provided/organised.</li> <li>b. Services such as counselling, self-improvement programmes, etc.</li> <li>c. Type of indicators used to measure employee morale (e.g. absenteeism, turnover, grievance). How are these indicators used for improvement activities?</li> <li>d. How is the employee performance appraisal carried out?</li> <li>e. Incentives and financial packages.</li> </ul> |
|--|

**4.0 CUSTOMER FOCUS  
(150 POINTS)**

4.1 Describe how the company determines current and future customer requirements and expectations.  
**(50 points)**

Areas to address

- a. Surveys, interviews and other methods of obtaining information.
- b. Enhancing employees' understanding about customer service requirements.
- c. Follow-up activities with customers on products and/or services to determine satisfaction.

4.2 Describe how the support services (e.g. finance, purchasing, HR, and maintenance/engineering) within the company are geared towards meeting the quality requirements of the company.  
**(50 points)**

Areas to address

- a. How is quality performance of support services assessed and continuously improved.
- b. What are the ways and means undertaken to enhance the participation of support services in quality activities?

4.3 Describe how the company handles customer feedback/complaints for continuous improvement.  
**(50 points)**

Areas to address

- a. Explanation on the process to ensure feedback is resolved promptly and effectively.
- b. Explanation on documentation and analysis of feedback/complaint.

**5.0 QUALITY ASSURANCE OF EXTERNAL SUPPLIERS  
(50 POINTS)**

5.1 Describe how the quality of materials and services supplied from external sources is assured and improved.

**(50 points)**

Areas to address

- a. Explanation on the process used to ensure that suppliers are meeting the company's quality requirements.
- b. Efforts to improve the quality and responsiveness of suppliers e.g. through partnerships, training, incentives, and improved supplier selection.

**6.0 PROCESS MANAGEMENT  
(100 POINTS)**

6.1 Describe the design process involved to produce quality products/ services.

**(50 points)**

Areas to address

- a. Describe the process of translating changing customer's requirements & technology into product and service development.
- b. Describe the co-ordination and integration of all systems and operational units to ensure trouble-free introduction and delivery of products and services.

6.2 Describe the production/delivery process

**(50 points)**

Areas to address

- a. Explain key production processes and how they are managed to ensure that the design requirements addressed in 6.1 are met.
- b. Explain how are these processes evaluated and improved to achieve better performance.
- c. Describe the percentage of sales done through e-commerce.

**7.0 QUALITY AND OPERATIONAL/BUSINESS RESULTS  
(200 POINTS)**

- 7.1 Specify areas and frequency of quality audit conducted.  
**(10 points)**
- 7.2 i. Indicate productivity performance using (refer Attachment F):  
a. Labour Productivity  
b. Capital Intensity  
c. Process Efficiency
- ii. Explain other productivity measures used in the company.  
**(40 points)**
- 7.3 Describe the company's actual and operational results.  
**(150 points)**

Areas to address

- a. Other measures used by the company to evaluate operational results.
- b. Explain about trends indicating improvement in products, services, quality levels, market share etc.
- c. Company's quality level as benchmarked with competitors.
- d. Automation and technology application trends.
- e. Productivity performance trend.
- f. Unit Labour Cost and Unit Production Cost trends.







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 (ATTACHMENT D)**

**Quality Improvement Activities**

List of Improvement	No. of Personnel Involved	Functional Area/Dept.	Duration (Month)	Cost Saved (RM)
<b>Total</b>				

\* Indicate: **S** (Sales & Marketing/Distribution), **HR** (Human Resource), **P** (Production/Engineering/Maintenance), **F** (Finance & Accounting) and **A** (Administration)

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SELANGOR QUALITY MANAGEMENT EXCELLENCE AWARD**

**(ATTACHMENT E)**

**Other Quality Improvement Activities**

Please list other quality improvement activities that may have been carried out in your organisation during the review period, for example:

No.	Areas	Remarks
a.	Quality Management System	
b.	In-House Laboratory Accreditation	
c.	Certification of Product	
d.	Suggestion scheme	
e.	Just-In-Time (JIT)	
f.	Zero Defects	
g.	Kaizen	
h.	Task Force	
i.	Balanced Scorecard	
j.	Six Sigma	
k.	5S	
l.	Others(Please specify) i. ii. iii. iv.	

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 (ATTACHMENT F)**

**Guide for Productivity Measurement**

**7.2 Formula**

**(i) Labour Productivity**

$$\frac{\text{Added Value}^*}{\text{Number of Employees(Average)}} \quad \text{or} \quad \frac{\text{Net Sales}}{\text{Number of Employees(Average)}}$$

**(ii) Capital Intensity**

$$\frac{\text{Capital}}{\text{Labour}} \quad \text{or} \quad \frac{\text{Fixed Assets}}{\text{Number of Employees(Average)}}$$

**(iii) Process Efficiency**

$$\frac{\text{Added Value}}{(\text{Total Input}) - (\text{Bought-in Materials \& services})}$$

\*Note: **Added Value = Total Output - (Bought-in materials and services)**

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**Definition of Terms**

**1) Total Output**

[Net sales + Closing Stock of Finished Goods - Opening Stock of Finished Goods] + [Work-in-progress (Closing)] - [Work-in-progress (Opening)] + [Own Construction] + [Income from sales of goods purchased in same condition] + [Income from services rendered].

Note : (a) Net Revenue may be used instead of Net Sales

(b) Item related to stock may not be applicable for certain business entities.

**2) Bought-in Materials and Services**

[Materials consumed + supplies, consumables, printing and lubricants] + [Cost of goods sold in same condition] + [Utilities (water, electricity, fuel)] + [Payment to Contractors] + [Payments for industrial work done by others and stores and supplies] + [Payment for non-industrial services].

**3) Number of Employees (Average during Assessment Period)**

Refers to all categories of employees, including working directors/proprietors/ partners, unpaid family workers and part-time workers. Part-time should be converted to their full-time equivalent.

**4) Fixed Assets (Average during Assessment Period)**

Refers to all physical assets expected to last one year or more. It should be stated at net book value (excluding land and buildings).

**5) Total Input**

It is defined as value of materials consumed + value of supplies consumed + cost of printing + cost of goods sold in same condition + utilities (water + electricity + fuels) + lubricants + supplies + salaries and wages + fees paid to non-working directors + payments to contractors + payments in kind to paid employees + value of uniform given for free + employer's contribution to government funds + payments for industrial work done by others + payments for non-industrial services + interest charges + depreciation + indirect taxes + other expenditure

<b>Ethics Statement and Signature of Chief Executive Officer</b>	
I submit herewith the completed application for the <b>Anugerah Kecemerlangan Pengurusan Kualiti Negeri Selangor/ Selangor Quality Management Excellence Award</b> . I hereby certify that the information contained in this application is true and correct.	
Signature and Company Stamp	
Date	
Name	
Designation	
<b>Submission</b>	
Complete documents must be submitted by <b>14<sup>th</sup> August 2009</b> to:	
<p>Secretariat  Anugerah Industri Selangor  SSIC Berhad  24<sup>th</sup> Floor, Wisma MBSA  Persiaran Perbandaran  40000 Shah Alam  Selangor</p> <p>Tel : 03 – 55102005 / 2006  03 – 5513 2007  03 – 5511 7988 / 7990</p> <p>Fax : 03 – 5519 6403 / 5511 2008</p> <p>E-mail : <a href="mailto:info@ssic.com.my">info@ssic.com.my</a> Website : <a href="http://www.ssic.com.my">www.ssic.com.my</a></p>	
<b>Contact Us</b>	
For more information please do not hesitate to contact:	
<p>Mr. Hasan Azhari Idris (<a href="mailto:hasan@ssic.com.my">hasan@ssic.com.my</a>)  Mr. Nik Izuddin Nik Mohd Yusuf (<a href="mailto:izuddin@ssic.com.my">izuddin@ssic.com.my</a>)  Ms. Sara Mohd Salim (<a href="mailto:sara@ssic.com.my">sara@ssic.com.my</a>)</p>	