

WHAT'S NEXT?

GLCs are expected to appoint Project Champions to participate in this programme. It is envisioned that the Project Champions will require the support of a Project Team to implement this Initiative, including participating in the various programme sessions.

The Project Champion should ideally be reporting directly to the GLC CEO/MD and has a cross-functional perspective of the business. Typically, the Project Champions hold job titles such as Chief Operating Officers, Director of Operations, Chief Financial Officers and Heads of Strategy.

He/She will need to evaluate and manage initiatives across various functional work streams (both revenue and cost centers), and act as a 'change agent' to institutionalise the Framework for Continuous Improvement. In this regard, leadership teams will require the support, commitment and discipline from all levels to continuously review operations for improvement opportunities.

PROGRAMME SESSIONS FOR 2006/07

	DATE	TOPICS COVERED
Session 1: Kick Off Workshop	Nov 2006	<ul style="list-style-type: none"> Framework for Continuous Improvement Evaluation – best practices and case studies
Session 2: Efficiency & Execution	Feb 2007*	<ul style="list-style-type: none"> Options for improving Efficiency (Outsourcing, Shared Services, BPR, Lean and Six Sigma approaches) Execution framework and capacity building Best practice illustrations and case studies
Session 3: Workforce Effectiveness	Mar 2007*	<ul style="list-style-type: none"> Organisational effectiveness Manpower planning
Session 4: Roundtable Session on Customer Charter	Apr 2007*	<ul style="list-style-type: none"> Enhancing customer satisfaction Making customer charters work
Optional Session: Franchising Circle	May 2007*	<ul style="list-style-type: none"> Roundtable discussion with PNS¹ and MFA² Positioning and best practices Financing options

1. Perbadanan Nasional Berhad
2. Malaysian Franchise Association

* Tentative

THE GLC TRANSFORMATION PROGRAMME

The GLC Transformation Programme was launched by the YAB Prime Minister of Malaysia in May 2004 to transform GLCs into high-performing entities and is critical for the future prosperity of Malaysia. The launch saw the introduction of key performance indicators, Board composition initiatives, the revamp of Khazanah Nasional Berhad, as well as changes in the management of a number of GLCs.

On 29 July 2005, the GLC Transformation Manual which contained five Policy Thrusts and 10 Initiatives that are targeted to drive and enhance GLC performance was launched. The Blue Book on Intensifying Performance Management Practices was launched simultaneously.

Subsequently, on 26 April 2006, the "Green Book" on Enhancing Board Effectiveness and the "Red Book" on Reviewing and Revamping Procurement Practices were launched.

The remaining Initiatives are scheduled to be launched by end 2006.

THE PUTRAJAYA COMMITTEE ON GLC HIGH PERFORMANCE (PCG)

To sustain the momentum created by the launch of initial measures, the PCG was formed in January 2005 to follow through and catalyse the GLC Transformation Programme. The PCG is chaired by the YB Second Finance Minister of Malaysia and comprises the Heads of the Government-Linked Investment Companies (GLICs) namely Permodalan Nasional Berhad (PNB), Khazanah Nasional Berhad (KNB), Employees Provident Fund (EPF), Lembaga Tabung Angkatan Tentera (LTAT) and Lembaga Tabung Haji (LTH), as well as representatives from the Ministry of Finance (MOF) and the Prime Minister's Office, working together to monitor progress and to recommend further measures of improvements.

A Transformation Management Office (TMO) has been established at Khazanah Nasional Berhad which serves as the Secretariat to the PCG. The TMO is responsible for managing the roll-out of the Initiatives proposed in the Manual and reporting progress to the PCG.



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INITIATIVE 10

FRAMEWORK FOR CONTINUOUS IMPROVEMENT