



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

*Sembang - sembang*  
**COO & PENGARAH  
JHB**

**2 OGOS 2021  
ISNIN | 2.30 PETANG**

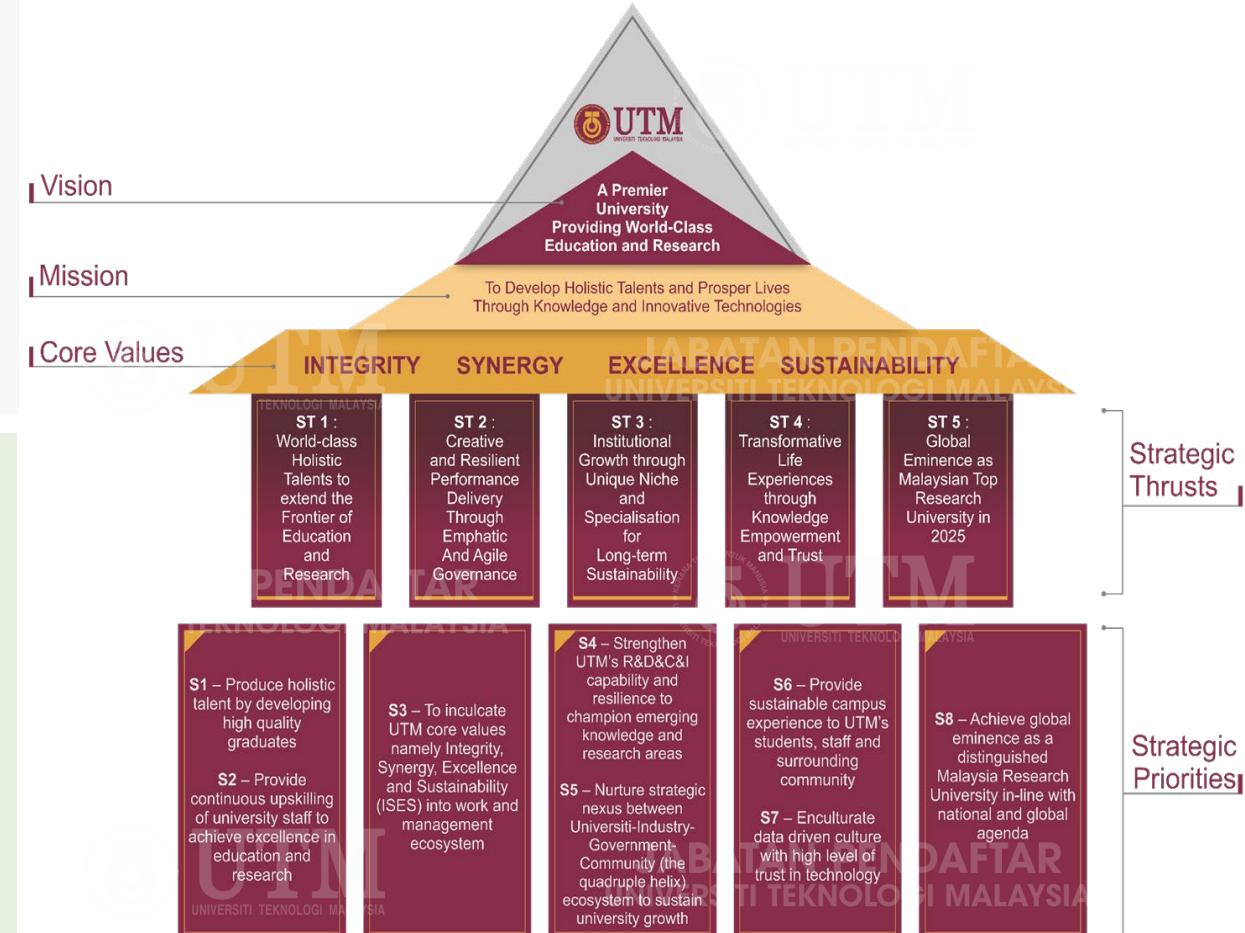
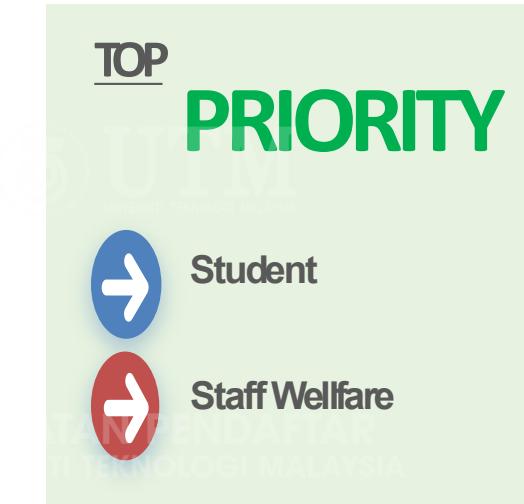


**MENGINSTITUSI I.S.E.S, MEMPERKASA BAKAT**

# 2021 MENGINSTITUSIKAN I.S.E.S & MEMPERKASAKAN BAKAT



## THE BIG (#5) THINGS TO BE FOCUSED IN 2021



# GOOD GOVERNANCE = UTM CORE VALUE

JABATAN PENDAFTAR  
UNIVERSITI TEKNOLOGI MALAYSIA



JABATAN PENDAFTAR  
UNIVERSITI TEKNOLOGI MALAYSIA

JABATAN PENDAFTAR  
UNIVERSITI TEKNOLOGI MALAYSIA

ACCOUNTABLE

TRANSPARENT

RESPONSIVE

EQUITABLE AND  
INCLUSIVE

EFFECTIVE AND  
EFFICIENT

FOLLOWS THE  
RULE OF LAW

PARTICIPATORY  
CONSENSUS  
ORIENTED

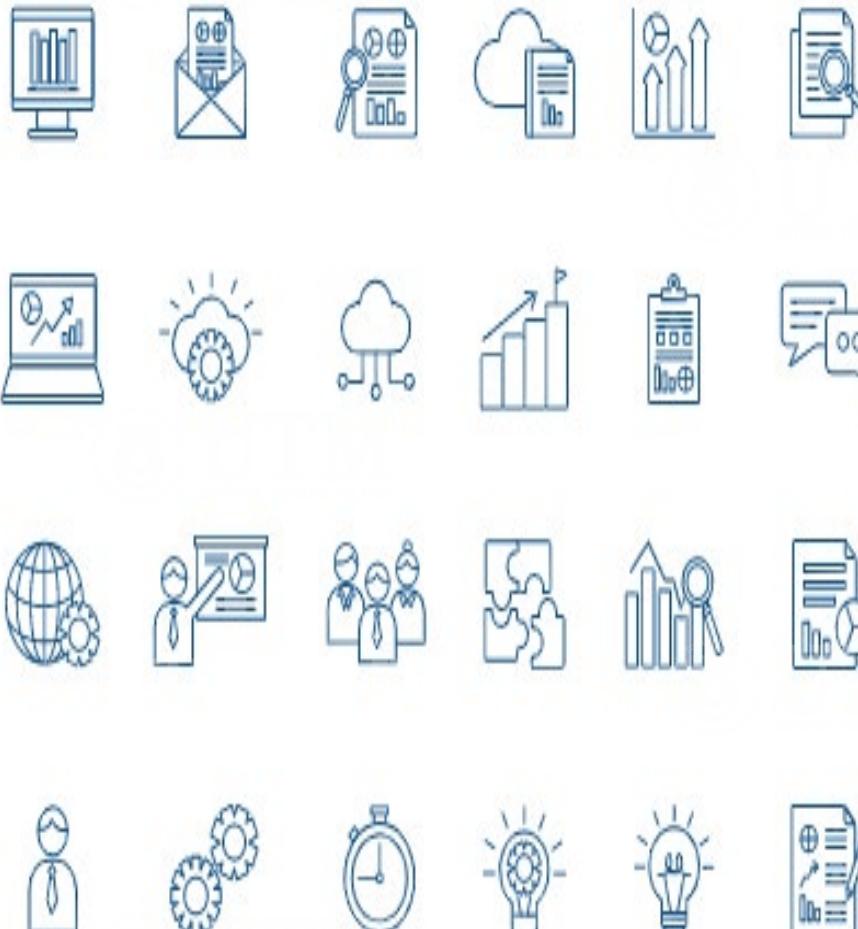
innovative • entrepreneurial • global

Synergy instills team spirit, togetherness, inclusivity, collegiality, respect, humility, cooperation and collaboration. It also breeds selflessness, resulting from care and concern for others above self, while embracing diversity and appreciating differences.



Excellence towards high performance and delivery will result in outstanding and remarkable achievement in all aspects of teaching, learning, research, innovation, commercialization and provision of services.

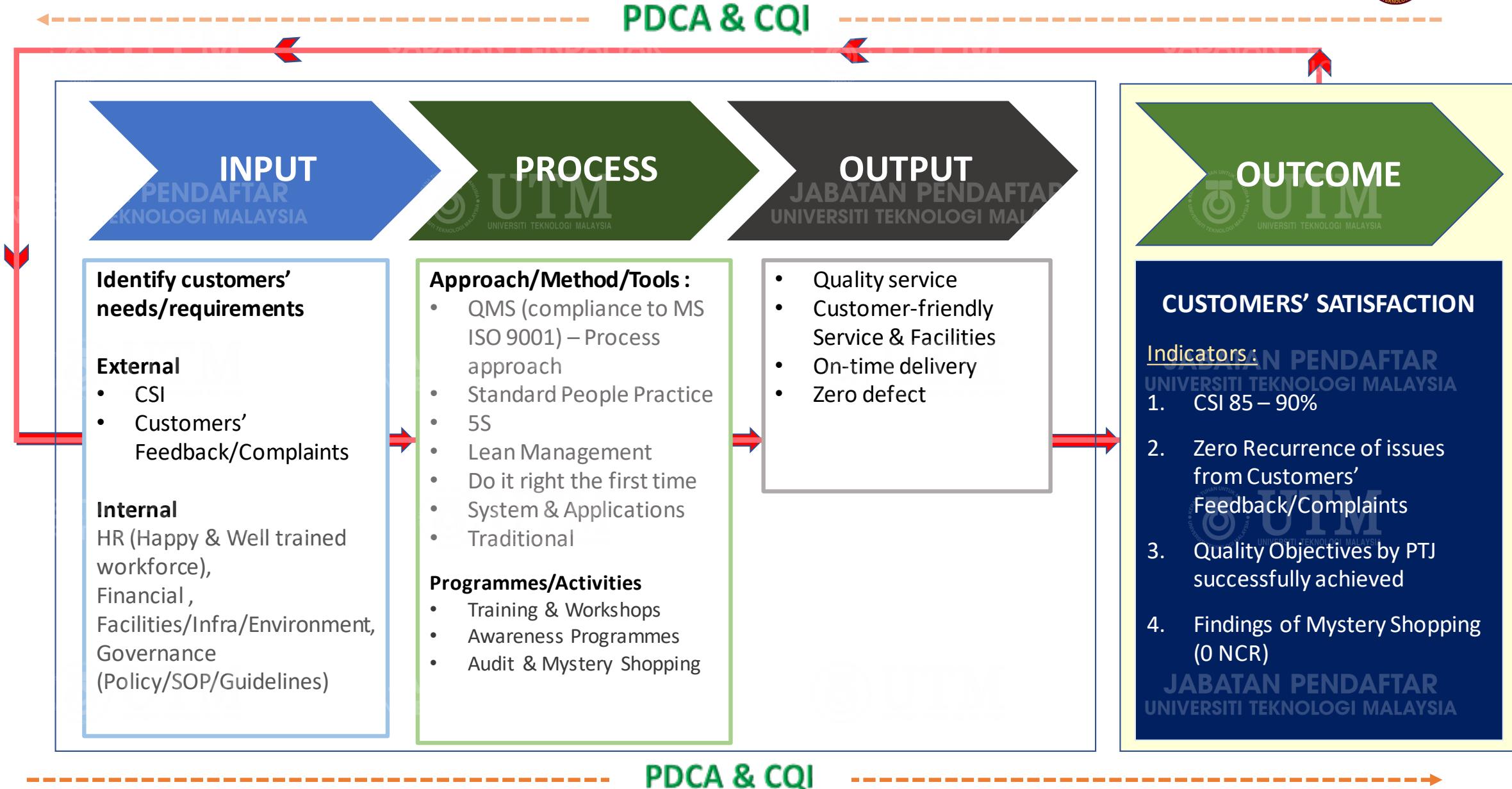
Sustainability is reflected in the holistic drive by the campus community in integrating and balancing economic, social and environmental spheres to meet the current needs without compromising the ability to exist and survive continuously.



## BAGAIMANA MENGINSTITUSIKAN?

- ❖ Tanggungjawab pada **NILAI TERAS**
- ❖ **SIFAR** toleransi terhadap rasuah, perlakuan kasar dan tidak sopan.
- ❖ Proses dan Sistem yg sistematis.
- ❖ Komunikasi Berkesan dengan semua pihak.
- ❖ Kebersamaan dan Kerjasama erat dalam melaksanakan tugas
- ❖ Kepimpinan yang dicontohi

# HIGH PERFORMANCE DELIVERY FRAMEWORK



# CONTINUOUS QUALITY IMPROVEMENT (CQI)

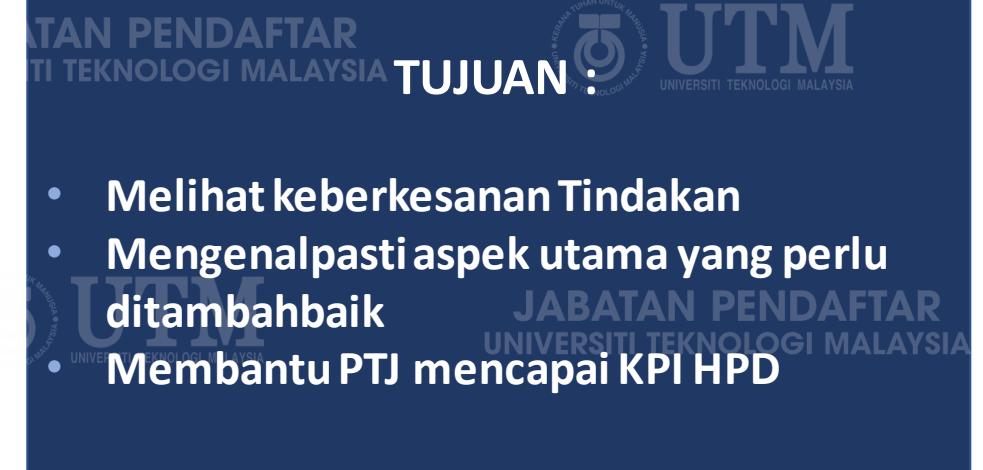
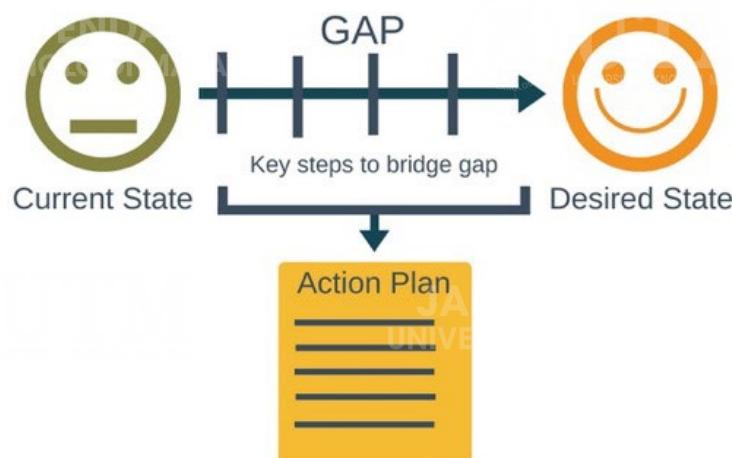
## INPUT

- Kenalpasti keperluan pelanggan
- Memperbaiki dan menambahbaik punca kepada masalah iaitu faktor2 yang mempengaruhi perkhidmatan

Untuk menghasilkan OUTPUT yang berkuaiti (pelanggan harapkan)

- Quality service
- Customer-friendly Service & Facilities
- On-time delivery
- Zero defect

## Gap Analysis





**12**

**CORE  
COMPETENCIES  
OF FACILITIES  
MANAGEMENT**

**1**

**OCCUPANCY &  
HUMAN FACTORS**

**2**

**OPERATION &  
MANAGEMENT**

**3**

**SUSTAINABILITY &  
WORKPLACE  
STRATEGY**

**4**

**FACILITY  
INFORMATION &  
TECHNOLOGY  
MANAGEMENT**

**5**

**RISK MANAGEMENT**

**6**

**COMMUNICATION &  
SECURITY**

**7**

**PERFORMANCE &  
QUALITY**

**8**

**PLANNING,  
LEADERSHIP &  
STRATEGY**

**9**

**REAL ESTATE  
MANAGEMENT**

**10**

**PROJECT  
MANAGEMENT**

**11**

**FINANCE &  
BUSINESS  
DEVELOPMENT**

**12**

**SENSE OF  
BELONGING TO UTM  
TREAT UTM ASSET  
LIKE OUR OWN**



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