

Synergy & High Performance Delivery

Abdul Razib bin Hj. Shahuddin
Pendaftar UTM

abdr Razib@utm.my

Siri Kuliah Bersiri HPD-ISESS 2.0 Siri 6
Faculty of Social Sciences and Humanities, UTM
26 OGOS 2021

OUTLINE: Synergy and *High Performance Delivery*

- 1 Synergy and HPD by Definition
- 2 What makes it a Synergy?
- 3 How Synergy Benefit the organization?
- 4 Implementation of High Performance Delivery
- 5 Change & Awareness
- 6 Make It A Culture
- 7 What Makes It A Team
- 8 High Performance Delivery by Good Governance
- 9 High Performance Delivery Framework
- 10 High Performance Delivery Support
- 11 Conclusion

1. *Definition of Synergy*

Cambridge Dictionary

- The **combined power** of a group of things when they are **working together** that is **greater than total power** achieved by each other **working separately**.

Merriam-Webster

- **Combined action or operation**

Dictionary.com

- the interaction of elements that when **combined** produce a total effect that is greater than the sum of the individual elements, contributions, etc.

Investopedia

- concept that the **combined value and performance** of two companies will be greater than the sum of the separate individual parts. Synergy is a term that is most commonly used in the context of mergers and acquisitions (M&A).

1. Definition of High Performance Delivery

Merriam-Webster

- better, faster, or more efficient than others

tmap.net

- approach that **enables cross-functional teams to continuously improve the products, process and people** that are required to deliver value to the end users.

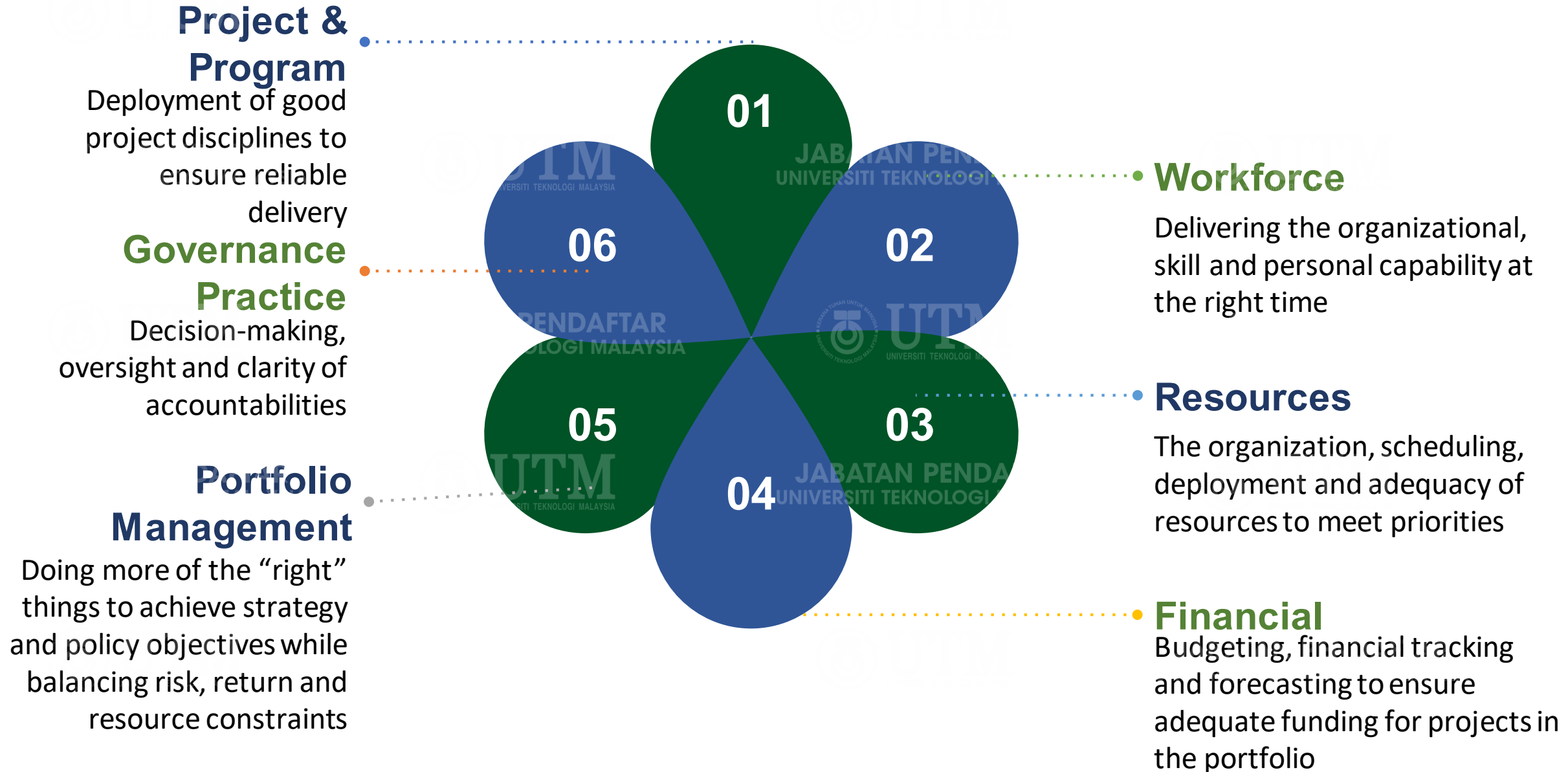
Quantumworkplace.com

- composed of individuals with specialized expertise and complementary skills who are **goal-oriented and hyper-focused on achieving clear, outstanding results**. Together they collaborate and innovate to produce work at the highest levels

Toolbox.com

- process of **continuous feedback and communication** between managers and their employees to ensure the achievement of the strategic objectives of the organization.

2. What makes it a Synergy?



3. How Synergy gives benefit to organization?

Revisit UTM Synergy 4.0

People

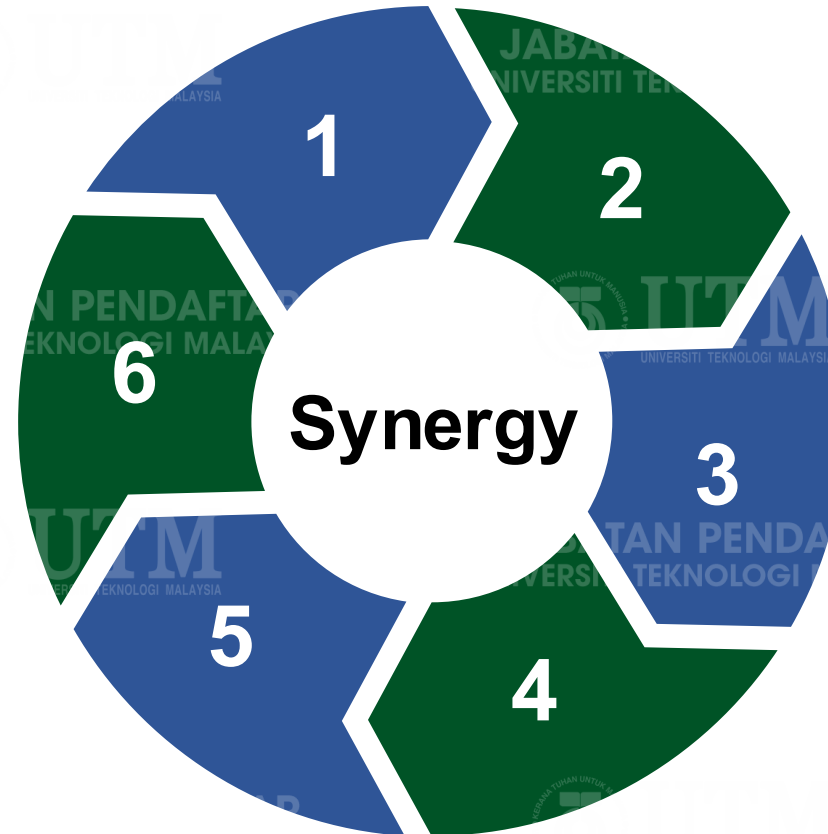
Relieving academicians & empower PPP to elevate administration job to focus more on teaching & research.

Program & product

Transform & innovate T&L through new intra, inter & transdisciplinary, hybrid of academic & research program

Promotion & Partnership

Expand, extend & synergy partnership opportunities across discipline under broad based faculty platform.



Physical Facilities

Faculty resources can be shared & optimized, with overlapping to be merged and rationalized.

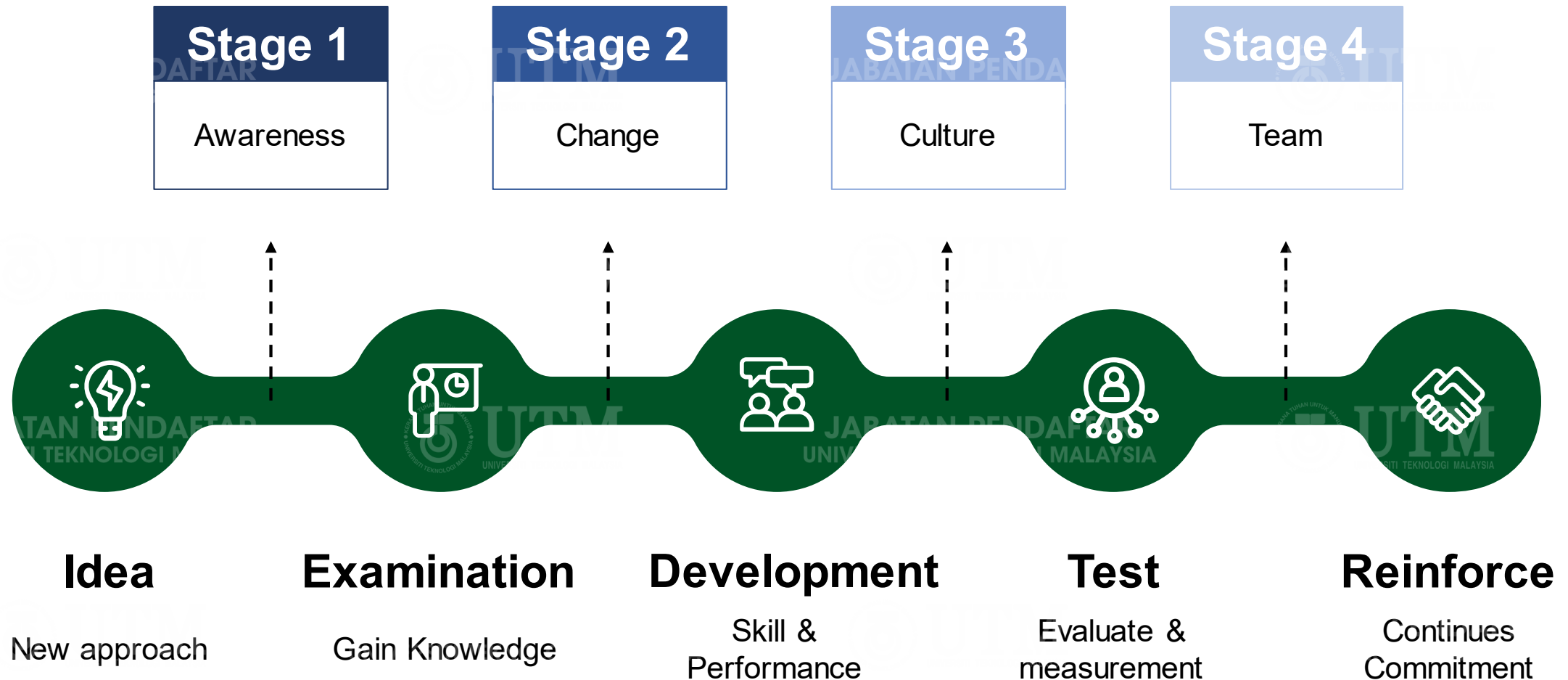
Performance Delivery

IR 4.0 technologies, online system, digital management platforms, data analytics increased human resource efficiency

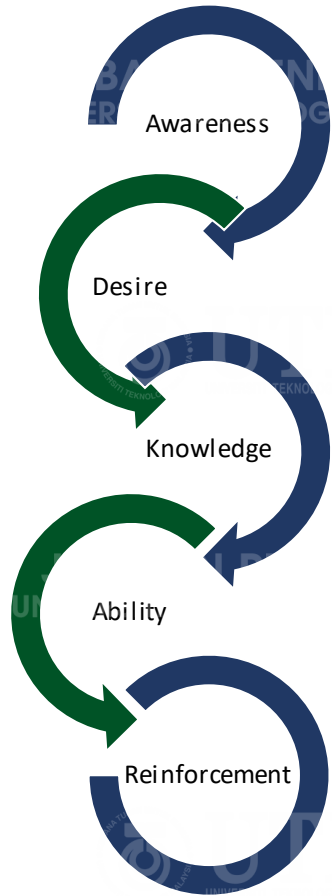
Purpose

A total commitment to become premier global institution in academic & research through Science, technology & Engineering Education

4.Implementation of High Performance Delivery



5. Why the need of Change & Awareness?



- Understand need for change
- **Understand nature** of change
- Support the change
- **Participate and engage**
- How to change
- **Implement new skills and behaviors**
- Implement the change
- **Demonstrate performance**
- Sustain the change
- **Build a culture and competence** around change



6. Make It A Culture

Set of behaviours and norms that practices an organization to achieve excellent outcome

Impactful action/project to all aspect in organization to further increase engagement, productivity and outcomes.



Determination of how and why things get to be done by develop influence and demonstrate courage.

Pro-Active to accommodate and aligned with organizational goals, employee priorities and stakeholder needs.

6. Make It A Culture



How to Make It A Culture?

Collaboration:	cooperate, share, and work well together.
Innovation:	encourages new ideas, and individuals are able to move ideas through the organization.
Agility:	responds and adapts to opportunities
Communication:	send, receive, and understand the necessary information.
Support:	provide each other with the resources and guidance they need to be successful. They're confident in company leadership.
Wellness:	policies and resources to help people maintain physical and mental health.
Work Environment:	comfortable workplace where people have the resources to be effective in their work.
Responsibility:	accountable for their actions and have the independence to make decisions regarding their work.
Performance Focus:	know what determines success in their role, and they are rewarded or recognized for achievements.
Mission and Value Alignment:	know, understand, and believe in the company's mission and values.

7. What Makes It A Team?

15

**CHARACTERISTICS
OF HIGH
PERFORMANCE
TEAM**

1

LEADERSHIP

2

SHARED VISION

3

**TIME
ORIENTED**

4

**CULTURE OF
ACCOUNTABILITY**

5

**SEAMLESS
COMMUNICATION**

6

**COMFORT
ZONE
EXPANSION**

7

**ECOSYSTEM NOT
HIERARCHIES**

8

**PROPER
PLANNING**

9

**ACTION REVIEWS
CHECK AND
BALANCE**

10

**HIGH
PARTICIPATION**

11

SELF-MANAGE

12

**TRUST AND
MANAGE**

13

**GUIDING
PRINCIPLE**

14

**CELEBRATE
SUCCESS AND
APPRECIATION**

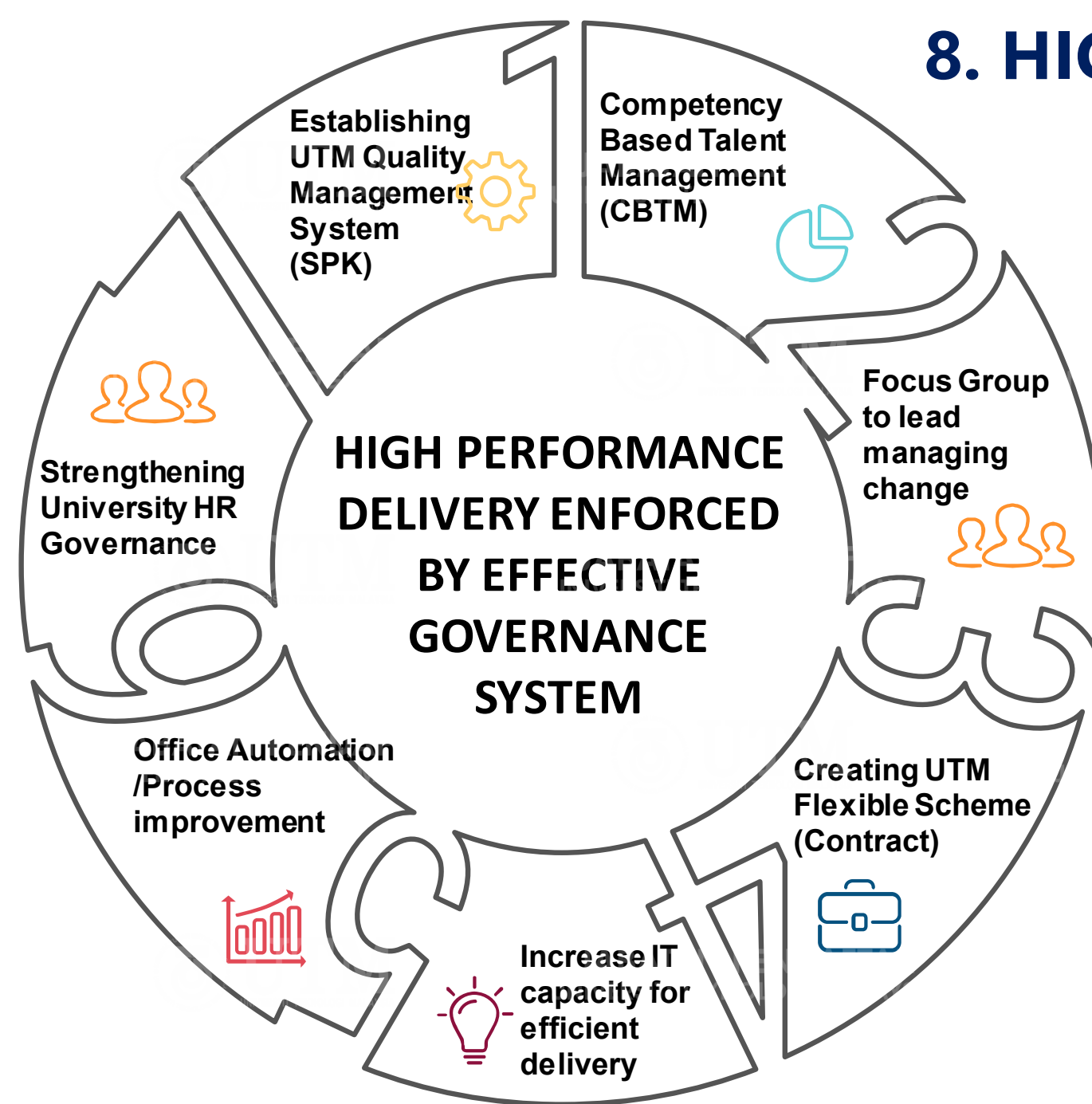
15

**CONTINUES
LEARNING
CULTURE**

7. Why Team Works?

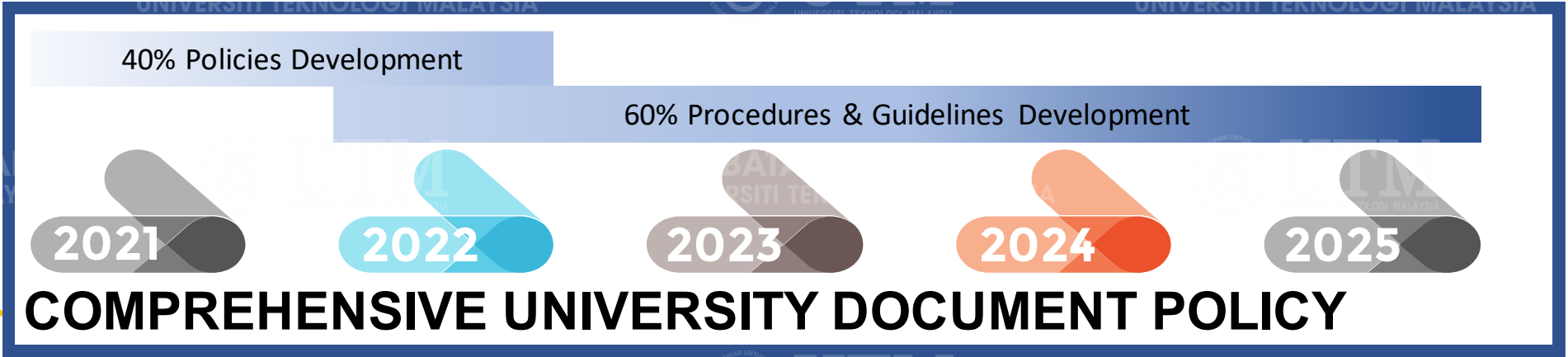
1	A group of individuals brings complementary skills and experience that exceed the abilities of a single individual	3	Teams provide a unique social dimension that enhances the procedures and administrative aspects of work.
2	Teams support real-time problem-solving and are more flexible and responsive to changing demands.	4	High-performance teams generally have more fun at work than low-achieving teams or individuals.

8. HIGH PERFORMANCE DELIVERY WITH GOOD GOVERNANCE



8. HIGH PERFORMANCE DELIVERY WITH GOOD GOVERNANCE

GOOD GOVERNANCE



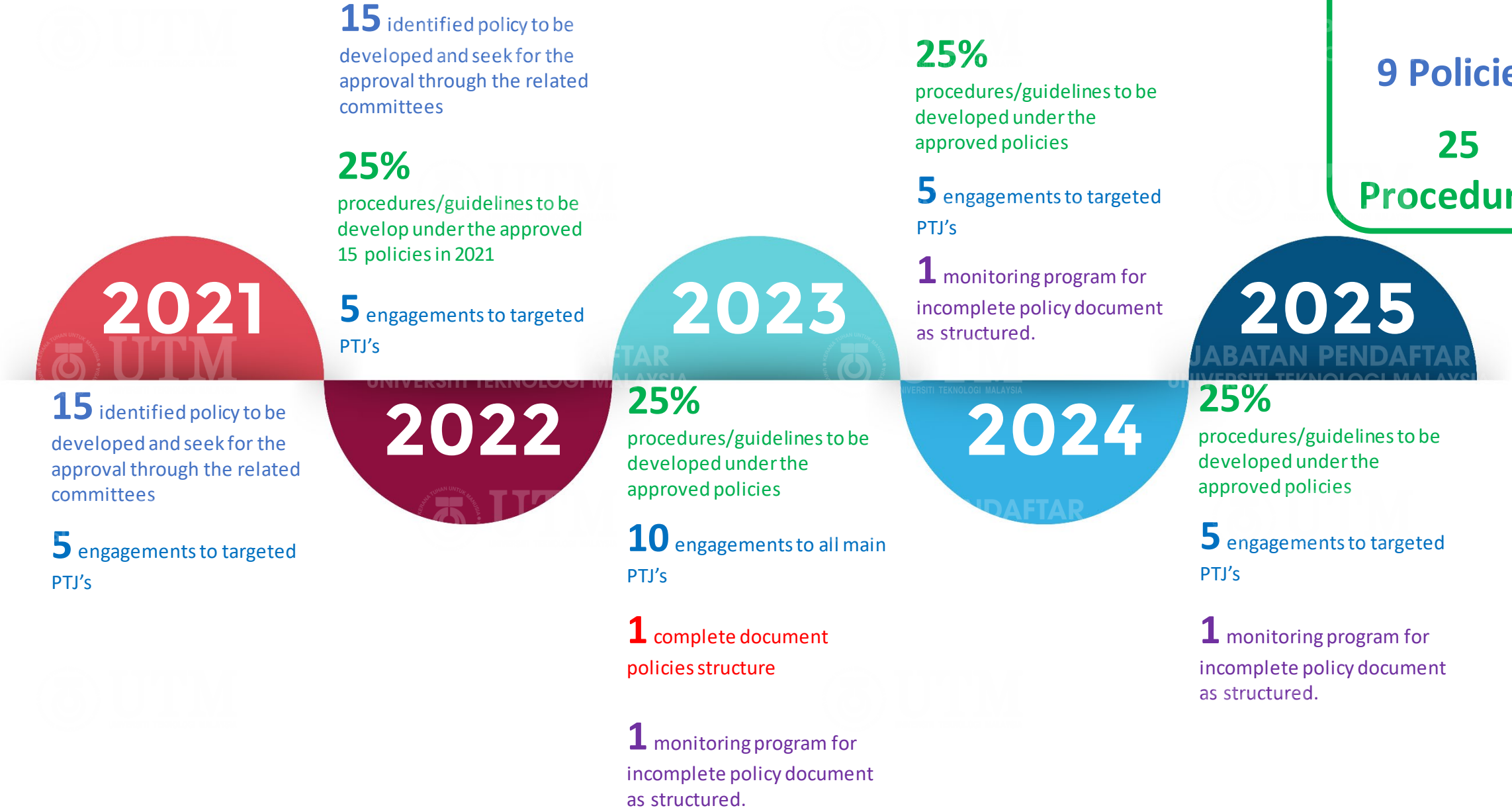
COMPLETE POLICY DOCUMENTS BY 2025

STATUS

AS OF
AUG 2021

9 Policies

25
Procedures



STRENGTHENING UNIVERSITY GOVERNANCE STRUCTURE

1

University
Governance
Structure
update

2021

2

University
Governance
Focus

- LPU Governance
- Academic Governance

2021

2

University
Governance
Focus

- R&I Governance
- Development Governance

2022

2

University
Governance Focus

- Finance Governance
- Service Delivery & Q Governance

2023

1

Comprehensive
University
Governance
Structure

- HR Governance (Review)

2024

2025
COMPREHENSIVE GOVERNANCE STRUCTURE



UNIVERSITY GOVERNANCE STRUCTURE UPDATES

- 2 Committees in Legislative Level
- 15 Committees in Executive Level
- 22 Committees in Operational Level

17/22



STRENGTHENING UNIVERSITY GOVERNANCE STRUCTURE 2021

7 UNIVERSITY GOVERNANCE FOCUSES

- LPU Governance
- Academic Governance
- Research & Innovation Governance
- Development Governance
- Finance Governance
- Service Delivery & Quality Governance
- Human Resource Governance

2021

31 Mac 2021



Mesyuarat JK Keutuhan
Governan UA Bil. 1/2021

30 April 2021



Mesyuarat JK Keutuhan
Governan UA Bil. 2/2021

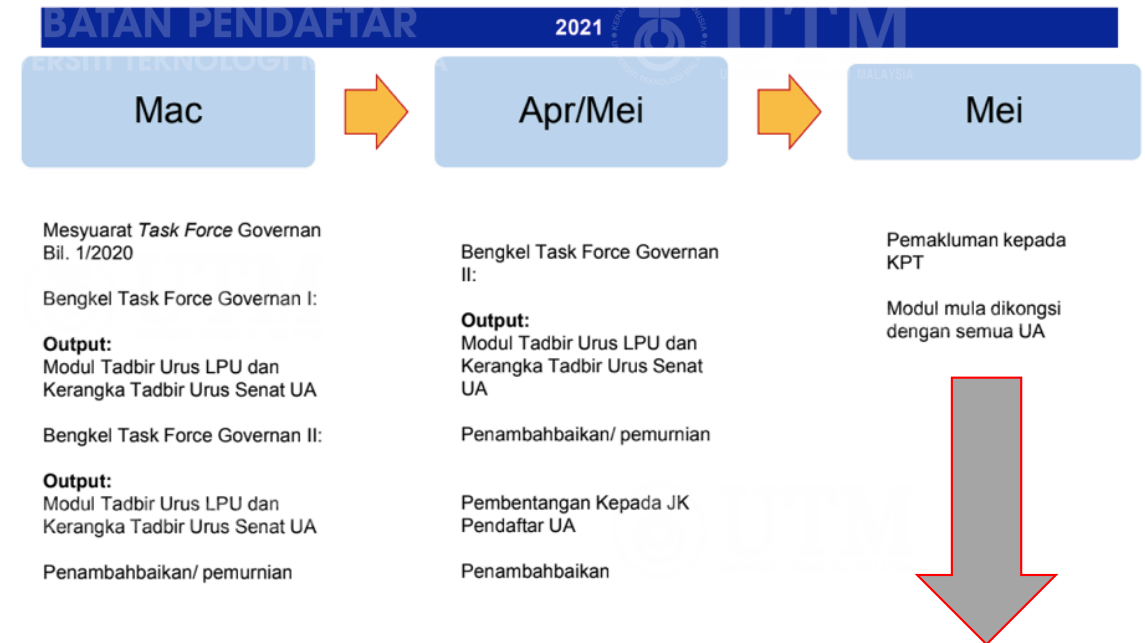
Sept 2021

Bengkel Pembangunan Dokumen
Tadbir Urus LPU dan Senat

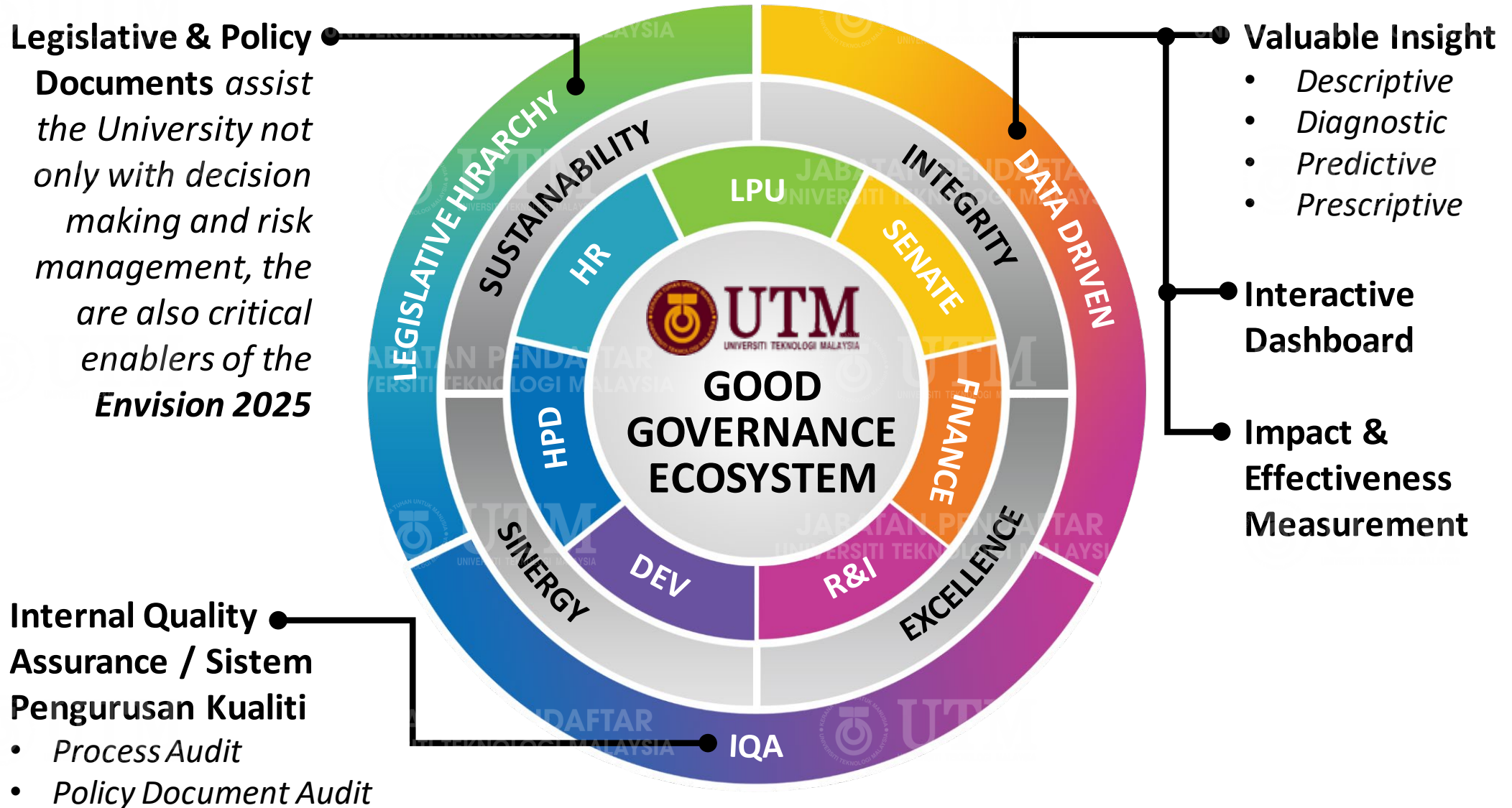
Okt 2021

Pembangunan Struktur Governan
LPU dan Akademik UTM

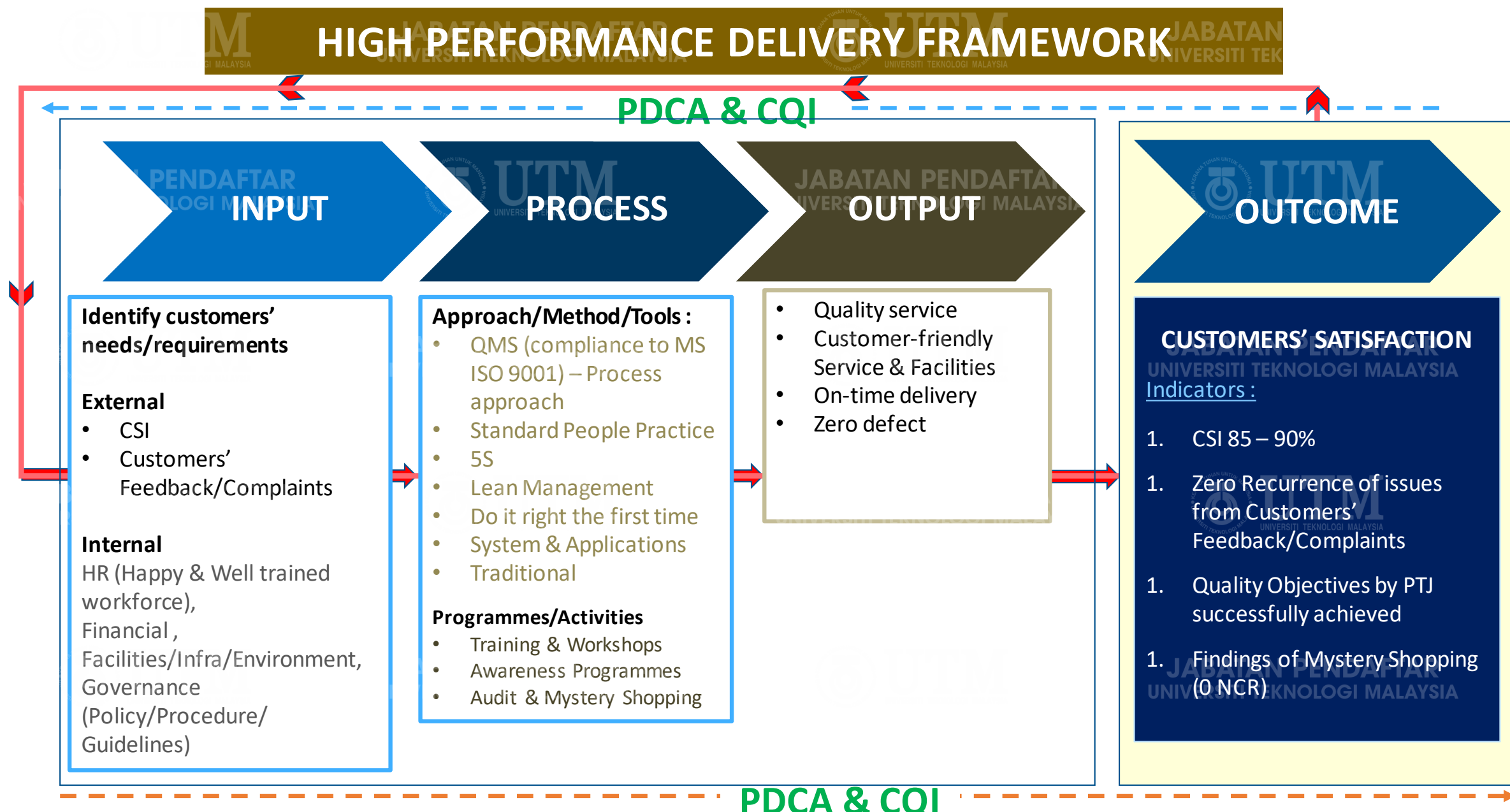
Governance Task Force – JKPUA & JKSMUA



UNIVERSITY GOOD GOVERNANCE ECOSYSTEM

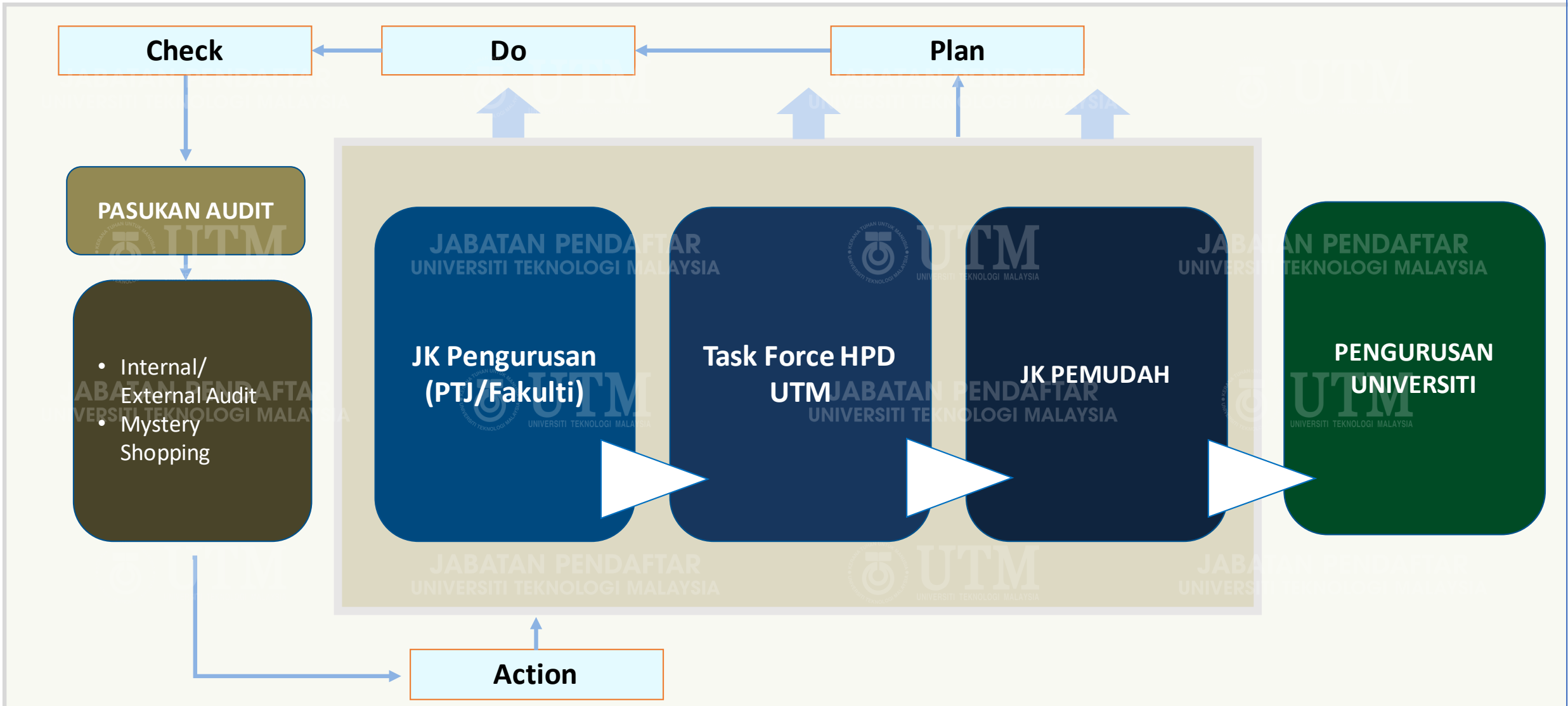


9. UTM - HIGH PERFORMANCE DELIVERY FRAMEWORK



9. UTM - HIGH PERFORMANCE DELIVERY FRAMEWORK

TADBIR URUS HPD



PROGRESS REPORT for 2021

HIGH PERFORMANCE DELIVERY (HPD)



AKTIVITI

- Pembangunan Kerangka HPD
- Pembentangan deraf 1 Kerangka HPD (11 Mac)

QUARTER 1
(Feb-Mar)



AKTIVITI

- Penyediaan/Pembentangan deraf 2 & 3 Kerangka HPD (15 & 25 Apr)
- Pembentangan Kerangka HPD di JPPU (2 Mei 2021)
- Perbincangan dengan SMO (4 Apr & 15 Apr)
- Perbincangan dengan Fasilitator PM Dr. Siti Aishah bt Panatik dan Dr Norashikin bt Mahmud, (20 Apr & 10 Mei)
- Pembentukan Task Force HPD (1 Jun 2021)
- Semakan Dokumen Polisi HPD (6 Jun 2021)
- Mesyuarat JK PEMUDAH bil 2/2021 (17 Jun 2021)
- Mesyuarat TF bil 1/2021 (20 Jun 2021)

QUARTER 2
(Apr-June)



AKTIVITI

Perbincangan Penubuhan SSC
(7 Julai 2021)

Pra Bengkel TF HPD (11 Julai 2021)

Bengkel TF HPD (12 Ogos 2021)

QUARTER 3
(Jul-Sept)



AKTIVITI/ PENCAPAIAN

-

QUARTER 4
(Oct-Dec)

TERMA RUJUKAN *TASK FORCE HPD*

OBJEKTIF

- Medium bagi membangunkan strategi dan Pelan Tindakan *High Performance Delivery*.
- Mencadang dan merancang program/inisiatif bagi mencapai HPD.
- Membincangkan bagi mencari jalan penyelesaian bagi isu-isu berkaitan yang menjadi halangan dan kekangan kepada HPD Universiti .

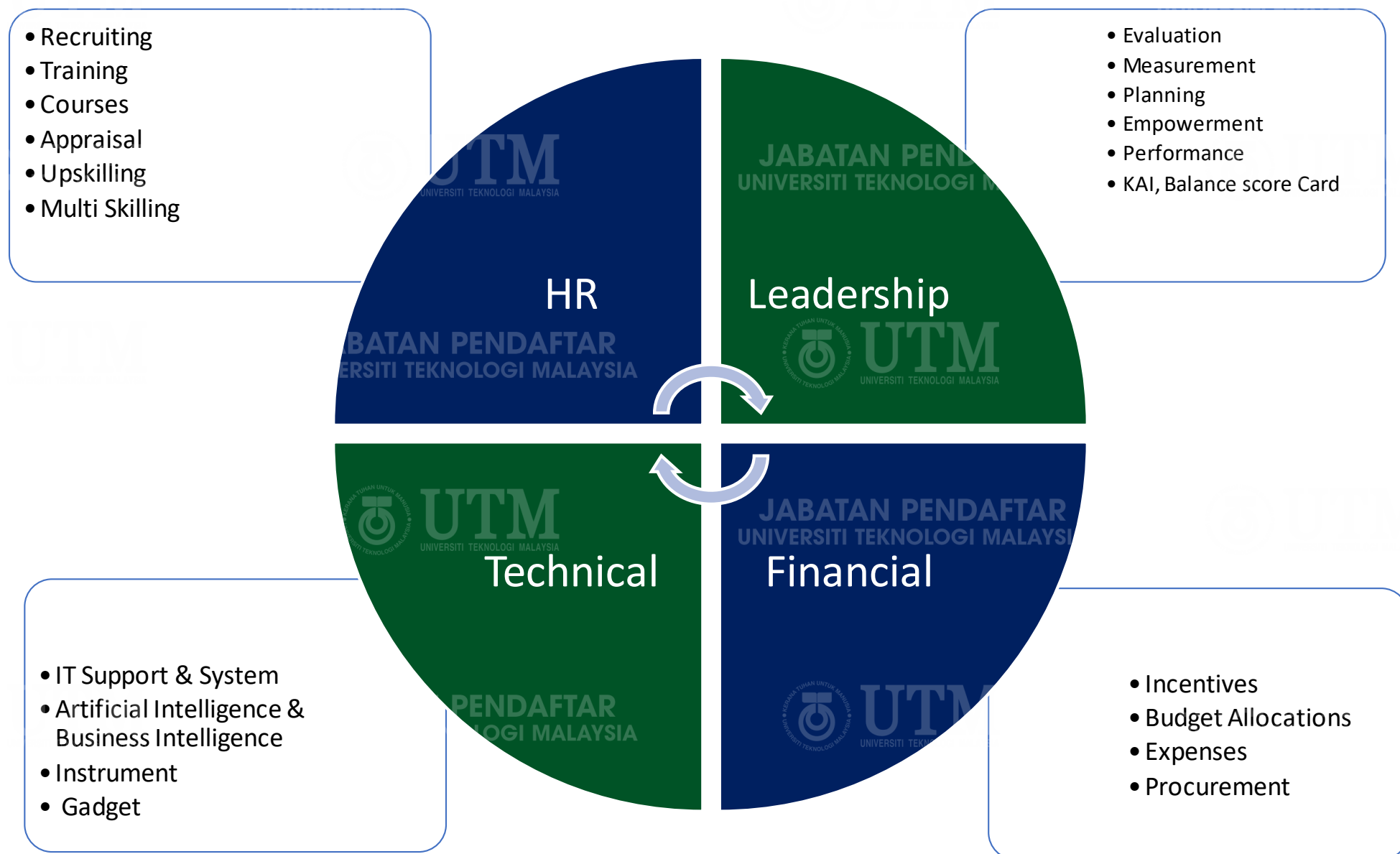
TUMPUAN UTAMA

- Mencari kaedah *amalan terbaik* yang boleh dirujuk dan digunapakai bersama untuk penambahbaikan HPD di setiap PTJ.
- Mengenalpasti aspek dan fokus utama untuk dibuat penambahbaikan.
- Membentuk pasukan Skuad Pemantau bagi melaksanakan aktiviti "*Mystery Shopping*"
- Membangunkan KAI bagi mencapai HPD Universiti.

TERMA RUJUKAN

- Menentukan *indicator* bagi HPD
- Menetapkan sasaran atau objektif kualiti bagi output/*outcome* penyampaian perkhidmatan utama.
- Merancang dan mencadangkan pelan tindakan /inisiatif/aktiviti bagi mencapai output/*outcome* tersebut.
- Menyelaras aktiviti atau tindakan yang perlu dilaksanakan oleh semua PTJ secara sinergi dan berstruktur.
- Mencadangkan/membangun soalan kajian bagi mengukur impak/keberkesanan program/tindakan terhadap HPD.
- Menghadiri bengkel, mesyuarat dan sesi HPD bagi menilai keberkesanan tindakan yang telah diambil oleh PTJ dan mencadangkan tindakan penambahbaikan
- Menyedia dan menyelaras input-input yang diperlukan untuk membuat penambahbaikan berterusan melalui kaedah PDCA.
- Memberi kerjasama dan komitmen terhadap program yang dianjurkan yang berkaitan dengan HPD.
- Lain-lain peranan yang berkaitan mengikut keperluan dari semasa ke semasa.

10. High Performance Delivery Support



11. Conclusion

Synergy Versus High Performance Delivery

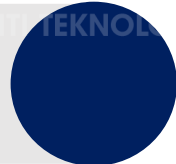
It weakens destructive relationships while strengthens productive ones



It helps to avoid conflicts of interest



It minimizes energy losses



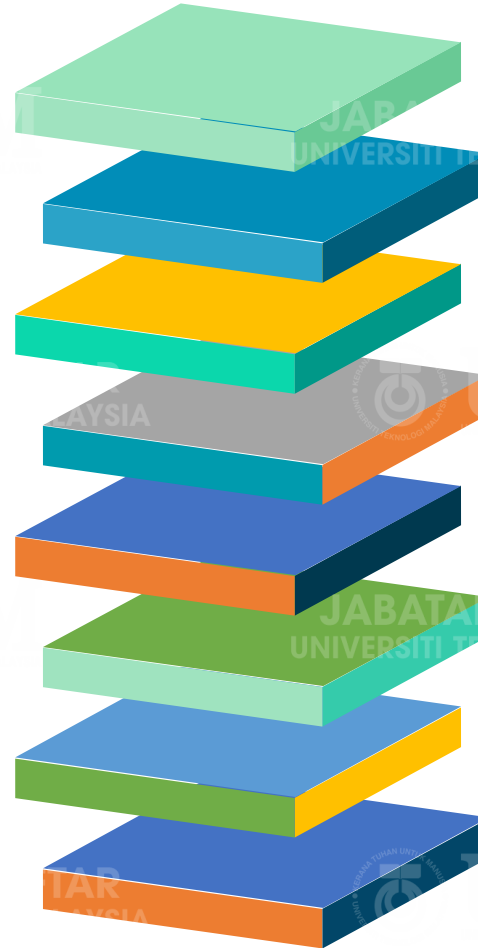
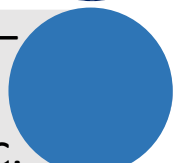
It helps to retain employees & best talent



It helps to speed up development of knowledge & skill



It increases organization's output — higher employee morale and job satisfaction, higher profitability, etc.



Better Attitude

Better Cooperation inside and outside organization

Effective, Efficient and Responsive Organization

Better Financial Results

Competitive Advantage

Increased Satisfaction and Outcomes

TERIMA KASIH

abdrasib@utm.my