

1. **Title:** Work Flow & Professional Responsibility (*Implementation of Company's rules & regulation*)

2. **Problem:** Complaints From Client On Services provided

- 2.1 JBD had received complaints on the jobs, either new or existing customer. This is a serious problem that will effect on the company's reputation especially on the professional wise as a licensed surveyor.
- 2.2 JBD has to learn from the mistakes and take action to repair and improve the work flow / attitude. Both sides from administrative and technical support must always aware on their duties by providing a brand new services and quality of works to the clients.

3. **Finding**

3.1 Complaint on Submitted Plan

- 3.1.1 Topographic plan - Error on levelling data (SEL091, SEL086, WP041, WP045)
- 3.1.2 Pre-comp plan – Error on bearing and distance (SEL001, WP006)
- 3.1.3 Pre-comp plan – Error on set-back distance (SEL175)
- 3.1.4 Block title plan – Error on client name (SEL187)
- 3.1.5 As-built piling point – Incomplete (SEL098, SEL192, SEL148)

3.2 Complaint On Slow Work Progress

- 3.2.1 Land matters with land office / local authority.
- 3.2.2 QT plan approval from land office.

3.3 Complaint on Site work

- 3.3.1 Demarcation (SEL096)
- 3.3.2 Pile points (Kelana Jaya Masjid)

3.4 Effects

All the mistakes that occur in the past experiences (products / services) by right should not be happen even once in the professional licensed surveyor firm. There is incurring a lot of high risks:-

- 3.4.1 Client is unsatisfied to the services that given by the JBD.
- 3.4.2 Reputation of the company is effected in market.
- 3.4.3 Loss clients.
- 3.4.4 The company has to bare the cost for compensations.
- 3.4.5 The uncertain status of the company, loss and bankruptcy.

- 3.5.1 Lack of experienced staff in office.
- 3.5.2 Low-end facility in office.
- 3.5.3 Over trusted on site-survey result or data, due to absent of submitting field book and level book.
- 3.5.4 Submit a drawing in digital which not concurrently with field book by surveyor.
- 3.5.5 For the task of preparing pile points information, out technical staffs are normally provided by piling data in digital format from engineer company, so that the staffs are lack of awareness to do checking and make use of the un-checked data.
- 3.5.6 Task of checking and preparing of the pre-comp plan must not be done by the same person.
- 3.5.7 Slow progress on land matters or dealing with the government offices.

3.6 Finding's Conclusion

Finally, the company must find-out the methods to overcome all the problems and keep on to boots up effort to provide a quality services to clients.

- Engage high skilled staffs in supporting all kind of duties in office.
- Acquire high-end facilities.
- Restructure the office duties.
- Develop a systematic work procedure as a guide line to all staffs.
- Refine the communication skill from each to others.

4. Propose Solution & Method:

Herewith proposed a range of methods to solve the problems, towards improve the quality of works, and services to the clients. The list contains eight phases in schedule.

Phase	Method	Implementation
1	<i>Hardware Upgrading</i>	Done
2	<i>Licensed Software</i>	Done
3	<i>Increase of manpower</i>	Done
4	<i>Increase of knowledge and usage of software and hardware</i>	In-process
5	<i>Re-arrange the task & responsibility human recourses (Company's rules & regulation)</i>	In-process
6	<i>Introducing working flow chart(Check List) (Company's rules & regulation)</i>	Suggestion
7	<i>Introducing working daily (Company's rules & regulation)</i>	Suggestion
8.	<i>Introducing Report and performance analysis (Company's rules & regulation)</i>	Suggestion

4.1 Phase 1: Hardware Upgrading

Company had invested a big amount of money on working station. Four units of high speed computers (Pentium 4), one unit of A3 scanner and one unit of A0 Plotter had been upgraded in this phase.

4.2 Phase 2: Licensed Software

In phase 2, all the working station is completed with the suitable licensed software. The software installing is based on the usage of each working station:

Comp 1: Internet – Streamyx EMAIL, Norton Antivirus

Comp 2: Eda – UBS Accounting, MS Office

Comp 2: Erna – AutoCAD Map 6, CDS

Comp 3: Faith – BridCAD

Comp 4: Sufian – AutoCAD Map 6, MapInfo 7.5

Comp 5: Teo – AutoCAD Map 6, BridCAD, CSCSWin, CDS

Comp 5: Plotter

* Each user is encouraged to explore the ability and functionality of the workstation and its assigned software. The aim of the approach is that every user can fully utilise the licensed software.

** Only Comp 1 can be used to access internet which it is completed with Anti Virus Software, all tasks on sending and receiving email can only using this computer.

4.3 Phase 3: Increase of manpower

Management in the third phase had hired a graduated student to make our working team stronger from any angles.

4.4 Phase 4: Increase of knowledge and usage of software and hardware

Scheduled the staff to be sent to industry tanning depends on their responsibility and their efforts.

Employee	Course	Date	Remark
Sufian	CPS Win, CDS 2, Tablet PC		
Teo	CPS Win, CDS 2		
Eda			
Erna	CDS 1, CDS 2		
Faith	CDS 2		

4.5 Phase 5: Re-arrange the task & responsibility human recourses

The main program in this phase is to break out the common task and responsibility of each office admin, so that each post need to make sure his / her responsibility is well-done and all the result need to reporting to higher level officer.

- Admin, accounting:
- Office's database / Web Designer:
- IT Manager:
- Office Decorator:
- Even Manager:
- Project Manager:
- Project Coordinator:
- Office Supervisor (Checker)
- Site Surveyor:
- Field Book Booking – Title
- Field Book Booking – strata title
- Plan producer – Detail & Topography
- Plan producer – X-Section
- Plan producer – Pre-comp (Building Setback Line)
- Plan producer – Pilling (Design)
- Plan producer – Pilling (As-built)
- Plan producer – QT
- Plan producer – PA
- Plan producer – Strata Title

4.6 Phase 6: Introducing working flow chart(Check List)

- 4.6.1 Introduce the working flow chart system. By practices, it will be identified the complete orientation so that can minimised the error or mistakes in every steps.
- 4.6.2 The complete work orientation is going to introduce, so that each task will be done by step.
- 4.6.3 There are included as below:
 - 4.6.3.1 Flow chart to prepare Topographic Plan.
 - 4.6.3.2 Flow chart to prepare X-section Plan.
 - 4.6.3.3 Flow chart to prepare Pre-comp Plan.
 - 4.6.3.4 Flow chart to prepare Title Plan.
 - 4.6.3.5 Flow chart to prepare Strata Title Plan.
 - 4.6.3.6 Flow chart to prepare QT Plan.
 - 4.6.3.7 Flow chart for various land matters, such as sub-divide lot, ???
 - 4.6.3.8 Flow chart to apply plan from local authority.

4.7 Phase 7: Introducing office working daily (Form A)

- 4.7.1 The purpose to fill-up working diary is to increase the productivity of work.
- 4.7.2 The formations that have to fill-in are time in to office and time out from office, rest time.
- 4.7.3 The Staff must drop down their daily assigned task and the times spent in specified column.
- 4.7.4 The Staff must submit their working diary sheets every week, the collected worksheet will be compiled and reviewed as a point when evaluating a staff to entitled for the yearly bonus, incentives and yearly increment.
- 4.7.5 The Staff should mark their leave application inside the calendar section. Every leave application must be submit a week before from the date of leave.

Remark: Office working daily is suitable for employee who are full time in office only, this dairy is different from project manager daily, while project manager should be prepare they own project gannt chat (can get example from Microsoft project, discuss later)

4.8 . Phase8: Introducing Report and performance analysis (Form B)

- 4.8.1 Report System is introduced to make sure and prove that every personnel are doing their works accordingly before submitting a plan to clients.
- 4.8.2 The report is the final check list before submitting a plan.
- 4.8.3 The main source of report is related with the staff's working diary.
- 4.8.4 The report also formed as metadata for plan information.
- 4.8.5 The management will do the performance check easily by perform the analysis like profit chart, quality chart, man power chart, and productivity chart.

5. Advantages Vs Disadvantages

5.1 Advantages

- 5.1.1 Client will praise the works have done but not complaint.
- 5.1.2 Client will feel satisfy with the services, as a result company is getting more clients and turnover.
- 5.1.3 Better reputation of the company thus reduce the risk get sue by client.
- 5.1.4 In the same time company is grow as linear by way of improved employee productivity strength.
- 5.1.5 Company is going to achieve ISO standards towards providing better solution for clients.
- 5.1.6 Company is saving cost from printing error or other mistakes that not aware.
- 5.1.7 Employee is doing much more professional in their duties.

- 5.1.8 Employee feels more confidence and minimizes the errors or perfect performance works.
- 5.1.9 Employee feels more confidence to work and stay in the company with the linear development, they do not scare of getting retrenchment.
- 5.1.10 Employee feels very pleased or proud to work with a stable company.
- 5.1.11 The management can focus to staff's capability with performance chart.
- 5.1.12 The management can guide the employee when they are weak on certain tasks.
- 5.1.13 The management can award the yearly bonus, incentives and yearly increment more fair and effective based on employee hard work.

5.2 Disadvantages

- 5.2.1 Company has to bare the extra cost in phase 1, 2, 3 and 4.
- 5.2.2 Employee has to prepare daily report after work as like phase 6 and 7.
- 5.2.3 Management has to harder working as like phase 5 and 8.
- 5.2.4 Employee has to spend more time to perform their work in details.
- 5.2.5 Spend more times to produce an output "plan" if compare to previous time (so called "one man show")

Prepare for:
JBD
(Dec, 2005)

[illegible]

OFFICE DAILY REPORT (form A)

Name	Public Holiday	NPL	IL	MC	Propose Leave	Week	1	2	3	4	5																						
	A.S.C.			Month	Dec, 2005			(2)																									
In/ Out																																	
In/ Out																																	
Day	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	
Week																																	
TASK	PLAN NO	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	Time Spent & Remark																										
1 Ampang @ Asguth Pile	SCL 198 / AS / P / 1	From - To 8 ⁰⁰ - 10 ³⁰	From - To Spent Z	From - To Spent /	From - To Spent /	From - To Spent /	3																										
2 Lembah Jaya Drain Demarcate.	SCL 175 / DEM / P 2	From - To 10 ³⁰ - 12 ³⁰	From - To Spent Z	From - To Spent /	From - To Spent /	From - To Spent /	2																										
3 Ampang @ Asguth Pile	SCL 198 / AS / P / 1	From - To 14 ⁰⁰ - 15 ⁰⁰	From - To Spent /	From - To Spent /	From - To Spent /	From - To Spent /	3																										
4 Alam Jaya Tapo.	SCL 212 / T / 1	From - To 15 ⁰⁰ - 17 ⁰⁰	From - To Spent Z	From - To Spent /	From - To Spent /	From - To Spent /	8 Additional Survey																										
5 Office Meeting		From - To 17 ⁰⁰ - 18 ⁰⁰	From - To Spent /	From - To Spent /	From - To Spent /	From - To Spent /	2 1/2																										
6 Apr Alham Abduh Earth	SCL 086 / T / 0			From - To 8 ⁰⁰ - 11 ⁰⁰	From - To Spent 3	From - To Spent /	7																										
7 Dytamas Tapo.	WP 071 / P / 1			From - To 13 ⁰⁰ - 17 ⁰⁰	From - To Spent 7	From - To Spent /	7																										
8 Capital Square c.s floor	WP 059.					From - To 8 ³⁰ - 12 ³⁰	4																										
9 Jln Bt Belacan Drain.	SCL 187 / A / 1					From - To 10 ⁰⁰ - 12 ⁰⁰	2 1/2																										
10 Taylor View Assocorp	WP 070 / A / 1					From - To 8 ⁰⁰ - 17 ³⁰	2 1/2																										
Total							6 1/2																										