



MUNTADA ENTERPRISE SDN BHD

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Performance Management System

MyHPM

CORPORATE BROCHURE AND COMMUNICATIONS

# Technical Document

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## Summary

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Performance Management System, My.HPM will provide the following benefits to all Government Link Companies, GLCs and Government Agencies:-

- 1) My.HPM provides transparency to the organization
- 2) Stay on top of the organization and fine tune operations with Automated Email alerts.
- 3) Access the latest detailed performance information through Performance Summary.
- 4) Integrated reporting system supports a wide range of report formats which can be generated from pre-defined templates and then stored for subsequent use. Once reports are created, they are automatically updated with the latest performance data.
- 5) Interoperability with any existing process (such Process Base KPI) and system make My.HPM the best choice for all performance (KPI) software solution.
- 6) My.HPM is one the first Open Source base balance scorecard system in Malaysia.
- 7) Assist top management to produce better management decisions by proactively identifying issues before they turn into problems.
- 8) Focus in on problem areas and identify performance issues through color-coded indicators.
- 9) Fully comply with existing 'Sasaran Kerja Tahunan' and all other government format and procedure.
- 10) Universal access from anywhere and at anytime through the LAN or internet.
- 11) The implementation of My.HPM will encourage improvement in overall work practice, human resource accomplishment and etc.
- 12) My.HPM will always keep an individual employees or agency realize on goals that have to be achieved.

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## Balance Scorecard and KPI Abstract

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Rising expectations for public sector performance have driven many public organizations to use scorecarding to monitor and manage their way to improved performance -with well-documented successes. Scorecarding provides the means to capture and clearly articulate the organization's strategy, align all stakeholders and employees toward those goals, and help measure and manage the organization's progress towards those objectives.

There are a number of unique issues and approaches to scorecarding in the public sector. In this white paper, Brett Knowles, one of North America's leading authorities on the Balanced Scorecard, discusses some of the unique public sector issues and proven solutions. Brett has extensive experience developing scorecards for public sector organizations around the world.

Brett has helped develop more than 100 public sector scorecards for organizations as diverse as regional governments, national government departments, and not-for-profit organizations such as hospitals and charities. His clients have been profiled in Forbes, Fortune, Harvard Business Review, and Drs. Kaplan and Norton's most recent book, *The Strategy - Focused Organization*.

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## Introduction

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MUNTADA has been involved in private industries human resources performance management system development and has a wide range of experience in human resources performance management such as workflow in private sectors procedure and documents related. Muntada has a tremendous experience in developing balance scorecard system for giant company like **Malaysia Airport Holding Bhd**. This exposure helps a lot in producing a very robust Performance Management System. Muntada is conducting a thorough research at Kementerian Pengajian Tinggi over balance scorecard implementation to the ministry.

We have an understanding of GLCs and government agencies requirement over the need of a complete, unified and integrated Performance Management solution. GLCs and government agencies requirements are to deploy a web base Performance Management System that includes:

1. Providing real time and accurate reporting to GLCs and government agencies top management on the planning, status, problem and issues on the performance management by GLCs and government agencies.
2. Planning, implementing and recording all aspect of training and career development managed by GLCs and government agencies.
3. With personalized Home Pages, users are one click away from their favorite My.HPM features, while customizable filters give each individual access to the

information they need, when they need it, such as the measures they own, or just those performing below target.

4. My.HPM is designed to be integrated with any existing process and system. For example to monitor an KPI process for Passport Application at Immigration Counter, My.HPM is fully compatible with the process where KPI measured by time (time base)
5. Users of a particular role could only view or access information that is pertaining to his/her work according to their access level.

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## Proposal

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We named this system “My.HPM”, whereby it’s represent overall GLCs and government agencies Performance Management System.

My.HPM 2.0 provides a central information repository from which employee can access a wealth of resources material in sections of information retrieval, information and resources management, tracking utility, report generator, and approvals.

My.HPM 2.0 application is based on intranet and internet integrated IT system that provide the foundation benefit as below:

- ➔ Proven entirely web-based system.
- ➔ Tight administrative and security controls, with built-in exception notifications.
- ➔ Enhanced staff reporting, satisfaction, and relationships
- ➔ Easy to use for both employers and employees – anyone who knows how to use a browser can operate the system.
- ➔ Fully compatible with any HTML 3.0 compliant browser.
- ➔ Built using with the latest, proven cutting edge open standards and modular framework.
- ➔ Built in Graphical Web Charting.
- ➔ Support all server platforms such as Windows 2003 or any Linux platform (recommended).

My.HPM 2.0, a completely integrated Performance Management System that enable government department/bodies to:

- ➔ Manage Everyone Performance.
- ➔ Manage Organization Goals.
- ➔ Setting a clear organization / individual target and provide a very robust platform in managing the targets and goals.
- ➔ Accomplished goals and missions.
- ➔ Obtain real performance across the organization.
- ➔ Provide a real time performance and evaluation information at finger tip.
- ➔ Minimize Poor Performance.
- ➔ Provide top management with summary of the whole organization performance.

With these unique features, My.HPM 2.0 is the ideal Performance Management System solution for the high-technology age in today's organization management.

Inline with new **government recommendation to emphasize and to use open source solution**, we propose to utilize PHP engine and MYSQL Server Database as a basis to rapidly build and deploy the applications. A further benefit to the GLCs and government agencies organization will be an application suite that uses a standard framework, which will aid future modification and enhancement.

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## Objective

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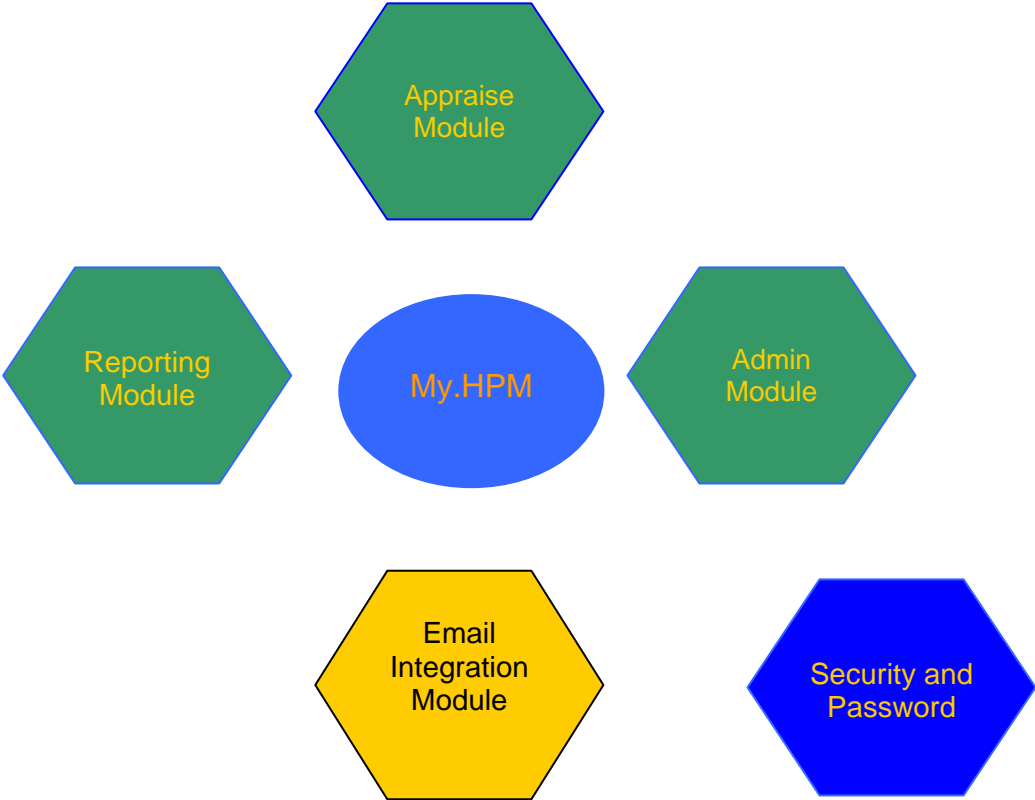
My.HPM 2.0 concepts dictate that it should capture the organizations workflow, processes and business rules. What My.HPM 2.0 application does provide is as follows:

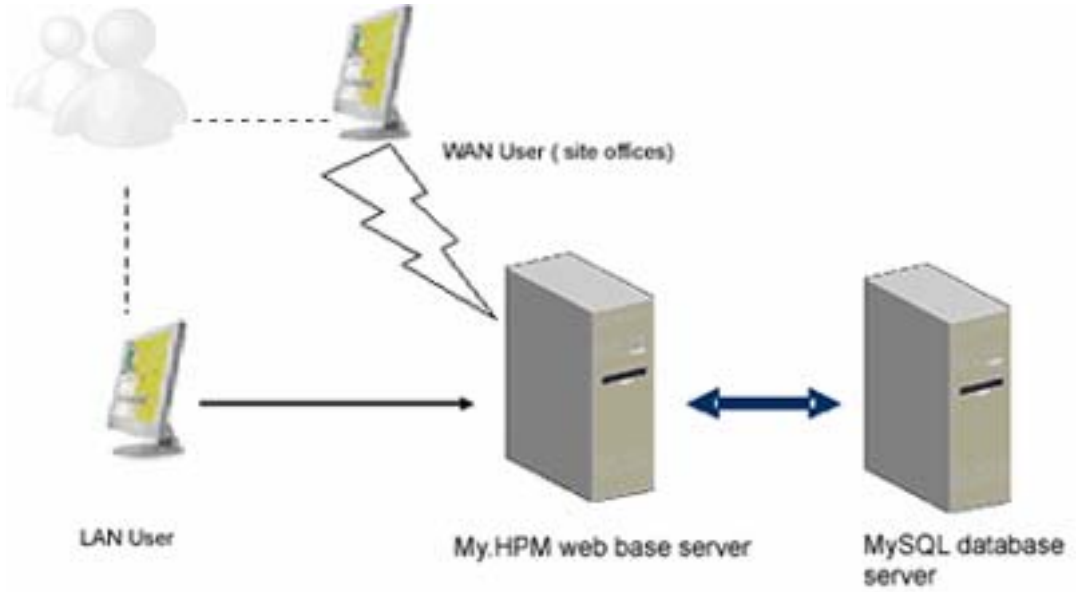
- ➔ My.HPM 2.0 features are compatible with multiple environments. (E.g. Platform & Internet Browser compatibility)
- ➔ Simple, faster and cost efficient method to deploy within an organization.
- ➔ Follow the government standard for Key Performance Indicator (KPI).
- ➔ Easy to manipulate data for reporting.
- ➔ Capable to integrate with any system that using ODBC database connection.
- ➔ My.HPM Information can be stored with Employee's picture and statistic progress data or graph file.

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**Modules & System Design**

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**My.HPM 2.0 Designs & Methodology**

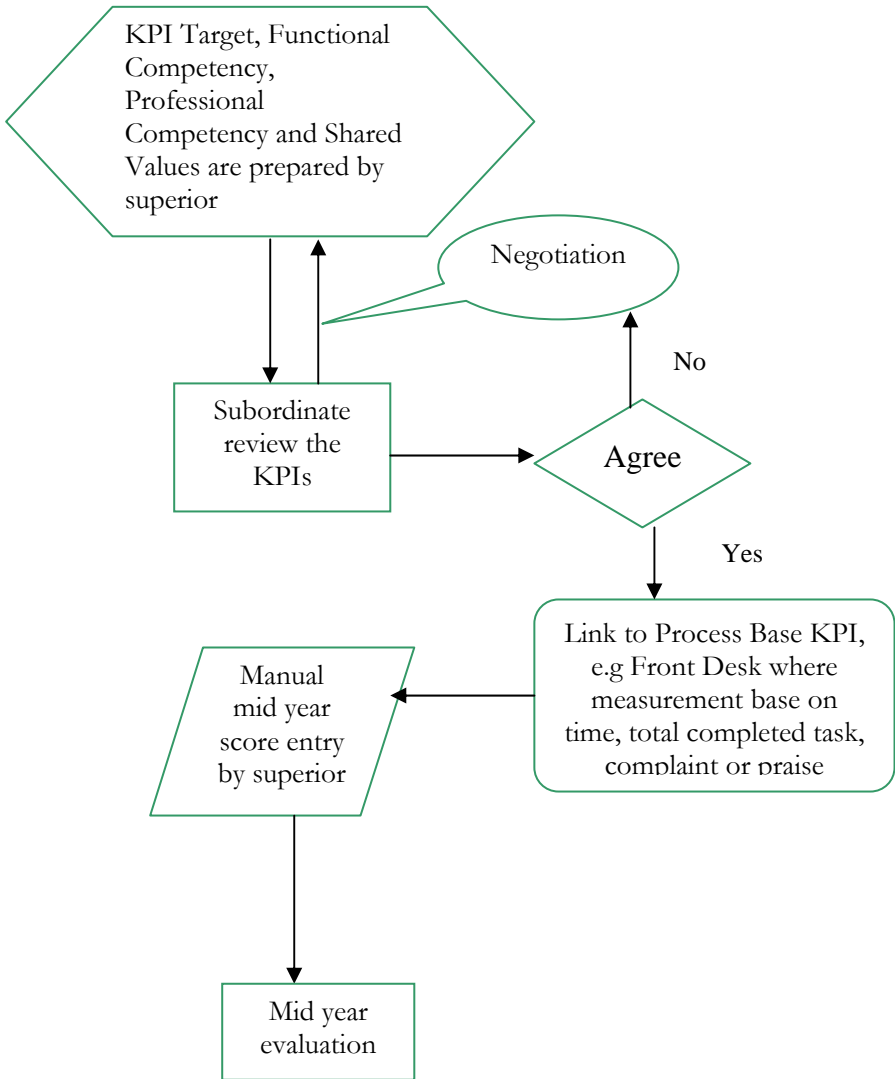
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### System Flowchart

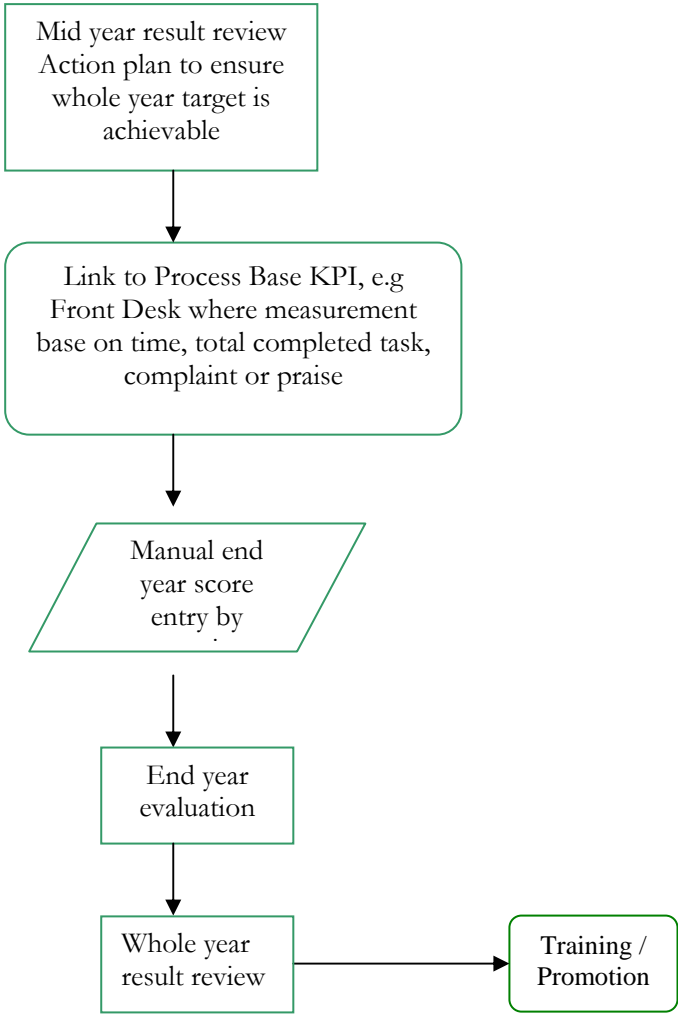
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#### Mid Year Performance Period

As shown below is the proposed system flow to be implemented at GLCs and government agencies. The flow is proven to be running well by many giant agencies like Malaysia Airport Holding Bhd, Telekom Malaysia Bhd, Tenaga Nasional Bhd and many more.

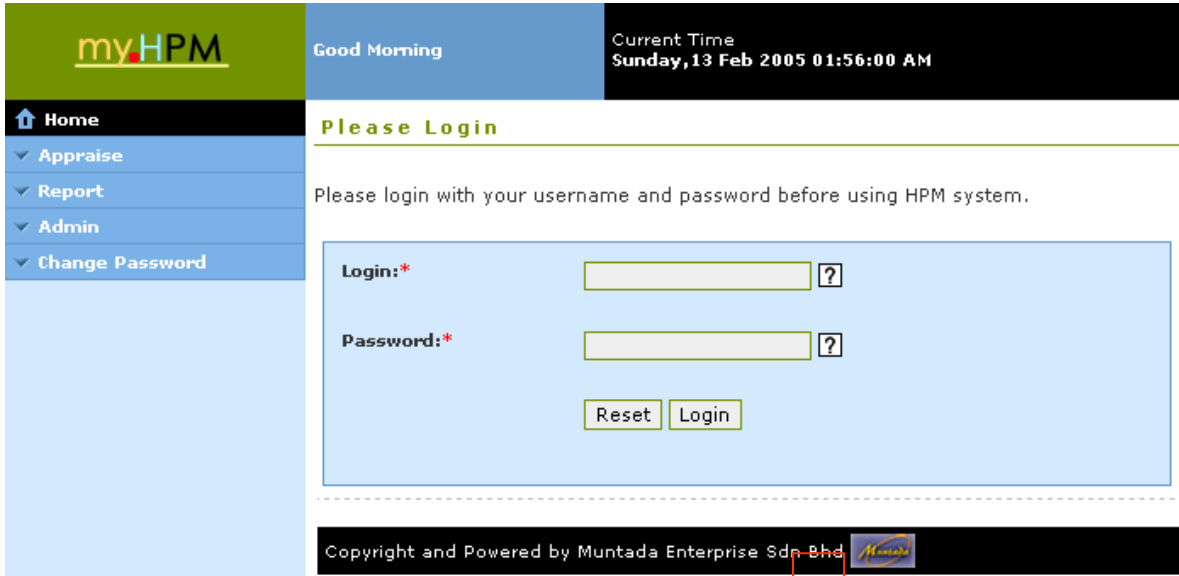


### End Year Performance Period

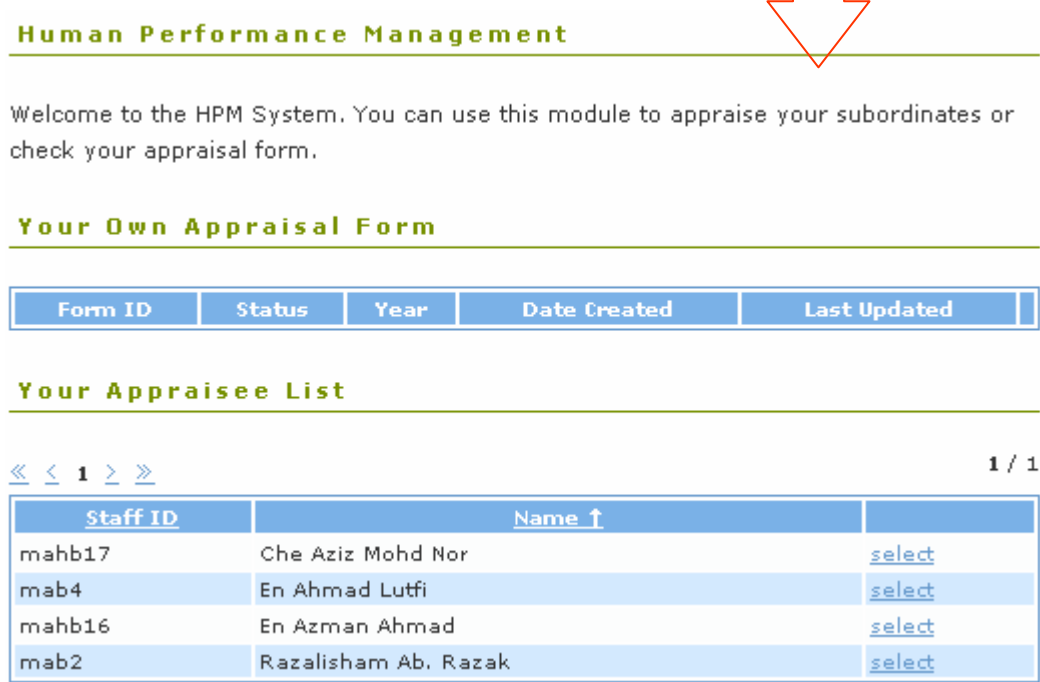


# Interface Design

Below is the sample of My.HPM 2.0 interface design.

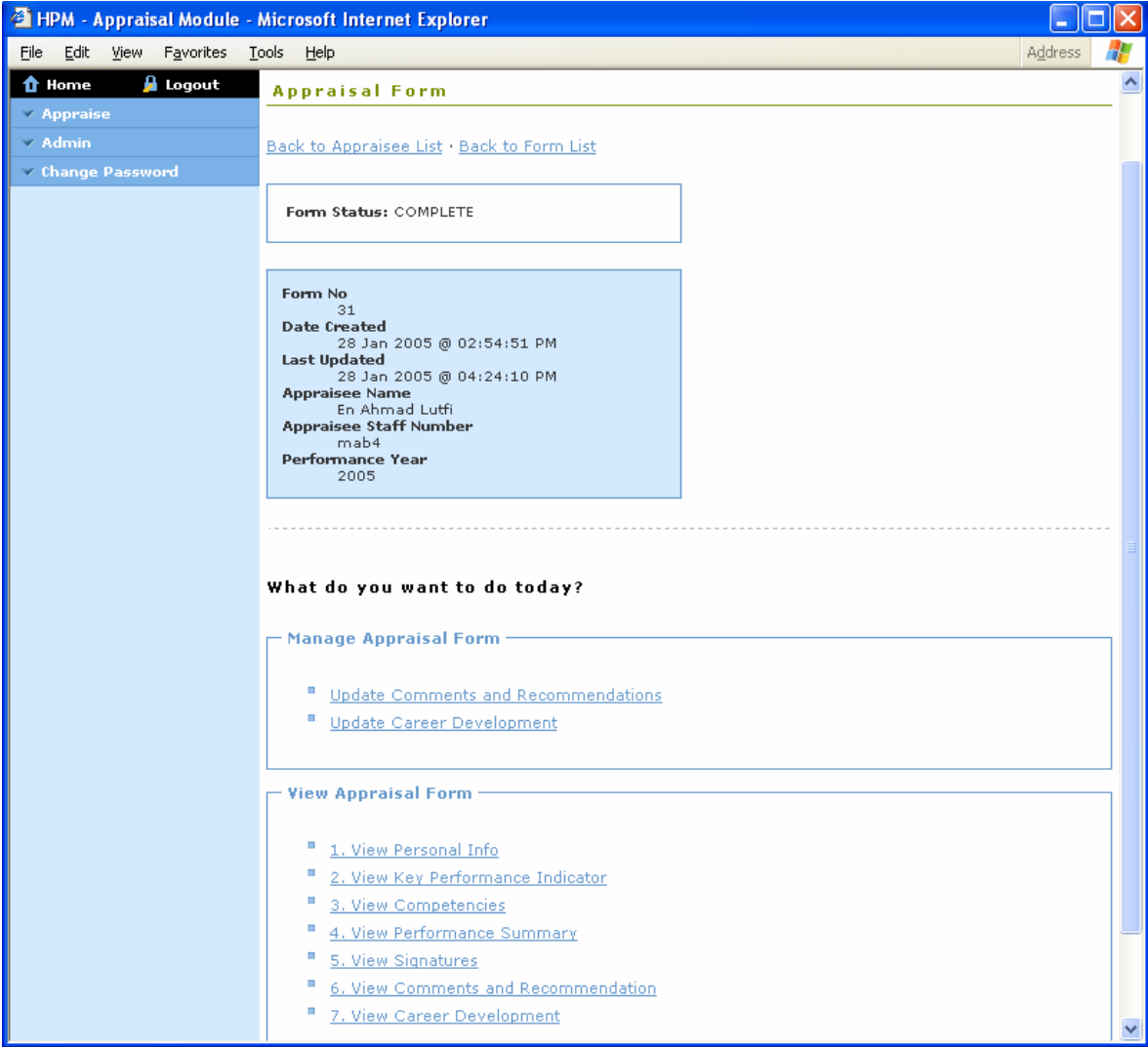


Login page; each user / employee has personalized login

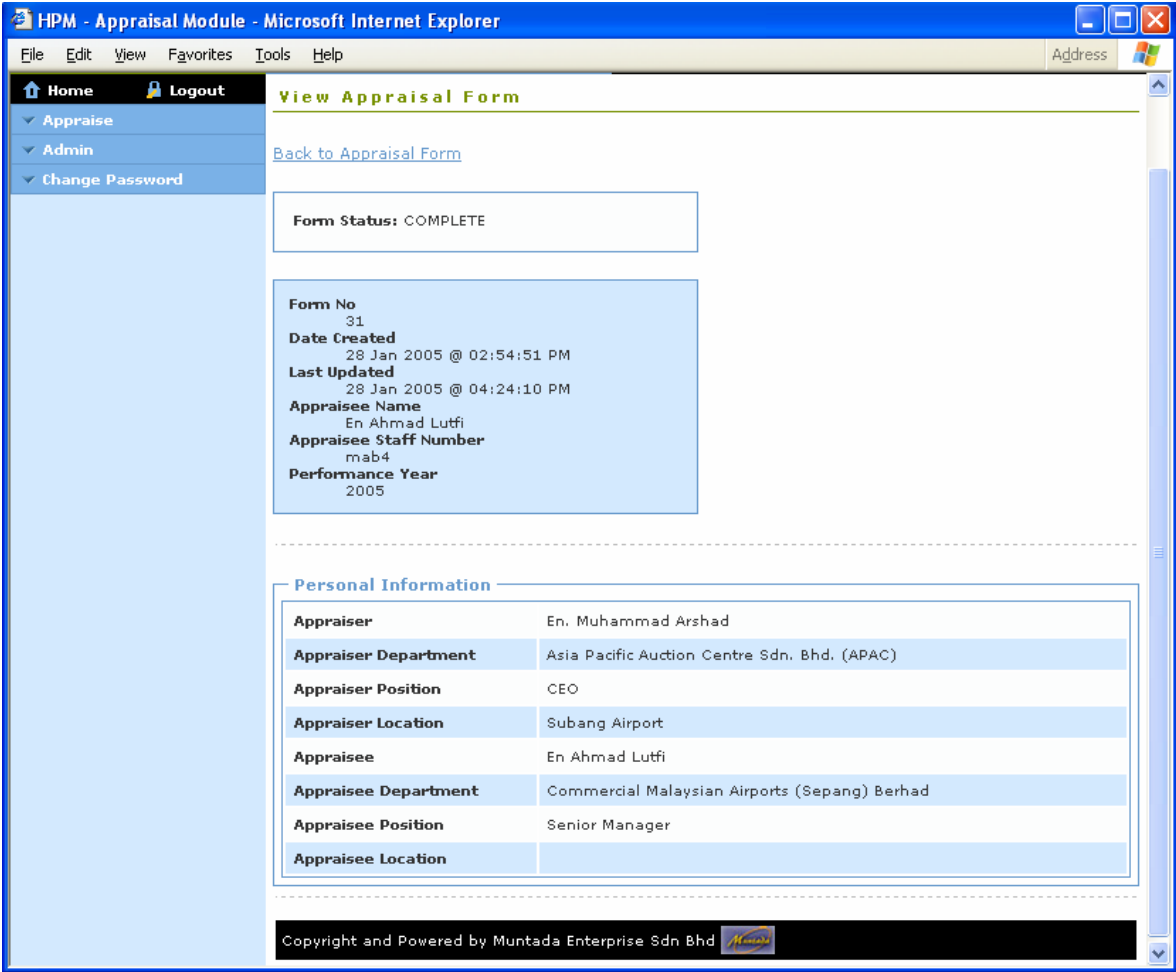


First page once a user login

Appraisal form



View Personal Info



Sample of an employee's Key Performance Indicator

HPM - Appraisal Module - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address

1 January 2005 To 30 June 2005 Review

**Key Performance Indicator**

Name	Description	Weightage	Base	Target	Actual	Score	Weighted Score	Comments
6. IATA Ranking - Business Facilities	IATA Ranking on Business Facilities	10%	6	6	5	100.00%	10.00%	
5. IATA Ranking - Shopping	IATA Ranking on shopping	10%	12	10	11	75.00%	7.50%	
4. IATA Ranking - F&B	IATA Ranking on F&B	10%	8	7	7.9	55.00%	5.50%	
3. Average debtor days outstanding for commercial revenue	Weighted average of (Current date - invoice date) for all active accounts. (Weighted average is based on invoice amount)	20%	120	60	70	66.67%	13.33%	
2. Retail and F&B spending per passenger at KLIA	Actual passenger spending i.e. not limited to MAB's MGP/royalty :- (Total retail sales + total F&B sales)/no. of passengers	25%	23.19	25	24.50	86.19%	21.55%	
1. Total KLIA commercial revenue	Rental on F&B + MGP + Royalty + Space promotion + VIP Room + Office + Tenancy + Advertising	25%	130473743.00	147241000.00	660000000.00	100.00%	25.00%	

View Competencies and Shared Values scoring

The screenshot shows a web browser window with the title "1 January 2005 To 30 June 2005 Review". The browser's address bar is empty. The main content area contains three tables, each with a title circled in red:

- Shared Values**: A table with 3 columns: Name, Score, and Comments. It lists five values: Market Driven (Score: 2), Customer Focus (Score: 4), Teamwork (Score: 0), Strive to Excellence (Score: 2), and Loyalty (Score: 4).
- Professional Competency**: A table with 6 columns: Name, Required, Assessed, Gap, Score, and Comments. It lists eight competencies: Leadership (Required: 4, Assessed: 5, Gap: 1, Score: 4), Decision Making (Required: 4, Assessed: 3, Gap: -1, Score: 2), Co-operation (Required: 4, Assessed: 3, Gap: -1, Score: 2), Planning and Organizing (Required: 4, Assessed: 4, Gap: 0, Score: 3), People Development (Required: 4, Assessed: 4, Gap: 0, Score: 3), Results Oriented (Required: 4, Assessed: 4, Gap: 0, Score: 3), and Initiative (Required: 4, Assessed: 4, Gap: 0, Score: 3).
- Functional Competency**: A table with 6 columns: Name, Required, Assessed, Gap, Score, and Comments. It lists two competencies: Commercial Management (Required: 5, Assessed: 4, Gap: -1, Score: 2) and Contract Management (Required: 4, Assessed: 4, Gap: 0, Score: 3).

Performance Summary for an employee

HPM - Appraisal Module - Microsoft Internet Explorer

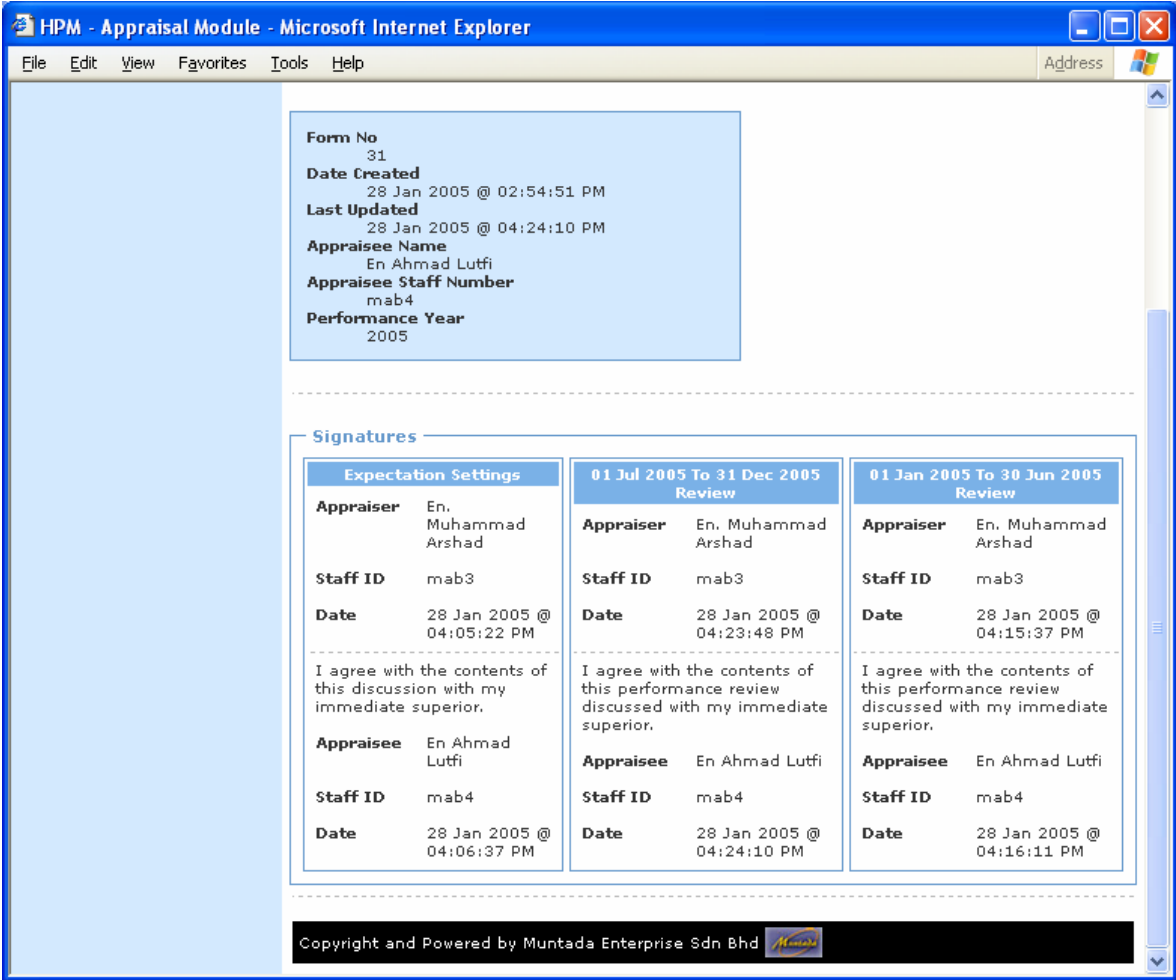
File Edit View Favorites Tools Help Address

**Performance Summary**

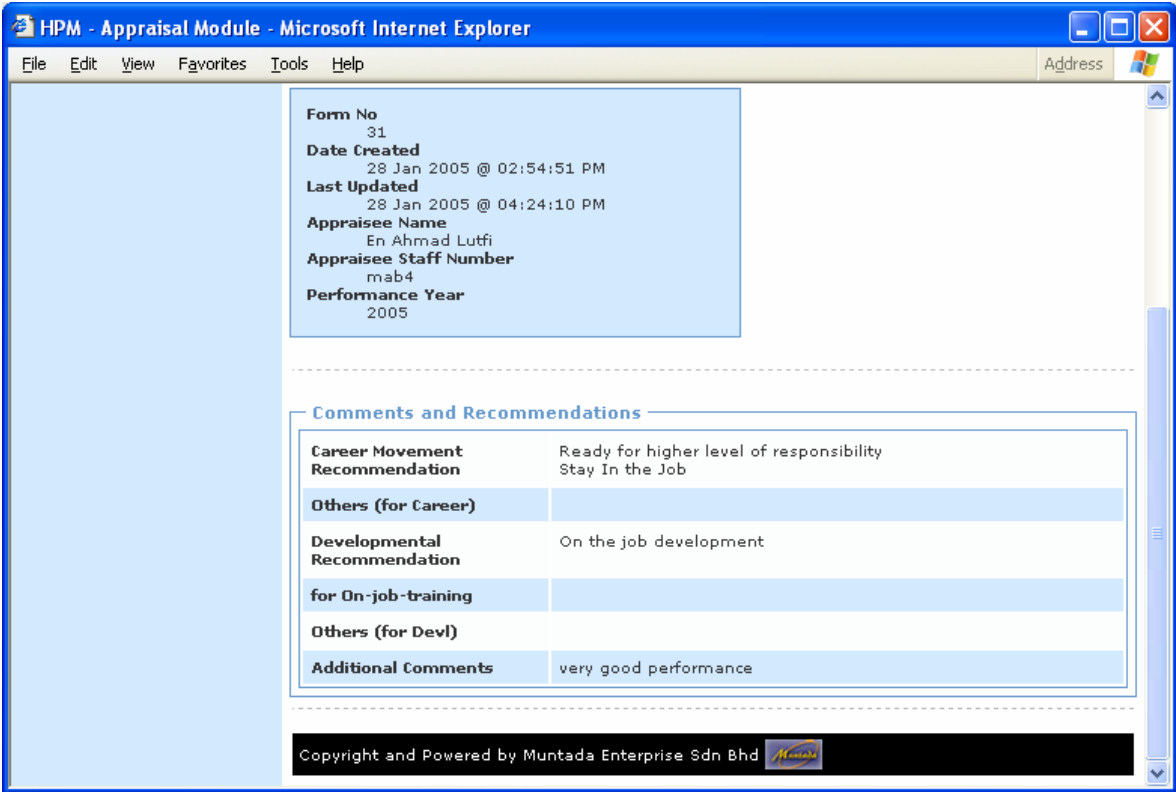
Performance Period	Competency			KPI		
		Score	Total Score		Score	Total Score
<b>01 Jan 2005 TO 30 Jun 2005 REVIEW</b>	<b>Weightage</b>	50%	2.64	<b>Weightage</b>	0%	0%
	<b>Shared Values</b>	12				
	<b>Professional</b>	20				
	<b>Functional</b>	5				
<b>01 Jul 2005 TO 31 Dec 2005 REVIEW</b>	<b>Weightage</b>	50%	2.36	<b>Weightage</b>	100%	62.5%
	<b>Shared Values</b>	10				
	<b>Professional</b>	17				
	<b>Functional</b>	6				
<b>TOTAL SCORES</b>		2.50				
<b>TOTAL POTENTIAL SCORES</b>		4				
<b>% ACHIEVED</b>	<b>62.5%</b>		<b>62.5%</b>			
<b>WEIGHTAGE</b>	50%		50%			
<b>OVERALL % ACHIEVED</b>	<b>62.5%</b>					
<b>OVERALL PERFORMANCE RATING</b>	<b>Good</b>					

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View Signature shows all time stamp which appraisee and appraiser sign the form electronically



Comments and Recommendations



Career Development Plan

The screenshot shows a web browser window titled "HPM - Appraisal Module - Microsoft Internet Explorer". The page content is for a review period from "1 January 2005 To 30 June 2005".

**Shared Values**

Competency	Score	Development Activities	Priority	Target Date	Completion Date	Comments
Market Driven	2	marketing development training	High	1 March 2005	11 March 2005	<a href="#">edit</a>
Customer Focus	4		-			<a href="#">edit</a>
Teamwork	0		-			<a href="#">edit</a>
Strive to Excellence	2		-			<a href="#">edit</a>
Loyalty	4		-			<a href="#">edit</a>

**Professional Competency**

Competency	Required	Gap	Development Activities	Priority	Target Date	Completion Date	Comments
Leadership	4	1	Leadership Skill Boot Camp	Medium	1 March 2005	4 March 2005	<a href="#">edit</a>
Decision Making	4	-1		-			<a href="#">edit</a>
Co-operation	4	-1		-			<a href="#">edit</a>
Planning and Organizing	4	0		-			<a href="#">edit</a>
People Development	4	0	People Development Seminar	High	2 May 2005	12 May 2005	<a href="#">edit</a>
Results Oriented	4	0		-			<a href="#">edit</a>
Initiative	4	0		-			<a href="#">edit</a>

A red callout box labeled "Professional Competency" points to the Professional Competency table. The browser's status bar at the bottom indicates "Local intranet".

Rating summary**Appraisal Form List**[HPM Admin](#)

« &lt; 1 · 2 &gt; »

1 / 2

Form ID	Name	Dept	Status	Year	Rating ↓	Last Update	
000037	Shamsudin Sulaiman	Asia Pacific Auction Centre Sdn. Bhd. (APAC)	COMPLETE	2005	Require Improvement	26/02/2005 04:10:33 PM	<a href="#">Select</a>   <a href="#">Delete</a>
000038	Mohd Arrey Ghazali	Asia Pacific Auction Centre Sdn. Bhd. (APAC)	COMPLETE	2005	Good	15/02/2005 11:40:07 PM	<a href="#">Select</a>   <a href="#">Delete</a>
000034	En Azman Ahmad	MA Technologies MAHB	EXPECTATION SETTINGS	2005	-	28/01/2005 07:53:09 PM	<a href="#">Select</a>   <a href="#">Delete</a>
000031	En Ahmad Lutfi	Commercial Malaysian Airports (Sepang) Berhad	COMPLETE	2005	-	28/01/2005 04:24:10 PM	<a href="#">Select</a>   <a href="#">Delete</a>
000032	Razalisham Ab. Razak	Commercial MASB	EXPECTATION SETTINGS	2005	-	28/01/2005 07:41:38 PM	<a href="#">Select</a>   <a href="#">Delete</a>
000036	Abu Hanifa yusof	Operations MASB	EXPECTATION SETTINGS	2005	-	29/01/2005 12:42:57 PM	<a href="#">Select</a>   <a href="#">Delete</a>

### Competencies List

The screenshot shows a web browser window titled "HPM - Administration Module - Microsoft Internet Explorer". The browser's address bar is empty. The page content includes a navigation menu on the left with options: Home, Logout, Appraise, Admin, and Change Password. The main content area is titled "Competencies List" and contains a link "HPM Admin · Add Competencies". Below the link is a pagination control showing "1 / 2" and "1" selected. A table lists 28 competencies with columns for ID, Name, and Type. Each row includes links for "edit", "delete", and "view".

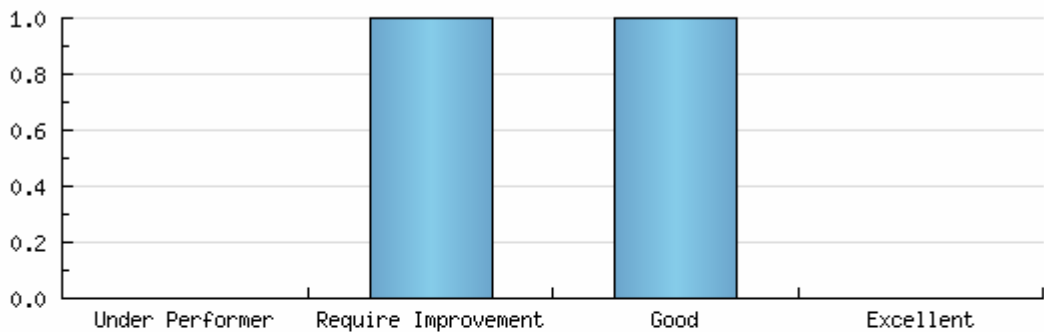
ID ↑	Name	Type	edit	delete	view
40	Market Driven	Shared Values	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
41	Customer Focus	Shared Values	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
42	Teamwork	Shared Values	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
43	Strive to Excellence	Shared Values	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
44	Loyalty	Shared Values	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
45	Leadership	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
46	Managing Change	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
47	Strategic Orientation	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
48	Problem Solving	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
49	Decision Making	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
50	Negotiation	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
51	Communication	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
59	People Development	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
60	Planning and Organizing	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
61	Results Oriented	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
62	Initiative	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
63	Auction Market Development	Functional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
64	Auction Operations Management	Functional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
70	Diversity Management	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
72	Adaptability	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
73	Co-operation	Professional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
74	Airport / Air Transport Economics	Functional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
75	Airport Development Planning	Functional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
76	Airport Emergency Planning	Functional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>
77	Airport Fire and Rescue Management	Functional Competency	<a href="#">edit</a>	<a href="#">delete</a>	<a href="#">view</a>

Employee List

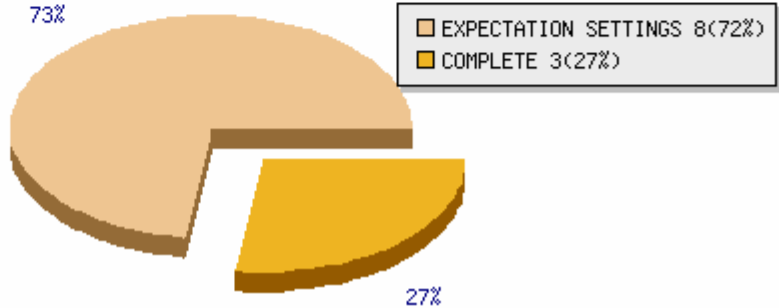
The screenshot shows a web browser window titled "HPM - Administration Module - Microsoft Internet Explorer". The browser's address bar shows "Address". The page content includes a navigation menu on the left with options: Home, Logout, Appraise, Admin, and Change Password. The main content area is titled "Employee List" and contains a link "HPM Admin · Add Employee". Below this is a table with 9 rows of employee data. Each row includes a Staff ID, Name, Login, Position, Department, and a set of action links (edit, delete, view, appraise).

Staff ID ↑	Name	Login	Position	Department	
mab0	Dato Bashir	bashir	Managing Director	Malaysia Airports Holdings Berhad	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab1	Hj. Ahmad Zuber Abdul	zuber	General Manager	Human Resource MAHB	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab2	Razalisham Ab. Razak	razalisham	Senior Manager	Commercial MASB	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab3	En. Muhammad Arshad	arshad	CEO	Asia Pacific Auction Centre Sdn. Bhd. (APAC)	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab4	En Ahmad Lutfi	lutfi	Senior Manager	Commercial Malaysian Airports (Sepang) Berhad	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab5	En Suffian	suffian	General Manager	Finance MAHB	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab6	Pn. Nasrein	nasrein	Senior Manager	Internal Audit MAHB	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab7	En. Syed Ahmad Syed Salim	SyedAhmad	CEO	Malaysian Airports Niaga Sdn. Berhad	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
mab8	En. Muhammad Nasir	MuhammadNasir	General Manager	Malaysian Airports Agriculture & Horticulture Sdn. Bhd. (MAAH)	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>
MAB9	Abd Hamid Mohd Ali	AbdHamid	Senior General Manager	Technical Services MAHB	<a href="#">edit</a>   <a href="#">delete</a>   <a href="#">view</a>   <a href="#">appraise</a>

**Performance By Rating**



**Appraisal Form By Completion Stage**

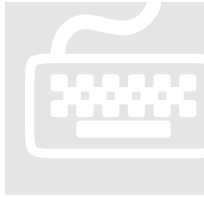


Sample Report

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## E-mail Integration

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**My.HPM 2.0 Platinum Version** provides automatic e-mail alerts to warn users of exceptional conditions like poor performance or missing data or commentary. The automatic messages keep personnel updated on current KPI status, complaint from customers and etc.

Automatically notifying personnel when an HPM form is signed or approved by respective party reduces evaluation time process and ensures greater efficiency. My.HPM can be directly link to existing complaint module or Sistem Aduan. For complaints that are logged by the customer, the feature also allows instantaneous notification to the respective employees or manager. This will allow fast respond in attending the problem.

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## Multi-Location Security

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My.HPM 2.0 is designed for agencies with branches or offices in multiple locations. With My.HPM 2.0, an agency could manage multiple branches with a single database. Each site within the organization is able to view and edit its own data while other sites can do the same. These capabilities form a collaborative environment that permits users across countries to share common data. Multi-organization also enables companies or agencies to have various KPIs, standard and formats, such as KPI for front liners and help desk, KPI for back office staff, creating one solution for various needs.

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**Modules Description**


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Module	Function
<b>Admin</b>	<ul style="list-style-type: none"> <li>• Admin module is the base and core module for My.HPM 2.0.</li> <li>• Functions as the prerequisite for all other modules.</li> <li>• Provides key security and administrative controls over business processes: password control, classification codes, and various operating accesses and permissions.</li> <li>• Create security groups and user accounts and passwords.</li> <li>• Limit access at the menu, form, and/or field level. Hide menu options, forms, and fields, and designate forms and fields as read-only.</li> <li>• Allow user or customers to change their profile and password.</li> </ul>
<b>Appraise</b>	<ul style="list-style-type: none"> <li>• Each employee has personalized login.</li> <li>• Admin or Human Resource defines all KPI, performance schema, formulas, base, target and etc.</li> <li>• In each evaluation process, appraiser (superior) will enter his or her subordinate achievement or accomplishment for the particular period.</li> <li>• Appraise then reviews his or her performance entered by the superior. Any adjustment or disagreement will be discussed on one to one session.</li> <li>• If both agree, then Appraiser will finalize the scoring achievement rating.</li> </ul>
<b>Reporting and Analysis</b>	<ul style="list-style-type: none"> <li>• Select from all kind of reports, including performance summary reports, summary report for good performer or under performers and etc.</li> <li>• Statistical report on graph, chart and etc</li> <li>• This option can be totally customized.</li> </ul>