

## STAKEHOLDER PERSPECTIVES

Strategic Objectives	Strategic Measures			Strategic Initiatives 2009	Strategic Initiatives Accountability
	KPI	Target 2009	KPI Owner		
<b>S1.</b> Excellent Service Delivery	i.% Customer Satisfaction Index	80 %	HEP (Quality unit)	i. Conduct customer survey all units/ colleges (every 6 months) ii. Appoint of Quality Assurance Officer iii. Customer Box Complaint iv. 'Hari Bersama Pelanggan' v. Email AduHEP vi. Counter Service	HEP (All Units, Quality unit)  HEP (Admin unit)  HEP (All Units, Quality unit) HEP (All Units, Quality unit) HEP (All Units, Quality unit) HEP (All Units, Quality unit)
<b>S2</b> Provide conducive living & learning environment	i. % of internet facilities at residential colleges  ii. Enhance security system iii. Enhance facilities	100 %  i. Smart card for main entrance every floor	HEP / CICT  College	i. Regular monitoring with CICT ii. Appoint working students scheme for installation of internet equipment iii. Budget approval for smart card iv. Survey and proposal to built 1000 units apartment for	HEP (IT unit)/ CICT/College HEP (IT unit)  HEP (Residential unit)

	a) Water dispenser/cooler to students b) Washing machine c) Recreational facilities d) Pantry for block in colleges e) Disability Facilities	1 unit : 50 students  1 unit : 50 students All colleges  10 % per colleges  2 room per college		international students	
<b>S3</b> Provide assistance for financial supports & welfare	% approval of application for financial assistance	100 %	HEP (scholarship and welfare)	i. Student loan scheme	HEP (scholarship and welfare)

<p><b>S4</b> Produce graduates with well balanced attributes</p>	<p>i) % of students who are involved in HEP and college activities ii) Number of international programme</p>	<p>i) 70 %  ii) 3 programmes</p>	<p>HEP (Disciplinary and welfare unit), (Activity unit)/ college</p>	<p>i. Enforcement Smart Day and dress code ii. Regular random urine tests iii. Motivation and awareness programme iv. Soft skills activity</p>	<p>HEP (Disciplinary and welfare unit), (Activity unit)/ college</p>
<p><b>S5</b> Marketable &amp; outstanding Graduate</p>	<p>i. % of graduates employability within 6 months</p>	<p>85 %</p>	<p>i. Counseling &amp; Career Centre (PKK)  ii. Alumni ( HEP )  iii. College  iv. Activity Units</p>	<p>i. Conduct survey UTM Graduates ii. Career Fair Programme/Walk In Interview iii. Allocate budget for Degree++ programme iv. Industrial Visit</p>	<p>i. PKK  ii. PKK  iii. Alumni (HEP)  iv. College &amp; Activity Units</p>

## INTERNAL PROCESSES PERSPECTIVE

Strategic Objectives	Strategic Measures			Strategic Initiatives 2009	Strategic Initiatives Accountability
	KPI	Target 2009	KPI Owner		
<p><b>P1</b> Effective Decision Making Process And Empowerment</p>	<p>i. No. of unit manage its own admin &amp; financial</p>	<p>i. 2 units</p>	<p>i. Sport unit ii. Medical Centre</p>	<p>i. Regular monitoring and controlling budget ii. Regular management meeting iii. Financial Management Training &amp; Courses iv. ICT application for daily management v. Authority approval for purchasing below RM10,000 to Head of department/ Unit</p>	<p>i. Sports Unit ii. Medical Centre iii. HEP (Admin Unit) and (IT unit) iv. College Principal/Head of Departments/ Unit</p>

<p><b>P2</b> Ensure safe &amp; well maintained facilities</p>	<p>i. % of Action taken from the complaint</p>	<p>i. 100 % from the complaint</p>	<p>College/HEP (Services unit)</p>	<p>i. Regular site visit to colleges/units by HEP ii. Close monitoring action done by PHB iii. Regular meeting</p>	<p>College/HEP (Services unit)</p>
<p><b>P3</b> Enhance student Social, health &amp; emotional support system</p>	<p>i. % of students requesting medical treatment ii. % of students requesting for counseling</p>	<p>i. 10% per month from the total of students' population ii. 1 % per month from the total of students' population</p>	<p>Medical Center PKK</p>	<p>i. Healthy life style campaign ii. Approve more budget for physical and fitness activities iii. Conduct religious activities iv. Counseling Session</p>	<p>i. HEP (Activity unit), Sport Unit, Medical Center ii. PKK</p>

<p><b>P4</b> Organize effective co-curricular activities</p>	<p>i. No of achievements - International - National</p>	<p>2 top winning 10 top winning</p>	<p>HEP (Activity Unit/College/ Sports unit</p>	<p>i. Focus niche area ii. Study to establish student development centre iii. Restructuring HEP to include Cultural Unit</p>	<p>HEP (Activity unit)and Sports unit</p>
<p><b>P5</b> CSR for community engagement and outreach</p>	<p>i. No of CSR</p>	<p>i. One for every college</p>	<p>College</p>	<p>i. Project with transfer of technology elements ii. Follow-up programme iii.</p>	<p>HEP (Activity Unit) and college Principle</p>
<p><b>P6</b> Strengthened Entrepreneurship Programs</p>	<p>i. No of students Entrepreneur</p>	<p>ii. 6 kiosk</p>	<p>College</p>	<p>i. Proper record documentation ii. Set-up incubator with MARA and MECD iii. Create Policy for student entrepreneurship programme iv. Build student</p>	<p>HEP (Activity Unit)</p>

				<p>mall</p> <p>v. Enhance Advisory /mentor Entrepreneur Committee</p>	
<p><b>P7</b> Restructured College Fellowship System</p>	<p>i. Setup new structure</p>	<p>All colleges</p>	<p>College</p>	<p>i. Appoint local community representative in College Activity Advisory Committee</p> <p>ii. Appoint lecturer as Academic Advisor /Fellow in colleges</p> <p>iii. Self Development Group programme / module (Generic Skills).</p> <p>iv. Fix Yearly Allocation Budget for colleges</p>	<p>i. HEP/Principal Council</p> <p>ii. Centre of Teaching &amp; Learning (CTL)/Co curriculum (CO-Q) /Faculties</p>

## LEARNING AND GROWTH PERSPECTIVE

Strategic Objectives	Strategic Measures			Strategic Initiatives 2009	Strategic Initiatives Accountability
	KPI	Target 2009	KPI Owner		
<b>L1</b> Strengthen Staff development and competency	i. No of training hours ii. No of staff training abroad	i. 40 hours / year / staff ii. 1 staff/ year	HEP (Admin unit)	i. TNA for all staff ii. Enforcement training for staff iii. Evaluation of training impact to workplace iv. ICT training for staff v. Management Training	HEP (Admin unit)
<b>L2</b> Optimization of facilities (Digital Infra) usage	i. % Application of E-Management	50 %	HEP (IT unit) /CICT	i. E-voting ii. E-form iii. E-communication iv. E-student activity v. E-Alumni vi. E-student regulation	HEP (IT unit) /CICT
<b>L3</b> Conducive Working (Research & Social) Environment	i. Employee Satisfaction Index	85 %	HEP (Quality Unit)	i. Conduct staff satisfaction survey ii. Implement 5S programme and ICC groups iii. OSH awareness	HEP (Quality Unit)

**FINANCIAL PERSPECTIVE**

<b>Strategic Objectives</b>	<b>Strategic Measures</b>			<b>Strategic Initiatives 2009</b>	<b>Strategic Initiatives Accountability</b>
	<b>KPI</b>	<b>Target 2009</b>	<b>KPI Owner</b>		
F1 Efficient Budget Management	i. % budget spent	100 %	HEP Admin	i. Monitoring budget spending ii. Budget limit for student society/ club /college	HEP Admin
F2 Increase Revenue / Endowment	ii. Endowment Fund/Generate Income by Alumni	RM100,000	Alumni	i. Promotion and Road show ii. Facilities Rental	Alumni