

# Sustaining Excellence through Ukhuwah in Razak School

FRIDAY 4 March 2016

## MESSAGE TO ACADEMIC AND NON- ACADEMIC STAFF

**Prof Ir Dr Sha'ri Mohd Yusof**

**Dean,**

**UTM Razak School of Engineering and Advanced Technology,**

**UTM Kuala Lumpur**

# Things I want to share and my vision

- Short biography
- History and Transformation - BATC and RS
- Everything starts from Intention
- Management's Job
- Leader Attributes / Leadership
- Concept of Time Management
- Potential Enhancement
- Systems and Processes
- Processes in UTM
- Challenges
- Our Commitment
- Closing



# Short Biography - Sha'ri Mohd Yusof

(14 August 1961 - )

## EDUCATION / INDUSTRY EXPERIENCE to UTM

### EDUCATION / PRIOR TO UTM

- 1968-1973 – SRJK (I) Kulai
- 1974 – 1978 – SMSJ Kluang
- Sep 1979 – May 1983 – B.Sc (Industrial Engrg), University of Miami, Coral Gables, Fl. USA
- Sep 1983 – Sept 1984 – Pioneer P2 Group Mitsubishi Motors Mizushima – Malaysian National Car Project
- Oct 1984 – Dec 1989 = Body Assembling Section, Dep. Manager, Purchased Parts Insp. QC Department

### UTM

- **1 January 1990** – Penolong Pensyarah A
- Sep 1992 – Sep 1993 (MSc ENGRG in INT.QUAL. SYSTEM U of Bham, UK)
- Jan 1994 - Pensyarah
- Dec 1996 – Jan 2000 (PhD - University of Birmingham, UK)
- Julai 2000 – Promoted Prof Madya
- **8th January 2008 – Full Professor**

## ADMINISTRATIVE POSITIONS IN UTM

**9/1990 to 1/1992** Head of Metrology Lab, Dept. of Production & industrial Engineering, Faculty of Mechanical Engineering.

**1/1994 to 4/1996** Head of Industrial Engineering Panel, Dept. of Prod.& Industrial Engineering, Faculty of Mechanical Engineering.

**5/9/94 - 24/9/94** Acting Head of Dept., Prod.& Industrial Eng., Faculty of Mechanical Eng.

**1/1/01– 31/12/02** Head of Manufacturing and Industrial Engineering Department, Faculty of Mechanical Engineering

**27/8/05 – 26/8/06** Head of Industrial Engineering Panel, Faculty of Mechanical Engineering

**1/11/2009 – 31/5/10** Deputy Executive Director BATC, UTM KL

**1/6/10 – 14/5/2012** Director (Industry Unit), UTM Razak School of Engrg and Adv Technology

**15/5/2012 – 14/5/14** Deputy Dean, School of Graduate Studies, UTM Kuala Lumpur



UNIVERSITY OF MIAMI  
COLLEGE of ENGINEERING



THE UNIVERSITY  
OF BIRMINGHAM



1983



1992



# Member Professional Body / Society

## PROFESSIONAL BODIES MEMBERSHIP

- Member Institute of Engineers, Malaysia (MIEM)
- Registered Professional Engineer, Board of Engineers Malaysia (P.Eng.)
- Senior Member American Society Quality (ASQ)
- Board Member Asia Pacific Industrial Engineering and Management Systems Society (APIEMS)
- Member Quality Engineering Society (QES), Japan

## NATIONAL LEVEL

1. Chairman , Technical Committee, Standards Development Brake Lining and Suspension systems, SIRIM Bhd.
2. Technical Committee (Audit) Quality Management Excellence Award 2011
3. MQA Panel Auditor for Industrial Engineering and Quality Engineering Programmes since 2001
4. Auditor Panel, Johor Industry Quality Award (AKINJ) 2002, 2003, 2004
5. Evaluation Panel Industrial Engineering, National Accreditation Board (LAN)
6. Manufacturing Consultative Committee May 2013 for 3 years. MPC (Minister Appointment)

# Wonderful and good experience

## Teaching, Research, Supervision, Examiner, IPT Program Panel Advisory, MQA Audit

- Pegang pelbagai jawatan – Ketua Panel, Ketua Jabatan, Penyelaras Prog Master Sci Ind Engineering, TD SPS, pelbagai Task force – WCU Task Force, Strategic Planning FKM
- Menyelia pelajar Master dan PhD sejurus selesai PhD 2000, first student Hj Baba graduate 2004 (now Full Prof in UKM)

## Conferences, Training to Industry, Key Notes

- Sejak 2000 – audit AKNC – Pengerusi Audit 2005 –
- Auditor MQA – Inti Univ,
- External Examiner Programme – UniKL PG, UTeM, UTHM, UniMAS
- UKM Master
- Visit to Cyprus 1992, (CCGTM), Canada 1995 – Prof MA Rahim UNB,
- Conferences – Seoul, Bangkok, HK, Singapore, Sheffield, Beijing, Phuket, Kitakyushu, Tokyo, Yogyakarta,
- Visiting Professor – Andalas Padang, UINSUSKA Pekan Baru
- Training – Mitsubishi, IWK, Hitachi, Proton, Sudan
- Key Note Address - ICE/ICIE2015, LSSSym UMP2105, Meiji Conference

# Milestone BATC to Razak School

(1992-2016) 25 years

- **1992 - Signed MOU with University of Warwick – developed Master of Science in Engineering Business Management in collaboration with University of Warwick**
- **2009 – 1<sup>st</sup> Transformation – university mandate to transform KL campus involving creation of 4 Schools – IBS, Perdana School, Advanced Informatics School, and **UTM Razak School in Engineering and Advanced Technology (RSEAT)****
- **2016 – 2<sup>nd</sup> Transformation – Autonomous/Financial Sustainability**

# *The transformation...*



**BATC**

Crafting the vision-  
developing the  
plans for change

UTM Razak  
School of Engineering &  
Advanced Technology



# BATC Directors Dean UTM RSEAT

**Prof. Syed Hussin Al Joofre**  
1992 - 1994

**Dato' Prof. Ishak Ismail**  
1994 - 1996

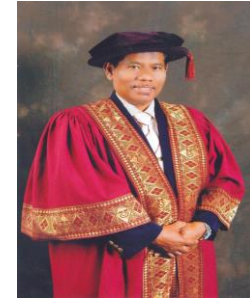
**Prof. Dr. Zainal Ahmad**  
1996 - 2001

**Prof. Dr. Nooh Abu Bakar**  
2001 - 2005

**Prof. Dr. Hamdani Saidi**  
2005 - 2007



**Dato' Prof. Ir. Dr. Azhari Md. Salleh**  
2007



**Prof. Dr. Awaluddin Mohamed Shaharoun**  
2007 -2010 BATC  
2010 -2016 UTM  
RSEAT



**Prof. Ir Dr. Sha'ri Mohd Yusof**  
Dean UTM Razak  
School  
(1 March 2016 - )





# Question (Soalan)

- WHAT IS FUNDAMENTAL TO EVERYTHING WE DO IN THIS WORLD ? (Apa perkara asas untuk setiap perkara kita lakukan dalam dunia ini?)
- Work, Life, Home,.... Termasuk semua 'amal fardu
- Remember , all of us are SERVANT OF ALLAH.... Hamba Allah... whether at home, office, on the road, in the airplane, anywhere, and in all roles

# Hadith Pertama – Hadith 40 Imam Nawawi

عَنْ أَمِيرِ الْمُؤْمِنِينَ أَبِي حَفْصِ عُمَرَ ابْنِ الْخَطَّابِ  
رَضِيَ اللَّهُ عَنْهُ قَالَ، سَمِعْتُ رَسُولَ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ  
وَسَلَّمَ يَقُولُ: إِنَّمَا الْأَعْمَالُ بِالنِّيَّاتِ وَإِنَّمَا لِكُلِّ امْرِئٍ  
مَنْوَى فَمَنْ كَانَتْ هِجْرَتُهُ إِلَى اللَّهِ وَرَسُولِهِ فَهِجْرَتُهُ إِلَى  
اللَّهِ وَرَسُولِهِ وَمَنْ كَانَتْ هِجْرَتُهُ لِدُنْيَا يُصِيبُهَا أَوْ امْرَأَةٍ  
يُنْكِحُهَا فَهِجْرَتُهُ إِلَى مَا هَاجَرَ إِلَيْهِ. رَوَاهُ إِمَامَا الْمُحَدِّثِينَ  
أَبُو عَبْدِ اللَّهِ مُحَمَّدُ بْنُ إِسْمَاعِيلَ بْنِ إِبْرَاهِيمَ بْنِ الْمُغِيرَةَ ابْنِ  
بَرْدِزْبَةَ الْبُخَارِيُّ وَأَبُو الْحُسَيْنِ مُسْلِمُ بْنُ الْحَجَّاجِ بْنِ  
مُسْلِمٍ الْقُشَيْرِيُّ النَّيْسَابُورِيُّ فِي صَحِيحَيْهِمَا اللَّذَيْنِ هُمَا  
أَصْحُحُ الْكُتُبِ الْمُصَنَّفَةِ.

# **Maksud Hadith – Niat (Tujuan, Matlamat, Objektif)**

**Dari Amirul Mukminin Umar Al-Khattab r.a katanya: " Aku mendengar Rasulullah S.A.W. bersabda : - "Bahawasanya amalan-amalan itu adalah (bergantung) kepada niat, dan bahawasanya bagi setiap manusia itu apa (balasan) yang diniatkannya. Maka barangsiapa yang berhijrah kepada Allah dan RasulNya, maka hijrahnya itu adalah kepada Allah dan RasulNya. Dan barangsiapa yang berhijrah kerana dunia yang ingin ia memperolehnya atau kerana seorang perempuan yang ingin ia dinikahnya, maka hijrahnya itu adalah atas apa yang ia berhijrah kerananya."**

**(Riwayat al-Bukhari no.1, 54, 2529, 3898, 5070, 6689, 6953, Muslim no. 1907, Abu Daud no. 2201, al-Tirmizi no. 1646, al-Nasai`i no.1/59-60, VI/158, Ibn Majah no. 4227 dan Ahmad no. 1/25, 43)**

# Management (Fungsi Pengurusan)

## MANAGEMENT FUNCTIONS

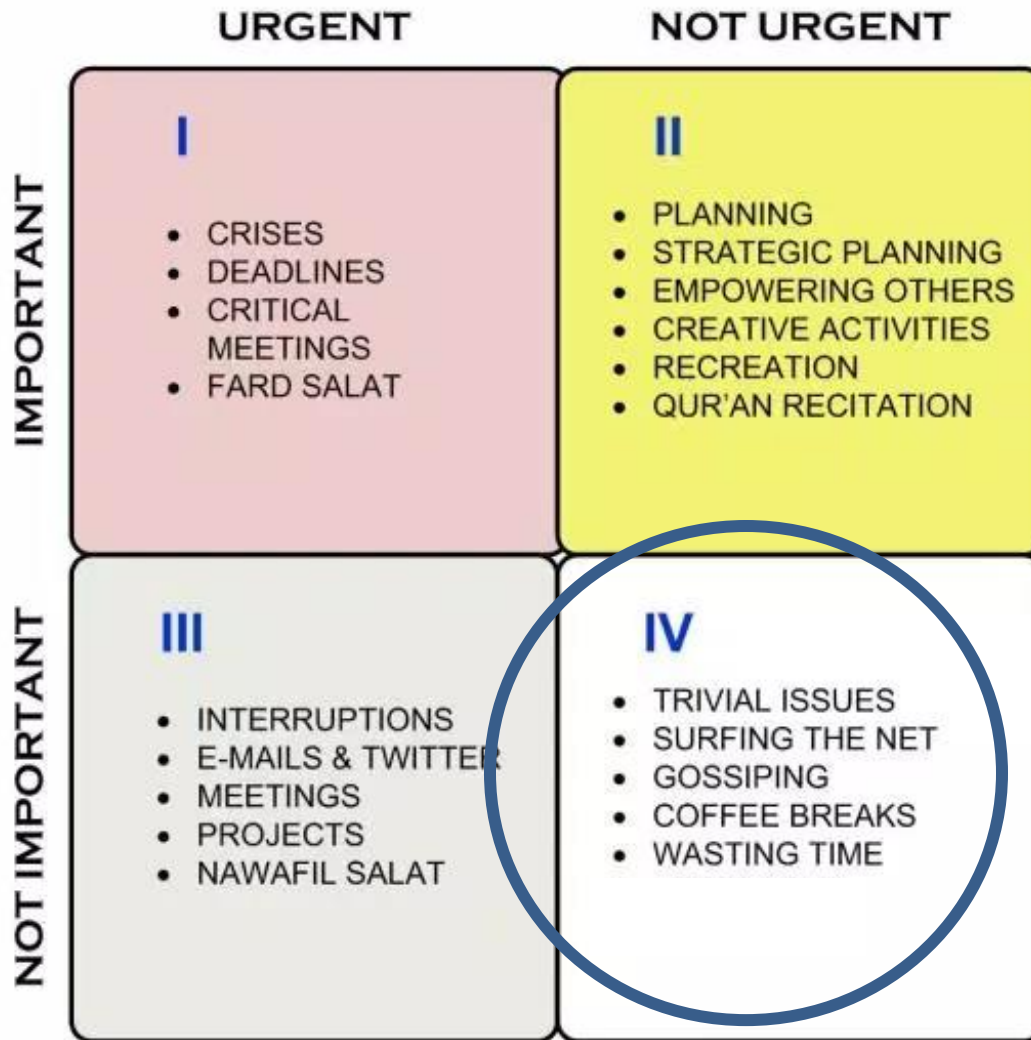
- Planning
- Organizing
- Staffing
- Controlling
- Leading

## Examples

- Yearly KAIs – Mid Term Goals = Long Term – Strategic Planning (Develop BSC)
- Organizational Structure and Human Resource Allocation , Work Processes, Systems and Standards
- Monthly Reporting, Quarterly, Half yearly – Objectives attainment, Financial, Students Enrolment, Completion, Research Etc.
- Managers/ Coordinators at all levels and activities

**Key Success Factor = COORDINATION ,  
ACCURATE INFORMATION, AND  
COMMUNICATION**

# COVEY'S TIME MANAGEMENT MATRIX



Link

Source: The Islamic Workplace blog at <http://theislamicworkplace.com>

<http://theislamicworkplace.com/leadership-and-islam/>

# Hadith – Setiap Kita adalah Pemimpin

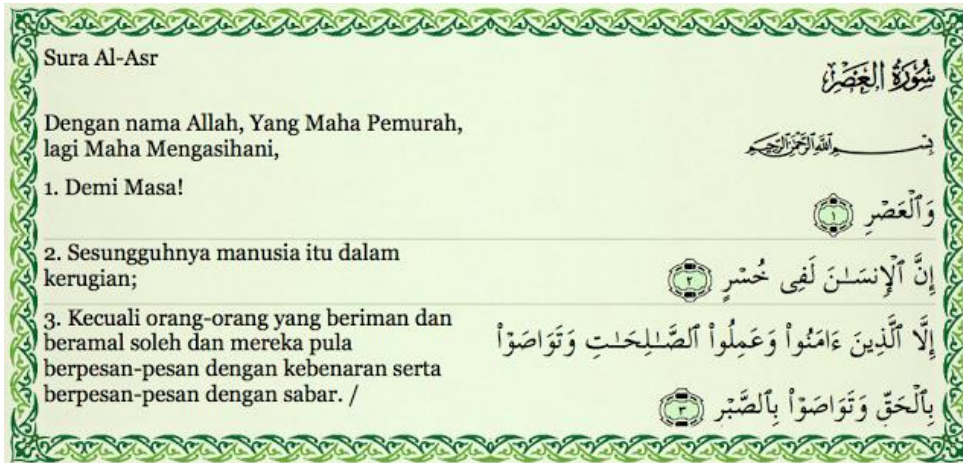
عَنْ ابْنِ عُمَرَ رَضِيَ اللَّهُ عَنْهُمَا أَنَّ رَسُولَ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ يَقُولُ كُلُّكُمْ رَاعٍ وَكُلُّكُمْ مَسْئُولٌ عَنْ رَعِيَّتِهِ الْإِمَامُ رَاعٍ وَمَسْئُولٌ عَنْ رَعِيَّتِهِ وَالرَّجُلُ رَاعٍ فِي أَهْلِهِ وَهُوَ مَسْئُولٌ عَنْ رَعِيَّتِهِ وَالْمَرْأَةُ رَاعِيَةٌ فِي بَيْتِ زَوْجِهَا وَمَسْئُولَةٌ عَنْ رَعِيَّتِهَا وَالْخَادِمُ رَاعٍ فِي مَالِ سَيِّدِهِ وَمَسْئُولٌ عَنْ رَعِيَّتِهِ وَكُلُّكُمْ رَاعٍ وَمَسْئُولٌ عَنْ رَعِيَّتِهِ

# Hadith – Setiap Kita adalah Pemimpin

Maksud Hadith:

- Dari Ibn Umar r.a. Sesungguhnya Rasulullah Saw. Berkata : Kalian adalah pemimpin, yang akan dimintai pertanggungjawaban. Penguasa adalah pemimpin, dan akan dimintai pertanggungjawaban atas kepemimpinannya. Suami adalah pemimpin keluarganya, dan akan dimintai pertanggungjawaban atas kepemimpinannya. Isteri adalah pemimpin dirumah suaminya, dan akan dimintai pertanggungjawaban atas kepemimpinannya. Pelayan adalah pemimpin dalam mengelolaharta tuannya, dan akan dimintai pertanggungjawaban tentang kepemimpinannya. Oleh karena itu kalian sebagai pemimpin akan dimintai pertanggungjawaban atas kepemimpinannya.“
- Pada setiap peringkat manusia adalah pemimpin termasuk bagi dirinya sendiri - setiap perbuatan dan tindakan memiliki risiko yang harus dipertanggungjawabkan

# Concept of Time Management



**MANFAATKAN 5 PERKARA  
SEBELUM 5 PERKARA!**

- WAKTU MUDAMU SEBELUM DATANG WAKTU TUAMU
- WAKTU SEHATMU SEBELUM DATANG MASA SAKITMU
- MASA KAYAMU SEBELUM DATANG MASA KEFAKIRANMU
- MASA LUANGMU SEBELUM DATANG MASA SIBUKMU
- HIDUPMU SEBELUM MATIMU

FACEBOOK.COM/DAKWAHKREATIV

- Surah Al-asr = Demi masa
- Life = Time Waste our time – waste our life
- Solat Time as the center of our programmes/activities
- ‘Hayya ‘alas Solah’ + ‘Hayya alal Falah’- “Mari Solat” Mari Tuju Kejayaan’
- Meetings /Activity – should stops at solat time = Zuhr and Asr
- “Jaga Masa yang ada”
- Ikhlas kepada tugas dan diri
- Pesan pesanan – amar maaruf nahi mungkar = elak fitnah, adu domba, mengumpat, dan lain




# 80 / 20 Rule (Peraturan 80/20)

- 80 % of our available resource is spent only on 20 % of things/items
- 80% time from 3 or 4 things we do
- 80% money spent on 2 or 3 items
- Can prioritise our time, money, life,
- Example :
  - 80 % time doing few things ( Working - 8 hrs, Driving - 2 hrs, Solat - 1 hr, Sleep – 6 hrs - Total 16/24 = 67%
  - Proritize (Keutamaan)
  - Improvement opportunities

	Abdullah	Wife
Activity	Hours	Hours
Working	8	6
Solat (12min x5)	1	1
Driving	2	1
Lunch/Breaks/Dinner	2	2
Sleeping	6	6
Housework	0	3
Total	19	19
Percent hours in day	79 %	79 %

**CUBA KAJI 8 JAM KERJA GUNA 80/20 RULE**

# Summary 1<sup>st</sup> Part for RS STAFF

- Everyone needs to develop (and continuously improve) LEADERSHIP SKILLS, KNOWLEDGE, ATTITUDE, and PERSPECTIVES OF THE MANY ISSUES WE ARE FACING and WILL FACE
  - Ask RELEVANT Questions, Professional and Positive VALUES, Teamworking, etc.
- 
- NEXT - Dream, Vision, Initial Views, and Ideas

# Potential enhancement for ALL Staff

- Audit Existing Resources (BATC Bldg, Labs, Razak Tower, etc.)
- 'Spring Cleaning' – Signages of RS = Image enhancement, 5S, Visual Management
- Setting up 'staff chat room' = Gerai Teh Tarik / Corner at BATC
- Room for refreshing at BATC
- Badan Kebajikan RS – revitalise
- Annual dinner for RS
- More 'kenduri' + doa kesyukuran, Ramadan, Eid
- 'Citra karisma' Award for RS
- Enhance eLPPT for Academic Staff
- Sharing Sessions – Research Coloquium – Wednesday afternoon once a month – (start with new PhD grads)
- Teamworking + Selfless Contribution

# Systems and Processes

- All processes must be standardized – need SOP
- Customer focused processes – quality built in the processes
- My experience - First master class in Pesisir KL 200 + Scolded by Student /Customer
- Improvements to ensure lean as much as possible
- ‘Kumpulan Lean’ is established and given time to conduct activities (Friday afternoon)
- Monetary Reward and Recognition system for ‘Kaizen’ ideas and ‘Lean improvement’
- Coordinated Marketing of ALL programmes – if not low enrolment

# Semua Kerja adalah Proses

- Quality is doing things right even when no one is looking at you
- **Effective** = doing the right things
- **Efficient** = doing things right manner
- **Both needed** for productivity = Good Output/Good Inputs

## STAKEHOLDERS/PARTNERS

**BENDAHARI**

**SPS**

**UTM INTERNATL**

**CICT**

**PHB**

**PEJ TNCPI KL**

**LIBRARY**

**KESELAMATAN**

**+++ many more**

- Processes = Marketing + (Intake + Registration (New and Existing) + Class Preparation + Lectures + Assessment + Examination Results Presentation + Record Updating + Graduation)
- Research P/G = Supervision + Proposal + Examination – Viva
- LPPT Process
- KPI Monitoring Process
- MYRA Audit / OSH Audit / Anugerah Kualiti Akademik Audit
- ++++++ others

**BUILD QUALITY IN PROCESS  
WITH CUSTOMER IN MIND**

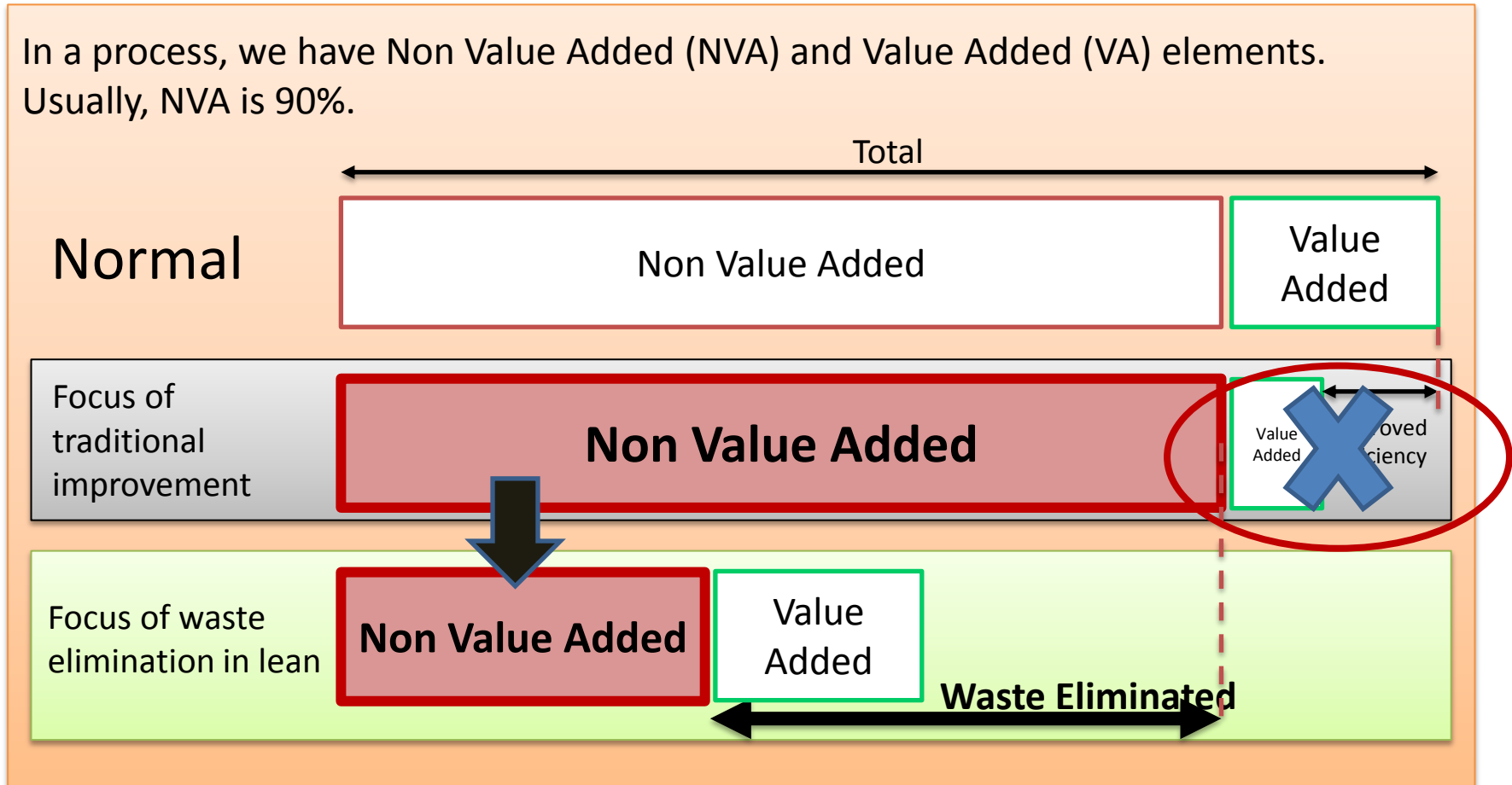
# Challenges

- Will doing the same way able to produce different results ? (Adakah melakukan sesuatu dengan cara sama dapat menghasilkan keputusan berbeza?)
- Story of the wood cutter
- Need to do things differently =
- Need to improve, innovate – creativity = Think
- Low MYRA score , Budget cut, Staff Satisfaction level
- Need to produce more with less
- Focus on activities that does not add value = [Lean](#)
- Waste activities must be minimised

# What is considered as waste?

Anything in the process that does not add **value**.

In a process, we have Non Value Added (NVA) and Value Added (VA) elements. Usually, NVA is 90%.



# 8 Deadly Sins of Waste



**1** Over-Production



**2** Over-Processing



**3** Excess Inventory



**7** Waiting Time



**8**  
Unused Employee  
Genius



**4** Defects



**6** Wasted Motion



**5** Transportation



# Waste according to Islam

وَأْتِ ذَا الْقُرْبَىٰ حَقَّهُ وَالْمِسْكِينَ وَابْنَ السَّبِيلِ وَلَا تُبَذِّرْ تَبْذِيرًا

Israk [17:26]

إِنَّ الْمُبَذِّرِينَ كَانُوا إِخْوَانَ الشَّيَاطِينِ وَكَانَ الشَّيْطَانُ لِرَبِّهِ كَفُورًا

Israk [17:27]

- And give the relative his right, and [also] the poor and the traveler, and do not spend wastefully (Israk:26)
- Indeed, the wasteful are brothers of the devils, and ever has Satan been to his Lord ungrateful (Israk:27)

# Our Commitment – ALL of US here in Razak School

- UTM Tempat Mencari Rezeki
- Barakah di kurnia – Contoh - hujung bulan masih ada RM10 dalam kocek atau Jamuan makanan disedia untuk 50 tapi cukup untuk 70 orang ... Berkat masa, duit, tenaga, dll.
- Redha Allah yang dicari
- Yakin ALLAH bersama dgn orang yang amal, sabar dan ikhlas
- Fikir apakah rezeki kita dapat ini berkat atau tidak kalau tidak beri sumbangan terbaik kepada organisasi(sekali sekala tu adat lah)
- Balance = Kerja + Peribadi + Kesihatan
- Jika berkat (effective + efficient) banyak perkara dapat selesai
- Sifat mahmudah – lapang dada, bermaafan, bergotong royong, tolong menolong, tidak berkira kerja, memudahkan, ...

- Slide show

Please share with me your concerns  
and issues or our school

**Apa-apa perkara  
berkaitan RS is OK.**

**Nan demo ii.**

**Suggestions, Opinions, etc.  
Anggap kita satu keluarga**

- **Kita usaha bersama  
secara TEAM RS**
- **Saya cuba sedaya  
mungkin.....**
- **InsyaAllah niat betul  
dan ikhlas, kita cari  
jalan terbaik mungkin  
dan pasti kejayaan  
akan terhasil**

*Semuga ALLAH berkatati  
semua usaha dan bakti  
semua staf Razak School  
dan rakan sekerja dalam  
UTM serta 'partner'  
industri dan sektor  
kerajaan*



# RAZAK SCHOOL

Sustaining  
Excellence and  
Moving to Greater  
Heights through  
Ukhuwah

