Master List / Matrix / Table

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Corporate Management Sibu– Matrix of Internal and External Issues

Process	Internal	External
Purchasing Control	**Negative** 1. Accumulated purchased amount of same service/goods exceeding RM20,000.00 2. Late received of approval from respective officers 3. Incomplete information in Borang Permintaan Pembelian/Perkhidmatan 4. Unavailability of the officer who is authorized to approve the purchase during the required time 5. Program owner unaware of the time frame to have JPT meeting and the preparation of the JPT include the event held. 6. Lack of awareness of financial requirement 7. Lack of training of financial procedure 8. Late of submission of requisition form 9. Frequently of system breakdown 10. Unaware of new requisition form	**Negative** 1. Suppliers refuse to give quotations if they ever lose the chance to get the job before. 2. Some of the suppliers are not willing to accept Government Service Order. 3. Additional cost might occur when using Purchase Order. 4. Late approval from Authorised Officer such as SFS for Waiver of Tender, JKTP for tender, JPSH for quotation because of processing time. 5. Late Service delivered / late work completion.

Corporate Management Sibu– Matrix of Internal and External Issues

Process	Internal	External
	Positive 1. Strong budget control. 2. Easy to monitor. 3. Minimum time for purchasing application (less hassle) if we have complete documentation. 4. All payment done within 13 working days without CAR.	**Positive** 1. Fast service rendered from supplier. 2. Job quality from supplier

Process	Internal	External
Selection, Evaluation and Re-evaluation of Providers	**Negative** 1. Lack of authorized officer to do assessment &evaluation 2. Frequency of assessment for re-evaluation being conducted. 3. No choice in selection of suppliers / Contractors as there are the sole provider & accept service order because of that frequency & recurring of assessment for re-evalution being conducted for the same suppliers & contractors	**Negative** 1. Effect the relationship with contractor/ supplier 2. The poor result from the evaluation may influence other people perception
	Positive 1. Supplier/contractor with poor performance can be eliminated 2. Easy to monitor the supplier / contractor performance 3. To ease the work process by selecting a potential supplier	**Positive** 1. Strengthen the relationship with contactor / supplier

Process	Internal	External
Management of Work Environment	**Negative** 1. Inconducive working environment. 2. Limited workspace for existing and new staff. 3. Temperature and humidity reading not comply with Schedule of Workplace Physical Factors and Conditions. 4. Housekeeping works not carry out properly by housekeeping crew. 5. Incompatible design of building with the actual work environment. 6. Air Conditioning system failure 7. Broken and inaccurate reading by Hand Held Temperature and Humidity device. 8. Device need recalibration or the device lifespan already too old. 9. Contingencies Chiller system failure 10. Lack of training of housekeeping work and procedure. 11. Lack of working experience in proper housekeeping work. 12. Incompetence housekeeping contractor.	**Negative** 1. Custom interior design and building equipment make it difficult to get the items or parts locally.

Process	Internal	External
Management of Work Environment	**Positive** 1. Strong support from top management 2. Quick response from in-charge officer. 3. An established Schedule of Workplace Physical Factors to facilitate the monitoring of works.	**Positive** 1. Local supplier able to collaborate with the other supplier.

Corporate Management Sibu– Matrix of Internal and External Issues

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Process	Internal	External
Corrective Maintenance of Building Facilities and Equipment	**Negative** 1. Complaint not received through the online form. 2. Inadequate corrective maintenance. 3. Late approval of request for requisition by the authorised personnel. 4. Authorized personnel have official duties outside/ on-leave. 5. Lack of proper tools/equipment to do corrective maintenance. 6. Design of the building is not maintenance friendly. 7. The original Building Project materials are supply from Kuching. 8. Building facilities & equipment materials unavailable locally. 9. Purchase of items using staff own money. 10. Unavailability of items/stock in house. 11. Supplier only accept direct purchase by cash or direct transfer to account transaction. 12. Goods and services provided by the contractor not according to specific requirement. 13. Low quality of material used. 14. Cellular coverage/ Wi-Fi network problem. 15. Complainant not cooperate or not willing to share their personal information. 16. Complaint by upper management or VIP. 17. Site visit by Upper management/ VIP. 18. Cybercrime awareness. 19. No internet connection.	**Negative** 1. Electricity breakdown from service provider (SEB). 2. Water supply interruption from service provider (Sibu Water Board). 3. Service interruption by internet service provider (ISP) 4. Late/No response from the suppliers/contractor to submit quotation. 5. Supplier not familiar with the purchasing through Service Order procedures. 6. Limited competent contractor for specialized works. 7. Limited item and parts stock locally.

Corporate Management Sibu– Matrix of Internal and External Issues

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Process	Internal	External
Corrective Maintenance of Building Facilities and Equipment	**Positive** 1. Quick response from in-charge person. 2. Cost saving compared to acquiring maintenance service from out sourced contractor. 3. Existing electric generator as a backup power to building. 4. Existing water tank supply continuous water temporarily.	**Positive** 1. The outsource contractor has expertise whichAssistant Engineer JA may not have. 2. Build good recognition and source of reference to the organizations.

Corporate Management Sibu– Matrix of Internal and External Issues

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Process	Internal	External
Schedule Maintenance of Building Facilities and Equipment	**Negative** 1. Delay implementation and completion of Maintenance schedule. 2. Maintenance work not follow the maintenance scheduled. 3. Lack of proper tools/ equipment to do corrective maintenance work. 4. Design of the building is not maintenance friendly. 5. Late approval of request for requisition by the authorised personnel. 6. Authorized personnel have official duties outside/ on-leave. 7. Goods and services provided by the contractor not according to specific requirement. 8. Low quality of material used in the maintenance work. 9. Incompetent contractor doing the maintenance work. 10. The specific spare part/ item not available locally. 11. Special order from other country. 12. Restriction movement of contractor to do the maintenance work. 13. Pandemic outbreak in the country. 14. Shortage of local supplier materials stock. 15. Enforcement of Movement Control Order.	**Negative** 1. Electricity breakdown from service provider (SEB). 2. Water supply interruption from service provider (Sibu Water Board). 3. Service interruption by internet service provider (ISP) 4. Late/No response from the suppliers/contractor to submit quotation. 5. Supplier not familiar with the purchasing through Service Order procedures. 6. Limited competent contractor for specialized works. 7. Limited item and parts stock locally.

Corporate Management Sibu– Matrix of Internal and External Issues

Process	Internal	External
Schedule Maintenance of Building Facilities and Equipment	**Positive** 1. The presence of Authorized Personnel for works supervisory. 2. Enough allocation of budget from top management. 3. Existing electric generator as a backup power to building. 4. Existing water tank supply continuous water temporarily.	**Positive** 1. The outsource contractor has expertise whichAssistant Engineer JA may not have. 2. Build good recognition and source of reference to the organizations.

Corporate Management Sibu– Matrix of Internal and External Issues

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Process	Internal	External
Preventive and Corrective Maintenance	**Negative** 1. Compatibility issues 2. ICT System Breakdown 3. The rapid development of technology 4. Lack of awareness of security tips 5. Too many requests from staff for simple troubleshooting 6. Insufficient basic IT knowledge among staff 7. Lack of user instruction	**Negative** 1. Cybersecurity breach 2. Power outage
	Positive 1. Preventive maintenance schedule 2. Manual/guideline prepared by ICT Unit	**Positive** • 2nd level support (SAINS) complexity of the problem (Server)

Process	Internal	External
Management of Customer Complaint	**Negative** 1. Customer complaints are not effectively manage 2. Late response of the complaints to acknowledge the user. 3. Unavailability of PRO/DO to acknowledge receipt of complaints within one (1) working day. 4. The PRO/DO are unaware of complaint made by user through physical feedback form. 5. Too many mediums for user to make complaints. 6. Late handling of Customer Feedback Form from other officers to the PRO/DO. 7. Genuine complaint is not properly rectified due to failure to raise corrective action within the stipulated time when a complaint is received because of negligence and lack of commitment among the staff in handling customer complaint.	**Negative** 1. Users are unaware of the Customer Feedback Form available in the premise. 2. Complainant does not cooperate or not willing to share their personal information. 3. Complainant does not know how to fill in the form (physical) 4. Invalid customer complaint due to incomplete information provided in Customer Feedback Form (physical) 5. Complaints receive through online platform are sometime overlook.

Process	Internal	External
	Positive 1. Easy monitoring of complaint for the PRO/DO on the feedback record. 2. Quick response from PRO/DO to reply acknowledge receipt of complaint from user.	**Positive** 1. Various method for the user to submit their feedback.

Process	Internal	External
Management of Incoming and Outgoing Correspondences	**Negative** 1. The processes of incoming and outgoing mails are not done systematically. 2. Late receipt of incoming mails. 3. Late notification of incoming mails to respective officers. 4. Incoming mails are not taken action accordingly. 5. Late dispatch of outgoing mail. 6. Lack of training on handling CACTUS/Outgoing Mails 7. Wrong issuance of folio number in CACTUS 8. Mix-up of letters in different files in CACTUS. 9. Late admission of signed Outgoing Mail. 10. No notification received from the applicant after the correspondence has been endorsed and sent to the recipient. 11. Certain incoming correspondences are treated as junk by the system and never received by the registry. 12. Applicant is ignorant of keeping a copy of the correspondence in the registry.	**Negative** 1. Sarawak.net down. 2. Failure of dispatch from other agencies i.e. facsimile, by hand, post.

Process	Internal	External
	Positive 1. Easy to monitor and track records 2. Acts as a medium for officers to communicate on actions to be taken 3. Fast relay of correspondence to respective officers 4. Records the proper timeline and history of actions taken by officers	**Positive** 1. Can be accessed anywhere.