

Master List/ Matrix/ Table

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Processes	Internal Issues	External Issues
Continual improvement	Negative 1) The continual improvement program is not adequately defined in terms of problem statement. 2) The continual improvement program is not properly executed as planned. 3) The continual improvement program is not effective in solving or mitigating the problem. 4) The continual improvement program is too complicated to be implemented. 5) The continual improvement program is too costly to be implemented. 6) Lack of knowledge on the importance of continual improvement program among the staff. 7) Lack of knowledge on how to do a continual improvement program among the staff. 8) Lack of training on continual improvement program among the staff.	Negative Nil.
	Positive 1) Competent staff in handling project-based tasks. 2) Experienced staff in problem-solving. 3) Good teamwork among staff.	Positive Nil.

Processes	Internal Issues	External Issues
The Monitoring of Development Project Via Integrated Project Monitoring System (IPMS)	Negative	Negative 1) Systems breakdown.

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	1) The Monitoring of Development Project Via Integrated Project Monitoring System (IPMS) is not done effectively and efficiently with the Quality Management System. 2) The physical and non-physical development projects details are not recorded properly down in the system. 3) Inaccurate details record down in the systems. 4) Inaccurate update received from the process owners. 5) Unable to update progress in timely manner. 6) Breakdown in the network connection to the IPMS database.	2) Slow response from the coordinating agency whenever facing difficulties in login/update the project update.
	Positive 1) Competent staff in handling project-based tasks.	Positive Nil.

Processes	Internal Issues	External Issues
The Management of Research Projects	Negative 1) The Management of Research Projects is not managed systematically, efficiently, with prejudice and not covering wide range of areas. 2) The field of research is not within the pre-determined scope. 3) The research brief does not meet the pre-determined criteria. 4) The research proposals received after the due date.	Negative 1) Researcher(s) hard to get cooperation from the respondents during data gathering. 2) Researcher(s) is unable to complete the research studies according to the plan.

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	5) The personnel handling the research is unable to examine, review and compile proposals in timely manner. 6) The proposals are rejected by the Research and Publication Committee. 7) The staff who prepares the research brief is not properly trained. 8) Training for the preparation of research brief is not planned.	
	Positive 1) Competent personnel in preparing research brief.	Positive Nil.

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