

Organized By:



22nd & 23rd June 2009
Crowne Plaza Mutiara , Kuala Lumpur

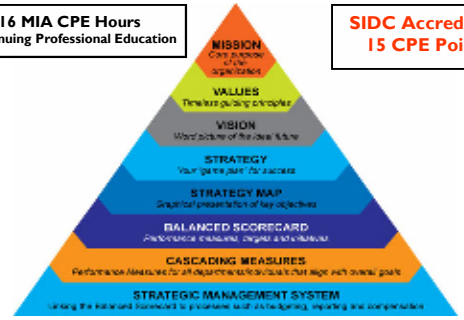
KEY PERFORMANCE INDICATORS CONFERENCE FOR THE PUBLIC SECTOR, STATUTORY BODIES & GOVERNMENT AGENCIES

SPECIAL ADDRESS BY THE PRIME MINISTER,
YAB DATUK SRI MOHD NAJIB TUN RAZAK

“ PEOPLE FIRST, PERFORMANCE NOW”

16 MIA CPE Hours
Continuing Professional Education

SIDC Accredited
15 CPE Point



DISTINGUISHED ROLE PLAYERS

- Tan Sri Dr Koh Tsu Khoo**
Minister in the Prime Minister's Department—Unity and Performance

- Tan Sri Dato' Setia Ambrin Buang**
Auditor General of Malaysia

- Tan Sri Dato' Sri Megat Najmuddin Khas**
*President
Malaysian Institute of Corporate Governance*

- Dr John Anthony Xavier**
*Director, Research, Planning & Corporate Division
Public Services Department of Malaysia*

- Azryain Borhan**
*Director Corporate Development & Policy Division
Suruhanjaya Syarikat Malaysia*

- Prof. Dato' Dr Sheikh Omar Abdul Rahman**
*Director of Corporate Planning
Universiti Putra Malaysia*

- Eric Decourtye**
*Director Asia Pacific and Oceania
Kaizen Institute, Switzerland*

- Girish Ramachandran**
*Executive Director
RSM Strategic Business Advisors*

- Akhbar Satar**
*President
Malaysian Chapter of the Association of Certified Fraud Examiners*

- Raymond Corray**
*Executive Director
RC Advisory Services Sdn Bhd*

- Margaret Chin**
*Managing Director
Roots Consulting Malaysia*

- Dr CJ Krishna**
*Vice President
Malaysian Association of Human Resource Consultant*

- Nancy Fortner**
*Managing Director
Fortner Consulting Sdn Bhd*

*“Understanding The
Mechanics to Implement
KPI's and Performance
Management—The Way
Forward”*

Media Partner:

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Malaysian Institute of Accountants



The Malaysian Institute of Certified Public Accountants



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SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

KEY PERFORMANCE INDICATORS CONFERENCE FOR THE PUBLIC SECTOR, STATUTORY BODIES & GOVERNMENT AGENCIES

“UNDERSTANDING THE MECHANICS TO IMPLEMENT KPIS AND PERFORMANCE MANAGEMENT—THE WAY FORWARD”

22 June 2009

8.00 REGISTRATION OF DAY 1 & MORNING COFFEE

CHAIRPERSON CUM MODERATOR

Anthony Tan
*Managing Director
Top Foresight Sdn Bhd*

CHAIRPERSON CUM MODERATOR

Datuk Dr Mohd Tap Salleh
*President
Malaysian Institute of Integrity*

2.30 KEYNOTE ADDRESS

DEALING WITH PUBLIC SECTOR FRAUD, ENHANCING INTEGRITY & TRANSPARENCY IN GOVERNMENT FINANCIAL MANAGEMENT

9.00 SPECIAL ADDRESS BY YAB DATUK SRI MOHD NAJIB TUN RAZAK

“PEOPLE FIRST, PERFORMANCE NOW”
Prime Minister of Malaysia

Tan Sri Dato' Setia Ambrin Buang
Auditor General of Malaysia

9.30 REFRESHMENTS & NETWORKING

10.00 FRAUD AND GOVERNANCE

Tan Sri Dato' Sri Megat Najmuddin Khas
*President
Malaysian Institute of Corporate Governance*

3.15 PROCUREMENT FRAUD: DETECTION, ELIMINATION & PREVENTION

- Understanding the Global Environment
- Types of procurement Fraud
- Why do People Commit Procurement Fraud?
- Deterrence & Preventive Measures

Akhbar Satar
*President
Malaysian Chapter of the Association of Certified Fraud Examiners*

11.00 UTILISING LEAN FUNDAMENTALS TO IMPROVE PUBLIC SECTOR SERVICES

- Concept of Lean and Kaizen
- The model for a Lean Government—Lean Nation
- Case study: Lean Nation
- The approach to Lean
- Proven achievements
- Lesson learnt from various countries

Eric Decourtye
*Director Asia Pacific & Oceania
Kaizen Institute, Switzerland*

4.15 IMPLEMENTING PERFORMANCE MEASUREMENT MONITORING FRAMEWORK, THE CULTURAL CHALLENGES

- Understanding the objectives for Performance Measurement and Monitoring
- Choosing and Developing a meaningful framework
- Implementing the framework
- Addressing the change management requirements
- Sustaining the framework towards better performance and governance

Raymond Corray
*Executive Director
RC Advisory Services Sdn Bhd*

12.00 PERFORMANCE MEASUREMENT SYSTEM —THE DO'S AND DONT'S

- What are the Pit Falls?
- How to make sure the plan succeeds?
- Consider human factor role?
- What to measure?

Margaret Chin
*Managing Director
Roots Consulting Malaysia*

5.15 END OF DAY 1

1.00 LUNCH

KEY PERFORMANCE INDICATORS CONFERENCE FOR THE PUBLIC SECTOR, STATUTORY BODIES & GOVERNMENT AGENCIES

“UNDERSTANDING THE MECHANICS TO IMPLEMENT KPIS AND PERFORMANCE MANAGEMENT—THE WAY FORWARD”

23 June 2009

Tuesday | Day 2

8.00 REGISTRATION OF DAY 2 & MORNING COFFEE

1.00 LUNCH

CHAIRPERSON CUM MODERATOR

Dato' Normah Md Yusof
*Director General
Malaysian Administrative Modernisation and Management Planning
Unit (MAMPU)*

CHAIRPERSON CUM MODERATOR

Lee Min On
*Executive Director / Partner
Risk Advisory and Internal Audit Services, KPMG Malaysia*

9.00 SPECIAL KEYNOTE ADDRESS

KEY PERFORMANCE INDICATORS MONITORING AND EVALUATION

Tan Sri Dr Koh Tsu Khoon
Minister in the Prime Minister's Department—Unity and Performance

2.30 ORGANIZATIONAL EVOLUTION: EMBRACING THE CORPORATE CULTURE— THE SSM STORY

- SSM Transformation journey:
- The development and formulation of SSM strategic organizational intent
- Formulation of annual strategies KPIs and KPTs
- Key components in a modern organizational structure

9.30 REFRESHMENTS & NETWORKING

Azryain Borhan
*Director Corporate Development & Policy Division
Suruhanjaya Syarikat Malaysia*

10.00 CAPACITY BUILDING THROUGH PERFORMANCE MANAGEMENT FOR EFFECTIVE SERVICE DELIVERY

Dr John Anthony Xavier
*Director of Research, Planning & Corporate
Public Services Department of Malaysia*

3.15 KEY PERFORMANCE INDICATORS (KPI) AND THE LINKAGE TO PERFORMANCE MANAGEMENT

- Definition of Key Performance Indicators (KPI)
- Key Performance Indicators Reflect the Organizational Goals
- Key Performance Indicators Must be Key to Organizational Success
- KPIs are linked to Performance Management

11.00 CREATING A POSITIVE PUBLIC AWARENESS ON HOW PUBLIC SECTOR FUNCTIONS AND ITS IMPACT ON THE COUNTRY

- What is public relations awareness?
- How does it impact the public sector
- Role and functions of a public organisation in creating ongoing relationship with stakeholders
- Success factor in creating public awareness
- Should a public body develop best practices in creating public sector awareness
- The way forward and strategies to adapt

Dr CJ Krishna
*Vice President
Malaysian Association of Human Resource Consultants*

Prof Dato' Dr Sheikh Omar Abdul Rahman
*Director of Corporate Planning
Universiti Putra Malaysia*

4.15 PRACTICAL APPROACH TO THE BALANCED SCORECARD FOR THE PUBLIC SECTOR

- What is balance scorecard?
- How to set measures and target for Public Sector?
- Sample measures used by Public Sector organizations globally
- Linking resources to your Balanced Scorecard

12.00 SETTING, DEVELOPING AND MONITORING MEANINGFUL KPI's

- The difference between KPIs and CSFs (Critical Success Factors)
- Linking KPIs & Performance in the Public Sector
- The Art of Setting KPIs
- Implementation Techniques and Managing of KPIs

Nancy Fortner
*Managing Director
Fortner Consulting Sdn Bhd*

5.15 END OF CONFERENCE

Girish Ramachandran
*Executive Director
RSM Strategis Business Advisors Sdn Bhd*

Background & Objective of the Conference

Governments in the new millennium are faced with a far greater mandate for delivery and performance than ever before. Under the leadership of our new Prime Minister, YAB Datuk Sri Mohd Najib Tun Razak, the introduction of Key Performance Indicators, to be used to evaluate and measure the performance of Cabinet Ministers and Senior Civil Servants, is a move in the right direction.

As reiterated by the Prime Minister the focus of his administration will be on IMPACT rather than INPUT, on OUTCOME rather than OUTPUT, and "...it is my intention that Ministers and Senior Civil servants be held ACCOUNTABLE for the DELIVERY of these Performance Indicators"

This conference is specially structured towards the successful implementation of the KPIs framework, by incorporating Performance Measurement and Management as a vital tool to ensure that delegated authority is capable of measuring activities and feed the result of that measurement into a planning process to improve future performance

The aim of this conference is to clarify, the mechanics of how to integrate and incorporate KPI fundamentals in the working environment, thus "ensuring a value for money public delivery system"

"PEOPLE FIRST PERFORMANCE NOW"

Course Benefits

- *Utilization* of lean fundamentals to improve Public Sector Services
- *Performance Measurement* and KPI for the Public Sector & Statutory Bodies- the do's and don'ts
- *Understanding* how to enhance integrity & transparency in government financial management
- *Learn* how to detect, eliminate and prevent procurement fraud
- *Implementation* of performance measurement monitoring framework, the cultural challenges
- *How to link* KPI to Performance Management
- *Strategies* of effective public relations function *vis a vis* Public & Private Sector
- *Aligning* KPI and critical success factors
- *Discover* SSM Organizational Transformation Project and its implementation
- *Build* a practical approach to measure and manage organizational performance through Balance Scorecard Methodology

Who Should Attend

- Ministers, Chief Ministers
 - Deputy Ministers
 - Members of Parliament
 - State Assemblyman
 - Secretaries General
 - Directors General
 - Heads of Department
 - Heads of Procurement
 - Chairman, Directors
 - CEO, COO, CFO
 - Tender Boards
 - Heads of Human Resource Development
 - Key Policy Makers
 - Heads of Governance
 - Heads of Corporate Affairs & Planning
 - Heads of Strategic Planning
 - Heads of Government Corporations
 - Mayor & City Council
 - President of Local Council
 - District Officer
- From
- Government Ministries & Departments
 - Statutory Bodies
 - Local Authority
 - Government Agencies
 - Government Corporations
 - State Corporations
 - Government Linked Corporation
 - State Government & Their Associated Bodies

MICG

Malaysian Institute of Corporate Governance

MICG's objectives are to represent, express and give effect to the opinions of the public on issues relating to governance of the business and affairs of corporations in Malaysia, with the objective to enhance longer term shareholder value and financial sustainability of business.

The Report on Corporate Governance published by the High Level Finance Committee on March 1999 has stipulated MICG as 'The Recognized Corporate Governance Training Centre' (CGTC).

As its continuing activity, MICG promotes public awareness on Corporate Governance (CG), and encourages regular inter-active dialogues on CG among its members and the investing public.

REGISTRATION FORM – CG03/2009

KEY PERFORMANCE INDICATORS CONFERENCE FOR THE PUBLIC SECTORS, STATUTORY BODIES AND GOVERNMENT AGENCIES
“UNDERSTANDING THE MECHANICS TO IMPLEMENT KPI's AND PERFORMANCE MANAGEMENT— THE WAY FORWARD”

- Yes! Please register the following delegate(s) for this Event (Please photocopy for more delegates)
- I am unable to attend but please put me on your mailing list
- I am interested in sponsorship/ Exhibitions Opportunities

I wish to claim 15% discount as a member of MICG
 Membership no: _____

Name: (Dr/Mr/Mrs/s): _____
Job Title: _____
Email: _____

Name:(Dr/Mr/Mrs/s): _____
Job Title: _____
Email: _____

Name: (Dr/Mr/Mrs/s): _____
Job Title: _____
Email: _____

Approving Manager: _____
Job title: _____
Email: _____
Company: _____
Address: _____

Tel: _____ **Fax:** _____
Booking Contact: _____
Email: _____
Nature of Business: _____
Company Website: _____

PAYMENT METHODS

Following completion and return of the sales contract, full payment is required **within seven (7) working days receipt of invoice**. PLEASE NOTE: Payment must be received prior to the conference date. We reserve the right to refuse admission if payment is not made on time.

Cheques/bank drafts should be crossed and made payable to Malaysian Institute of Corporate Governance and mail your payment together with the registration to 1st Floor, No 10, Jalan SS7/16, 47301 Kelana Jaya, Petaling Jaya, Selangor.

Bank Draft/ Cheque no : _____ Amount (RM) _____

CANCELLATION AND TRANSFERS

If you unable to attend, a substitute delegate is welcome at no extra charge. Please provide the name and the position of the substitute delegate at least 2 days prior to the conference.

Cancellations must be received in writing by mail **two (2) weeks before the conference** in order to obtain a refund (Less 20% Administrative Charges) Thereafter the full conference fee is not refundable and will automatically entitle your organization to utilize the same credit amount for any future Conference/Forum/Training that is of interest to your organization conducted by Malaysian Institute of Corporate Governance and credit voucher will be issued.

The Organizer reserves the right to make any amendments or changes as may be necessary on the replacement of speaker, venue, agenda and topics of this conference. Upon confirmation of registration, an invoice will be email as a proof of acceptance and confirmation of delegates' participation in the conference and the receipt and original invoice will be posted to the address as per the registration form, after the full payment has been made.

5 EASY WAYS TO REGISTER

- : (603) – 7875 6711 / 22 / 33
- : Complete and fax this registration form to:
 (603) – 7875 6700
- : mazniezura@micg.net
- : This completed form together with payment to:
Malaysian Institute of Corporate Governance
1st Floor, No 10, Jalan SS7/16
47301 Kelana Jaya, Petaling Jaya , Selangor.
- : <http://www.micg.net>

Your Investment for attending this Conference is:

	Regular Fee (Payment after 30th May 2009)	Early Bird Fee (If payment & Registration fee are received by 30th May 2009)
Conference Only	RM 2,000.00	RM 1,800.00

The fee includes lunch, refreshments and conference documentation.

Note: For Government Officials

For payment by Local Order, Early bird will only apply if the local order is executed and **payment fully released to us on or before the early bird deadline.**

Group Discount: Enjoy a group discount of **10% for 3 or more delegates** registered at the same time from the same organization and of the same billing source.

CONFERENCE VENUE & ACCOMODATION

Crowne Plaza Mutiara Kuala Lumpur
 Jalan Sultan Ismail 50250, Kuala Lumpur Selangor, Malaysia
 Tel : 603.2148.2322
 Email : info@crowneplazamutiarakl.com

FOR OFFICIAL USE

ACKNOWLEDGEMENT OF REGISTRATION

MICG hereby confirmed the registration of the above delegate/s for the conference as stated.

Approved By	
Date	