

Penyampai : TAN SRI ABDUL HALIM BIN ALI  
Tajuk : THE CLOSING CEREMONY OF THE 11TH BMITA MANAGEMENT TRAINING PROGRAMME  
Lokasi : THE LEGEND HOTEL, KUALA LUMPUR  
Tarikh : 22-10-1996

1. May I first of all thank the Organizing Committee for inviting me to say a few words in conjunction with the official closing of this year's BMITA Management Training Programme. This occasion marks the successful completion of the 11th training programme jointly undertaken by the Public Services Department and BMITA. This represents a tangible manifestation of the close cooperation between the Malaysian Government and British companies in the spirit of Malaysia Inc. concept. As one who had been directly involved in efforts to further enhance relations between Malaysia and Britain, I am very encouraged by this close collaboration. It is my hope that this collaboration will continue into the foreseeable future.

2. I would like to take this opportunity to congratulate the Organising Committee comprising the PSD, INTAN, BMITA, as well as the Hong Kong Bank as the Coordinating Secretariat to the programme this year, for successfully implementing this training module. I would also like to thank all the participating companies and their representatives, namely from the Teamwork Corporation Sdn. Bhd., Shell Malaysia Trading Sdn. Bhd., Malaysia Tobacco Company Bhd., Rothmans of Pall Mall (M) Sdn. Bhd., Malayan Cement Berhad, ICI (Malaysia) Holdings Sdn.

Bhd., BP Malaysia Sdn. Bhd.; Standard Chartered Bank Malaysia Berhad, Guinness Anchor Bhd., YTL Corporation Berhad and Chemical Company of Malaysia Bhd. (under UPIIA Pharmaceutical Manufacturing (M) Sdn. Bhd.) for their support in hosting the participants during the six-month programme. To the participants of this programme, whose interest in and commitment to the course had contributed to the success of the programme, I offer them my heartiest congratulations.

3. The BMITA Management Training Programme is indeed a unique one, born out of a desire of both the Malaysian government and the British private sector to contribute towards the strengthening of economic ties between the two countries. The fact that this programme continues to be active 13 years after its launching in 1983 speaks eloquently of its relevance and the positive contribution it had made both to the Malaysian Civil Service as well as to the participating British companies. The exposure of senior civil servants to the management system in the private sector and the rapport that has been established between them and senior executives of British-based companies provide invaluable experiences to both sides. To us in the civil service, the experience has helped to reinforce the awareness on the part of our officers of the need to act fast, to be efficient and to respond quickly to new opportunities. This is the culture that we are inculcating in the civil service today.

4. One of the key initiatives that the Government is embarking upon in upgrading the efficiency of the public service is the establishment of an electronic government as one of the flagship projects of the MSC. The first phase of the electronic government is expected to be in place by the end of 1998. This involves the introduction of new processes and techniques that can lead to a reduction in the use of paper-based documents in Government operations. This would be complemented by the introduction of appropriate information technologies and data link-ups of agencies that can reduce paperwork as well as expedite transactions.

5. The implementation of the Electronic Data Interchange (EDI) and the Public Services Network (PSN) is part of the Government's efforts to optimise the use of information technology. The EDI system would enable the business community to transmit business documents via computer. This has proven to be very beneficial for those seeking approvals from authorities such as the Royal Customs and Excise Department and the Ministry of International Trade and Industry. With the PSN, Government departments would be able to offer on-line services to the public using the computer and network facilities of post offices. Such facilities, which are now available at 230 post offices, will be expanded in the near future to cover up to 500 post offices nationwide for the convenience of the public, including the private sector. We anticipate that such services would greatly reduce complaints from the private sector and the public as a

whole on the difficulty in accessing relevant information from public sector agencies.

6. As part of the current administrative reform, the Civil Service has introduced the international standardisation system of quality management through the implementation of the ISO 9000 series of standards. We have already put in place a comprehensive action plan to ensure that the whole of the Malaysian Civil Service would have adopted the ISO 9000 standards by the end of the year 2000.

In this context, and in the spirit of Malaysia Incorporated, we hope to work closely with corporate managers and management consultants who have had appropriate experience with the implementation of the ISO 9000 in their respective organisations. The adoption of the ISO 9000 standards by the Malaysian Civil Service augurs well for the private sector for it is a conscious effort to ensure that the services provided by Government agencies live up to the expectations of their customers which include the private sector.

7. In this current age of rapid change, Malaysia recognizes the need to address and adapt to the demands of globalisation. Although Malaysia has managed to perform well economically over the last several years, the next decade will require us to work harder and smarter if it were to sustain and enhance the growth momentum of the manufacturing sector. Among the measures that must be taken include improving the economic foundation. This calls for continuous improvement in terms of quantity and quality of human resources, development of indigenous R & D capability and technology, adequate supply of modern infrastructure and the provision of efficient related business support services. These are major challenges that Malaysia must face. Here again public-private sector cooperation is crucial in order to meet those challenges. Neither the public sector nor the private sector can satisfactorily do it alone.

Opportunities for public-private sector cooperation as we move along towards the year 2020 are vast.

The role and contribution of British companies will always be welcome.

8. Finally, let me once again thank the participating companies, the BMITA participants, and the Secretariat for successfully organizing and conducting this management training programme. We hope more companies would participate in the coming training sessions so that the close cooperation between the civil service and BMITA would be maintained. With that, it is with great pleasure that I declare the 11th BMITA Management Training Programme 1996 officially closed.