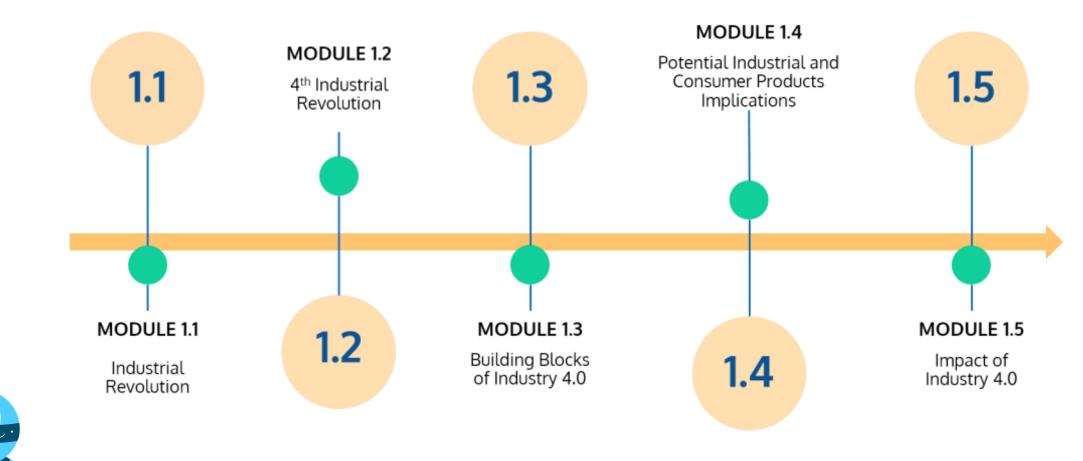
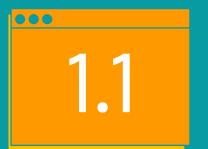
# Module 1: Introduction to Industry 4.0

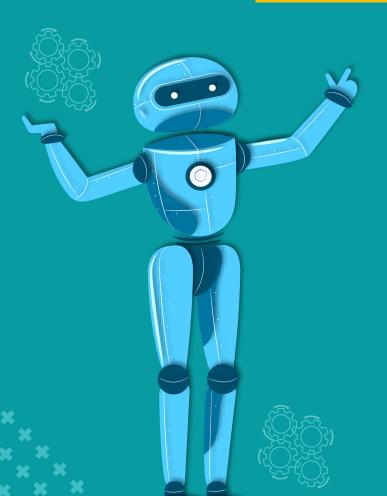
Assoc. Prof. Ts. Dr. Ahmad Shukri B. Mohd Noor (DAS)

## MODULE OUTLINE











- First Industrial Revolution
- Technology Evolution in 1st Industrial Revolution
- Second Industrial Revolution
- Third Industrial Revolution
- Technology Evolution in the 3rd Industrial Revolution
- Complexity of Industrial Revolution



#### 1.1.1 First Industrial Revolution

- The industrial revolution in Britain came in to introduce machines into production by the end of the 18th century (1760-1840). This included going from manual production to the use of steam-powered engines and water as a source of power.
- The term "factory" were introduced and the industry that benefited a lot from such changes is the textile industry.

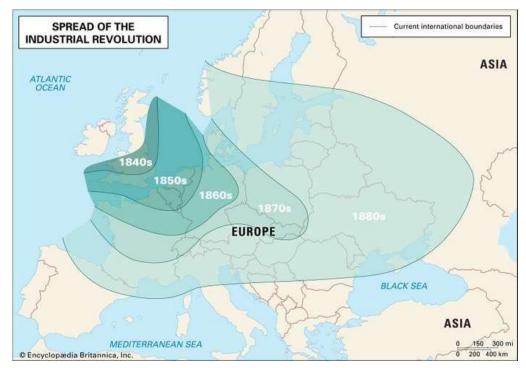


Figure 1: Industrial Revolution Encyclopædia Britannica, Inc./Kenny Chmielewski





## 1.1.2 Technology Evolution in the 1st Industrial Revolution

- Waterwheel or watermill is a mechanical device that converts the motion of a falling or running water on a set of paddle mounted on the wheels into energy.
- The rotation of the wheel is transmitted to machinery via the shaft of the wheel.
- The invention of the waterwheel replaces the use of human labour and animals in moving a rotary mechanical devices and it was exploited for tasks such as water lifting, fulling cloth and grinding grain.



Figure 2: Watermill



#### 00

## 1.1.2 Technology Evolution in the 1st Industrial Revolution

- The start of Industrial Revolution was with the invention of **steam powered engine**.
- It all started in a **coal mine**, where people started to mine coal as a source of fuel. **Thomas Newcomen** designed the prototype for the first modern steam engine. Called the "atmospheric steam engine," Newcomen's invention was originally **applied to power the machines used to pump water out of mine shafts.**
- Then, James Watt began tinkering with one of Newcomen's models. Watt later collaborated with Matthew Boulton to invent a steam engine with a rotary motion, a key innovation that would allow steam power to spread across British industries, including flour, paper, and cotton mills, iron works, distilleries, waterworks and canals.
- The invention of steam engines were exploited into the steam locomotive and steamships.



Figure 3: Steam powered train





## 1.1.2 Technology Evolution in the 1st Industrial Revolution

- The power loom is a mechanized device used to weave cloth and tapestry.
- It was one of the key developments in the industrialization of wavering during the early Industrial Revolution.
- The first loom was designed in 1784 by Edmund Cartwright, but it was built in 1785.
- The invention of power loom sped up the process of the textile manufacturing.

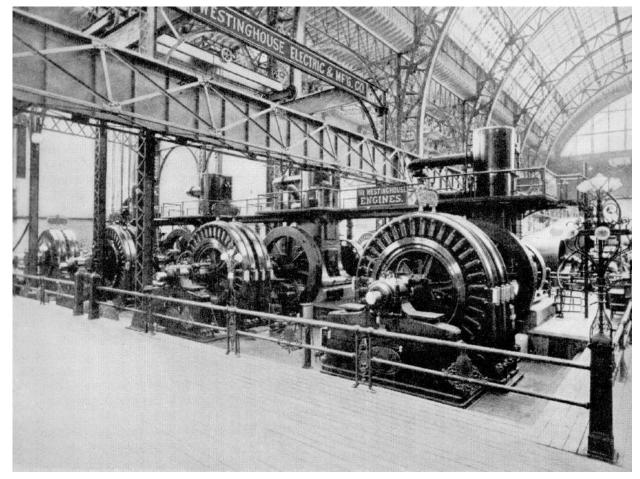


Figure 4: Power loom machine



#### 1.1.2 Technology Evolution in the 1st Industrial Revolution

#### The **technological changes** included the following:

- 1) the use of **new basic materials**, chiefly iron and steel,
- 2) the use of new energy sources, including both fuels and motive power, such as coal, the steam engine, electricity, petroleum, and the internal-combustion engine,
- 3) the **invention of new machines**, such as the **spinning jenny** and the **power loom** that permitted increased production with a smaller expenditure of human energy,
- 4) a new **organization of work** known as the **factory system**, which entailed increased division of labour and specialization of function,
- 5) important developments in transportation and communication, including the steam locomotive, steamship, automobile, airplane, telegraph, and radio, and
- 6) the increasing application of science to industry. These technological changes made possible a tremendously increased use of natural resources and the mass production of manufactured goods.



#### 1.1.3 Second Industrial Revolution

- The second industrial revolution begins between 1870 and 1914.
- The electrification of factories contributed hugely to production rates. The mass production of steel helped introduce railways into the system, which consequently contributed to mass production.
- **Assembly line** were introduced during this era. It started in a meat processing industry. The carcasses were hooked on chains and power used to move the carcasses from worker to worker.
- Henry Ford then adopted this idea into his factory in the chassis assembly.



Figure 5: Henry Ford chassis assembly line.



#### 1.1.4 Third Industrial Revolution

- The third industrial revolution started between 1950 and 1970. This era was also known as the Digital Revolution.
- This era brought forth the rise of electronics, telecommunications and of course computers. Through the new technologies, the third industrial revolution open the doors to space expeditions, research, and biotechnology.
- There are two (2) major inventions during this era which are the **Programmable Logic Controllers (PLCs)** and **Robots** that helped give rise to an era of high-level automation.



Figure 6: Proton Manufacturing Factory





## 1.1.5 Technology Evolution in the 3<sup>rd</sup> Industrial Revolution

- The PLC or Programmable Logic Controller has revolutionized the automation industry.
- The first PLCs had the ability to work with input and output signals, relay coil/contact internal logic, timers and counters.
- PLC development began in 1968 in response to a request from an US car manufacturer (GE). The request were:
  - A solid-state system that was flexible like a computer but priced competitively with a like kind relay logic system.
  - Easily maintained and programmed in line with the already accepted relay ladder logic way of doing things.
  - It had to work in an industrial environment with all its dirt, moisture, electromagnetism and vibration.
  - It had to be modular in form to allow for easy exchange of components and expandability.



Figure 7: Modicon PLC





## 1.1.5 Technology Evolution in the 3<sup>rd</sup> Industrial Revolution

- The invention of the **Numerically Controlled (NC) machines**, the popularity of the computer (1950), and the **integrated circuit** (1970s) all helped to make it possible to begin to develop the very first, yet simple, **industrial robot**.
- Robots were able to replace humans for the heavy, dangerous, and monotonous tasks. However, they had zero external sensing and were used for simple tasks such as pick and place.
- Eventually, developers were able to create more complex motions, put on external sensors, and add more applications such as welding, grinding, deburring, and assembly...

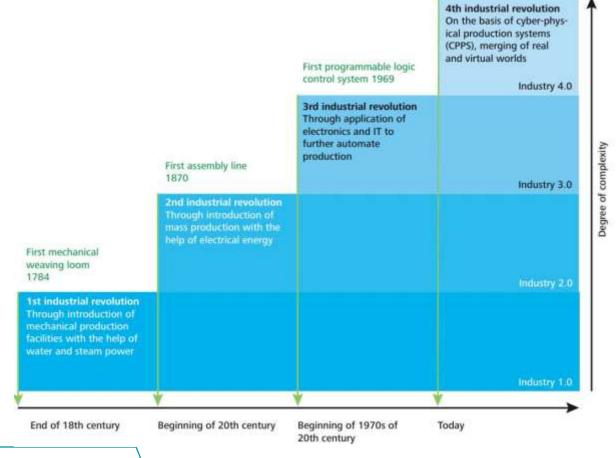


Figure 8: Industrial Robotic Arms



#### 1.1.6 Complexity of Industrial Revolution

- As we are moving towards the fourth industrial revolution, it is worth noting that as the industrial revolution further, the degree of complexity increases.
- This is due to the enhancement of technology.
- Business model has changed throughout the industrial revolution.
- This can be seen in the 1<sup>st</sup> industrial revolution where the concept of factory were introduced.





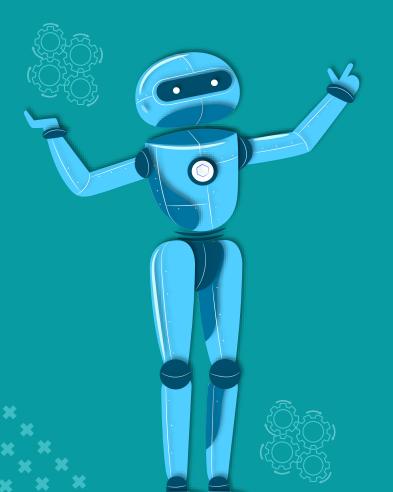




- 1. Where and when did the 1<sup>st</sup> industrial took place?
- The 2<sup>nd</sup> industrial revolution introduces us with the creation of assembly line.
   What is the benefit of making an assembly line in manufacturing?
- 3. Explain in your own words about mass production.







- What is Industry 4.0?
- Cyber Physical Systems
- Today's Factory vs. Industry 4.0 Factory
- Six Design Principles
- Top 10 Skills to be relevant in Industry 4.0



#### 1.2.1 What is Industry 4.0?





An initiative called "Industry 4.0" where an association of representatives from **business**, **politics**, and **academia** promote the idea as an approach to strengthen the competitiveness of German manufacturing industry.



#### 1.2.1 What is Industry 4.0?

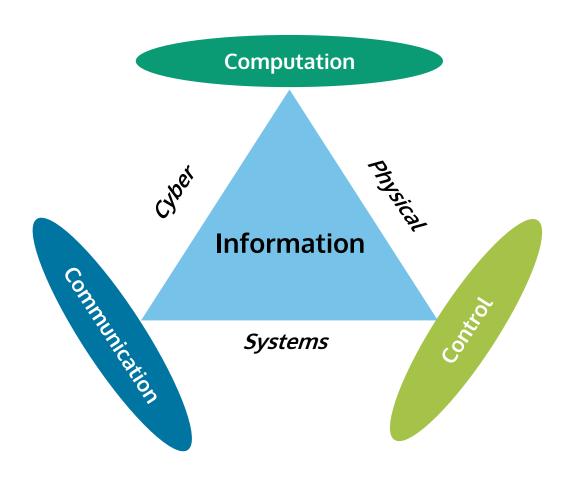




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#### 1.2.2 Cyber Physical systems

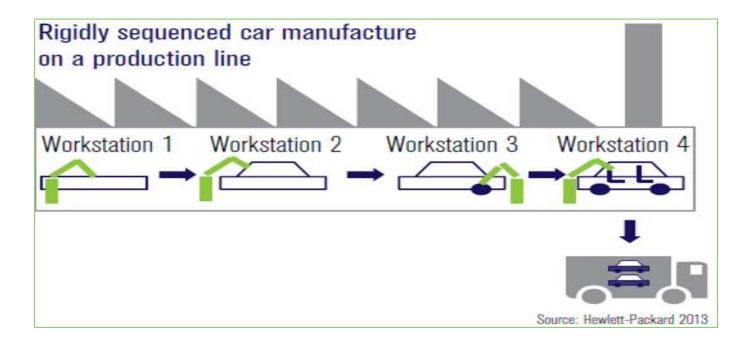
A cyber-physical system (CPS) is a system of collaborating computational elements controlling physical entities. CPS are physical and engineered systems whose operations are monitored, coordinated, controlled and integrated by a computing and communication core. They allow us to add capabilities to physical systems by merging computing and communication with physical processes.





1.2.3 Today's Factory vs. Industry 4.0 Factory

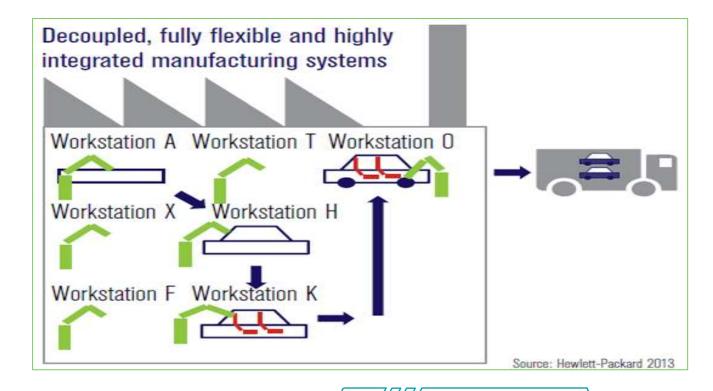
## **Today's Factory**





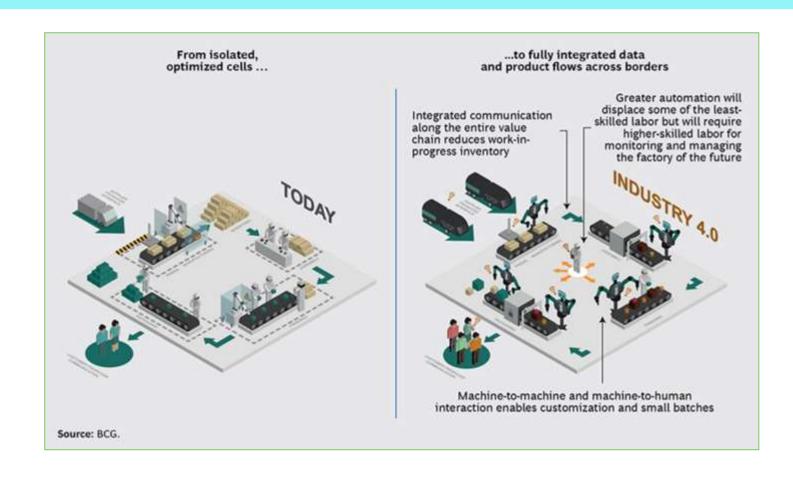
1.2.3 Today's Factory vs. Industry 4.0 Factory

## **Tomorrow's Factory**





#### 1.2.3 Today's Factory vs. Industry 4.0 Factory





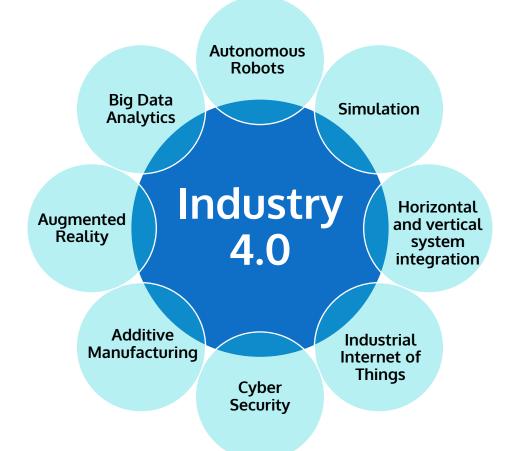


- Interoperability: the ability of cyber-physical systems (i.e. work piece carriers, assembly stations and products), humans and Smart Factories to connect and communicate with each other via the Internet of Things and the Internet of Services
- **Virtualization**: a virtual copy of the Smart Factory which is created by linking sensor data (from monitoring physical processes) with virtual plant models and simulation models
- **Decentralization**: the ability of **cyber-physical systems** within Smart Factories to make decisions on their own
- Real-Time Capability: the capability to collect and analyze data and provide the insights immediately
- **Service Orientation**: offering of services (of **cyber-physical systems**, humans and Smart Factories) via the **Internet of Services**
- Modularity: flexible adaptation of Smart Factories for changing requirements of individual modules



#### 1.2.5 Building Blocks of Industry 4.0









#### 1.2.6 Top 10 Skills to be relevant in Industry 4.0

#### in 2020

- Complex Problem Solving
- Critical Thinking
- Creativity
- 4. People Management
- Coordinating with Others
- Emotional Intelligence
- Judgment and Decision Making
- 8. Service Orientation
- 9. Negotiation
- 10. Cognitive Flexibility

#### in 2015

- Complex Problem Solving
- Coordinating with Others
- People Management
- Critical Thinking
- Negotiation
- Quality Control
- Service Orientation
- 8. Judgment and Decision Making
- 9. Active Listening
- Creativity





Source: Future of Jobs Report, World Economic Forum







- 1. In your own words, explain CPS.
- 2. Do you think Malaysia has already embraced Industry 4.0?
- 3. Choose 3 top skills to be relevant in Industry 4.0 and elaborate why you have selected those skills.

# 1.3





# Building Blocks of Industry 4.0

- 1) Internet of Things
- 2) Autonomous Robots
- 3) Additive Manufacturing
- 4) Simulation
- 5) Augmented Reality

- 6) Big Data Analytics
- 7) Systems Integrations
- 8) Cloud Computing
- 9) Cyber Security



#### 1.3.1 Internet of Things

### **IoT**

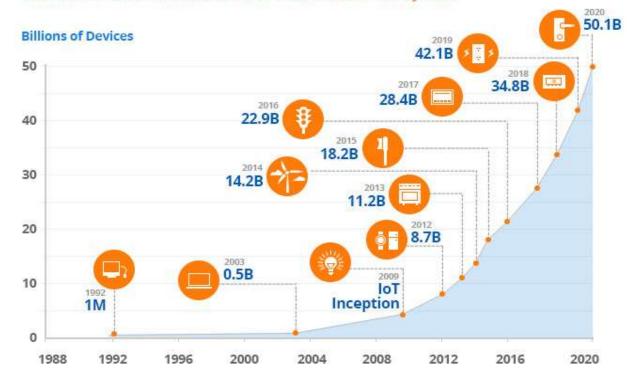
- The Internet of Things (IoT) refers to **network of physical objects** that **feature** an **IP address for internet connectivity**, and the **communication** that **occurs between** these **objects** and other **Internet-enabled devices** and **systems**.
- In simple words, Internet of Things (IoT) is an ecosystem of **connected physical objects that** are accessible through the internet.
- It is also referred to as Machine-to-Machine (M2M),
- Skynet or Internet of Everything.



#### 1.3.1 Internet of Things

#### Growth in the internet of things

The number of connected devices will exceed 50 billion by 2020



Cisco Internet Business Solutions Group predicts: "50 billion connected devices by 2020"



source: www.iotonlinestore.com



#### 1.3.1 Internet of Things

### **IIoT**

- The industrial internet of things (IIoT) is a term for all of the various sets of hardware pieces that work together through internet of things connectivity to help enhance manufacturing and industrial processes.
- The application of the IoT to the manufacturing industry is called the IIoT (or Industrial Internet or Industry 4.0). The IIoT will revolutionize manufacturing by enabling the acquisition and accessibility of far greater amounts of data, at far greater speeds, and far more efficiently than before.
- When people talk about the industrial internet of things, they're talking about all of the sensors, devices and machines that contribute to physical business processes in industrial settings.

source: https://inductiveautomation.com/what-is-iiot

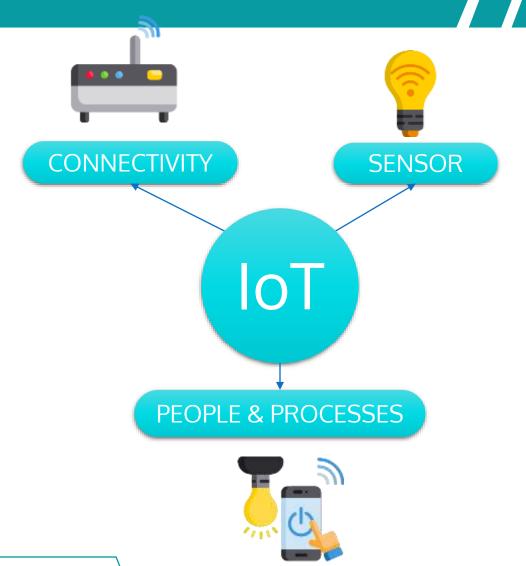


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#### 1.3.1 Internet of Things

#### Components of IoT

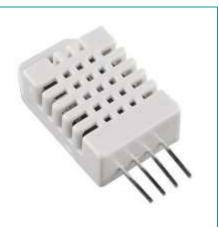
- 1) Sensors
- 2) Connectivity
- 3) People and Processes





#### **IoT Sensors**

- Humidity sensor
- Level/tilt sensor
- Pressure sensor
- Temperature sensor
- Motion Sensors
- Proximity Sensors
- Optical Sensors
- Acceleration sensors
- Load sensors
- Vibration sensors
- Chemical sensors
- Flow sensors



#### **IoT Actuators**

- Light emitting Diodes
- Relays
- Motors
- Linear actuators
- Lasers
- Solenoids
- Speakers
- LCD or Plasma displays





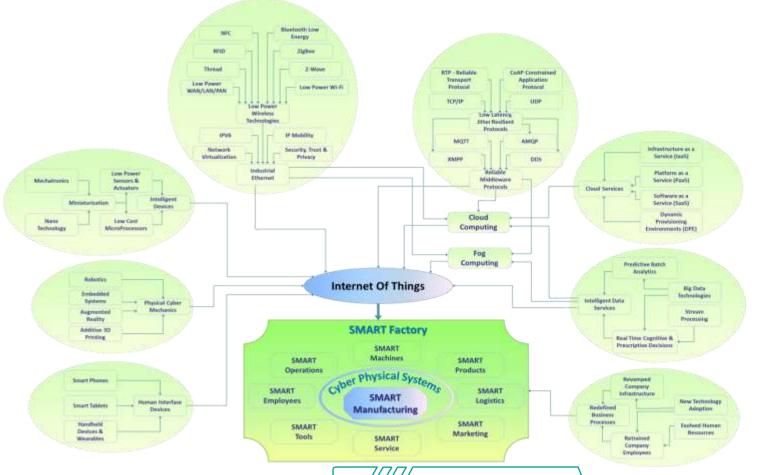
#### 1.3.1 Internet of Things



source: http://ssgnet.com/role-internet-things-iot-manufacturing



#### 1.3.1 Internet of Things



Entrigna's macroscopic view of the network of 'Greenfield' Innovations enabling IoT



### **Benefits of implementing IIoT**

- · Real time data
- Efficient
- Accurate
- Safe time
- Safe costs
- Predictive
- Smart
- Collaborative
- Less error

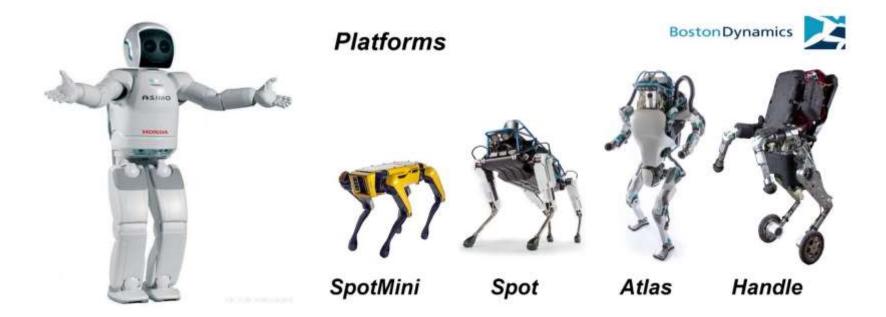
## Challenges of implementing IIoT

- Security cyber attack
- Scalability
- Technical requirement
- Software complexity
- Technological standardization (compatibility)



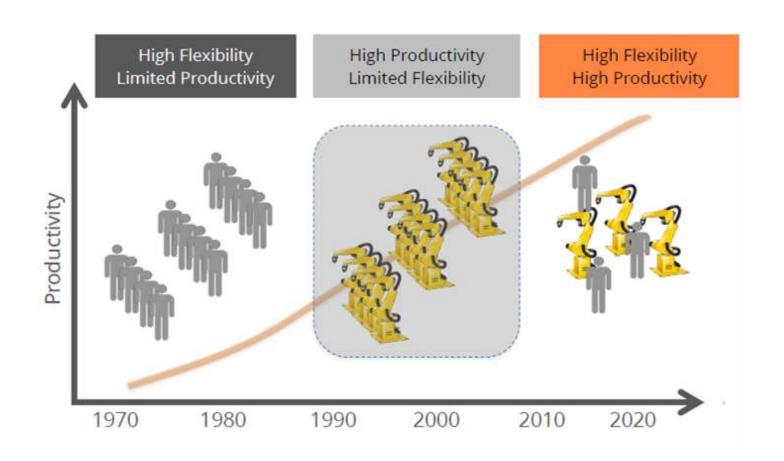
#### 1.3.2 Autonomous Robots

Autonomous Robots are **intelligent machines** capable of **performing tasks** in the world by themselves, without explicit human control.





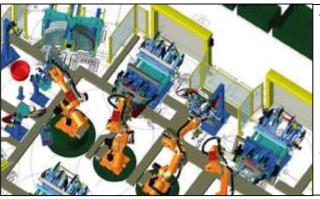
#### 1.3.2 Autonomous Robots





#### 1.3.2 Autonomous Robots

#### Robot and Industrial Revolution

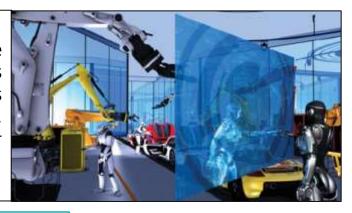


#### Third industrial revolution (1980 – 2015)

Digital manufacturing - RobCAD is a popular software used in digital manufacturing. Models of automated machinery and production lines can be created and simulated in real time (emergence of computing, simulation and communication technologies support new methods for digital manufacturing)

#### Fourth industrial revolution (2016-2020)

Illustration of a Factory of the Future (convergence of robotic and ICT technologies to create cyber-physical manufacturing systems that have the potential to be more productive, resource efficient and responsive to customer needs)





#### 1.3.2 Autonomous Robots

#### Collaborative Robots

- A new generation of "collaborative" robots will also enhance the impact of intelligent automation by maximising the abilities of both humans and machines.
- As robots become safer and allow close working with humans, the potential applications widen beyond the traditional industries of aerospace and automotive to food and drink, agriculture, biotechnology and the creative industries.





#### 1.3.2 Autonomous Robots



Warehouse Robot

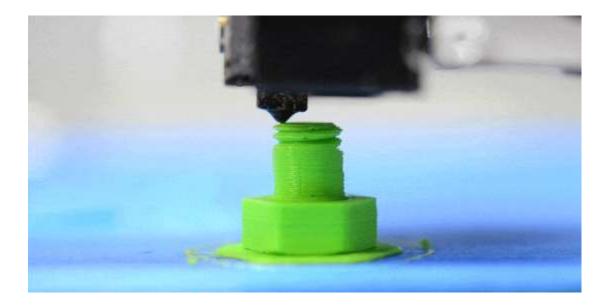


AGV (Automated Guided Vehicle)



### 1.3.3 Additive Manufacturing

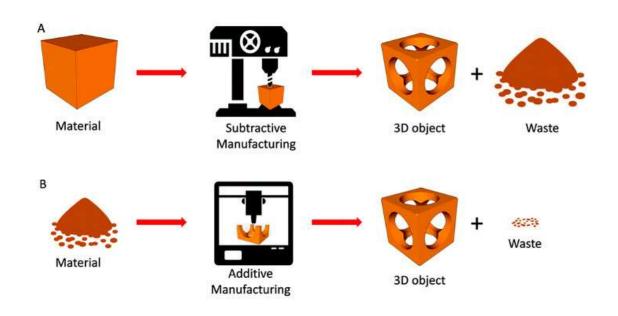
Additive manufacturing (AM) is a term used to describe the technologies that **build 3D objects** from a digital model **by adding layer-upon-layer** of material in different 2D shapes.

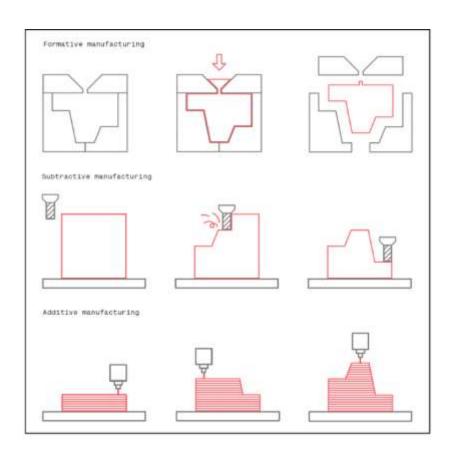




### 1.3.3 Additive Manufacturing

### Types of material manufacturing







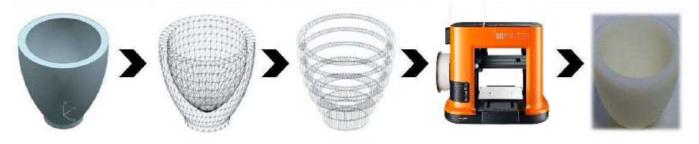
#### 1.3.3 Additive Manufacturing

Processes involves in making a 3D Object

Material Development

Design, Modelling & Simulation Materials processing & layering

**Final Product** 



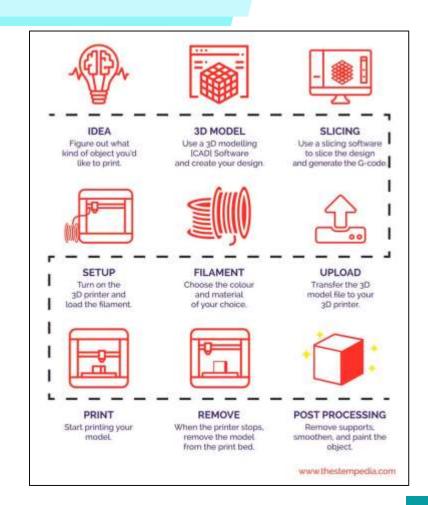
3D CAD Model

.STL File

Sliced Layers & Path Tools

Printing and Layering

3D Object





### 1.3.3 Additive Manufacturing

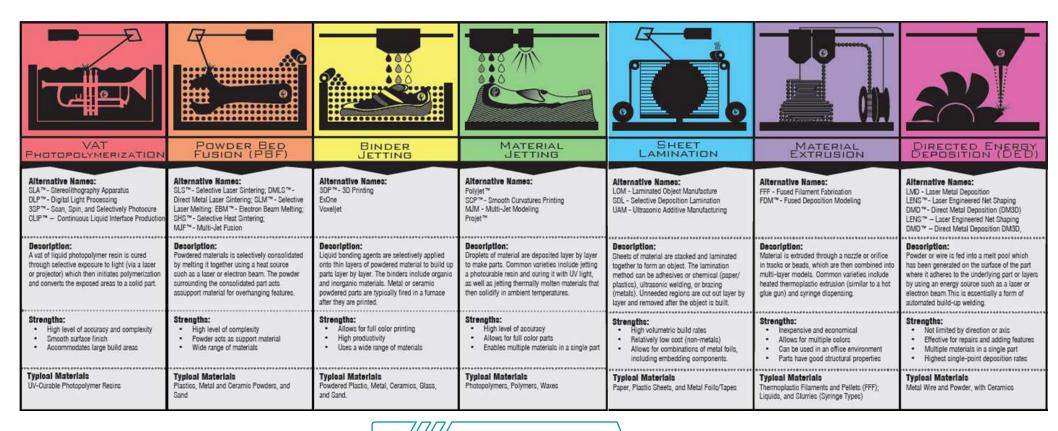
Differences between additive manufacturing and subtractive manufacturing

Additive Manufacturing	Subtractive Manufacturing
3D Printing is not limited by the same restrictions that come from using rigid tooling, so features such as curved holes, which would be impossible to cut with a rotating end mill or drill, can be printed without issue.	Restriction in design. Cannot print design that have high level of complexity
Waste product can be removed at the end of the product completion	Waste product have to be removed at the beginning of product development
Different materials requires different method of creating layers, thus making it difficult in finding	Selecting material for a subtraction process is easier due to availability in multiple size and shapes.



### 1.3.3 Additive Manufacturing

#### Different types of 3D printing method

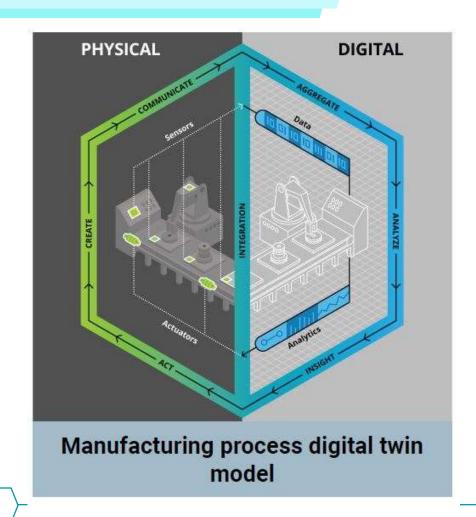




#### 1.3.4 Simulation

#### What is Simulation?

- Simulation in the Industry 4.0 era is referred as "Digital Twin".
- Digital Twin are designed to model complicated processes for which it is difficult to predict outcomes over an entire production cycle.
- Most industrial automation platforms support the Functional Mock-up Interface (FMI) as a way of integrating a real-time implementation of the
- Digital Twin so it can be run in-line with the real machine





1.3.5 Augmented Reality

Some of us in this room has experienced *Augmented Reality*.

But where?....





### 1.3.5 Augmented Reality

### Instagram





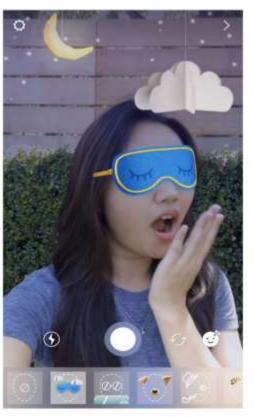


Photo Credit https://instagram-press.com/blog/2017/06/15/new-face-filters-and-more/

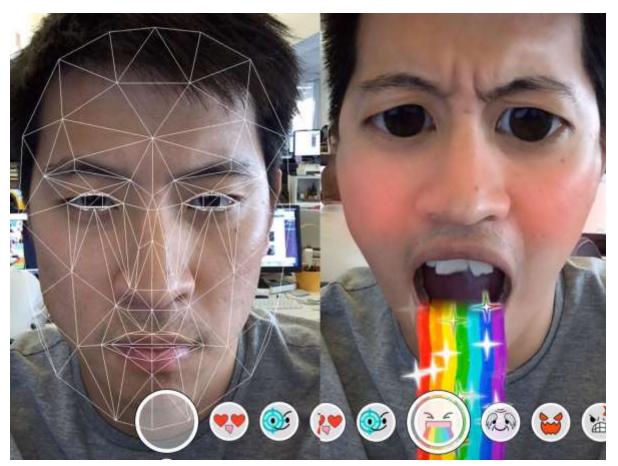
Source <a href="https://www.instagram.com/?hl=en">https://www.instagram.com/?hl=en</a>



1.3.5 Augmented Reality

### Snapchat







### 1.3.5 Augmented Reality

#### What is Augmented Reality?

- Augmented Reality (AR) system generates a composite view for the user.
- Basically, AR overlays digital information onto the physical world.
- AR combines a real scene from the real world and a virtual scene generated by a computer.





#### 1.3.5 Augmented Reality

- Augmented Reality (AR) augments 3D objects onto the real world by either recognizing a specific pattern image or recognizing a specific location.
- AR then adds on the 3D object onto the image or location.
- AR uses camera lens to read image data or location data.
- The augmented 3D objects can be view through a monitor or screen and also a goggle like device.







#### 1.3.5 Augmented Reality

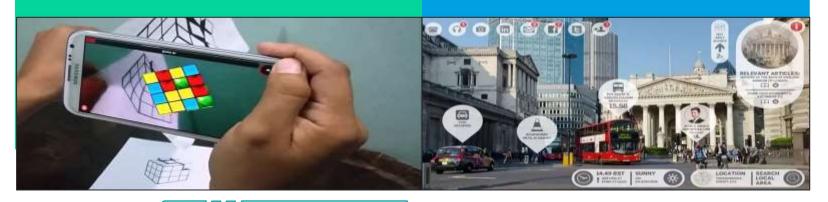
How does Augmented Reality augment a 3D object?

#### Marker based AR

- In marker based AR, the images to be recognized beforehand are provided to the apps beforehand.
- The camera data will dissect the image provided and matches it with the marker provided.

#### **Location based AR**

- Instead of augmenting an object, AR can also augment a location.
- Usually location based AR adds a digital layer of contextual information, over the physical world.
- GPS, in this case, is sufficient to track location.





### 1.3.5 Augmented Reality

How can we view augmented 3D object?

#### **Monitor Based Display**

- Use the screen of your mobile phone, laptop, and tablet to view digitally augmented object.
- Also, make use of the lens from your mobile phone, laptop and web camera to capture real time scene.

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#### **Head Mounted Display**

- Helmet like device is mounted on your head and project visual directly to your eyes.
- Uses **head tracking** and **eyes tracking** to further enhance user peripheral vision.
- Also, handheld device are used to enhance users senses.





### 1.3.5 Augmented Reality





### 1.3.5 Augmented Reality

#### **Augmented Reality**

 Augmented reality uses the real world environment or scene and overlays with digitally generated objects.



#### Virtual Reality

• Environment or scene is fully digitized and virtualized and tricking users into making them feel as if they are in a completely different world.





#### 1.3.5 Augmented Reality

#### **AR Aided Robot Control**



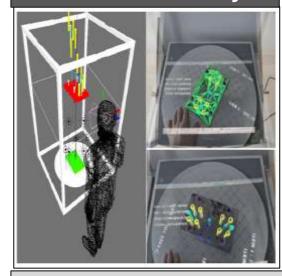
User interacting with Industrial Robot through the Augmented Reality environment

AR Ai<mark>ded</mark> Robot Control

AR Aided Transport & Store AR Aided Testing

AR Aided Assembly

#### **AR Aided Assembly**



Worker realizing the assembly task and his working view through Augmented Reality environment



### 1.3.6 Big Data Analytics

## Big Data

Large amount of data can either be structured or unstructured with 5 Vs characteristics **Volume** Typically large scale of data

**Velocity** Data streaming

**Variety** Data stores from equipment trace data through metrology, maintenance, yield, inventory management, MES and ERP

**Veracity** Data quality (uncertainty of data)

**Value** The measurement or application of analytics



#### 1.3.6 Big Data Analytics

#### **Data**

- Traditional enterprise data which include ERP transactional data, CRM systems, web transactions, and financial data.
- Usually data volume ranging from Gigabytes to Terabytes.
- Batch data or near real time data
- Structured or Unstructured
- Involves Business Intelligence, analysis and reporting

### **Big Data**

- Data generated from various nontraditional data source such as sensor data, log data, device data, videos, images and etc.
- Data volumes can go further than Terabytes and up to Zettabytes.
- Often real-time data
- Multi-structured
- Complex, advanced, predictive business analysis and insights



### 1.3.7 System Integrations

- A typical example of *horizontal integration* is Supply Chain Management,
   in
- which an organization tries to optimize the complete set of activities of
- order entry, purchasing, production, shipment etc. in order to minimize the
- lead-time and costs for production, and at the same time maximize value
- for the customer.
- *Vertical intra-organizational integration* is aimed to integrate systems
- implemented at different administrative levels of an organization.





### 1.3.7 System Integrations

### **Horizontal Integration**

**Partners** 







Components and parts

Smart supply chains

Smart logistics

INDUSTRY



4.0 Manufactur IT security management

Intellectual Property management

Taxation

Consumers







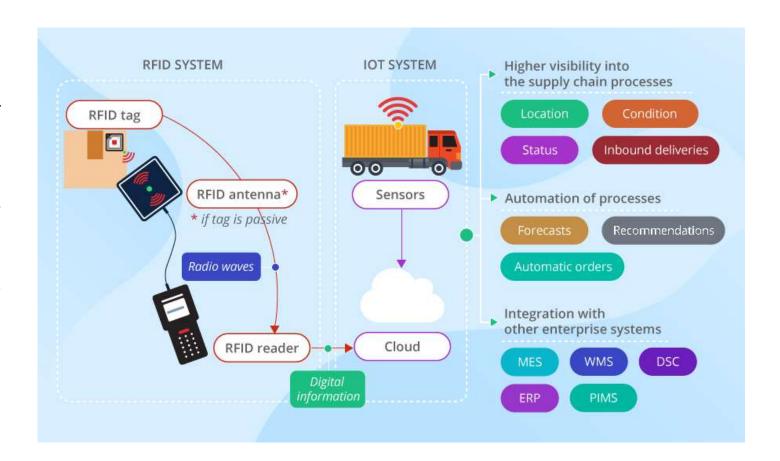
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**Centralized Information - SINGLE DATABASE** 



### 1.3.7 System Integrations

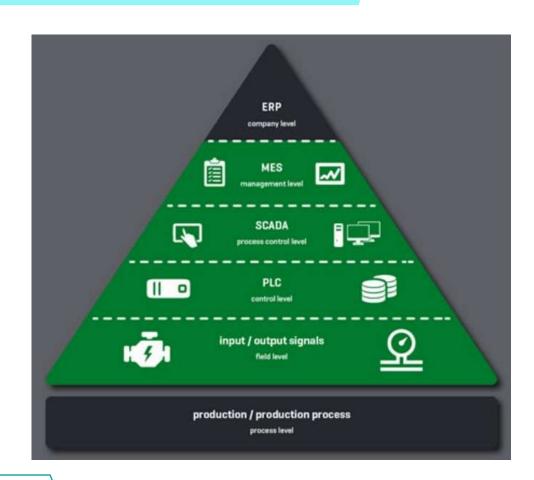
- Smart Logistics and Smart Supply Chain is the backbone for horizontal integration in the system integration.
- This can be done by the implementation of IoT technology and RFID technology in the Smart Logistic and Smart Supply Chain solution.





### 1.3.7 System Integrations

- Vertical Integration is about the integration of IT systems at various hierarchical production and manufacturing levels / components:
  - Field Level interfacing with the production process via sensors and actuators
  - Control Level regulation of both machines and systems
  - Production Process Level process monitoring and control
  - Operation Level Production planning, quality management, etc
  - Enterprise Planning Level Order management and processing as well as overall production planning





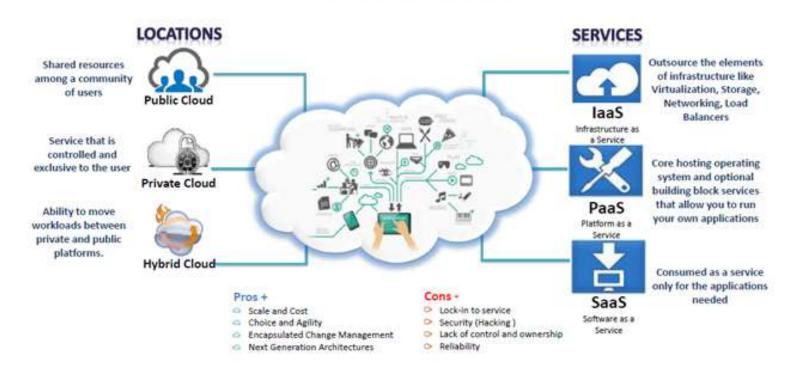
- Cloud Computing is a model for enabling ubiquitous, convenient, on demand network access to a shared pool of configurable computing resources that can be rapidly provisioned and released with minimal management effort or service provide interaction
- The Cloud is the connective tissue of Industry 4.0, the key element that makes it possible to develop a production strategy that is innovative, more effective and efficient by leveraging sensors, artificial intelligence and robotics.
- One of the keys to the success of Industry 4.0 and of smart manufacturing is the possibility, even for small to medium-sized companies, to choose flexible deployment models for largescale innovations, with the guarantee of a significant competitive edge.



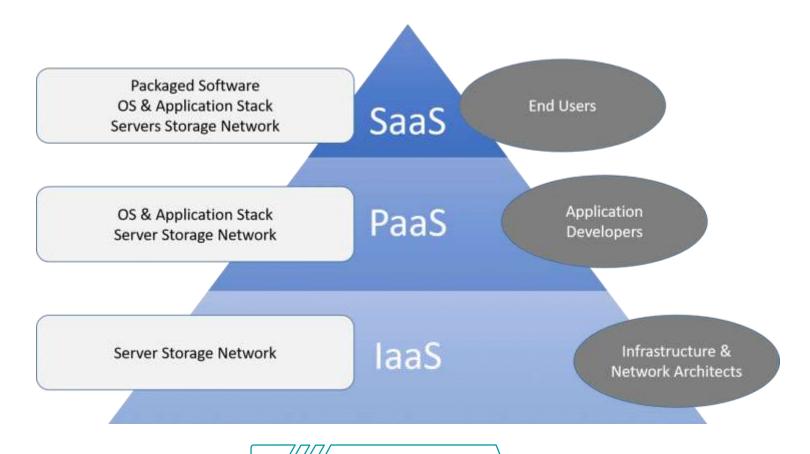


#### 1.3.8 Cloud Computing

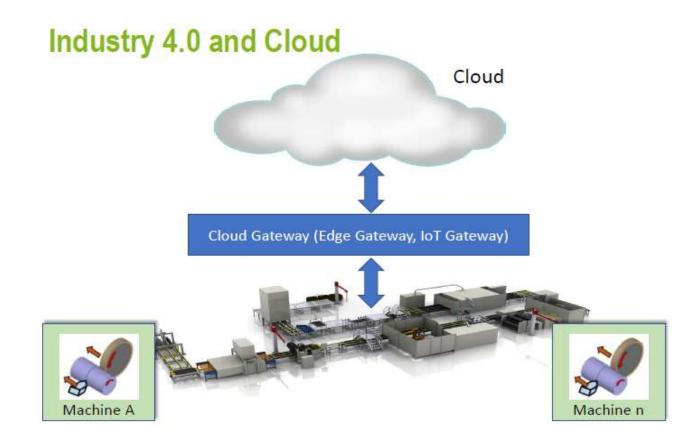
#### What is Cloud Computing?



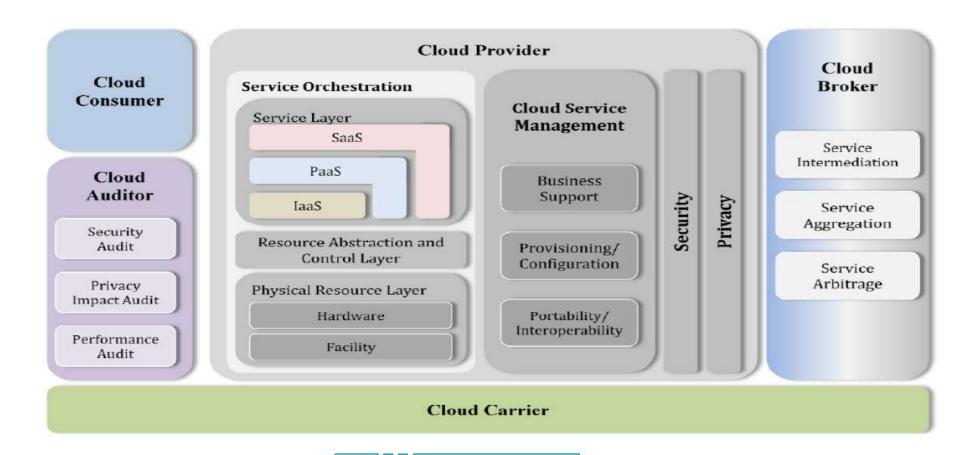








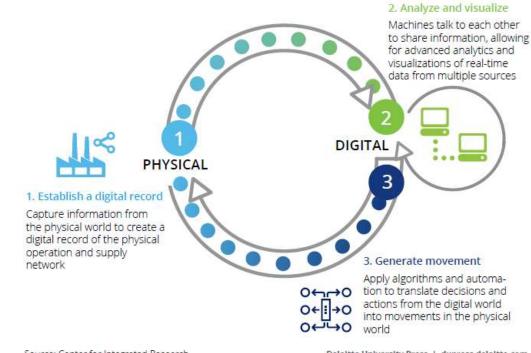






#### 1.3.9 Cyber Security

- A successful organization should have multiple layers of security in place such as:
  - Physical Security
  - Personal Security
  - Operations security
  - Communications Security
  - Network Security
- Cyber Security is the body of technologies, processes and practices design to protect networks, computers, programs, and data from attacks, damage or unauthorised access.



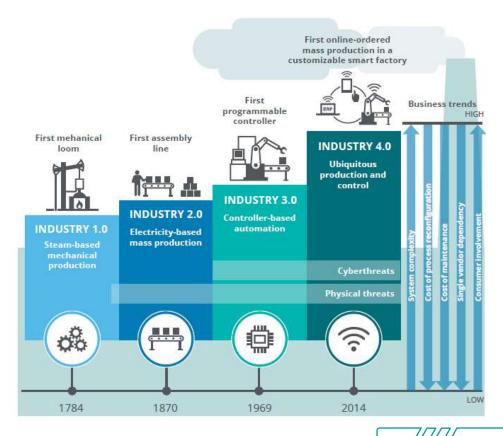
Source: Center for Integrated Research.

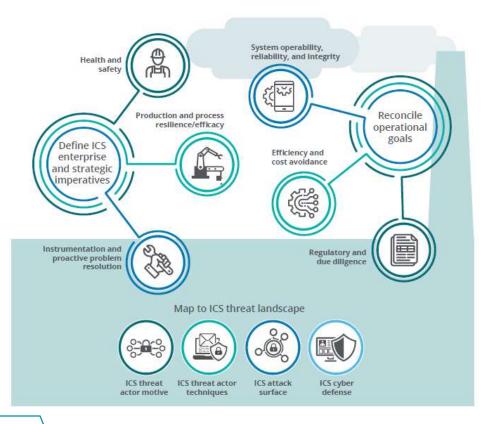
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### 1.3.9 Cyber Security

Industrial Revolutions and Progression of Cyber Threats







### 1.3.9 Cyber Security

- The magnitude of risks requires a secure, vigilant, and resilient approach to understand the dangers and address the threats:
- Be secure. Take a measured, risk-based approach to what is secured and how to secure it. Is your intellectual property safe? Is your supply chain or ICS environment vulnerable?
- **Be vigilant.** Continually monitor systems, networks, devices, personnel, and the environment for possible threats. Real-time threat intelligence and AI are often required to understand harmful actions and quickly identify threats across the multitude of new connected devices that are being introduced.
- **Be resilient**. An incident could happen. How would your organization respond? How long would it take to recover? How quickly could you remediate the effects of an incident?







 Which of the 9 pillars are the most important core technology for Industry 4.0?







### Potential Industrial Implications and Products Implications



### 1.4

# Potential Industrial Implications and Products Implications



### Philips Lighting

Users can control Philips Lighting hue lightbulbs via smartphone, turning them on and off, programming them to blink if they detect an intruder, or dimming them slowly at night.



### Medtronic

Medtronic's implanted digital blood glucose meter connects wirelessly to a monitoring and display device and can alert patients to trends in glucose levels requiring attention.



#### Ralph Lauren

Ralph Lauren's Polo Tech Shirt, available in 2015, streams distance covered, calories burned, movement intensity, heart rate, and other data to the wearer's mobile device.



### Babolat

Babolat's Play Pure Drive product system puts sensors and connectivity in the tennis racket handle, allowing users to track and analyze ball speed, spin, and impact location to improve their game.



# Potential Industrial Implications and Products Implications









1. In your opinion, what are other implication that we will be facing while migrating towards Industry 4.0 revolution?





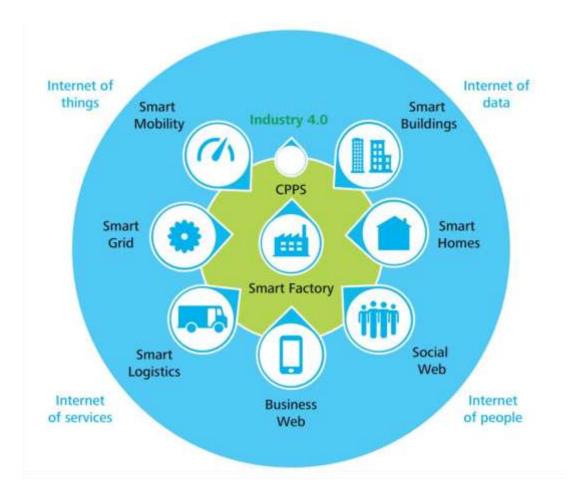




- Impacting all aspect of value chain
- Digital Enterprise
- Malaysia Readiness Towards Industry 4.0

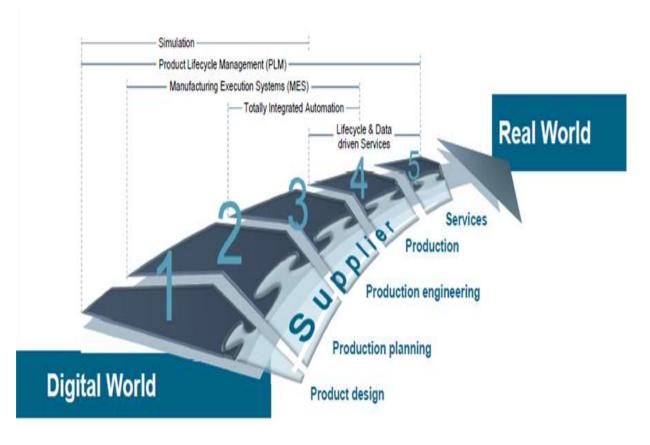


- The obvious impact of Industry 4.0 would the change in working and living environment.
- Figure on the right shows the industry 4.0 environment. The centre of the industry 4.0 environment is the **Smart Factory**.
- This environment are made possible by the implementation of:
  - · Internet of things,
  - Internet of data
  - Internet of people
  - Internet of services





#### 1.5.2 Digital Enterprise



#### What is Digitized?

Digitized is a process of taking something analogue and converting it into a digital form.

#### What is Digitalization?

Digitalization is a task of using digital technologies to change a business model and provide a new revenue and value producing opportunities: it is the process of moving to digital business.

#### What is Digital Transformation?

Digital transformation is the profound transformation of business and organizational activities, processes, competencies and models to fully leverage the changes and opportunities of a mix of digital technologies and their accelerating impact across society in a strategic and prioritized way, with present and future shifts in mind.



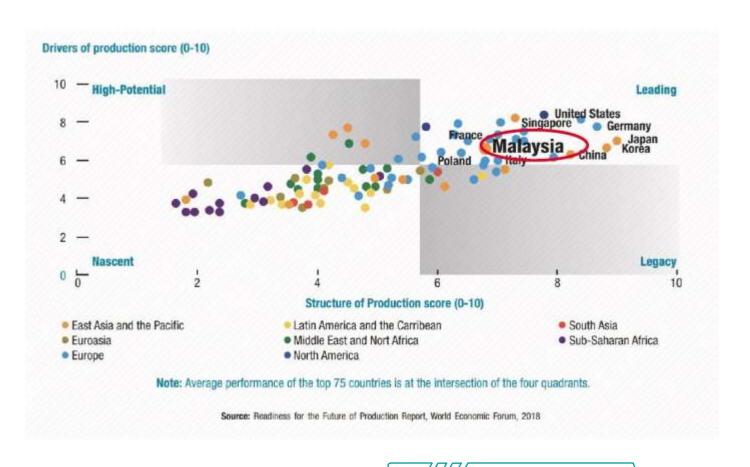
#### 1.5.3 Malaysia Readiness Towards Industry 4.0



- On 31st of October 2018, our Prime Minister, YAB Tun Dr. Mahathir Mohamad launched the National Policy on
- Industry 4.0, known as Industry 4WRD. The Ministry of International Trade and Industry (MITI) has led the
  development of Industry 4WRD since mid-2017 with several other ministries such as Ministry of Finance (MoF),
  Ministry of Multimedia and Communications (KKMM), Ministry of Human Resources (MoHR), Ministry of
  Education (MoE), and Ministry of Energy, Science, Technology, Environment and Climate Change (MESTEC),
  agencies and industry and stakeholders.



#### 1.5.3 Malaysia Readiness Towards Industry 4.0



The recent report on the Readiness for the Future of Production Report 2018, jointly published by the World Economic Forum (WEF) and A.T. Kearney, provides a global assessment of 100 countries and positions Malaysia in the "Leader" quadrant. These are countries with a "strong current production base" and who are "positioned well for the future".







1. Give two (2) example of Digital Enterprise business that are currently booming.