



## Insights & Reflection

### PREFACE

#### WHAT IS 5S?

5S is a system for organizing spaces so work can be performed efficiently, effectively and safely.

This system focuses on putting everything where it belongs and keeping the workplace clean, which makes it easier for people to do their jobs without wasting time or risking injury.

#### 5S & VISUAL COMMUNICATION



Labels & signs

Floor marking tape



When 5S is used in the workplace, it's easier to detect abnormalities and spot potential problems before they grow into significant issues

Each S represents one part of a five-step process that can improve the overall function of a business

#### Getting To Grips With

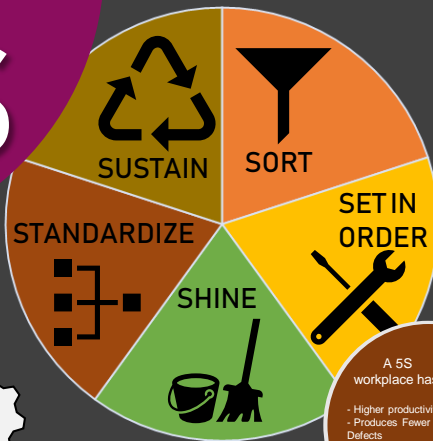
# 5S



## Sort

Remove **ALL** items from the workplace that are not needed for current production or clerical operations

The workplace becomes less crowded and an easier, quicker, more efficient place to work



A 5S workplace has:

- Higher productivity
- Produces Fewer Defects
- Meets Deadlines
- Safer Place to Work

## Set in order



Arrange the items that are needed in the area and identify them or label them so that anyone can find them or put them away

This ensures adequate storage, eliminates clutter and keeps surfaces and walkways clear

## Shine

Regularly remove dirt, grime and dust from the work area

Defects are easier to see in a well-lit and clean environment and a clean workspace is less likely to cause health or safety issues



## Standardise



Standardize means creating a consistent way of implementing the tasks that are performed on a daily basis including Sort, Set-in-Order and Shine

Do the right things the right way, everytime!

## Sustain

The benefits of 5S will only truly be seen if it is maintained in the long term

5S cannot be another flavour of the month, so effort must be put in to ensure it is to be sustained until it becomes a habit





## Insights & Reflection

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- ☐ NORTHERN
- ☐ CENTRAL
- ☐ SOUTHERN
- ☐ 2018 vs 2019

#### ESSENTIALS

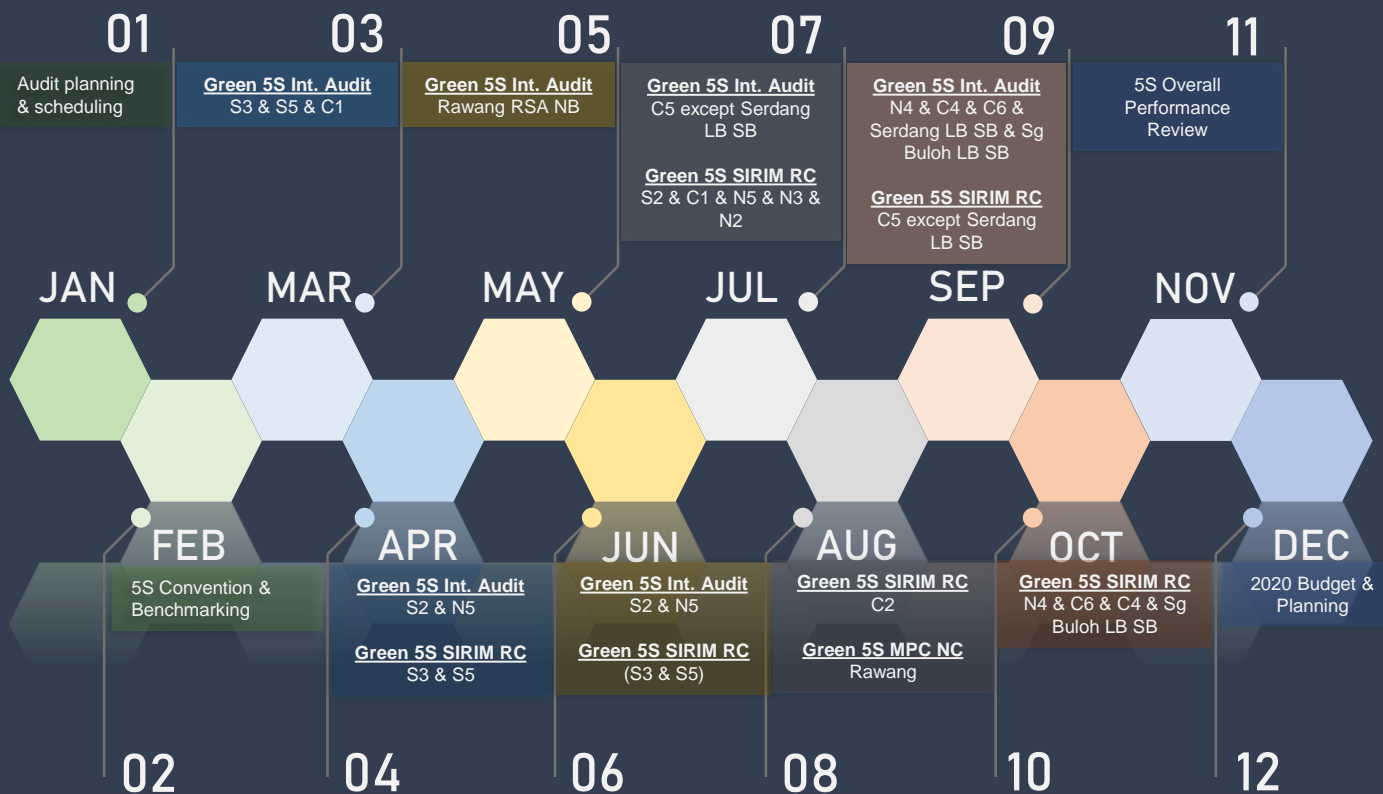
- ☐ BREAKDOWN AREA
- ☐ AREA OF EMPHASIS
- ☐ 50 CHECKPOINTS (80 %)
- ☐ AUDIT RESPONSE STATUS

### WHY 5S @ PLUS?

The purpose of 5S Certification Program is to promote practices in creating excellent workplace through improvement in quality, health, safety, environment, productivity and image at identified Rest and Service Area (RSA), Overhead Bridge Restaurant (OBR) and Laybys to reflect exemplary experience that aligns **"Taking Care of You"** value.

PLUS has progressively implemented 5S Recognition Scheme since year 2015 and to date, 37 locations have gained the 5S certifications as endorsed by SIRIM (36 locations) and MPC (1 location)

### TIMELINE FOR 5S JOURNEY @ 37 LOCATIONS IN 2019







## Insights & Reflection

### 5S ADOPTION @ PLUS

When 5S concept was first introduced to PLUS in 2015, there was no exact guideline of implementing 5S to F&B premises and facilities at PLUS rest areas. Then, following to the introduction of Green 5S Standard (SIRIM 5:2016) during Green 5S Awareness training by SIRIM, it creates an avenue for PLUS to execute 5S Standard at selected areas.

SIRIM recognition enables PLUS to leverage and promote the rest areas as public facility that signifies customer's experience for their comfort and satisfaction.

### 5S BENCHMARKING VISIT BY DAMANSARA ASSETS SDN. BHD. (DASB)

#### ABOUT DASB

A wholly owned subsidiary of JCorp, specializes in the segments of commercial real estate development and building management – particularly shopping centers and office towers.

Through its commercial real estate investment, DASB owns and monitors a portfolio of property development, namely Galleria @ Kotaraya, and Taman Dahlia Business Center



#### KEY ALIGNMENT

- ☐ Exposure to 5S practice and implementation at PLUS that includes knowledge sharing
- ☐ Readiness of DASB towards 5S certification

#### ABOUT THE VISIT:

Date	28 August 2019
Time	2:30 p.m.
Participants	40
Venue	Dengkil RSA SB





## Insights & Reflection

Click the following icon to navigate to the chart and related supporting details



### OVERALL (SIRIM CERTIFICATION)



# 2733

Internal audit findings (IAF) @ 36 locations



# 662

Certification audit findings (CAF) @ 36 locations



# 76 %

Reduction from IAF to CAF



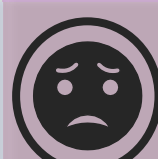
# 180

IAF @  
Tengah RSA SB (Highest)



# 72

CAF @  
Tengah RSA SB (Highest)



# 24 %

Dengkil RSA NB  
(Lowest reduction of IAF to CAF)



# 14

IAF @ L.  
Bikam LB SB (Lowest)



# 2

IAF @ L. Bikam  
SB & Gurun RSA SB  
(Lowest)



# 97 %

Gurun RSA SB (Highest reduction of IAF to CAF)

Percentage of finding reduction internal audit to certification audit

### NORTHERN (SIRIM CERTIFICATION)



# 560

Internal audit findings (IAF) @ 11 locations



# 130

Certification audit findings (CAF) @ 11 locations



# 77 %

Reduction from IAF to CAF



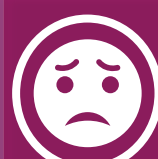
# 122

IAF @  
G. Semanggol RSA NB  
(Highest)



# 23

CAF @ Sg.  
Perak RSA NB (Highest)



# 44 %

Sg. Perak RSA NB  
(Lowest reduction of IAF to CAF)



# 18

IAF @ Taiping  
LB SB (Lowest)



# 2

CAF @  
Gurun RSA SB  
(Lowest)

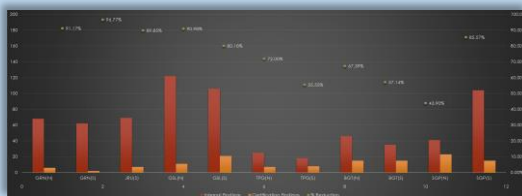


# 97 %

Gurun RSA SB (Highest reduction of IAF to CAF)



Click the following icon to navigate to the chart and related supporting details







## Insights & Reflection

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### CENTRAL (SIRIM CERTIFICATION)



# 1375

Internal audit findings (IAF) @ 17 locations



# 372

Certification audit findings (CAF) @ 17 locations



# 73 %

Reduction from IAF to CAF



# 180

IAF @

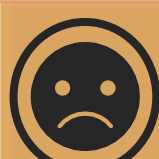
G. Semanggol RSA NB (Highest)



# 72

CAF @

Tapah RSA SB (Highest)



# 24 %

Dengkil RSA NB (Lowest reduction of IAF to CAF)



# 14

IAF @ L.

Bikam LB SB (Lowest)



# 2

CAF @ L.

Bikam SB (Lowest)



# 94 %

U. Bernam RSA SB (Highest reduction of IAF to CAF)

### SOUTHERN (SIRIM CERTIFICATION)



# 662

Internal audit findings (IAF) @ 8 locations



# 160

Certification audit findings (CAF) @ 8 locations



# 76 %

Reduction from IAF to CAF



# 122

IAF @

G. Semanggol RSA NB (Highest)



# 68

CAF @

Pagoh RSA SB (Highest)



# 43 %

Pagoh RSA SB (Lowest reduction of IAF to CAF)



# 47

IAF @ A.

Keroh OBR (Lowest)



# 5

CAF @ A. Keroh

RSA SB (Lowest)

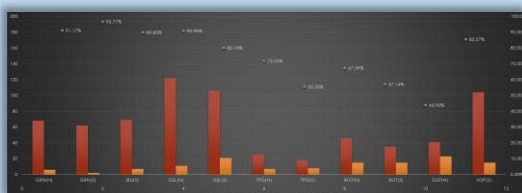


# 95 %

A. Keroh RSA SB (Highest reduction of IAF to CAF)



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## Insights & Reflection

### RAWANG RSA (MPC CERTIFICATION)

96

INTERNAL AUDIT  
FINDINGS

#### RINGKASAN MARKAH

ASPEK	MARKAH		PERATUS
	PENUH	DIPEROLEHI	
PERANCANGAN (PLAN)	200	155	77.5
PELAKSANAAN (DO)	300	249	83
SEMAKAN (CHECK)	150	108	72
TINDAKAN (ACTION)	150	101	67.5
IMPAK (RESULT)	200	160	80
JUMLAH MARKAH	1000	773	77

#### KATEGORI PENSIJILAN

MARKAH	86% - 100%	71% - 85%	50% - 70%
PENSIJILAN	☆☆☆	☆☆	☆

ORGANISASI : PROJEK LEBUHRAYA USAHASAMA BERHAD  
(KAWASAN REHAT & RAWAT RAWANG ARAH UTARA)  
MEMPEROLEHI PENSIJILAN : ☆ ☆

#### KOMEN/CADANGAN:

Organisasi PLUS Berhad (Kawasan Rehat & Rawat Rawang Arah Utara) telah menjalankan audit pensijilan dengan jayanya. Secara keseluruhannya organisasi ini menunjukkan ciri amalan 5S di seluruh premis. Ini dapat dibuktikan melalui penglibatan dari pihak pengurusan, kakitangan dan rakan niaga serta dibantu oleh Jawatankuasa Utama yang diwujudkan. Terdapat banyak faedah yang diperolehi hasil daripada persekitaran baik bukan kepada organisasi juga kepada pekerja, rakan niaga dan orang awam (pelanggan).

Pihak Jawatankuasa Audit, Promosi dan Latihan haruslah memainkan peranan yang lebih aktif dalam memastikan pengkalan aktiviti 5S ini. Kaedah Visual Management boleh diamalkan bagi meningkatkan tahap keselesaan dan keselamatan pelanggan di tempat yang bersesuaian seperti premis perniagaan, tandas, surau dan tempat meletak kereta. Laksanakan analisa data-data yang berkaitan yang dapat memberi impak dari penjimatan masa, ruang dan kos serta kesan ke atas PQDCSM.

JURUAUDIT : SABRI BIN HASAN

TARIKH: 7 OGOS 2019

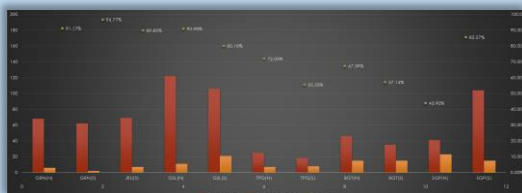
### AUDIT PROFILE (OVERALL 2018-2019)

FINDINGS / YEAR	2018	vs	2019	Reduction 2018-2019
INTERNAL AUDIT	9486		2829	71 %
CERTIFICATION AUDIT	746		662	11 %
REDUCTION	92 %		74 %	20 %

From IAF to CAF



Click the following icon to navigate to the chart and related supporting details







## Insights & Reflection



Click the following icon to navigate to the chart and related supporting details

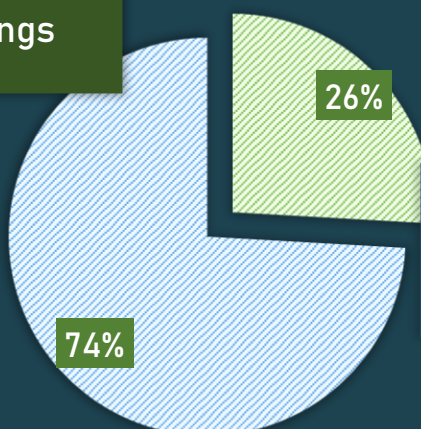


### ESSENTIALS - BREAKDOWN AREA

TOP 5 WITH MOST FINDING	BUSINESS PARTNERS	PLUS OWNED FACILITY & VICINITY
1st	Miscellaneous Premise 	Toilet 
2nd	Food Premise 	Surrounding 
3rd	Drink Premise 	Prayer Building 
4th	Fruit Premise 	Dining Area 
5th	-	Garbage Area 

These specific areas are ranked in accordance to the most prevalent findings during audit

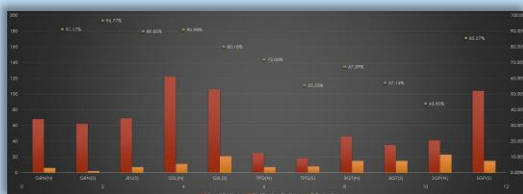
-  PLUS Owned Facility & Vicinity
-  Business Partners



% finding during internal & certification audit



Click the following icon to navigate to the chart and related supporting details





## Insights & Reflection

### ESSENTIALS - AREA OF EMPHASIS

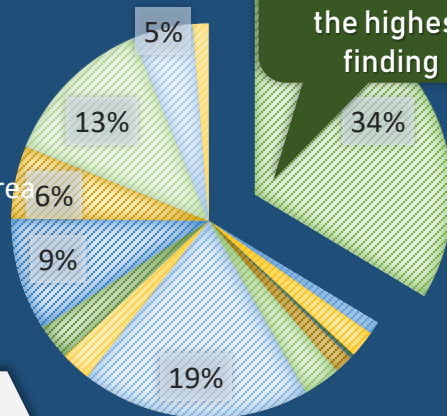
PLUS Owned  
Facilities &  
Vicinity



In the ratio

of **10** premise

- Toilet
- Backyard
- Rest Room
- MEE
- Shower
- 5S Gallery
- Parking Area
- Surrounding
- Dishwashing Area
- Walkway
- Dining Area
- Garbage Area
- Prayer



Toilet  
contributed to  
the highest  
finding

**48** Findings  
@ FOOD PREMISE

**45** Findings  
@ DRINK PREMISE

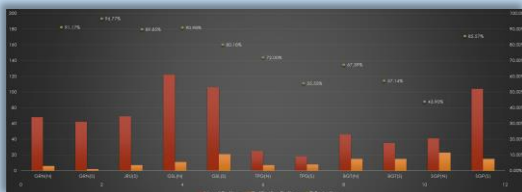
**45** Findings  
@ MISC PREMISE

**25** Findings  
@ FRUIT PREMISE

@ **ALL**  
locations



Click the following  
icon to navigate to the  
chart and related  
supporting details





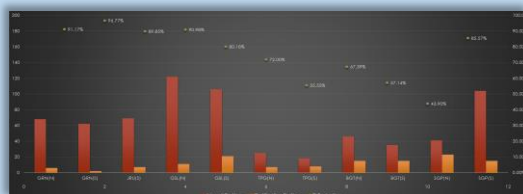
## ESSENTIALS - 50 CHECKPOINTS (80 %)

# 80 %

of findings fall under the following categories:



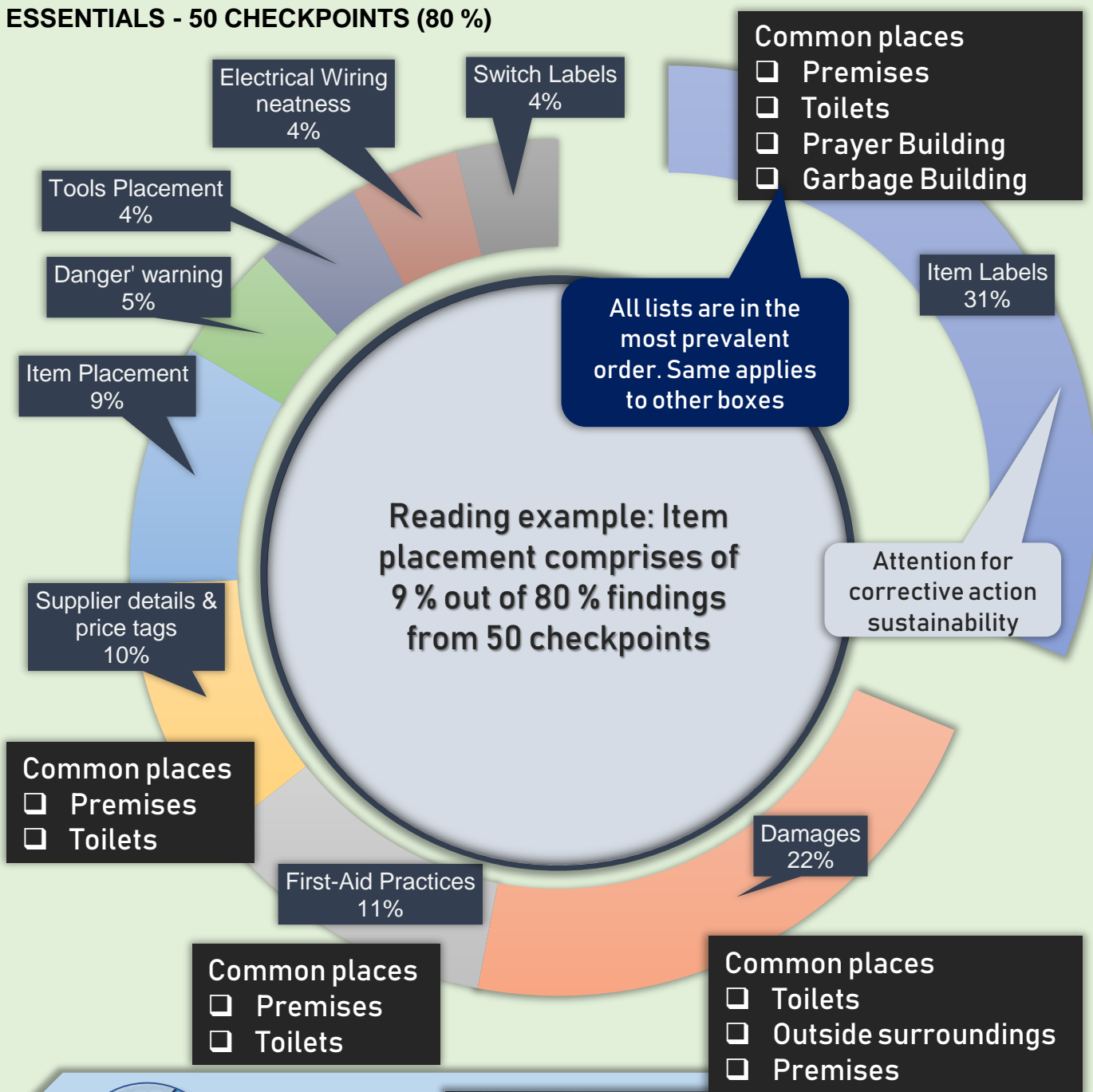
Click the following icon to navigate to the chart and related supporting details



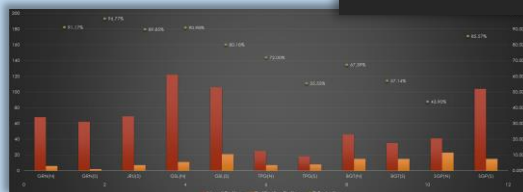


## Insights & Reflection

### ESSENTIALS - 50 CHECKPOINTS (80 %)



Click the following icon to navigate to the chart and related supporting details







## Insights & Reflection

### ESSENTIALS - AUDIT RESPONSE STATUS

Response requirement = within 14 days for both internal & certification audit

#### INTERNAL AUDIT RESPONSE STATUS

Average

**1.8**

times exceeded deadline

Only **16** % of locations responded within 14 days



**62** days

response (longest duration)

AYER KEROH OBR

Average response time



**26** days

#### CERTIFICATION AUDIT RESPONSE STATUS

Average

**86** %

responded within 14 days

**2** days

earlier than required due date

**24** days

response (longest duration)



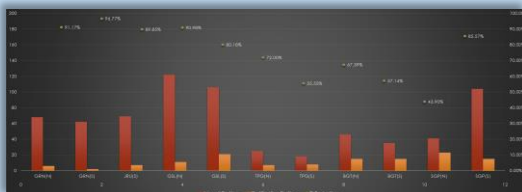
AYER KEROH OBR  
AYER KEROH RSA NB

Average response time

**12** days



Click the following icon to navigate to the chart and related supporting details





## Insights & Reflection

### 5S COST VS BENEFIT

#### COSTS OF 5S VS LONG-TERM SAVINGS

Business leaders considering using 5S may wonder if 5S is expensive to implement. Generally, it's not. There may be an up-front investment in tools like floor marking tape and labels, and some time does need to be spent on training and on 5S activities which takes up employee's time.

In the long run, though, 5S makes processes run more smoothly and prevents mishaps, and those things usually save businesses money.

#### BENEFITS TO OUR ORGANIZATION

Overtime, the 5S methodology leads to many benefits, including:

##### Financial

##### 1. Reduced litigation risk

- ✓ Legal settlement and compensation costs might be avoided with safer environment for customers

##### 2. Reduced lost revenues among business partners by eliminating hazard

- ✓ Lost revenues often happen when a premise is closed down from demerits or stop work order from authority due to hazards occurrences

##### Non-Financial (Increased productivity)

##### 1. Less monitoring time

- ✓ Time used to monitor premises and contractor's works on sites can be reduced as long as 5S is well implemented.

##### 2. Elimination of accumulated work

- ✓ Accumulated work among business partners such as cleaning, sorting, searching, and retaining item/document/folders could be reduced by regular practice of 5S.

##### 3. Reduced loss time/man hours

- ✓ Loss time could be as a result of having to spend time to clean up mess or issues that arise from not performing 5S regularly.

##### 4. Waste reduction with 3R

- ✓ Waste reduced when renewable disposals are reused or recycled

##### Non Financial (Safer work environment)

##### 1. Reduced loss time injury

- ✓ Safer work condition in the form of tidiness and warning signs prevents injury to business partners, staffs & customers

##### 2. Lowered safety incidents

- ✓ Safety incidents are overcome by eliminating danger sources thus reducing probabilities of accidents

##### 3. Food safety assurance

- ✓ 5S implementation emphasizes on food safety assurance by ensuring food is properly handled, stored and protected from contamination

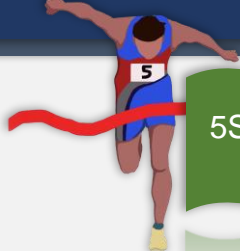
##### Non-Financial (Business partner & customer satisfaction)

##### 1. Reduced customer complaints

- ✓ Some customer complaints are closely related to 5S requirement, hence with 5S, complaints can be reduced

##### 2. Increased potential sales

- ✓ Visitors/customers may increase as 5S may attract tourists to stop by at rest areas that are clean and tidy which promote repeated customers
- ✓ Increased visits from travellers would spur market potential for food & beverage businesses as well as economic growth along the highway fence line community



5S Benefits tracking will  
be initiated in 2020