



A
SME CORP MALAYSIA - MDEC
COLLABORATION

SME COMPETITIVENESS RATING FOR ENHANCEMENT
(SCORE)

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)
MODEL

ABOUT SCORE (MENGENAI SCORE)

The SME Competitiveness Rating for Enhancement (SCORE) was introduced as an assessment tool to measure the level of growths of enterprises. (SME Competitive Rating for Enhancement (SCORE) telah diperkenalkan sebagai satu kaedah untuk mengukur keupayaan Enterpris Kecil dan Sederhana (EKS))

OBJECTIVE (OBJEKTIF)

- To evaluate and track SME's capabilities and performance in management, operation management, technology adoption, certification initiatives, financial capability and marketing capability. (Menilai dan memantau keupayaan serta prestasi syarikat EKS di dalam pengurusan, pengurusan operasi, penggunaan teknologi, persijilan, keupayaan kewangan dan keupayaan pemasaran;)
- To facilitate the linkage of SMEs to large companies and identify suitable intervention to enhance the development of SMEs; and (Menghubungkan syarikat EKS yang layak dengan syarikat-syarikat besar dan multinasional serta mengenalpasti bantuan yang bersesuaian untuk meningkatkan prestasi syarikat EKS; dan)
- To develop baseline data on SMEs to rate their current state and to monitor their progress through periodic surveillance. (Mengumpul maklumat mengenai syarikat EKS untuk dinilai keadaan semasanya, dan memantau perkembangan syarikat EKS melalui pemantauan secara berkala).

BENEFITS (FAEDAH)

SCORE will assist SME CORP in: (SCORE dapat membantu untuk:)

- Addressing weaknesses of SMEs as more focused approach and provide integrated, hand-holding assistance to SMEs; (Menjalpasti kelemahan syarikat EKS dengan menggunakan pendekatan yang lebih fokus supaya syarikat EKS dapat dibimbing untuk meningkatkan keupayaan mereka;)
- Facilitating linkages of potential SMEs with large companies/ MNCs / retailers ; and (Memudahkan rantaian di antara syarikat EKS yang berpotensi dengan syarikat – syarikat besar dan syarikat multinasional; dan)
- Assisting SMEs in a better coordinated and structured form as SME CORP can concentrate on improving the capacity building of 3-Star companies and below, while the 4 and 5-Star companies can be groomed and launched into international market. (Memberikan bantuan kepada syarikat EKS dengan lebih teratur di mana SME CORP akan dapat memberikan tumpuan kepada penambahbaikan terhadap keupayaan syarikat EKS yang mendapat kurang dari 3 bintang. Manakala manakala syarikat yang mendapat 3 bintang dan ke atas akan dipilih untuk menyertai misi perdagangan antarabangsa dan program rantaian industri.)

PROCESS (PROSES)

Data Collection

The process of data collection on current status of SMEs will be conducted through auditing activities, such as on-site visits and interviews with the operating personnel of respective SMEs. (Proses pengumpulan maklumat berkenaan status terkini EKS dilakukan menerusi aktiviti pengauditan, seperti lawatan ke premis dan temuramah bersama kakitangan EKS terbabit.)

Data Analysis

The collated data will be analysed and converted into numerical values and classified into seven (7) parameters. The tabulated scores will then be plotted to display the consolidated scores on to a Radar Diagram as a visual representation of the SMEs' rating. (Maklumat yang telah dikumpulkan akan dianalisa dan ditukar ke nilai angka berpandukan kepada parameter-parameter yang yang digunakan. Markah yang diperolehi akan diplotkan dalam bentuk diagram Radar supaya lebih mudah difahami.)



SME Competitiveness Rating for Enhancement (SCORE) Plus

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

Company Name <input type="text"/>		Registration of Business/ Company (ROB / ROC) <input type="text"/>	Date of Incorporation <input type="text"/>
Industry Group : <input type="checkbox"/> Software & eSolutions <input type="checkbox"/> Creative Multimedia <input type="checkbox"/> Shared Services and Outsourcing		Ownership : <input type="checkbox"/> Bumiputera <input type="checkbox"/> Non-Bumiputera Women Owned Company <input type="checkbox"/> Yes <input type="checkbox"/> No	
Assistance Received	<input type="checkbox"/> SMIDEC Grant <input type="checkbox"/> MSC Grant <input type="checkbox"/> Others	Please State : _____ Please State : _____ Please State : _____	
Address of Company : _____ _____		Telephone Number:	<input type="text"/>
		Fax Number :	<input type="text"/>
		E-mail :	<input type="text"/>
		Website:	<input type="text"/>
Address of R&D Centre: _____ (If have) _____		Telephone Number:	<input type="text"/>
		Fax Number :	<input type="text"/>
		E-mail :	<input type="text"/>
		Website:	<input type="text"/>

AREA 1 : BUSINESS PERFORMANCE

<p>1. Total Annual Sales (Current Year)</p>	<input type="checkbox"/> Less than RM 200 K <input type="checkbox"/> Between RM 200 K – RM 500 K <input type="checkbox"/> Between RM 500 K – RM 1.0 Million <input type="checkbox"/> Between RM 1.0 Million – RM 5.0 Million <input type="checkbox"/> More than RM 5.0 Million				
<p>Should you be an awarded MSC MALAYSIA Status company, the following additional information is required:</p>					
<p>2. Total Local Sales (RM)</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Preceding Year</td> <td></td> </tr> <tr> <td>Current Year</td> <td></td> </tr> </table>	Preceding Year		Current Year		
Preceding Year					
Current Year					
<p>3. Total Profit/ Loss (RM)</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Preceding Year</td> <td></td> </tr> <tr> <td>Current Year</td> <td></td> </tr> </table>	Preceding Year		Current Year		
Preceding Year					
Current Year					
<p>4. Average of 3 years revenue growth rate</p>	<input type="checkbox"/> 5.0% p.a or less <input type="checkbox"/> Between 5.0 – 10.0% p.a <input type="checkbox"/> Between 10.0% - 15.0% p.a <input type="checkbox"/> Between 15.0% - 20.0% p.a <input type="checkbox"/> Between 20.0% - 25.0% <input type="checkbox"/> More than 25.0% p.a				
<p>5. Export (%) against total sales</p>	<input type="checkbox"/> Between 0 – 20.0% p.a <input type="checkbox"/> Between 20.1% - 40.0% p.a <input type="checkbox"/> Between 40.1% - 60.0% p.a <input type="checkbox"/> Between 60.1% - 80.0% p.a <input type="checkbox"/> More than 80.1% p.a				

Should you be an awarded MSC MALAYSIA Status company, the following additional information is required:

6. Total Export Sales (RM)

Preceding Year	
Current Year	

7. Operating Performance Ratios (Revenue/ No. of Total Employees) :

Sales / Revenue	
Total Employees	

Should you be an awarded MSC MALAYSIA Status company, the following additional information is required:

8. Revenue/ Number of Employees (average)

- Less than RM 75 K
- Between RM 75 K – RM 150 K
- Between RM 150 K – RM 225 K
- Between RM 225 K – RM 300 K
- More than RM 300 K

9. Total Assets (RM)

Preceding Year	
Current Year	

10. Current Assets (RM)

Preceding Year	
Current Year	

11. Total Operational Expenditure (RM)

Preceding Year	
Current Year	

12. How many years of experience does the company have in this sector?

- Less than 2 years
- Between 3 – 5 years
- Between 6 – 10 years
- More than 10 years

<p>13. Since established, the company has:</p>	<p><input type="checkbox"/> Increased the number of staff <input type="checkbox"/> Established local branch <input type="checkbox"/> Established overseas branch <input type="checkbox"/> Increased products (s) / services (s) range <input type="checkbox"/> Others (please specify) : _____</p>																
<p>14. What is the market penetration level for your product(s) / service(s) ?</p>	<p><input type="checkbox"/> International <input type="checkbox"/> Regional (Asia Pacific) <input type="checkbox"/> Local – Government Agencies / GLCs / Private Sectors</p>																
<p>15. Does the organization have manager(s) / staff dedicated to Customer Relationship Management (CRM)?</p>	<p><input type="checkbox"/> Yes (please select) : MD / CEO / GM / PR Manager / PRO <input type="checkbox"/> No</p>																
<p>16. Awards received (over the last 3 years)</p>	<table border="1"> <tr> <td data-bbox="673 853 724 913"></td> <td data-bbox="724 853 1043 913">International</td> <td data-bbox="1043 853 1203 913">Please State :</td> <td data-bbox="1203 853 1423 913"></td> </tr> <tr> <td data-bbox="673 913 724 974"></td> <td data-bbox="724 913 1043 974">Regional</td> <td data-bbox="1043 913 1203 974">Please State :</td> <td data-bbox="1203 913 1423 974"></td> </tr> <tr> <td data-bbox="673 974 724 1034"></td> <td data-bbox="724 974 1043 1034">Government Approved Awards</td> <td data-bbox="1043 974 1203 1034">Please State :</td> <td data-bbox="1203 974 1423 1034"></td> </tr> <tr> <td data-bbox="673 1034 724 1095"></td> <td data-bbox="724 1034 1043 1095">Client Appreciation Awards</td> <td data-bbox="1043 1034 1203 1095">Please State :</td> <td data-bbox="1203 1034 1423 1095"></td> </tr> </table>		International	Please State :			Regional	Please State :			Government Approved Awards	Please State :			Client Appreciation Awards	Please State :	
	International	Please State :															
	Regional	Please State :															
	Government Approved Awards	Please State :															
	Client Appreciation Awards	Please State :															
<p>17. How does the company gain feedback from customers?</p>	<p><input type="checkbox"/> Customer satisfaction rating / method <input type="checkbox"/> Online feedback (email / online survey / website) <input type="checkbox"/> Manual (face to face/ phone/ feedback forms) <input type="checkbox"/> None</p>																
<p>18. What is the time frame for the company to respond to customer's feedback?</p>	<p><input type="checkbox"/> Real time <input type="checkbox"/> Less than 1 day <input type="checkbox"/> 1 – 5 day (s) <input type="checkbox"/> More than 5 days</p>																
<p>19. How the company does stores customer's / client's information?</p>	<p><input type="checkbox"/> Customer Relationship Management (CRM) <input type="checkbox"/> Simple database (Excel/ Access etc.) <input type="checkbox"/> Physical file <input type="checkbox"/> None</p>																

<p>20. How does the company utilize customer's information?</p>	<p><input type="checkbox"/> Develop customer profile / segmentation of market <input type="checkbox"/> Create marketing roadmap <input type="checkbox"/> Improve products & services to customers <input type="checkbox"/> Improve after sales service <input type="checkbox"/> Improve pricing / product strategy <input type="checkbox"/> Others (please specify : _____)</p>
<p>21. Does the company have a knowledge management system?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>22. If yes, what is the impact of the system on your business efficiency (response time to clients and stakeholders, bidding time, real time decision making process, up-to-date information)?</p>	<p>Improve efficiency and productivity by:</p> <p><input type="checkbox"/> More than 10% <input type="checkbox"/> Between 5% – 10% <input type="checkbox"/> Between 1% – 5% <input type="checkbox"/> Do not know</p>

AREA 2 : FINANCIAL CAPABILITY

<p>23. Paid Up Capital (RM)</p>	<table border="1"> <tr> <td>Current Year</td> <td></td> </tr> </table>	Current Year	
Current Year			
<p>24. Authorized Capital (RM)</p>	<table border="1"> <tr> <td>Current Year</td> <td></td> </tr> </table>	Current Year	
Current Year			
<p>25. Does the company keep financial information and have specific personnel / department handling it?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		
<p>Should you be an awarded MSC MALAYSIA Status company, the following additional information is required:</p>			
<p>26. Retained Earnings (RM) :</p>	<table border="1"> <tr> <td>Current Year</td> <td></td> </tr> </table>	Current Year	
Current Year			
<p>27. Gross Profit / (Loss) (RM) :</p>	<table border="1"> <tr> <td>Current Year</td> <td></td> </tr> </table>	Current Year	
Current Year			
<p>28. Net Profit /(Loss) (RM) :</p>	<table border="1"> <tr> <td>Current Year</td> <td></td> </tr> </table>	Current Year	
Current Year			

29. Profitability Ratio :	<table border="1" style="width: 100%; border-collapse: collapse; margin-left: auto; margin-right: auto;"> <tr> <th colspan="2" style="text-align: center;">Current Year</th> </tr> <tr> <td style="width: 60%;">Profit Before Interest and Taxation</td> <td style="width: 40%;"></td> </tr> <tr> <td>Capital Employed</td> <td></td> </tr> </table>	Current Year		Profit Before Interest and Taxation		Capital Employed					
Current Year											
Profit Before Interest and Taxation											
Capital Employed											
30. Operating Performance Ratios (RM) : <small>Note : Fixed-Asset Turnover= <Revenue> /<Property, Plant & Equipment></small> <small>This ratio is a rough measure of the productivity of a company's fixed assets (property, plant and equipment or PP&E) with respect to generating sales. For most companies, their investments in fixed assets represent the single largest component of their total assets. This annual turnover ratio is designed to reflect a company's efficiency in managing these significant assets</small>	<table style="width: 100%;"> <tr><td><input type="checkbox"/></td><td>Between 0 – 20.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>Between 20.1% – 40.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>Between 40.1% – 60.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>Between 60.1% – 80.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>More than 80.0% p.a.</td></tr> </table>	<input type="checkbox"/>	Between 0 – 20.0% p.a.	<input type="checkbox"/>	Between 20.1% – 40.0% p.a.	<input type="checkbox"/>	Between 40.1% – 60.0% p.a.	<input type="checkbox"/>	Between 60.1% – 80.0% p.a.	<input type="checkbox"/>	More than 80.0% p.a.
<input type="checkbox"/>	Between 0 – 20.0% p.a.										
<input type="checkbox"/>	Between 20.1% – 40.0% p.a.										
<input type="checkbox"/>	Between 40.1% – 60.0% p.a.										
<input type="checkbox"/>	Between 60.1% – 80.0% p.a.										
<input type="checkbox"/>	More than 80.0% p.a.										
31. Debt to Income Ratio (RM) :	<table style="width: 100%;"> <tr><td><input type="checkbox"/></td><td>Between 0 – 20.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>Between 20.1% – 40.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>Between 40.1% – 60.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>Between 60.1% – 80.0% p.a.</td></tr> <tr><td><input type="checkbox"/></td><td>More than 80.0% p.a.</td></tr> </table>	<input type="checkbox"/>	Between 0 – 20.0% p.a.	<input type="checkbox"/>	Between 20.1% – 40.0% p.a.	<input type="checkbox"/>	Between 40.1% – 60.0% p.a.	<input type="checkbox"/>	Between 60.1% – 80.0% p.a.	<input type="checkbox"/>	More than 80.0% p.a.
<input type="checkbox"/>	Between 0 – 20.0% p.a.										
<input type="checkbox"/>	Between 20.1% – 40.0% p.a.										
<input type="checkbox"/>	Between 40.1% – 60.0% p.a.										
<input type="checkbox"/>	Between 60.1% – 80.0% p.a.										
<input type="checkbox"/>	More than 80.0% p.a.										

AREA 3 : OPERATION MANAGEMENT

32. State number of employees in your company.															
	Total	Knowledge Worker	Foreign Knowledge Worker												
Full Time Staff															
Outsourced (Contractor)															
Others (Specify)															
33. Percentage of Knowledge Worker/ Total Employee	<table style="width: 100%;"> <tr><td><input type="checkbox"/></td><td>Less than 15%</td></tr> <tr><td><input type="checkbox"/></td><td>Between 15.0% – 30.%</td></tr> <tr><td><input type="checkbox"/></td><td>Between 30.1% – 45.0%</td></tr> <tr><td><input type="checkbox"/></td><td>Between 45.1% – 60.0%</td></tr> <tr><td><input type="checkbox"/></td><td>Between 60.1% – 75.0%</td></tr> <tr><td><input type="checkbox"/></td><td>More than 75.0%</td></tr> </table>			<input type="checkbox"/>	Less than 15%	<input type="checkbox"/>	Between 15.0% – 30.%	<input type="checkbox"/>	Between 30.1% – 45.0%	<input type="checkbox"/>	Between 45.1% – 60.0%	<input type="checkbox"/>	Between 60.1% – 75.0%	<input type="checkbox"/>	More than 75.0%
<input type="checkbox"/>	Less than 15%														
<input type="checkbox"/>	Between 15.0% – 30.%														
<input type="checkbox"/>	Between 30.1% – 45.0%														
<input type="checkbox"/>	Between 45.1% – 60.0%														
<input type="checkbox"/>	Between 60.1% – 75.0%														
<input type="checkbox"/>	More than 75.0%														

34. State number of employees in your company.

	Total	Knowledge Worker	Foreign Knowledge Worker
PHD / Master			
Degree + 2 years experience			
Diploma + 2 years experience			
Certificate + 2 years experience			
More than 5 years experience			

Definition of Knowledge Worker: · More than 5 years professional experience in multimedia/information and communication technology (ICT) business or in a field that is a heavy user of multimedia · A university degree (any discipline) or a diploma (multimedia/ICT) from a technical college, plus more than 2 years professional experience in multimedia/ICT business or in a field that is a heavy user of multimedia; and · A master degree or higher in any discipline.

35. Standard Operating Procedure (SOP)	<input type="checkbox"/> Comprehensive, covering all areas (e.g. ISO or equal / Others) <input type="checkbox"/> Cover core areas <input type="checkbox"/> Basic <input type="checkbox"/> None
36. In what form is your SOP?	<input type="checkbox"/> Fully integrated knowledge management <input type="checkbox"/> Simple database (Excel, Access etc.) <input type="checkbox"/> Physical file <input type="checkbox"/> Others (please specify): _____
37. Utilisation of SOP	<input type="checkbox"/> Fully enforced – monitored regularly <input type="checkbox"/> Partially enforced <input type="checkbox"/> As a guideline only <input type="checkbox"/> Not utilised
38. In general, how do you rate the delivery of your product(s) and service(s)?	<input type="checkbox"/> Ahead of schedule <input type="checkbox"/> On schedule <input type="checkbox"/> Behind schedule <input type="checkbox"/> Termination
39. In general, does your project cost fall within budget allocated?	<input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> No
40. Do you fulfill your Service Level Agreement (SLA)?	<input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> No

<p>41. Does your organisation practice Project Management Standards?</p>	<p><input type="checkbox"/> Project Management Professional (PMP) <input type="checkbox"/> PRINCE Tool <input type="checkbox"/> Project Management Software (e.g. Microsoft Project, Primavera) <input type="checkbox"/> Microsoft Office or Open Source Equivalent <input type="checkbox"/> None</p>
<p>42. What is your helpdesk facility, if any?</p>	<p><input type="checkbox"/> 24 hours call centre <input type="checkbox"/> Dedicated Customer Service Outlet <input type="checkbox"/> Web based support (24/7) <input type="checkbox"/> Microsoft Office or Open Source Equivalent <input type="checkbox"/> No facility available</p>

AREA 4 : MARKETING CAPABILITY

<p>43. Allocation of Marketing Expenditure / Total Expenditure</p>	<p><input type="checkbox"/> None <input type="checkbox"/> Between 0% – 5.0% <input type="checkbox"/> Between 5.1% – 10.0% <input type="checkbox"/> Between 10.0% – 15.0% <input type="checkbox"/> More than 15.0%</p>
<p>44. What is your channel(s) of marketing for your product(s) / service(s)?</p>	<p><input type="checkbox"/> Electronic (online / website / e-newsletter/ tv/ radio) <input type="checkbox"/> Mobile (sms / mms) <input type="checkbox"/> Print (flyers/ banner/ bunting/ newspaper) <input type="checkbox"/> Distributor/ reseller/ partner/ collaboration <input type="checkbox"/> Sponsorship <input type="checkbox"/> Networking <input type="checkbox"/> Others (please specify) : _____</p> <p><input type="checkbox"/> None</p> <p>If you answer None, how would you like MDeC to assist? Please state.</p> <p>_____</p> <p>_____</p>
<p>45. What is the revenue contribution of your marketing activities?</p>	<p><input type="checkbox"/> More than 10% <input type="checkbox"/> Between 5.0% - 10.0% <input type="checkbox"/> Between 1.0% – 5.0% <input type="checkbox"/> 0% <input type="checkbox"/> Do not know</p>

<p>46. Kindly indicate your customer promotion/retention program (CRM).</p>	<p><input type="checkbox"/> Trial based promotion <input type="checkbox"/> After sales service <input type="checkbox"/> Events & entertainment <input type="checkbox"/> Newsletter <input type="checkbox"/> Products / Services enhancement <input type="checkbox"/> Sponsorship <input type="checkbox"/> Others (please specify): _____</p>
<p>47. Please indicate the method of your company's marketing strategy?</p>	<p><input type="checkbox"/> Market Intelligence (research & segmentation) <input type="checkbox"/> Promotion programmes <input type="checkbox"/> Positioning & branding <input type="checkbox"/> Partnership / collaboration <input type="checkbox"/> Others (please specify): _____</p>
<p>48. Does your company have a branding strategy?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>49. If yes, what stage is it at?</p>	<p><input type="checkbox"/> Brand Value <input type="checkbox"/> Brand Promise <input type="checkbox"/> Brand Identity <input type="checkbox"/> Brand Name (e.g. registered trademark) <input type="checkbox"/> None</p>

AREA 5 : INNOVATION

50. Please indicate the number of Intellectual Property Rights (IPR) attributed to your product(s) / service(s).

Type of IPR	Applied (Local)	Applied (Overseas)	Granted (Local)	Granted(Overseas)
Patent				
Copyright				
Industrial Design				
Trademark				
Others (Please specify)				

51. Please indicate your Product & Process Improvement activities.

<input type="checkbox"/>	Technology Acquisition
<input type="checkbox"/>	IP Acquisition
<input type="checkbox"/>	Technology / IP licensing
<input type="checkbox"/>	Development of new product (Over last 3 years)
<input type="checkbox"/>	Upgrading to new system / technology
<input type="checkbox"/>	Upgrading of existing products (s) / services (s)
<input type="checkbox"/>	Improved process efficiency
<input type="checkbox"/>	Product / service diversification
<input type="checkbox"/>	Others (please specify): _____

52. Please indicate (tick) your Product & Process Improvement capabilities

	R&D	Design & Build	Testing	Market Intelligence
In-house				
Joint Collaboration				
Outsourced				

53. Please indicate the % allocated for R&D Expenditure against Total Expenditure.

<input type="checkbox"/>	0%
<input type="checkbox"/>	Between 0% - 5%
<input type="checkbox"/>	Between 5% - 10%
<input type="checkbox"/>	Between 10% - 15%
<input type="checkbox"/>	More than 15%

54. Have you developed a unique/first in the market/totally new discovery of: (max 2)

<input type="checkbox"/>	None
<input type="checkbox"/>	Technology
<input type="checkbox"/>	Products & services
<input type="checkbox"/>	Process & Methodology
<input type="checkbox"/>	Others (please specify): _____

If yes, please state or describe your innovative products / services :

55. On average, how many new products and services you introduce in a year? (Exclude version and feature improvement)

<input type="checkbox"/>	More than 10
<input type="checkbox"/>	Between 5 - 10
<input type="checkbox"/>	Between 1 - 5
<input type="checkbox"/>	None

<p>56. What methodology does your company adopt to capture and manage ideas?</p>	<input type="checkbox"/> Innovation Lab <input type="checkbox"/> Structured Methodology & Practice <input type="checkbox"/> Ideas Repository <input type="checkbox"/> Ideas Board / Blog <input type="checkbox"/> Suggestion Box <input type="checkbox"/> None
<p>57. Is there a reward system for those participating in innovation in your company?</p>	<input type="checkbox"/> Link to remuneration / Profit sharing <input type="checkbox"/> Recognition / Awards <input type="checkbox"/> Incentives (e.g. gifts, holidays) <input type="checkbox"/> None
<p>58. Does the management believe that training of all employees is a key element of performance improvement strategy?</p>	<input type="checkbox"/> Yes, we already have a comprehensive training programme implemented <input type="checkbox"/> Yes, we do have training programme in place, but it is not structured <input type="checkbox"/> Yes, but we do not implement it. <input type="checkbox"/> No, it is not in place
<p>59. Awards related to innovation received (over the last 3 years).</p>	<input type="checkbox"/> International (Please state) _____ <input type="checkbox"/> Local (Please state) _____

AREA 6 : TALENT DEVELOPMENT

60. Please fill in the table below

Staff type	Management	R&D	Marketing	Implementation & Support
Full Time Staff				
Oursourced (Contractor)				
Others (Specify)				

<p>61. What is your company most preferred way of sourcing for talent?</p>	<input type="checkbox"/> Referrals <input type="checkbox"/> Recruitment agencies / Headhunter <input type="checkbox"/> Online job portals / print advertisement <input type="checkbox"/> Collaboration (Sharing of resources) <input type="checkbox"/> Career fair (fresh graduates)
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<p>62. At entry point, generally, what is the readiness of your new recruits?</p>	<p><input type="checkbox"/> Job ready / Experience <input type="checkbox"/> Require skills upgrading <input type="checkbox"/> Total retraining</p>
<p>63. What is your staff turnover rate over period of 3 years?</p>	<p><input type="checkbox"/> None <input type="checkbox"/> Between 0% - 5% <input type="checkbox"/> Between 5% - 10% <input type="checkbox"/> Between 10% - 15% <input type="checkbox"/> More than 15%</p>
<p>64. Does your company have a staff retention program?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If you have a staff retention program, please indicate which program applies.</p> <p><input type="checkbox"/> Profit Sharing / Equity Option <input type="checkbox"/> Staff incentives (paid holidays, etc) <input type="checkbox"/> Job enrichment programs <input type="checkbox"/> Flexi working hours <input type="checkbox"/> Others</p>
<p>65. Does your company have a career development plan for staff?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>66. Allocation of Training Expenditure/Total Expenditure</p>	<p><input type="checkbox"/> None <input type="checkbox"/> Between 0% - 5% <input type="checkbox"/> Between 5% - 10% <input type="checkbox"/> Between 10% - 15% <input type="checkbox"/> More than 15%</p>
<p>67. How is training conducted?</p>	<p><input type="checkbox"/> In house <input type="checkbox"/> Outsourced / External <input type="checkbox"/> On Job Training <input type="checkbox"/> Others (please specify) _____</p>
<p>68. How does your company implement staff training?</p>	<p><input type="checkbox"/> Based on training need assessment <input type="checkbox"/> Based on planned training calendar <input type="checkbox"/> Based on request by employee <input type="checkbox"/> Ad-hoc</p>

<p>69. How do you capture and retain the knowledge asset of your staff? (max 3)</p>	<input type="checkbox"/> Comprehensive Knowledge Management System (centralized repository for templates, forms, reports, SOPs, etc) <input type="checkbox"/> Central database for Subject Domain Experts / Knowledge-based Dashboard <input type="checkbox"/> Knowledge sharing sessions <input type="checkbox"/> Information repository <input type="checkbox"/> Manual (printed documents) <input type="checkbox"/> Others (specify) <input type="checkbox"/> None
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AREA 7 : MANAGEMENT CAPABILITY

<p>70. Does the company have a clear and inspiring vision?</p>	<input type="checkbox"/> Yes, it is fully understood throughout the organisation <input type="checkbox"/> Yes, but only certain sections are aware <input type="checkbox"/> Yes, it has just been formulated <input type="checkbox"/> No, it is not in place
<p>71. Does the company have a mission to fulfill the vision?</p>	<input type="checkbox"/> Yes, it is fully understood throughout the organisation <input type="checkbox"/> Yes, but only certain sections are aware <input type="checkbox"/> Yes, it has just been formulated <input type="checkbox"/> No, it is not in place
<p>72. Does the company have a well structured management team?</p>	<input type="checkbox"/> Board of Directors, Managing Director/ CEO, Managers and below <input type="checkbox"/> CEO, Managers and below <input type="checkbox"/> Managers and below <input type="checkbox"/> No, only one officer at managerial level
<p>73. Does the company apply any methodology to ensure the company's growth in supporting its vision and mission?</p>	<input type="checkbox"/> Practiced <input type="checkbox"/> Being formulated <input type="checkbox"/> Not in place

<p>74. Are you compliant to any International Standards?</p>	<input type="checkbox"/> CMMI – Level 5 <input type="checkbox"/> CMMI – Level 4 <input type="checkbox"/> CMMI – Level 3 <input type="checkbox"/> CMMI – Level 1 & 2 <input type="checkbox"/> PCMM (People, Capability and Maturity Model) <input type="checkbox"/> Six Sigma <input type="checkbox"/> IAOP – International Association of Outsourcing Professional <input type="checkbox"/> ISO Series (Please Specify: _____) <input type="checkbox"/> Others (Please Specify: _____)
<p>75. In general, how well does the Service Level Agreement (SLA) work for your company and your customers?</p>	<input type="checkbox"/> Win – win (Value for money) <input type="checkbox"/> Fair (Meet expectation) <input type="checkbox"/> Favours the customers\ only <input type="checkbox"/> No value for both parties
<p>76. Does your company adopt any protocol to protect your Intellectual Property?</p>	<input type="checkbox"/> Strictly enforced <input type="checkbox"/> Partially enforced <input type="checkbox"/> Yes, however not enforced <input type="checkbox"/> No

Declaration By Company

I hereby declare that the particulars furnished in this form are correct and true to the best of my knowledge.

Signature : _____

Name : _____

Designation : _____

Date : _____

Company Stamp :

Disclaimer: The content of the SCORE Form is copyright of SME CORP. Any circulation or alteration regarding the contents of the Said form is strictly forbidden. SME CORP / MDeC hereby acknowledge that the information given by the company will not be disclosed to any other party without the company's permission.

SME CORP / MDeC Officer : _____

Date : _____

Note to officers: Please ensure that the relevant supporting documents are attached to the participation form:

- a. Form 9, 24 and 49 (Complete set)
- b. Latest company's audited account (Complete set – Latest 3 years)
- c. Local Authority License / Certificate of Practice by Professional Regulatory Bodies
- d. All related certification / awards etc (e.g ISO certification etc)
- e. For enterprises, only c&d are applicable. Please attach company's account statement instead of a&b