



A
SME CORP - PSDC
COLLABORATION

SME COMPETITIVE RATING FOR ENHANCEMENT
(SCORE)

PROFESSIONAL SERVICES MODEL – CONSTRUCTION
RELEVANT SERVICES

ABOUT SCORE (MENGENAI SCORE)

The SME Competitive 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;** (*Mengenalpasti 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

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 digunakan. Markah yang diperolehi akan diplotkan dalam bentuk diagram Radar supaya lebih mudah difahami.*)

SME Competitive Rating for Enhancement (SCORE)

PROFESSIONAL SERVICES MODEL – CONSTRUCTION RELEVANT SERVICES

Name of Company :		Date of Incorporation :	
ROB / ROC :	Professional Board's Registration No:	Ministry Of Finance Registration No.:	
Ownership			
Bumiputera		Non-Bumiputera	
Women Owned Company			
<input type="checkbox"/> 100%	<input type="checkbox"/> 100%	<input type="checkbox"/> 100%	<input type="checkbox"/> 100%
<input type="checkbox"/> 51% and above	<input type="checkbox"/> 51% and above Malaysian	<input type="checkbox"/> 51% and above	<input type="checkbox"/> 51% and above
Sub-Sector / Field			
<input type="checkbox"/> Architecture	<input type="checkbox"/> Interior Design	<input type="checkbox"/> Surveying	
<input type="checkbox"/> Landscape Architecture	<input type="checkbox"/> Valuation & Property Consultancy	<input type="checkbox"/> Town Planning	
Engineering		Multi Disciplinary	
<input type="checkbox"/> Civil	<input type="checkbox"/>	<input type="checkbox"/> Oil & Gas	
<input type="checkbox"/> Mechanical	<input type="checkbox"/>	<input type="checkbox"/> Project Management	
<input type="checkbox"/> Waste Management	<input type="checkbox"/>	<input type="checkbox"/> Others (Please Specify)	
<input type="checkbox"/> Structural	<input type="checkbox"/>	
<input type="checkbox"/> Electrical	<input type="checkbox"/>		
Assistance Received?			
<input type="checkbox"/> SMIDEC Grant (Please State: _____)			
<input type="checkbox"/> Others (Please State: _____)			
Address :		Tel Num.	
_____		Fax Num.	
_____		E-mail	
_____		Website	

Area 1: Business Performance

Sales Revenue

1. Latest total Annual Revenue	(Current year)
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- Less than RM 500K
- More than RM 50K but less than RM 1.0 Million
- More than RM 1 Million but less than RM 3.0 Million
- More than RM 3.0 Million but less than RM 5.0 Million
- More than RM 5.0 Million but less than 10 Million
- More than RM 10 Million

2. Average of last 3 years growth rate.	(Current 3 years)
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- 5.0% p.a or less
- Between 5.1 – 10.0% p.a
- Between 10.1 – 15.0% p.a
- Between 15.1 – 20.0% p.a
- Between 20.1 – 25.0% p.a
- More than 25.1% p.a

3. Average percentage of the export services derive from the 3 years revenue ?	(Current 3 years)
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- None
- Less than 10%
- 10.1% - 20%
- 20.1% - 40%
- 40.1% - 60%
- 60.1% - 80%
- More than 80%

Marketing

4. How does the company market the services?	(you may tick more than one)
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- Web Presence
- Print (flyers / portfolio)
- Market Intelligence
- Niche Market
- Networking
- Participation in Trade Missions
- International
- Local
- Others (Please state) : _____

5. Allocation of Marketing/ Branding Expenditure per year.	
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- None
- Less than RM 5 K
- Between RM 5 K – RM 10 K
- Between RM 10 K – RM 20 K
- More than RM 20 K

Client Satisfaction

6. Number of return business from existing clients over 3 years.	
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- None
- Less than 2
- Between 2 – 5
- Between 6 -10
- More than 10

7. How does the company gain feedback from the clients?	(you may tick more than one)
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- None
- By E-mail
- Regular Survey
- Face to Face (Meetings)
- Others (Please specify) : _____

8. What is your response time in relation to client's feedback?	
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- Within 1 day
- Within 1 week
- Within 2 week
- Within 1 month
- More than 1 month

9. Does the company have managers / staffs dedicated to Client Relationship Management (CRM)?	
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- Yes (Please circle) : GM (Top Management) / Manager (Middle Level)
- No

Area 2: Financial Capability	(Current year)
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10. Value of Current Assets : _____	
11. Value of Current Liabilities : _____	
12. Value of Shareholder's Equity : _____	
13. Value of Total Assets : _____	
14. Gross Profit : _____	
15. Net Profit : _____	
16. Retained Earnings : _____	

Area 3: Professional Capability	
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17. Please state number of staff by qualification	(Information only)
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a. Professional (Technical)

PhD / Master		None
Degree		People
		People

b. Sub-professional (Technical)

Degree		None
Diploma		People
Certificate		People

c. Support staff (Accounts, Human Resource, Administration)

Degree	<input type="checkbox"/>	None
Diploma	<input type="checkbox"/>	People
Certificate	<input type="checkbox"/>	People

d. Accredited Professionals, In your organization.

<input type="checkbox"/>	International eg LEEDS / BREEM
<input type="checkbox"/>	Local eg Malaysian Green Building Confederation (MGB), Integrated Building System (IBS)
<input type="checkbox"/>	Others (Please specify : _____)

18. Experience of employees	(Information only)
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	<u>Professional</u>	<u>Sub-Professional</u>
Less than 3 years experience	<input type="checkbox"/> People	<input type="checkbox"/> People
3 – 5 years experience	<input type="checkbox"/> People	<input type="checkbox"/> People
5 – 10 years experience	<input type="checkbox"/> People	<input type="checkbox"/> People
10 – 15 years experience	<input type="checkbox"/> People	<input type="checkbox"/> People
15 years and above	<input type="checkbox"/> People	<input type="checkbox"/> People

19. How many years of experience does the company have in this sector?	
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<input type="checkbox"/>	Less than 3 years
<input type="checkbox"/>	More than 3 - 5 years
<input type="checkbox"/>	More than 6 - 10 years
<input type="checkbox"/>	More than 10 years

20. Does your company export services?	
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<input type="checkbox"/>	Yes
<input type="checkbox"/>	Intend to Export
<input type="checkbox"/>	No

21. How many years of experience does company have in service trade / international exposure?	(you may tick more than one Mode if necessary)
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- None
- Less than 3 years
- More than 3 - 5 years
- More than 6 - 10 years
- More than 10 years

Through

- Cross Border Trade (Mode 1)
- Consumption Abroad (Mode 2)
- Commercial Presence (Mode 3)
- Movement of Natural Resources (Mode 4)

Modes	Definition / Criteria	Supplier presence
Cross Border Trade (Mode 1)	Delivered within the territory of the country (e.g. internet)	Service supplier not physically present
Consumption Abroad (Mode 2)	Delivered to consumers from another country. (e.g. tourism and education services)	Service supplier not physically present
Commercial Presence (Mode 3)	Delivered through physical presence (e.g. FDIs)	Service supplier physically present
Movement of Natural Resources (Mode 4)	Delivered by temporary entry of expatriates, professionals and experts	Service supplier physically present

Area 4: Project Management	
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Operation Procedure

22. Does the company have the Practice Manual or Standard Operation Procedures (SOP)?	
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- Comprehensive
- Cover core areas
- Basic
- None

23. Utilisation of Practice Manual and Standard Operating Procedures (SOP)?	
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- Fully enforced – monitored regularly
- Partially enforced
- As a guideline only
- Not utilized

ICT Adoption

24. Does the company utilize ICT in its operation?	(if Yes, answer question No. 25, if No, proceed to question 26)
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- Yes
- No

25. What kind of ICT software / tools does the company utilize?	(you may tick more than one)
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Technical Software

- Structural Analysis Software
- Infrastructure Design
- Highway Design Software
- Geotechnical
- CAD / CAM
- QS Software (e.g: MasterBuild)
- Remote Project Monitoring
- Virtual Reality software
- Sheetp Piling Design
- GIS Software
- Remote Sensing
- Slope Analysis
- Other Specialty Software (Please Specify: _____)

Admin Software

- Accounting system
- Inventory system
- Document control
- Human Resource software
- Office tool

Risk Management

26. Risk management practice	
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- Professional Indemnity Insurance policy
- Dedicated unit
- Dedicated personnel
- Risk assessment tool
- Methodology / software
- None

27. Does the company have assessment mechanisms for potential clients?	(If Yes, you may tick more than one)
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- Yes
- No

If yes, how the company assesses the potential client? - (max 2)

(Non- Government)

- Shareholders' Equity
- Audited Accounts
- Reputation / Company Track Records
- Management Track Record

(Government / Government Agencies)

- Reputation / Company Track Records
- Management Track Record

Productivity

28. Does the company have mechanism in place to monitor the productivity such as time shift analysis and man hour record?	
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- None
- All Projects
- Selected Projects
- Critical Projects
- Directed Projects

29. Analysis of productivity measurement	
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- Analysis for input for the future jobs
- Analysis for productivity and efficiency improvement
- Analysis for improving client satisfaction
- Capturing and analysing data only
- None

30. Frequency of analysis	
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- Once a year
- 6 monthly
- Quarterly
- None

Area 5: Innovation & Creativity	
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31. Does your company continue using latest IT application for improvement activity?	
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- Yes
- No

32. How do you keep abreast of the latest development of industry technology or practices solution?	(you may tick more than one)
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- Professional Affiliation
- International Exhibition
- Subscription of Journals
- Attend Conferences / Seminars / Workshop
- Internet
- None

33. Percentage of Expenditure on the above, as a percent of annual turnover?	
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- None
- 0.1 – 0.5%
- 0.6 – 1.0%
- 1.1 – 1.5%
- More than 1.5%

34. Is there an avenue to allow/ encourage employees to be more innovative and creative?	(you may tick more than one)
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- Innovation Labs
- Structured Methodology and Practice / Brainstorming
- Ideas Repository
- Reward System
- Idea Board/Blog
- Suggestion box
- None

35. Does the company have recognition and reward to encourage and promote the employees to be more innovative?	Not relevant for Quantity Surveyor (QS)
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- Cash Reward
- Bonus
- Travel
- Promotion / Increment
- Others (Please Specify : _____)
- None

36. Does your company regularly participation in competition in design/ innovation/ technology?	Not relevant for Quantity Surveyor (QS)
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- All
- International
- National
- Selective
- None

37. Please indicate your Product & Process Improvement activities.	(You may tick more than one)
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- Technology Acquisition
- Intellectual Property (IP) Acquisition / Copyright
- Technology / Intellectual Property (IP) Licensing
- Development of new product (over last 3 years)
- Upgrading of new system / technology
- Upgrading of existing product(s) / service(s) / design (s) / management
- Improve process efficiency
- Product / Service diversification
- Others (Please specify) _____

38. Please indicate (tick) your Product & Process Improvement capabilities	(You may tick more than one)
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- R&D
- Testing
- Market Intelligence
- Client Feedback
- Collaboration

39. Awards received	(Over the last 3 years)
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- International (Please state) _____
- Government Approved Awards (Please state) _____
- Client Appreciation Awards (Please state) _____
- Others (Please specify) _____
- None

Area 7: Management Capability	
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40. Does the company have ...	(you may tick more than one)
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- ISO 9000 Certification
- Corporate Social Responsibility (s)
- Others Relevant (Please specify : _____)
- None

41. Company Organization Chart	
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- Complete and current
- Available and documented
- Not documented
- None

42. Are the job functions of each personnel clearly stated?	
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- Yes, Explicitly stated and documented
- Yes, Understood but not documented
- No specific job function – no documentation

43. Does the company have a clear and inspiring vision?	
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- Yes, it is fully understood throughout the organization
- Yes, but only certain sections are aware
- Yes, it has just been formulated
- No, it is not in place

44. Does the company have a well structured management team?	
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- Yes, they have (Board of Directors, Managing Director / CEO, Managers and below)
- Yes (but only CEO, Managers and below)
- Yes (but only Manager and below)
- No, only one officer at managerial level

45. Does the company implement reward system for employee's good performance?	
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- Bonus
- Training
- Others (Please specify) _____

46. Does the company encourage the usage of information technology?	
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- Yes, they advocates the usage
- Yes, at a satisfactory level
- Yes, but in a limited way
- No, it is not in place

47. Does the company recognize innovation as an important aspect of business and for all its processes – innovation is part of the culture?	
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- Yes, they practice innovation as part of their culture
- Yes, they are aware of the importance of innovation
- No, they don't

48. Does the management believe that training of all employees is a key element for performance improvement strategy?	
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- Yes, they already have a comprehensive training programme implemented
- Yes, they do have training programme in place, but it is not structured
- Yes, but they do not implement it
- No, it is not in place

49. Number of training days per worker per year?	
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- More than 10
- Between 6 to 10
- Between 1 to 5
- None

50. Does the company have a code of conduct / code of ethics?	
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- Yes, it is fully understood throughout the organization
- Yes, but only certain sections are aware
- Yes, it has just been formulated
- No, it is not in place

51. What is the level of staff annual turnover in your organization?	
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- Less than 5.0%
- Between 5.1% – 10.0%
- Between 10.1% - 15.0%
- More than 15.1%

52. Strategies to sustain and enhance technical / business capability?	(you may tick more than one)
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- Affiliation to foreign companies
- Affiliation to large local companies
- Establish Local Office Abroad
- Strategic alliance with other professionals discipline
- Hire foreign specialist / expert

53. Do you have a staff retention program?	(you may tick more than one)
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- Yes
- No

If you have a staff retention program, please indicate which program applies.

- Profit Sharing/ Equity Option
- Staff Incentives (paid holidays, etc)
- Competitive Remuneration
- Job Enrichment programs
- Flexi working hours
- Others (specify) _____

END

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 :

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For office use only

SME CORP / PSDC 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