

MIED Scorecard: Strategic Mapping 2019

VISION	To Grow the Sarawak Economy through Industrial and Entrepreneur Development			
MISSION	To Accelerate the Industrial and Entrepreneur Growth through Effective Facilitation, Coordination and Support			
Strategic Themes	Infrastructure Excellence	Investments Facilitation Excellence	SME Entrepreneurship Development Excellence	Strategic Direction Excellence
Strategic Results	All RMK-11 Projects be implemented with modern infrastructure	Increase in high net worth investments and business opportunities	Increase Entrepreneur Capacity and Capability	Continuous improvement for industrial and entrepreneurship policy formulation
CUSTOMER perspective	<div>CS1: Enhance Customer Satisfaction</div> <div>CS2: Increase Investments</div> <div>CS3: Increase no. of Entrepreneurs</div>			
FINANCE perspective	<div>F1 : Enhance Budget Utilization</div> <div>F2 : Enhance Financial Regulatory Compliance</div>			
PROCESS / PROGRAM / PROJECT / SERVICES DELIVERY perspective	<div>IP1: Enhance Infrastructure Readiness</div>	<div>IP2: Enhance Investments Facilitations</div>	<div>IP3: Enhance Entrepreneur Capacity & Capability</div>	<div>IP4: Enhance Policy Direction</div> <div>IP5: Improve Service Delivery</div>
ORGANIZATIONAL CAPACITY perspective	<div>OC1: Enhance Training and Development</div> <div>OC2: Internalized Shared Value</div>			

Legend:

 Functional

 Common

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Perspectives	Strategic Objective(s)			
CUSTOMER Perspective (30%)	<div> <div>CS1: Enhance Customer Satisfaction (10%)</div> <div>CS2: Increase Investments (10%)</div> <div>CS3: Increase no. of Entrepreneurs (10%)</div> </div>			
FINANCIAL Perspective (15%)	<div> <div>F1: Enhance Budget Utilization (7.5%)</div> <div>F2: Enhance Financial Regulatory Compliance (7.5%)</div> </div>			
PROCESS/ PROGRAM/ PROJECT/ SERVICE DELIVERY Perspective (40%)	<div> <div>IP1: Enhance Infrastructure Readiness (8%)</div> <div>IP2: Enhance Investments Facilitations (10%)</div> <div>IP3: Enhance Entrepreneur Capacity & Capability (8%)</div> <div>IP4: Enhance Policy Direction (7%)</div> <div>IP5: Improve Service Delivery (7%)</div> </div>			
ORGANIZATIONAL CAPACITY Perspective (15%)	<div> <div>OC1: Enhance Training and Development (7.5%)</div> <div>OC2: Internalize Shared Values (7.5%)</div> </div>			

Legend:



Functional
Common

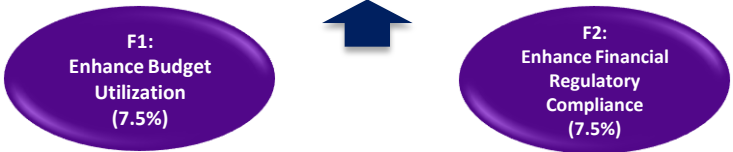

MIED SCORECARD: STRATEGIC MAP 2019

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Strategic Objective(s)		KPI(s)	IV/T/ST	Initiative(s)
CUSTOMER Perspective (30%) <div> <p>CS1: Enhance Customer Satisfaction (10%) → CS2: Increase Investments (10%) → CS3: Increase No of Entrepreneurs (10%)</p> </div>		CS1M1: Customer Satisfaction Rating (10%)	80/85/90	<ul style="list-style-type: none"> Customer Survey
		CS2M1: Investment Amount (RM Billion) (5%)	5B/7B/9B	<ul style="list-style-type: none"> To measure agency's effectiveness in facilitating investment
		CS2M2: National Ranking (5%)	5/4/3	<ul style="list-style-type: none"> To measure agency's effectiveness in facilitating ranking achievement at national level
		CS3M1: No of New Entrepreneurs Developed (4%)	80/90/100	<ul style="list-style-type: none"> Entrepreneurship Capacity and Capability Development Monitoring the progress of entrepreneurs
		CS3M2: No of Entrepreneurs Obtaining Product Certification (3%)	5/6/7	<ul style="list-style-type: none"> Product development program such as follows: <ol style="list-style-type: none"> Tranformasi Usahawan Desa Sarawak Satu Daerah Satu Industri (SDSI) Roadshow Usahawan
		CS3M3: No of Entrepreneurs Up Scaled (3%)	10/15/20	<ul style="list-style-type: none"> Entrepreneurship Capacity & Capability Development Product Development Program Monitoring the progress of entrepreneurs
FINANCIAL Perspective (15%) <div> <p>F1: Enhance Budget Utilization (7.5%) → F2: Enhance Financial Regulatory Compliance (7.5%)</p> </div>		F1M1: Budget Utilization Rate (Operating) (3.75%)	90/95/100	<ul style="list-style-type: none"> To implement projects/programs based on original schedule
		F1M2: Budget Utilization Rate (Development) (3.75%)	90/95/100	<ul style="list-style-type: none"> Implementation of projects/programs based on work schedule Payment is based on actual completed works/services/supplies on site
		F2M1: Electronic Compliance Self-Assessment (eCSA) Score (2.5%)	85/90/95	<ul style="list-style-type: none"> Proper monitoring and supervision Conduct internal checking Enhance awareness of administrative and financial compliance requirement among all staff Undergo self assessment using eCSA for corrective and preventive action(s)



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FINANCIAL Perspective (15%) 		F2M2: Financial Management Compliance Index (2.5%)	70/80/90	<ul style="list-style-type: none"> Proper monitoring and supervision Conduct internal checking Enhance awareness of administrative and financial compliance requirements among all staff Undergo self assessment using eCSA for corrective and preventive action(s)
		F2M3: Accountability Index (AI) (2.5%)	4/5/5	<ul style="list-style-type: none"> Proper monitoring and supervision Conduct internal checking Enhance awareness of administrative and financial compliance requirements among all staff Undergo self assessment using eCSA for corrective and preventive action(s)
PROCESS/PROGRAM/PROJECT/SERVICE DELIVERY Perspective (40%) 		IP1M1: No. of Site To Be Acquired for Development of Industrial Park (IE) (3%)	1/2/3	<ul style="list-style-type: none"> Monitoring of project to ensure timely land acquisition of targeted area through regular follow-ups with Land & Survey Department
		IP1M2: No. of Industrial Park Projects to be Tendered Out and Awarded (3%)	1/2/3	<ul style="list-style-type: none"> Monitoring of project to ensure timely implementation of tender exercise and compliance with State's procurement procedure through regular meeting and follow-ups with the surveyor, consultant and relevant agencies
		IP1M3: No. of ongoing industrial park projects on schedule (2%)	4/5/6	<ul style="list-style-type: none"> Monitoring of project to ensure timely implementation and compliance with specifications and contracts, through regular project meetings, visits and follow-ups with the consultant, contractor and relevant agencies.
		IP2M1: Investment Facilitation Effectiveness (10%)	80/85/90	<ul style="list-style-type: none"> Engagement with stakeholders, entrepreneurial development programs and ICC/ICA facilitations

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PROCESS/PROGRAM/ PROJECT/SERVICE DELIVERY Perspective (40%) 	IP3M1: No. of Participants of Entrepreneurial Programs & Projects (8%) IP4M1: Number of Policy/Proposals Endorsed or approved by the Minister (7%) IP5M1: Operations Efficiency Rating (7%)	2,000/2,500/3,000 1/2/3 80/90/100	<ul style="list-style-type: none"> Entrepreneurship Capacity and Capability Development Monitoring the progress of entrepreneurs Prepare policy/proposal papers concerning industrial and entrepreneur development planning/initiatives/support Quarterly compliance check
ORGANIZATIONAL CAPACITY Perspective (15%) 	OC1M1: % Of Staff Achieve target SCS Training Hour Recorded in GEMS (7.5%) OC2M1: Internal Culture Rating (7.5%)	90/95/100 75/80/85	<ul style="list-style-type: none"> Ensure officers attend the courses/seminars Culture Change Programs for MIED