



The GM of POD received the award for the landscaping under the Industrial Plant category from the Prime Minister

Pengurus Besar Bahagian Operasi Loji menerima anugerah untuk landskap di bawah kategori Loji Perindustrian daripada Perdana Menteri

Information Technology (IT): Designed to Encourage Information Sharing & Networking

In the year under review, PGB continued to improve its IT facilities and services while stepping up the training of its staff to be IT proficient. PGB has also extended its friendlier user-interface NADII 2000 and introduced the PETRONAS Integrated Application software (PINTAS) to its CUF.

The Human Resource Management & Administration (HRMA) Division launched its HRMAHomepage in August 2000 and this has facilitated staff to get information updates on HRMA matters. Through this cyber platform, the staff can also record their concerns, channel their queries and give feedback to the Management.

PGB Continues to Strengthen the Competencies & Skills of its Staff

In developing a core of multi-skilled and competent people, PGB had implemented many functional and developmental training programmes. Notably, the training of non-executives in the Performance Management System (PMS) was rolled out. Once fully implemented for all staff (executives and non-executives), the PMS will enable better planning, coaching and review of staff performance.

During the period under review, there was a new intake of 204 staff into the Company, mainly for the GPPs and CUF operations. The additional manpower is part of the Company's ongoing efforts to ensure optimum manning level, especially in enhancing operational reliability by providing for shift coverage and proper succession planning.

Numerous dialogue sessions were held at all locations to enable staff to provide feedback to Management and also as a platform to promote internal sharing of knowledge and experience.

Our Quality initiatives – A Commitment to Quality at Every Level

In meeting the challenges of an increasingly competitive business environment, PGB continued to achieve greater

Teknologi Maklumat (IT):

Dirancang untuk Menggalakkan Perkongsian & Perangkaian Maklumat

Pada tahun dalam kajian, PGB terus memperbaiki kemudahan dan perkhidmatan IT-nya dan pada masa yang sama meningkatkan latihan kakitangannya supaya cekap IT. PGB juga memperluas NADII 2000, antara muka pengguna yang lebih mesra pengguna, dan memperkenalkan perisian Penggunaan Bersepadu PETRONAS (PINTAS) kepada CUFnya.

Bahagian Pengurusan & Pentadbiran Sumber Manusia (HRMA) melancarkan laman HRMA-nya pada bulan Ogos 2000 dan laman ini memudahkan kakitangan memperoleh maklumat terkini tentang hal ehwal HRMA. Melalui pelantar siber ini, kakitangan juga dapat menyuarakan keprihatinan mereka, mengemukakan pertanyaan dan memberikan maklum balas kepada pihak Pengurusan.

PGB Terus Memperkukuh Kecekapan & Kemahiran Kakitangannya

Dalam usaha membentuk kakitangan berbilang kemahiran dan cekap, PGB telah melaksanakan banyak program latihan fungsian dan pembangunan. Khususnya, latihan untuk kakitangan bukan eksekutif dalam Sistem Pengurusan Prestasi (PMS) telah diadakan. Apabila dilaksanakan sepenuhnya kepada semua kakitangan (eksekutif dan bukan eksekutif), PMS akan dapat merancang, menunjuk ajar dan mengkaji semula prestasi kakitangan dengan lebih baik.



A presentation by a senior management on the application of the OL tools

Pembentangan oleh pengurusan kanan mengenai penggunaan fungsi Pembelajaran Organisasi



An operator in the Control Room monitors the start-up of the turbine prior to the loading activities at the Export Terminal

Operator di dalam bilik kawalan memantau permulaan operasi turbin sebelum aktiviti pemunggaan dijalankan di Terminal Eksport

heights in its effort to instil the Quality culture at all levels of the organisation. This year saw the introduction of the five disciplines of Organisational Learning targeted initially at the senior executive level. The five disciplines, namely Shared Vision, Personal Mastery, Systems Thinking, Mental Models and Team Learning, will enable the executives to play a bigger role in tackling organisational improvement initiatives. This will complement and strengthen the internalisation of the PETRONAS Quality Principles.

The achievement of our Quality Improvement Teams and Corrective Action Teams (QIT/CAT) have once again done us proud. The MAWAR Team from POD gained international recognition by being a guest presenter at the International Convention of Quality Circles in Singapore in November 2000. At the National Productivity Council's National QCC Convention, our team GGPT garnered 1-Star Gold Award while ARUS and CROWN VILLE were each awarded the 2-star Gold Award. Of the eight PGB teams fielded in the PETRONAS Regional Quality Conventions, three teams were selected to participate in the inaugural PETRONAS Quality Day convention held in February 2001.

While we continue to maintain our existing separate ISO 9002:1994 certifications in TOD, POD, Head Office and TFDD, we have now embarked on the consolidation of these four



Launching of the QWG programme at PGB Headquarter

Pelancaran program Kumpulan Kerja Kualiti di Ibu Pejabat PGB

Pada tempoh dalam kajian, 204 kakitangan baru telah diambil bekerja oleh Syarikat, terutamanya untuk operasi GPPdan CUF. Tenaga manusia tambahan ini ialah sebahagian daripada usaha berterusan Syarikat untuk memastikan agar pengendalian berada pada tahap optimum, khususnya dalam meningkatkan keboleharapan operasi dengan menyediakan kerja syif dan perancangan penggantian yang betul.

Pelbagai sesi dialog telah diadakan di semua lokasi untuk membolehkan kakitangan memberikan maklum balas kepada pihak Pengurusan dan juga sebagai landasan untuk menggalakkan perkongsian pengetahuan dan pengalaman dalam syarikat.

Inisiatif Kualiti Kami - Komitmen Terhadap Kualiti di Setiap Peringkat

Dalam menghadapi cabaran persekitaran perniagaan yang semakin bersaing, PGB terus meningkatkan pencapaian kemajuannya dalam usaha menanamkan budaya Kualiti di semua peringkat organisasinya. Tahun ini memperlihatkan pengenalan lima disiplin Pembelajaran Organisasi yang didasarkan pada mulanya di peringkat eksekutif kanan. Kelima-lima disiplin tersebut, iaitu Wawasan Bersama, Penguasaan Peribadi, Pemikiran Sistem, Model Minda dan Pembelajaran Berpasukan, akan membolehkan eksekutif memainkan peranan yang lebih besar dalam melaksanakan usaha memperbaiki organisasi. Ini akan memperlengkap dan memperkukuh penghayatan Prinsip Kualiti PETRONAS.

Pencapaian Pasukan Memperbaik Kualiti dan Pasukan Tindakan Memperbetul (QIT/CAT) sekali lagi membanggakan kami. Pasukan MAWAR dari POD mendapat pengiktirafan antarabangsa apabila dijemput menjadi pembentang kertas kerja di Konvensyen Antarabangsa Kumpulan Kawalan Mutu di Singapura pada bulan November 2000. Di Konvensyen KKM Kebangsaan Majlis Daya Pengeluaran Negara, pasukan GGPT kami memenangi Anugerah Emas 1-Bintang sementara pasukan ARUS dan pasukan CROWN VILLE pula masing-masing memenangi Anugerah Emas 2-Bintang. Daripada lapan pasukan



Relevant authorities joined TOD to mark the official launching of its unmanned Segamat Compressor Station

Pihak berkuasa yang berkaitan bersama Bahagian Operasi Penyaluran menjayakan pelancaran rasmi Stesen Pemampat Segamat tanpa kawalan manusia