

Title	Service Quality Improvement Project (SQIP)				
Target Population	Field Engineers & Field Specialists				
This requirement is applicable to:	✓	JFE	✓	FST	EOT
	✓	FE1	✓	FS1	EO1
	✓	FE2	✓	FS2	EO2
			✓	FS3	EO3
					✓ GEO

Objective:

The objectives of this task are:

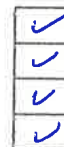
- To assess employee’s ability in applying critical thinking and problem solving
- To develop employee’s communication and organizational skills
- To evaluate employee’s ability to collect and study data, and draw substantive conclusion
- To create an opportunity for the FE and FS to improve his presentation skills by practicing with a large and critical audience.

Tasks:

- The FE / FS is to prepare a proposal on Service Quality Improvement Project to Line Management. The objective of the project must focus on improving operational performance such as recommendations on equipment modification, leaner working environment, cost reduction initiatives for efficient operations etc.
- To obtain approval and support from respective mentor and FSM.
- Prepare a presentation slides and present the project to the Line Management and technical team (Operation Engineer). You will have 20 minutes for presentation and 30 minutes for question and answer session.


REQUIRED EVIDENCE:

- 1 Slide Presentation
- 2 CTS-FORM-84 CTS Improvement Project Abstract Template
- 3 CTS-FORM-85 SQIP/Breakout Project Evaluation Form
- 4 Attendance Form




MENTOR / ASSESSOR's Comments & Recommendation:

- During operation period personnel demonstrated a strong understanding of key supervisory skills and consistently showed a willingness to learn. good job.

Signature		Assessment Date	28/1/25
Name	JOBAIRI	Position	FIELD SPECIALIST III

FSM / OM Comments & Recommendation:

- Overall good preparation & presentation.

Signature		Assessment Date	28/1/25
Name	RIDWAN AZIZAN	Position	FSM