

BENCHMARKING VISIT OF KUMPULAN INOVATIF DAN KREATIF (KIK)

FROM THE FACULTY OF PHARMACY, UiTM TO THE INSTITUTE OF MEDICAL MOLECULAR BIOTECHNOLOGY (IMMB), FACULTY OF MEDICINE, UiTM SUNGAI BULOH CAMPUS

By: Mr. Hamzah Aziz and AP. Dr. Gurmeet Kaur Surindar Singh



A delegation from Kumpulan Inovatif Dan Kreatif (KIK) of the Faculty of Pharmacy, Universiti Teknologi MARA (UiTM), Puncak Alam, recently visited the Institute of Medical Molecular Biotechnology (IMMB), Faculty of Medicine, UiTM. The purpose of this benchmarking visit was to discuss the significance of the serological pipette, which has been selected as the featured product for this year's KIK competition.

During this visit, the group members were able to gain a more comprehensive understanding of the serological pipette's use, its limitations, and the efficacy of the innovation that was to be proposed. The team will utilize the discussions and exchange of views with IMMB as a source of reference.

Nine KIK members from the Faculty of Pharmacy attended the visit. The delegation was headed by Mr. Hamzah Aziz, Deputy Registrar and the group leader, accompanied by Mr. Fairos Abd Hamid, the faculty's KIK coordinator. The visit aimed to understand the application, advantages, limitations, and shortcomings of the product chosen for the KIK project by examining samples at IMMB. This included identifying problems, utilizing quality tools, and evaluating results. Additionally, the visit sought to explore innovative strategies employed to address operational and technical challenges within a pharmaceutical laboratory setting and to identify best practices that could be adapted to enhance KIK initiatives within the Faculty of Pharmacy.

IMMB has provided several key insights regarding the project. First, it should be phased into distinct project management stages, including the identification of the issue, analysis of the root cause, selection of specific solutions, and implementation of a targeted intervention. Prioritizing feedback on the functionality of the serological pipette—particularly its limitations and recommendations for enhancing user-friendliness—is also essential. Additionally, the impact of the innovation should be assessed through improved satisfaction levels of both internal and external customers, as well as the associated cost-saving and time-saving benefits.

The visit had a positive impact on participants by providing a real-world view of effective and efficient KIK product implementation. It also boosted motivation and enthusiasm among KIK members in the Faculty of Pharmacy to develop more relevant and competitive projects, while increasing their confidence and skills in using the serological pipette and applying creative problem-solving techniques.

The visit highlighted several key areas for improvement that could significantly enhance both the functionality and user experience of the serological pipette utilized by the Faculty of Pharmacy. One primary suggestion is to develop a more user-friendly version of the pipette. Moreover, refining the product and associated work processes based on direct feedback from end users is crucial. Gathering insights on the practical applications of the pipette will ensure that it meets the real-world demands of the faculty, ultimately leading to a more efficient and effective tool for laboratory work.

Overall, this benchmarking visit created meaningful opportunities for learning and collaboration between the Faculty of Pharmacy and IMMB. It is hoped that the outcomes of this visit will be fully utilized in the planning and implementation of a more systematic and impactful KIK project, contributing to service excellence and the achievement of the faculty's strategic goals.

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INNOVATION

**is not just about creating
something new**

but adding value to what already exists



Figure 1: KIK members from the Faculty of Pharmacy together with Director Dr. Wang Seok Mui and the IMMB staff team.



Figure 2: Explanation on the use of the serological pipette in the laboratory by the Research Assistant.