



**Keretapi Tanah Melayu Berhad (KTMB)**

## CASE STUDY

### KERETA API TANAH MELAYU BERHAD

**TECHNOLOGY ENTREPRENEURSHIP (ENT600) : CASE STUDY**

<b>FACULTY &amp; PROGRAMME</b>	: FSPU, Town and Regional Planning
<b>SEMESTER</b>	: AP2218A
<b>PROJECT TITLE</b>	: Keretapi Tanah Melayu Berhad
<b>GOUP MEMBERS</b>	: 1. SHARUL AIMAN BIN SAMSUDIN(2014858734) 2. AHMAD BIN DZULKIFLI(2014200604) 3. MUHAMMAD AIZUDDIN B MOHD ALIAS(2014696836)
<b>LECTURER</b>	:HAJAH ZANARIAH BT ZAINAL ABIDIN

## 1.0 INTRODUCTION

### a. Background Of The Study

This study focusing on the

- efficiency of the system and the operation.
- Connectivity of the rail line to improve the tourism sector

### b. Problem Statement

Common problem with KTMB are:

#### i. Service Inefficiencies

##### **Timeliness factor**

The ktmb train has a problem with the delay of their train. This delay will cause:

- Crowded station
- Passenger do not know the new train schedule
- Passenger cannot re-route their new journey



Home / Accounts

Passenger raps KTM over delay announcements



By ALYSON LANE - August 23, 2017 @ 9:15am

RECOMMENDED

(Source : New Straits Times, 23 August 2017)

**ii. System Is Not User Friendly**

- No live timetable
- No live coordination
- Application for KTMB purchasing ticket not Inclusive



(Source : Appstore)

**c. Purpose Of The Study**

The purpose of the study are:

- To improve the system and the operation of keretapi tanah melayu berhad(KTMB)
- support the tourism sector by providing efficient rail transportation system.

**2.0 COMPANY INFORMATION**

**2.1 Background**

- Startup

KTMB was formerly known as an agency under the administration of Malaya Railways. The history of the wagon system began during the British occupation era, when the original railway was built to transport tin.

- **Now**

In 1992 KTM was private and the name KTM was changed to Keretapi Tanah Melayu Berhad (KTMB). KTMB has also stepped in with the introduction of a modern transportation system known as Commuter according to today's modernization.

The length of all railway routes is 1,699 km. All KTM routes are single track, except for some of the main routes between Padang Besar and Sungai Gadut, as well as the Batu Caves-Sentul-Kuala Lumpur-Port Klang branch.

- **Improvement**

Electrification projects and the provision of double track along the Rawang-Ipoh 179km, will ensure KTMB train can drive at a maximum speed of 160 km / h. KTMB plans to provide quick and fast, between Ipoh and KL Sentral for 16 services a day and up to 32 services a day.

The vision and mission of KTMB are stated below:

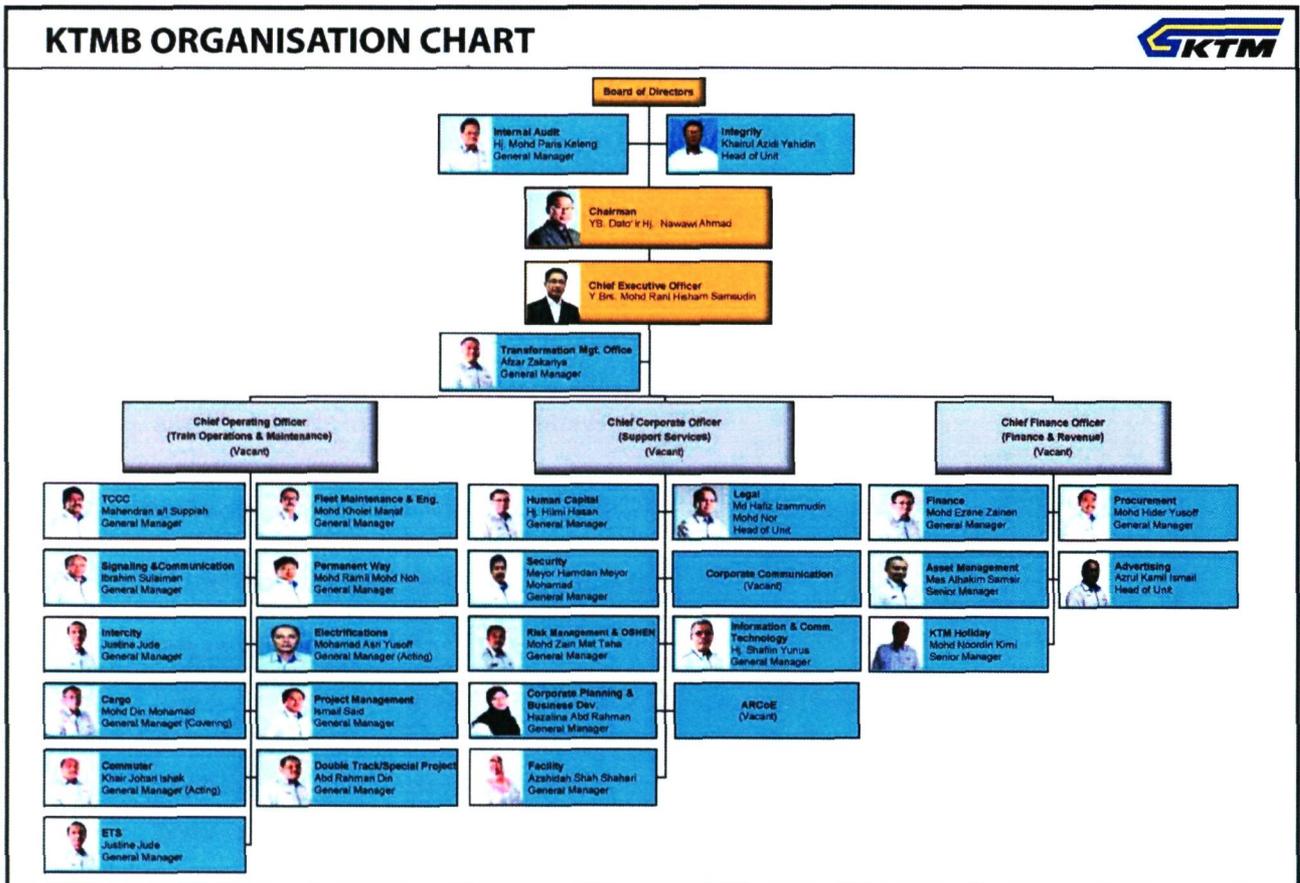
**Vision**

*To be preferred and affordable rail transport provider for people and goods.*

**Mision**

*Providing safe, reliable, comfortable and sustainable rail services on time and everytime*

1.2 Organizational Structure



1.3 Products/Services

This company have four services for consumer which is Electric Train Shuttle (ETS), KTM Intercity, Commuter and Cargo.

- KTM ETS** operated by Keretapi Tanah Melayu Berhad utilizing electric multiple units. It is the fastest metre gauge train service in Malaysia that currently operates along the electrified and double-tracked stretch of the West Coast Line between Gemas and Padang Besar on the Malaysia-Thai border by the Malaysian national railway operator, Kereta Api Tanah Melayu. The trains travel up to 160 km/h (99 mph) on electrified metre gauge rail line which can be considered as higher speed rail based on passenger rail terminology instead of high speed rail.
- KTM Intercity** is the brand name for a group of diesel-hauled intercity train services in Peninsular Malaysia, Singapore and Thailand operated by Keretapi Tanah Melayu Berhad (KTMB). Most services operate from Kuala Lumpur Sentral station in the Malaysian capital.