



اَللّٰهُمَّ صَلِّ وَسَلِّمْ عَلٰى اَبْنائِكَ الْمُرْسَلِيْنَ
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UNIVERSITI TEKNOLOGI MARA
MELAKA

**A CASE STUDY ON THE PERFORMANCE OF APPROVAL OF
PROTON COMMERCE SDN BHD'S HIRE PURCHASE LOAN
TOWARDS CIMB BUSINESS PROCESS**

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SUBMITTED ON OCTOBER 2009

DECLARATION OF ORIGINAL WORK



اَللّٰهُمَّ صَلِّ وَسَلِّمْ عَلٰى نَبِيِّنَا مُحَمَّدٍ وَآلِهِ الطَّيِّبِيْنَ الطَّاهِرِيْنَ

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“DECLARATION OF ORIGINAL WORK”

I, Muhammad Hakeem Bin Ab Rahman (I/C Number: 860624-29-5709) hereby, declare that:

1. This work has not previously been accepted in substances for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
2. This project is result of my independent work and investigation, except where otherwise stated.
3. All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledgement.

Signature: _____

Date: _____

LETTER OF SUBMISSION

27th October 2009
The Coordinator Program of Practical Training
Universiti Teknologi Mara
Melaka City Campus
Melaka

Dear Sir / Madam

Final Report on 'A Case Study on Performance of Approval of Proton Commerce Sdn Bhd's Hire Purchase Loan towards CIMB Business Rules '

With reference to the above, I am pleased to submit 3 (three) copies of final report entitled "A Case Study on The Performance of Approval of Proton Commerce Sdn Bhd's Hire Purchase loan towards CIMB Business Rules" in fulfilling the requirement by the Faculty of Business Management, Universiti Teknologi MARA.

I hope this project paper will fit the requirement and the expectation of the subject matter. The code for this subject is FIN 660. I would also to thank for all the guidance and support in this completion of project paper.

I hope all parties will be satisfied with this project paper and my apologies for any errors are put in advance.

Thank You

Yours sincerely

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ABSTRACT

This study was conducted to find the performance of approval of Proton Commerce Sdn Bhd's hire purchase loan towards CIMB business process. This study is emphasizes on how Proton Commerce Sdn Bhd to overcome the CIMB business process. The objectives of this study are to increase and make the performance of hire purchase loan is better than before. The issue for this study is the problem facing by Proton Commerce Sdn Bhd's staff in order to achieve the hire purchase loan approval. The finding will discuss on total submission, approval and rejection application with the alternatives taken by Proton Commerce Sdn Bhd in order to overcome CIMB business process. The gap identification will discuss whether the company can achieve the sales target. As a conclusion, it will determine whether CIMB business process may affect the company in order to grab more customers and a good relationship and co-operation both parties may affect the hire purchase loan approval.

TABLE OF CONTENTS

DECLARATION OF ORIGINAL WORK	3
LETTER OF SUBMISSION	4
ACKNOWLEDGEMENT	5
TABLE OF CONTENTS	6
ABSTRACT	8
1.0 INTRODUCTION	9
1.1 BACKGROUND OF COMPANY	9
1.1.1 VISION AND MISSION OF COMPANY	10
1.1.2 MANAGEMENT COMMITTEE	11
1.1.3 BOARD OF DIRECTORS	12
1.1.4 OFFER AND PRODUCT PACKAGING	13
1.2 BACKGROUND OF STUDY	15
1.3 OBJECTIVE OF STUDY	20
2.0 ISSUE	21
3.0 LITERATURE REVIEW	22
3.1 HIRE PURCHASE	22
3.2 DOCUMENTS OF HIRE PURCHASE LOAN APPLICATION	24
3.3 CENTRAL CREDIT REFERENCES INFORMATION SYSTEM	24
3.4 LOAN APPROVAL CRITERIA	25
3.4.1 CREDIT HISTORY	26
3.4.2 CASH FLOW HISTORY AND PROJECTIONS	26
3.4.3 INFORMATION ABOUT ANY COLLATERAL	27
3.4.4 INFORMATION ABOUT THE YOUR CHARACTER	27
3.4.5 BUSINESS AND PERSONAL FINANCIAL STATEMENT	27
3.5 BUSINESS PROCESS	29