

UNIVERSITI TEKNOLOGI MARA

**IMPROVING TENAGA NASIONAL BERHAD (TNB)'S
EFFICIENCY THROUGH
BUSINESS PROCESS REENGINEERING (BPR)**

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December 2017

LETTER OF TRANSMITTAL

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Dear Sir,

SUBMISSION OF APPLIED BUSINESS RESEARCH REPORT (ABR796)

IMPROVING TENAGA NASIONAL BERHAD (TNB)'S EFFICIENCY THROUGH BUSINESS PROCESS REENGINEERING (BPR)

With reference to the above matter, we hereby enclosed the Applied Research (ABR) paper entitled "Improving Tenaga Nasional Berhad (TNB)'s Efficiency Through Business Process Reengineering (BPR)" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours faithfully,

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AUTHORS' DECLARATION

We declared that the work in this dissertation was carried out in accordance with the regulations of the Universiti Teknologi MARA. It is original and is the results of our own work, unless otherwise indicated or acknowledge as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

We, hereby, acknowledge that we have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of our study and research

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Dissertation Tittle : Improving Tenaga Nasional Berhad (TNB)'s
Efficiency Through Business Process
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Date : 22nd January 2018

ABSTRACT

The purposes of the study are to identify and analyse the causes of inefficient supply application process and non-compliance to Performance Standard of Electricity Supply Services of TNB as regulated by EC at TNB Penang. The study also strives to provide general evaluation of utilization of Information Technology in supply application process at TNB Penang. Lastly, the study aims to propose suitable strategies of Business Process Reengineering (BPR) that could be taken by TNB Penang to improve the efficiency of the supply application process and compliance towards Performance Standard of Electricity Supply Services of TNB as regulated by EC. Business analysis tools comprised of Root Cause Failure Analysis (RFCA) which is divided into Cause and Effect Diagram (CED) and Tree Diagram are utilized to identify and analyse the causes of inefficient supply application process and non-compliance and in the same time conduct general evaluation of utilization of Information Technology in supply application process at TNB Penang. Pareto Analysis and Generic Model of BPR are adopted to develop suitable strategies of Business Process Reengineering (BPR). Based on the analysis conducted, three causes identified are supply application process, employees' competencies and Information Technology (IT). Strategies recommended are comprised of reengineering the current supply application process, proposed specific types of training for employees involve in supply application process and develop mentor-mentee program in the organization to resolve the issue related to employees competencies. The last recommendation is the aggressive utilization of IT to rapidly improve the inefficiency identified in the supply application process at TNB Penang.

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