





Keretapi Tanah Melayu Berhad (KTMB)

CASE STUDY

KERETA API TANAH MELAYU BERHAD

TECHNOLOGY ENTREPRENEURSHIP (ENT600) : CASE STUDY

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1.0 INTRODUCTION

a. Background Of The Study

This study focusing on the

- effieciency of the system and the operation.
- Connectivity of the rail line to improve the tourism sector
 - b. Problem Statement

Comman 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
- Pasanger do not know the new train schedule
- Pasanger cannot re-route their new journey





(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

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(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:

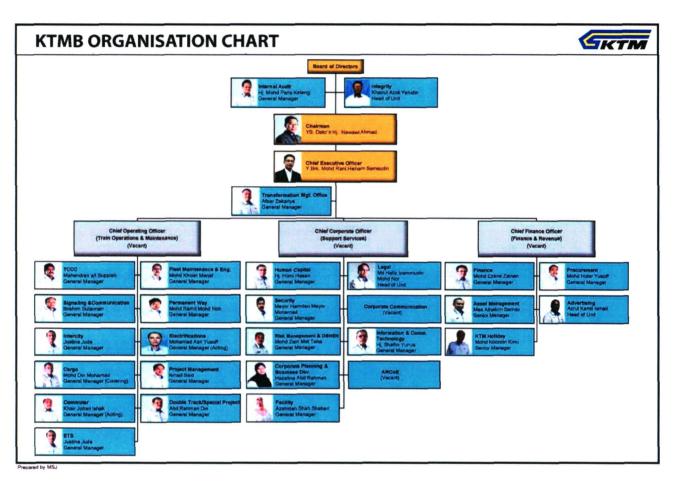
Vision

To be preffered and affordable rail trasport 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. ENT600 : AP221 March-Jun 2018