



Our Winning Formula

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Our Beginnings

1993



TNBR received approval
from MIDA as an
R&D status company

Eligible for many
governmental incentives

1997



2012



Rebranded into TNB Labs
**Trusted Solutions,
Assured Services.**

-HOW-

- Providing quality assurance and niche technical services to energy supply industry.
- Commercialization of research outcomes.

Establishment of
TNB Research Sdn. Bhd.

Evolved into a TNB subsidiary

Streamlining the aspiration,
values and enablers to align
with TNB Re-Imagining

To Be The Premier R&D
Organization For The
Energy Industry Globally

TNBR established its wholly
owned subsidiary

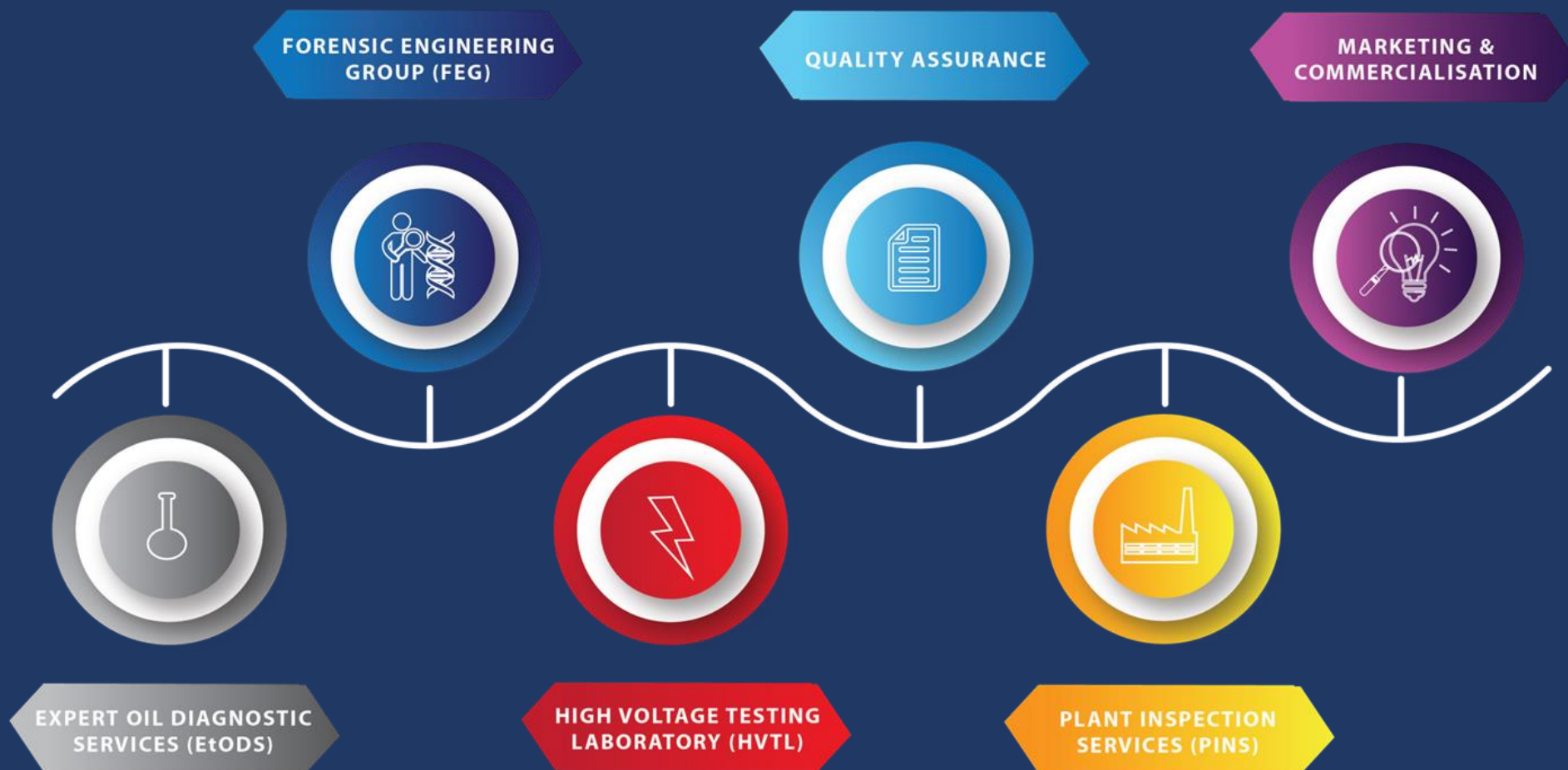
Leverage on advanced &
accredited Laboratories and
technical services business.

To Be A Premier Quality
Assurance And Niche Technical
Services Provider For The
Energy Industry Globally

2019



SERVICES OVERVIEW



Why 7 Habits introduced at TNB Labs?

Our vision is to be the **best subsidiary** in TNB

For our staff to be the reference experts to **TNB and the Electricity Supply Industry**

To create **more opportunities for growth** in their career paths

To create a **bright FUTURE**

By 2020

Revenue	: >RM100M
Profitability	:>RM20M
Non TNB Business	:50% of total revenue



Synergy With Trust

Our Winning Formula



[Video](#)



Our journey

- We started our 7 habits journey in 2017
- The whole management team was trained together with some key executives.
- In addition , we went through a ½ day Leader Implementation program
- First thing we did was for all the management team to have a Leadership Commitment statement.
- We informed this to all staff at the various gatherings that we had.



- My vision for TNB Labs is for it to be a very successful company, able to face any challenges, anytime.
- Towards this end in mind, I shall strive to have happy, effective and productive employees. For this, I shall work towards achieving the goal of using the 7 habits as TNBL's operating system as it is a proven framework.
- My promise is to be a model of the 7 habits. I know I shall make mistakes. I expect all TNBL staff to give me feedback for me to improve further and I too shall give feedback in a respectful way to anyone who needs it.
- I shall also strive to create an environment where the staff can be open, brave and able to discuss freely.

Results

- Since the staff started practicing the 7 habits, we have seen a shift in the culture.
- Staff are proactive, level of EBA is high. Most used habit is habit #5: “Seek first to understand, then to be understood”
- People are busier but happy.
- Now everyone is thinking about the company, not just the management.

Implementation strategy

It is not as easy as just sending your people to the course and their mindset will change. **Hard work and persistence from the management is needed.**

Key Point: Management must believe in it. They must **“Walk the Talk”**.

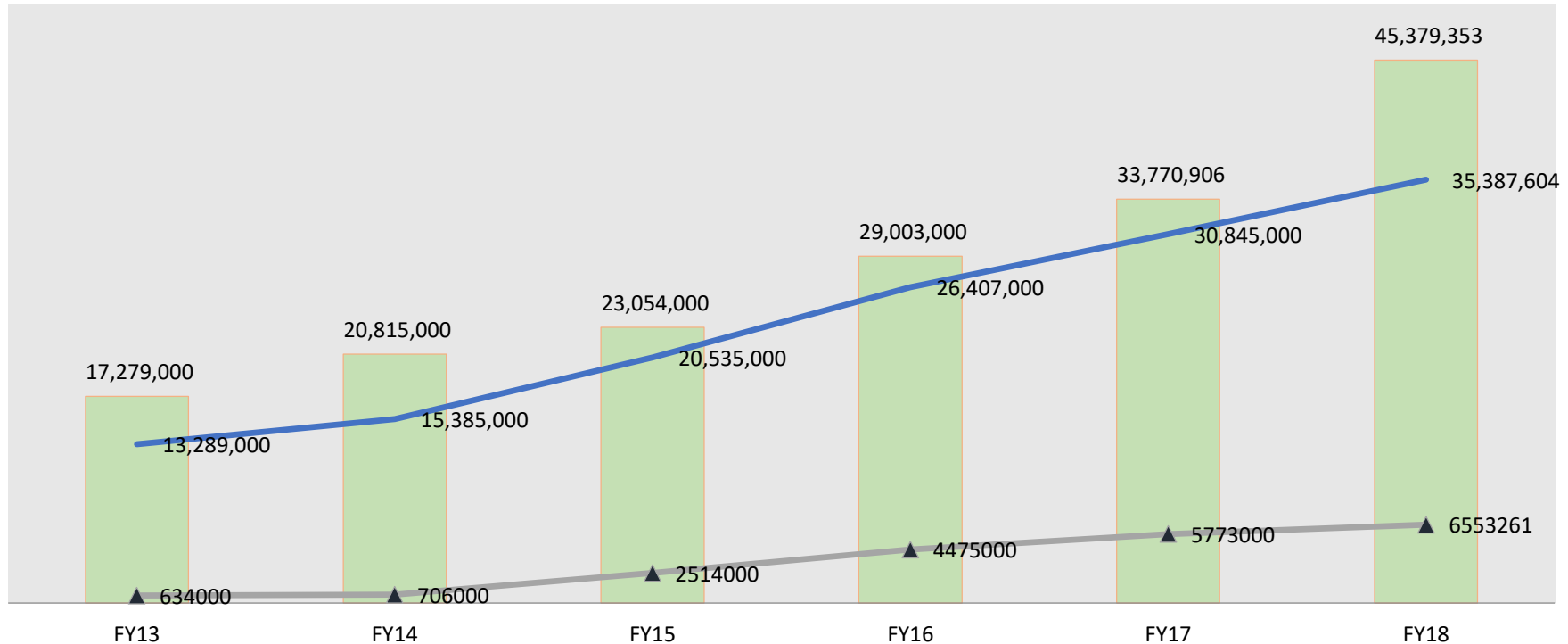
First success factor is : **Buy in by the Management team.**

We strategized:-

- **All the staff** need to be **trained within a short period** starting with the management **soon as possible**
- We set up a **steering committee** to come up with a plan on how to internalize the habits
- Start implementation in the company as
- Started **Whatsapp group** and each day someone will share something on the 7 habits
- We started having **games** every other month to **pass powerful messages** such as “shrinking business for certain groups and what needs to be done”, importance of teamwork etc
- **Celebrations and games.** Annual bowling tournament and potluck about 2-3 times a year

GRAPH BUDGET,REVENUE & PROFITABILITY

REVENUE BUDGET PROFITABILITY



- Revenue in FY18 increased by **28%** compared to FY17
- Profitability, based on final figures, its only about **13% higher** than FY17. This was because TNBL had to pay about RM1.2M to TNBR as License fee for a product that was commercialized by TNBL
- Non TNB business is approximately **20%**



Proactive!

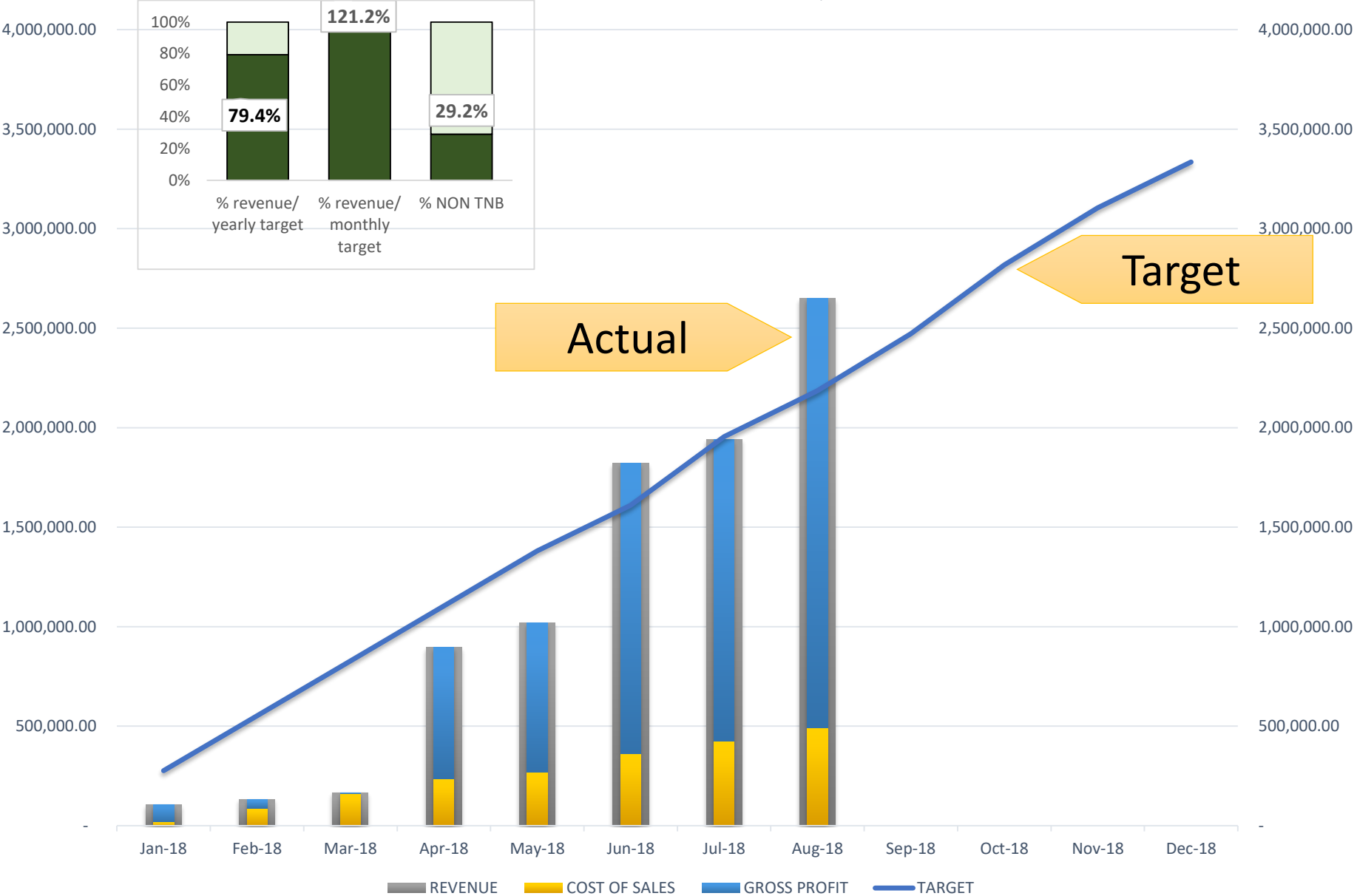


Know your target → →

Prioritizing and communication



REVENUE PERFORMANCE - QA-PC-A



You win, I win !



Synergize!!



Sharpen the saw





We celebrate our success 😊

..and birthdays!! 🎁



This is us !! TNBL



THANK YOU

