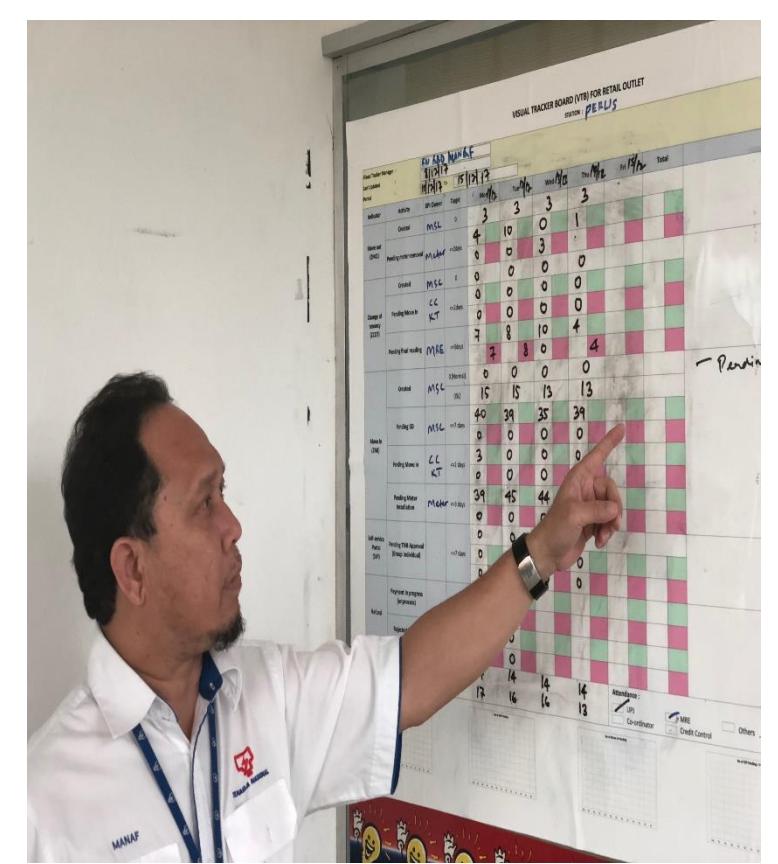




Shaping Culture Towards Digital





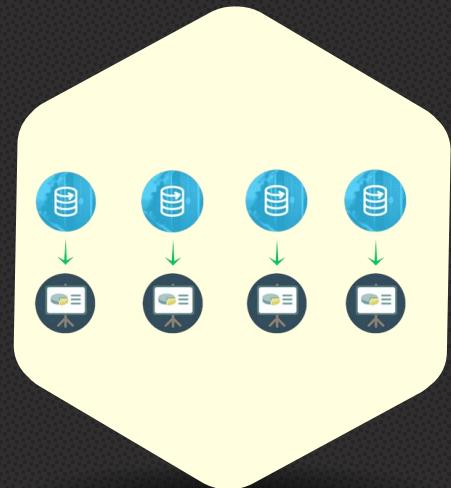
Shaping
the Culture Towards
Digital Transformation



Challenges - Companies are battling with...



Switch from legacy
systems & Process



Siloed data

&



Timeline (Fast Result)
& Value

&



Keeping customers
pleased

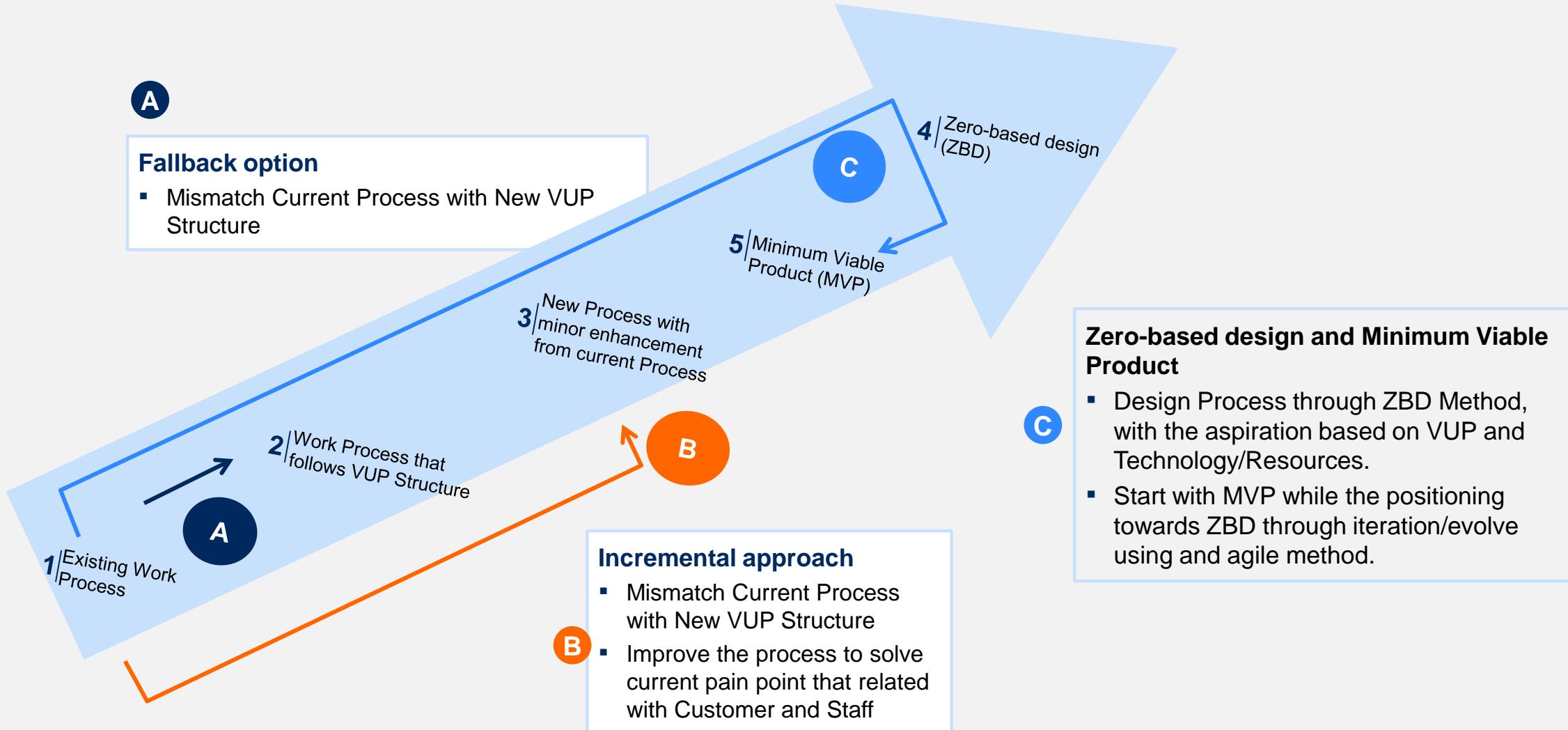
The Reason Why we need to shape the right
culture towards Digital Transformation?

We prioritize processes to be embarked on D2T initiatives based on customer experience impact, high cross functionality and value creation.



D2T approach towards developing end-to-end digital solution is via two levels

i) Incremental ii) Zero-Based-Design; depending on the readiness of the process, technology and resources.



BPM – Business Process Management

Input

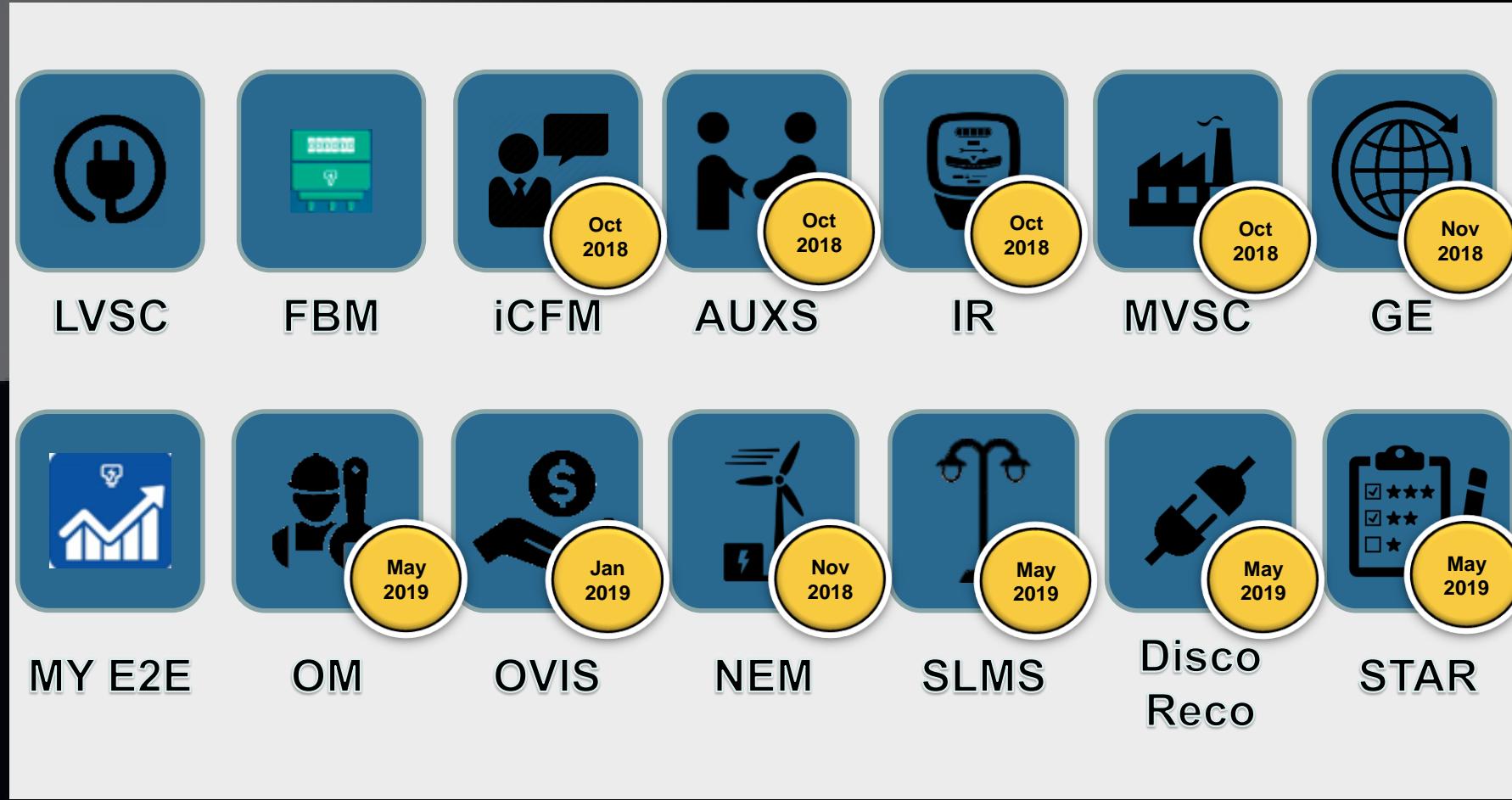
- Existing Process
- Raw Data from Enablers
- ZBD
- CPA
- KPI



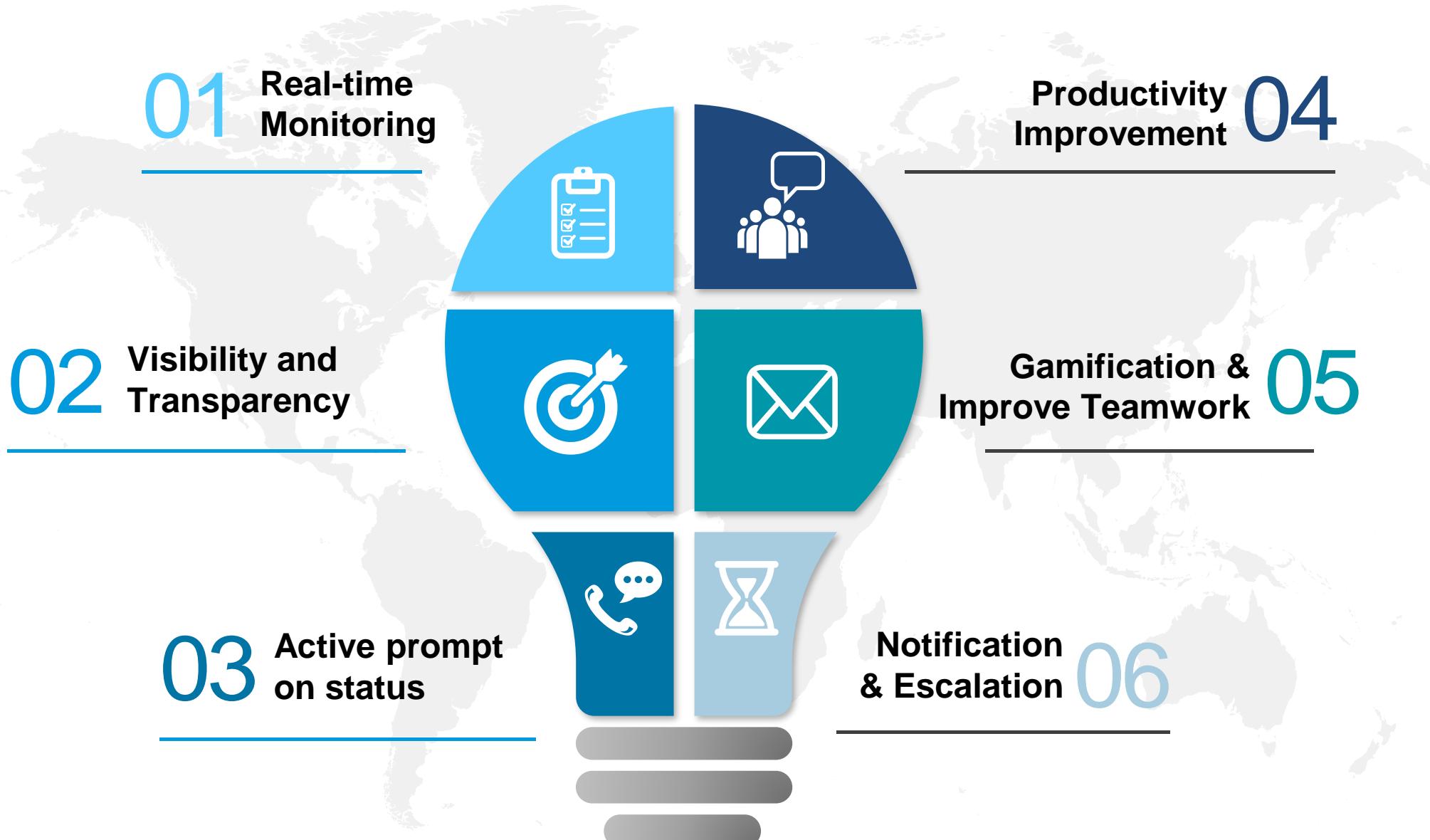
Output

- Better Customer Experience
- Cost to serve.
- Gamification that will increase staff motivation and productivity.
- Exceed Customer Expectation.
- Game Changer – Revolutionist the way TNB do their works.
- Better Decision Making
- Productivity and P&L measures.
- Merit & Demerit
- Dashboard

Shaping Culture – Towards a New Normal of TNB Distribution



6 key features that drives our Initiatives



Positioning to the next Level

“Real-time productivity”



- Gamification
- Cost to Serve
- Priority Listing
- Notification & Escalation

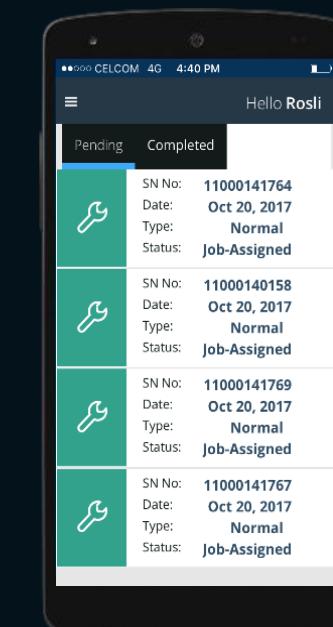
“Uberisation Made Ready”



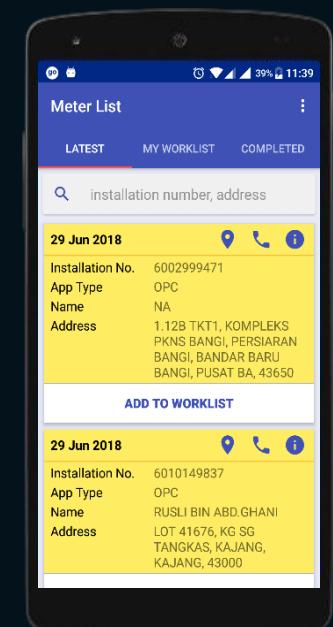
LVSC



FBM



Disco
Reco

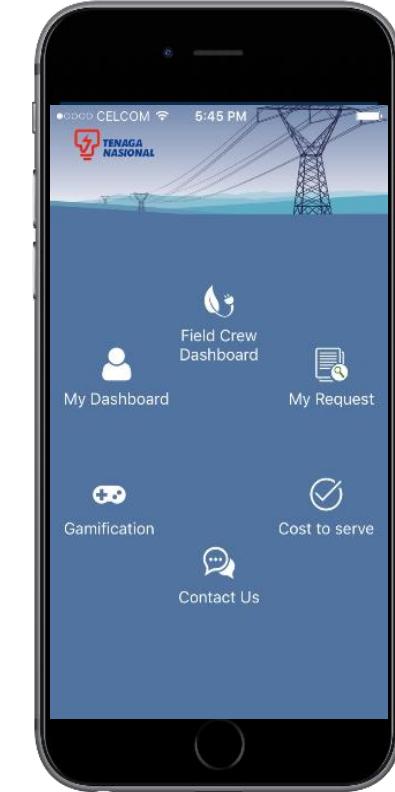


Street Light
Mgmt

And many more.....

THE NEW NORMAL #1:

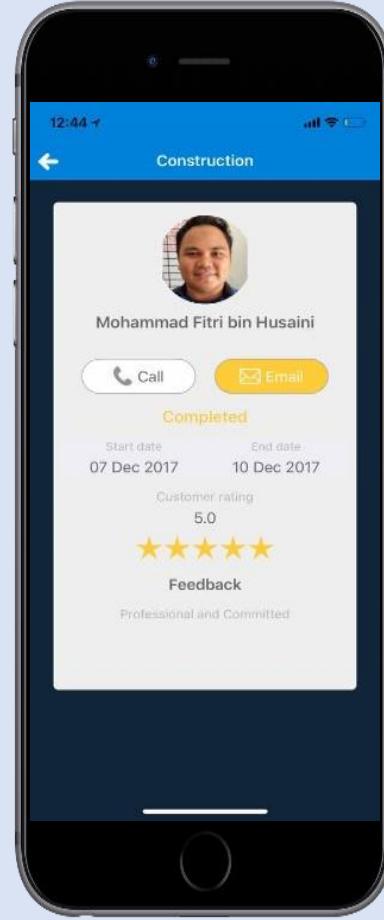
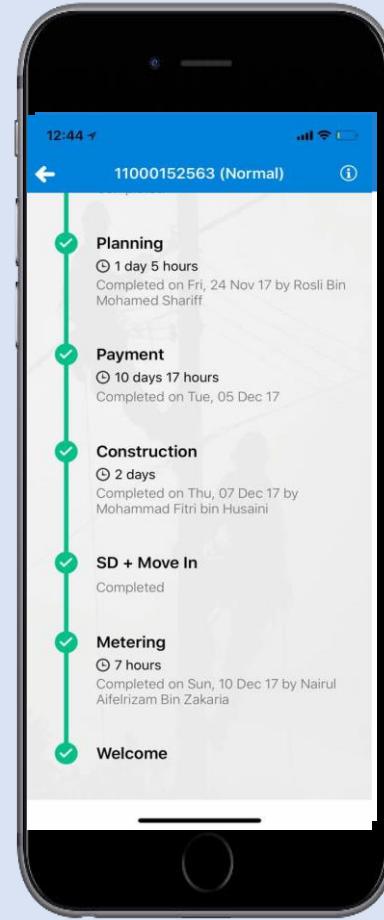
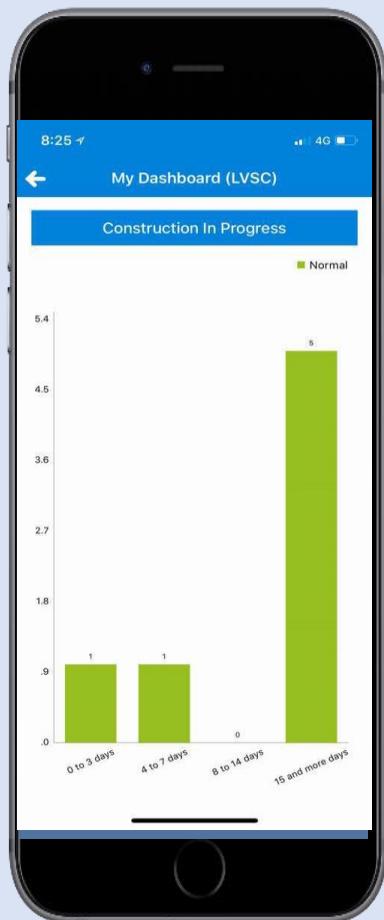
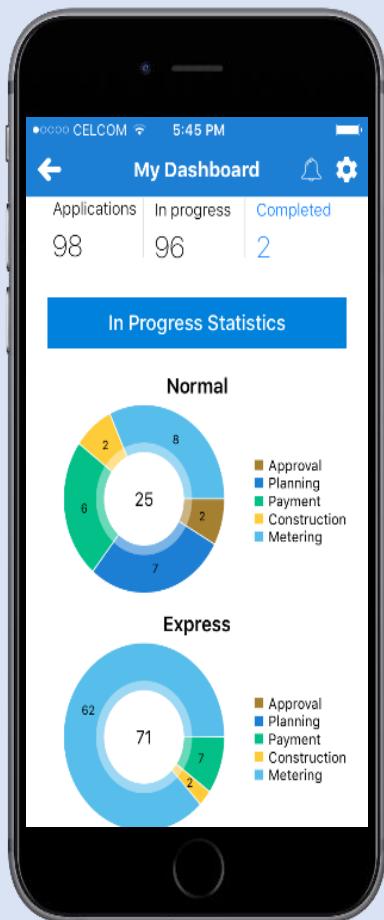
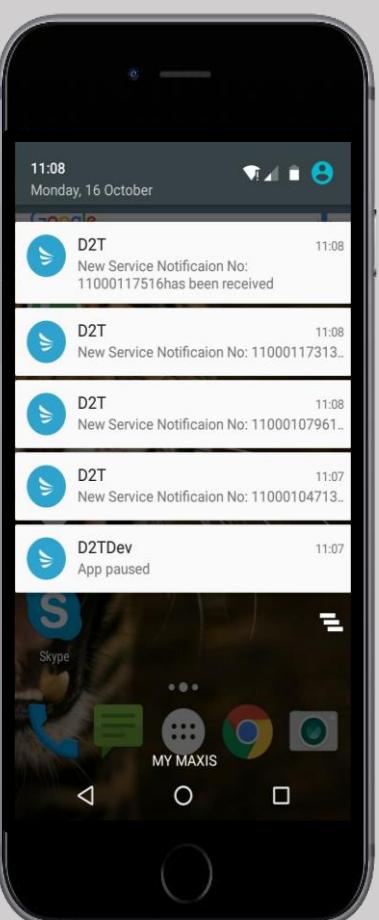
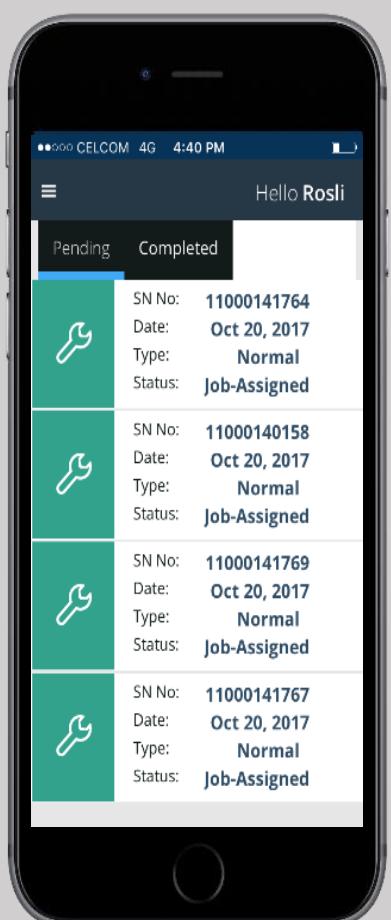
“Real-time, online, workforce monitoring, performance tracking and culture change through Gamification”



LVSC App
“Real-time productivity”

Introducing LVSC App

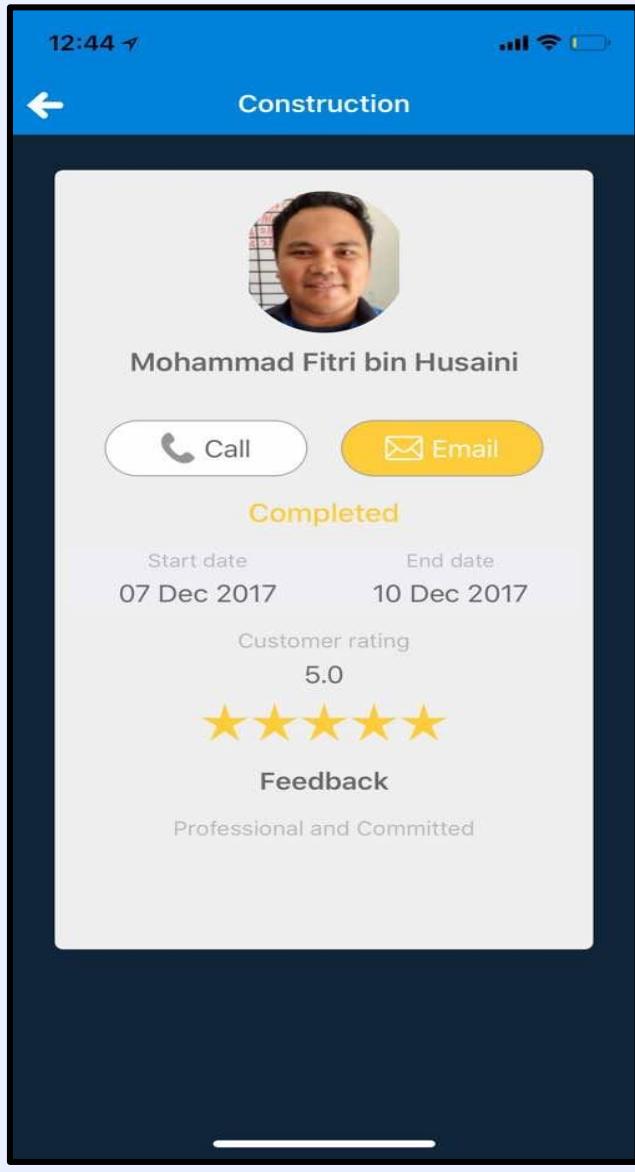
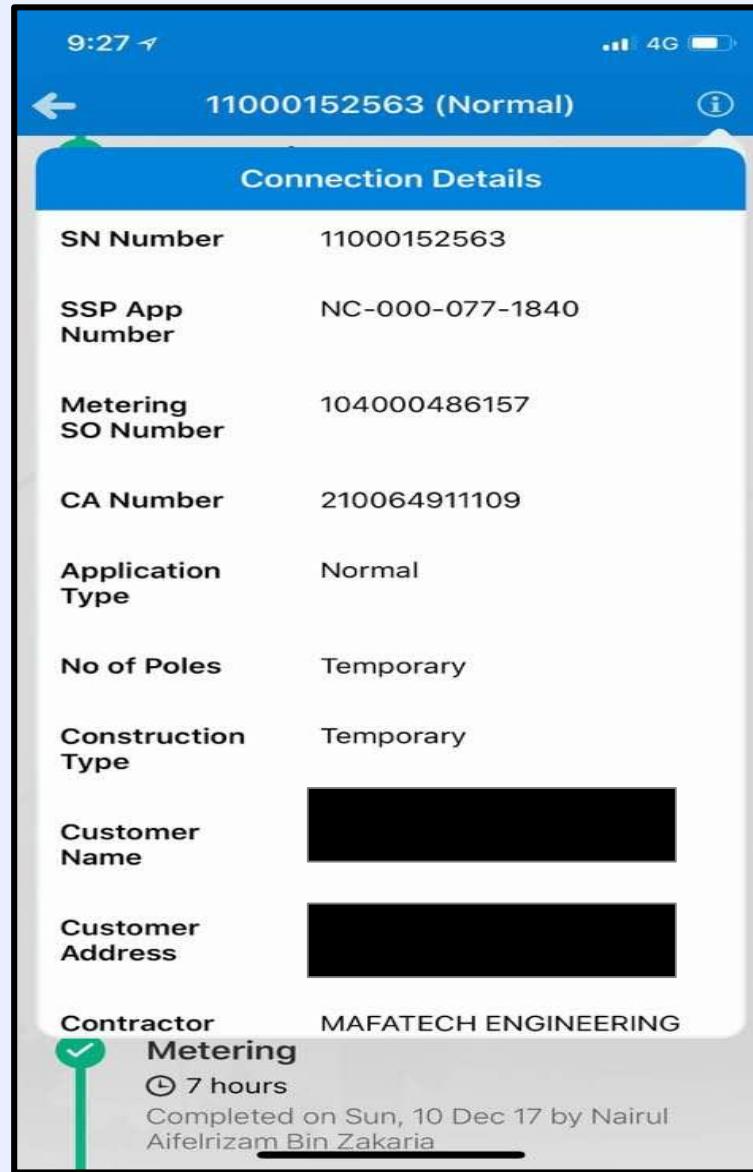
- “Real-time, online, workforce monitoring, performance tracking and changing culture through Gamification”



Workforce App

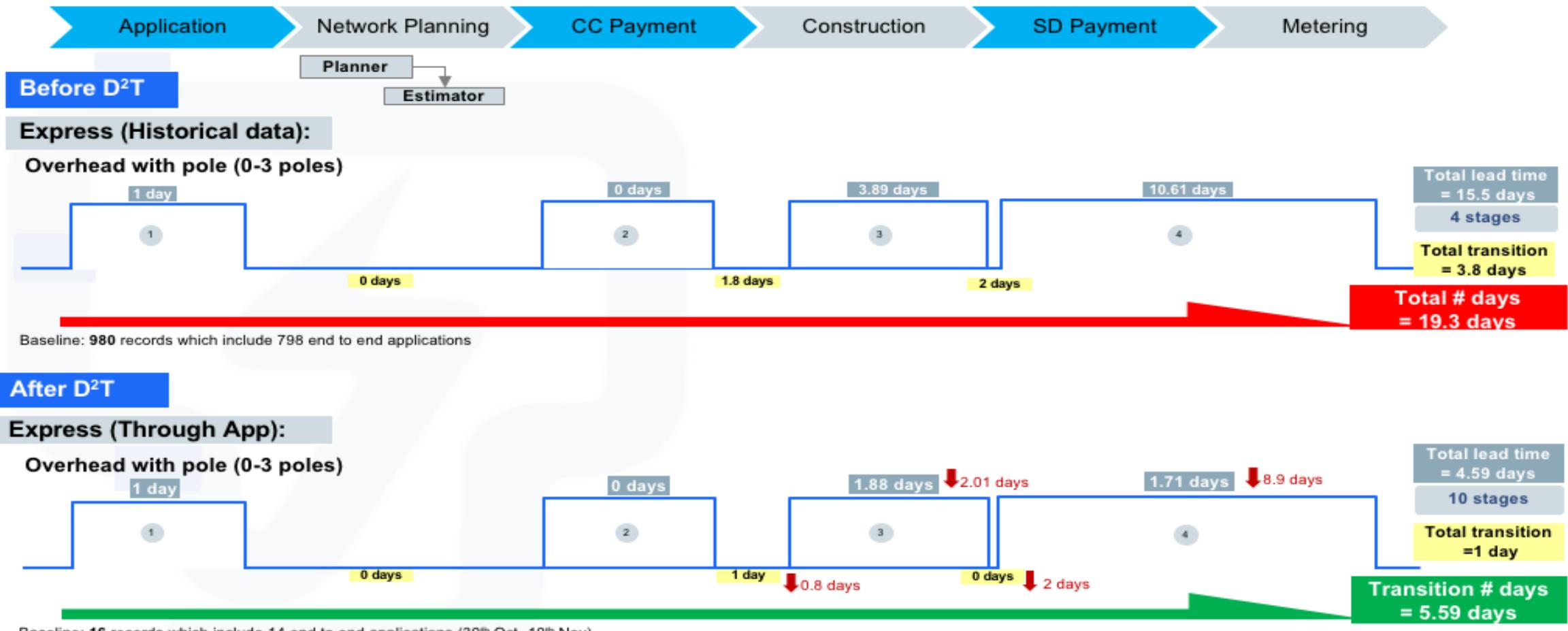
Productivity App

Real Time Data & Transparency



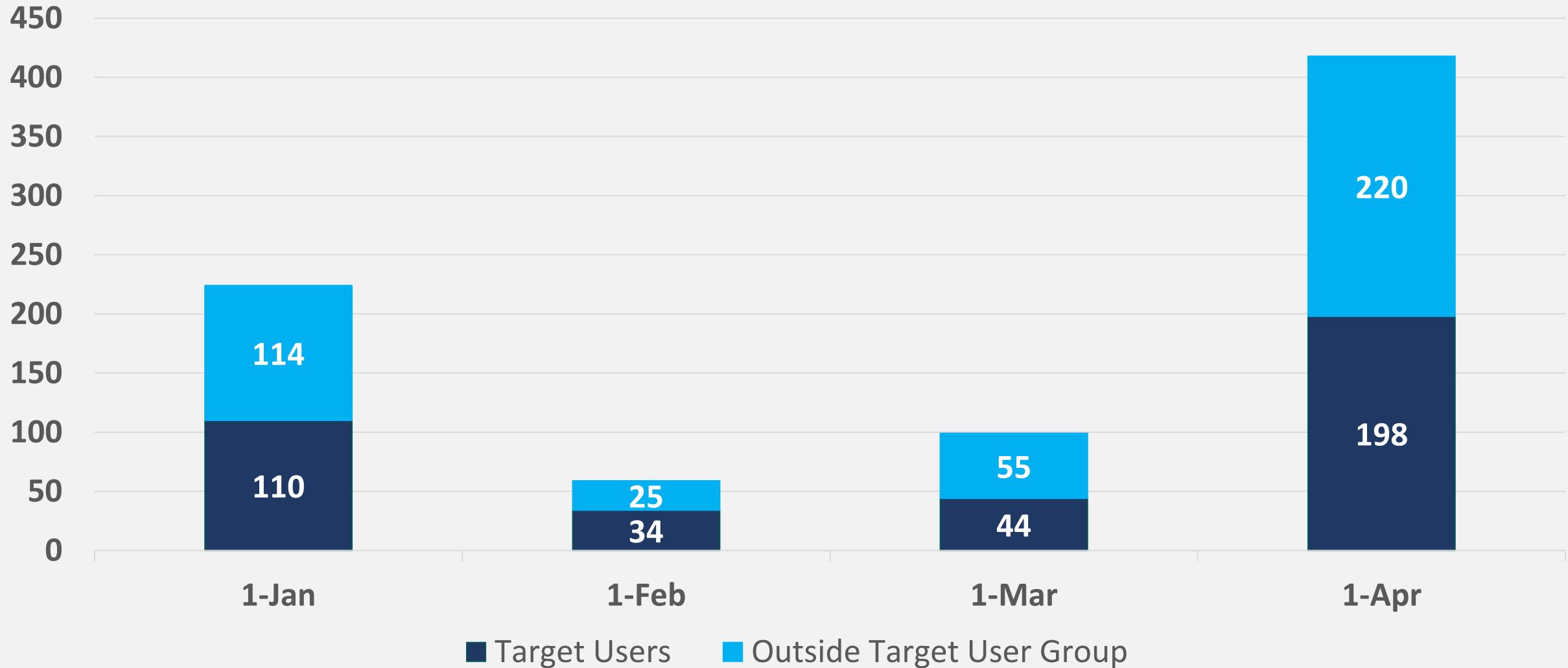
Pilot project of LVSC Mobile Field Force and Dashboard App in KL improves productivity for express applications from 19 days to 5.6 days

The pilot project started in November 2017



Usage of LVSC after Jan 2018 Nationwide Rollout, Only 10-25% usage by target users.

LVSC Usage Analysis Jan'18 - Apr'18



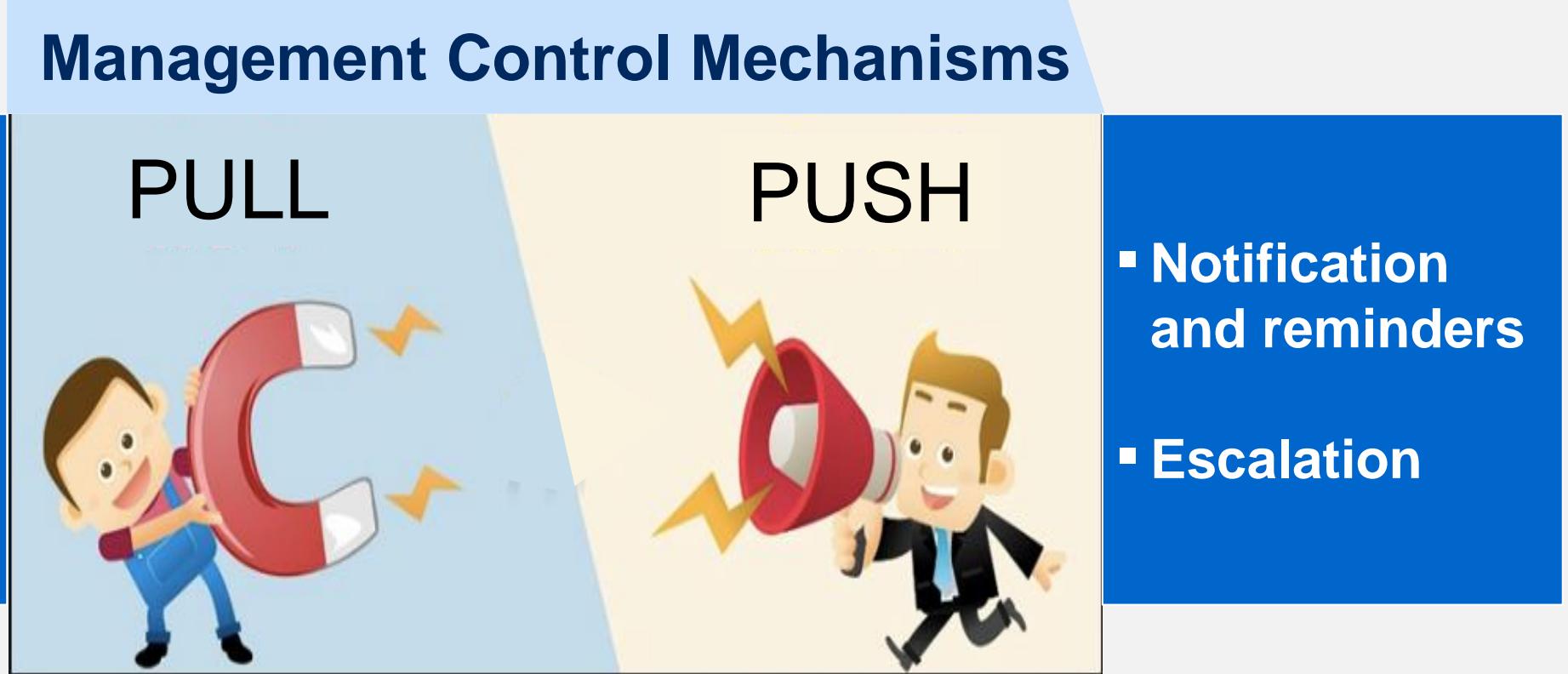
*16/4 – Gamification nationwide launching

*4/7 – Notification & escalation nationwide release

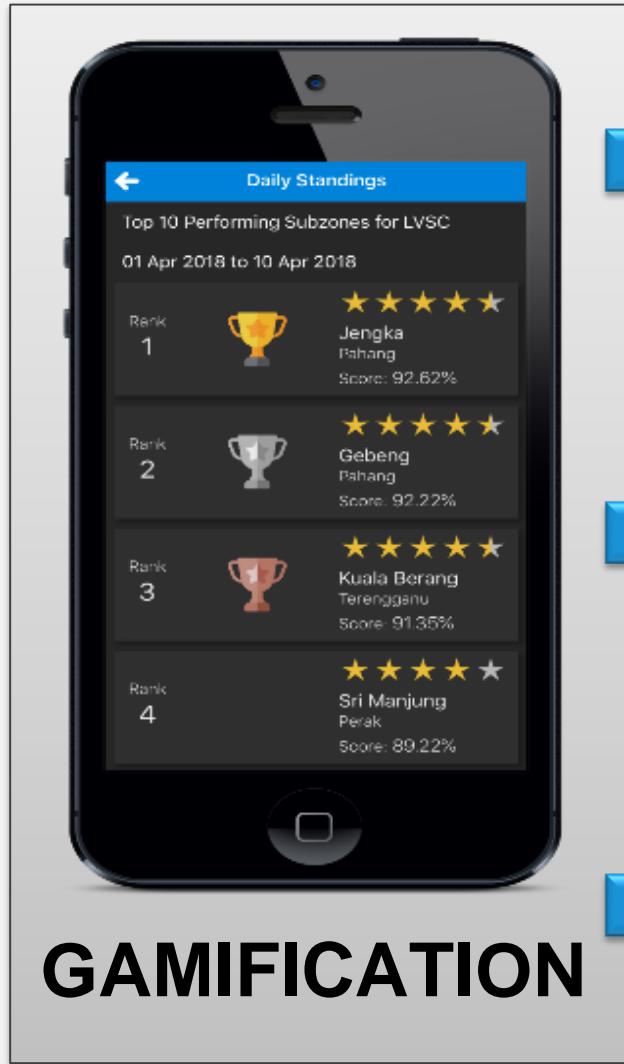
Combined together, Gamification module and Notification and Escalation module presents the new normal of workforce productivity monitoring

Management Control Mechanisms

- **Gamification**



LVSC App highlights the first gamification module ever deployed to the Distribution workforce to drive adaptive culture for superior customer experience.



Promotes Adaptive Culture

Drive Performance

Promote Competitive Spirit

Self-motivation

Promote Teamwork



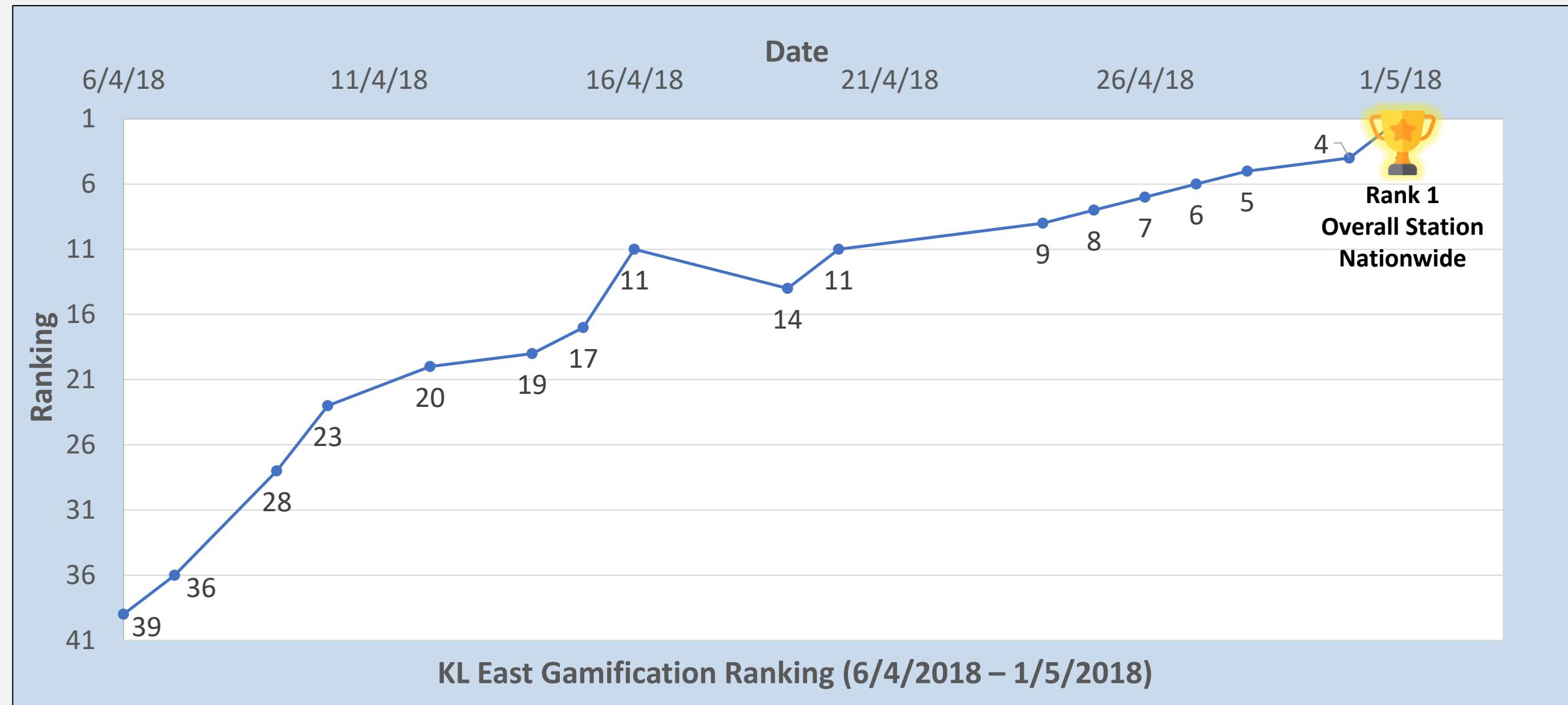
Introducing Gamification

- “Real-time, online, workforce performance tracking which shape workforce culture towards digital transformation

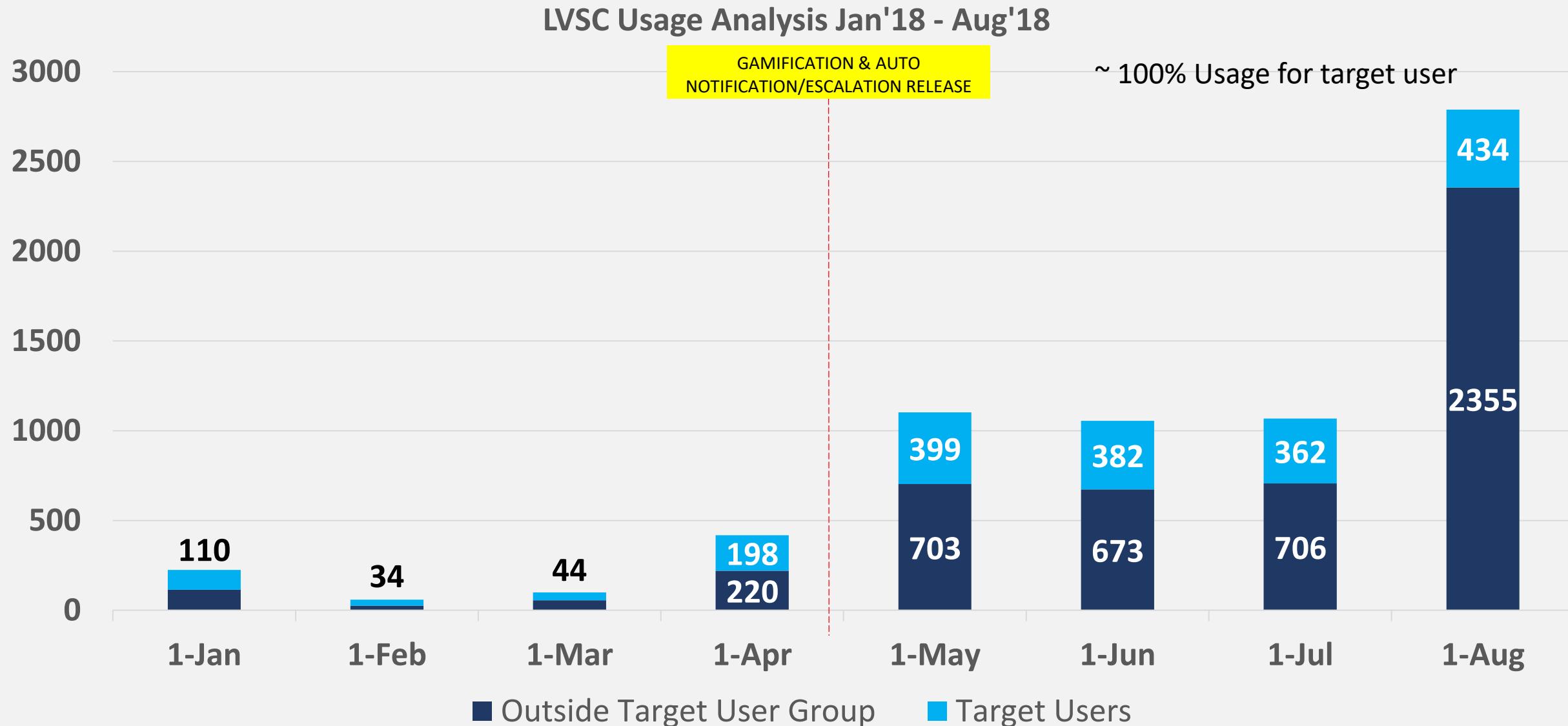
The image displays six screenshots of a mobile application interface, illustrating various features of a gamification system for workforce performance tracking.

- Real Time Data**: Shows the main dashboard with sections for Daily, Monthly, Achievement, and Archives. Icons include Station Standings, Where Am I, Performance by unit, Winner by State, Winner by Station, By State, and By Station.
- Real Time Winner**: Displays the "Station Standings" screen for the period 01 Sep 2018 to 10 Sep 2018. It lists the Top 10 Performing Stations, with Masjid Tanah Melaka at Rank 1 (Score: 90.18%).
- Promote Teamwork**: Shows the "Performance Ranking" screen. At the top, Masjid Tanah Melaka is ranked 1 (Score: 90.18%). Below, it details performance for three categories: Planning (Rank 5, Score: 94.2%), Construction (Rank 41, Score: 82.65%), and Metering (Rank 1, Score: 88.7%).
- Achievement**: Displays the "State Snapshot" screen, listing states and their performance. States include Johor, Kedah, Kelantan, Kuala Lumpur, Melaka, N.Sembilan, Pahang, Penang, Perak, Perlis, and Putrajaya.
- Benchmarking made easy**: Shows the "Performance By Unit" screen, comparing units: Planning (KL Selatan, Score: 99.75%), Construction (KL Timur, Score: 99.7%), and Metering (KL Barat, Score: 99.7%).
- Top of individual unit**: Displays the "Planning Performance" screen for the period 01 Sep 2018 to 10 Sep 2018. It lists top performers: KL Selatan (Score: 99.75%), KL Timur (Score: 99.7%), KL Barat (Score: 99.7%), Tanah Merah (Score: 94.55%), and Masjid Tanah Melaka (Score: 94.2%).

Pilot results: KL East improved their ranking within the first month of Gamification release (April)



Significant improvements in usage after Gamification, Auto-Notification and Escalation module was released in End Apr 2018.



*16/4 – Gamification nationwide launching

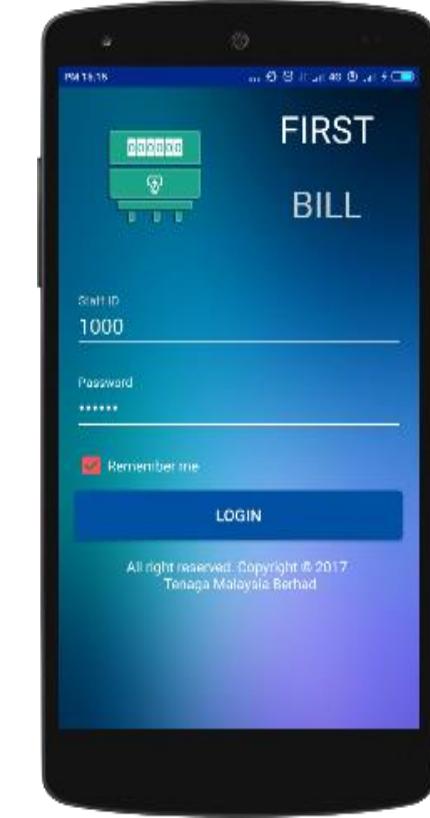
*4/7 – Notification & escalation nationwide release

Based on first D2T project of LVSC, Gamification contributes some benefits/values.

| | | | | |
|---|--|---|---|--|
|  |  Reduce Silo |  EESI |  < 3 Poles 19 ➡ 5 days |  > 3 Poles 42 ➡ 17 days |
|  |  ~RM6Mil annualised | | | |
|  |  Real-time Data |  Transparency |  CSI ↑ | |

THE NEW NORMAL #2:

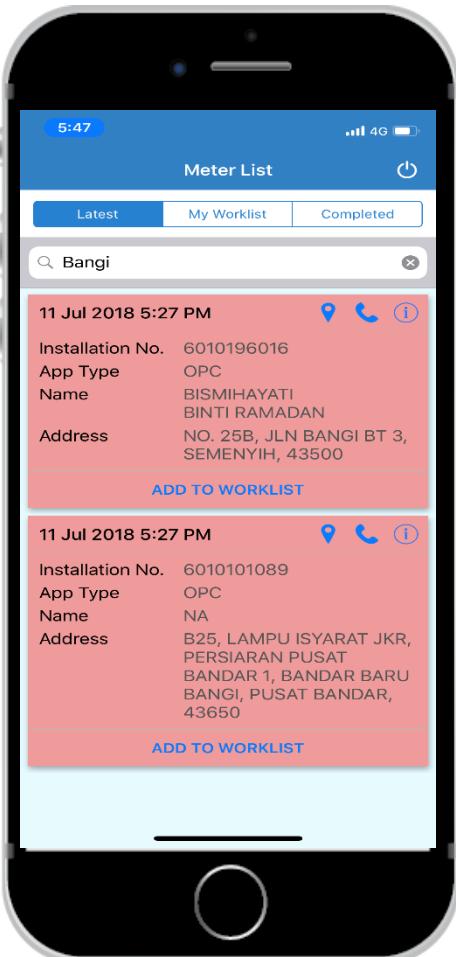
**“Readyng for the future of
Uberisation - for Billing
Management & Services”**



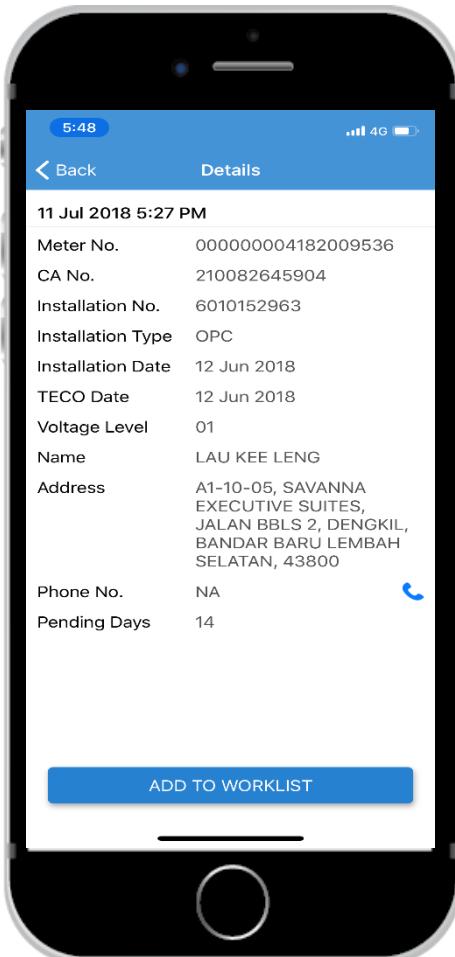
First Bill Management
“Uberisation Made Ready”

Introducing Bill Management App

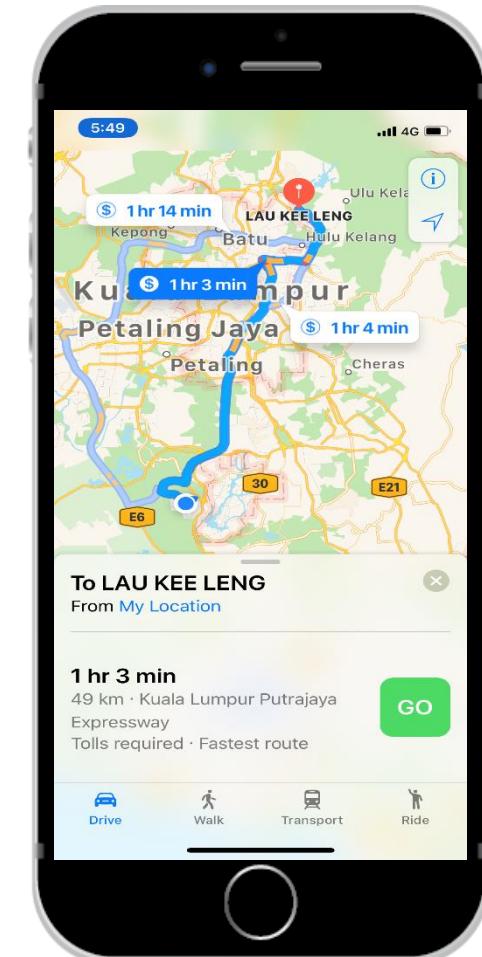
- “Ready for the future of Uberisation for Billing Management in TNB”



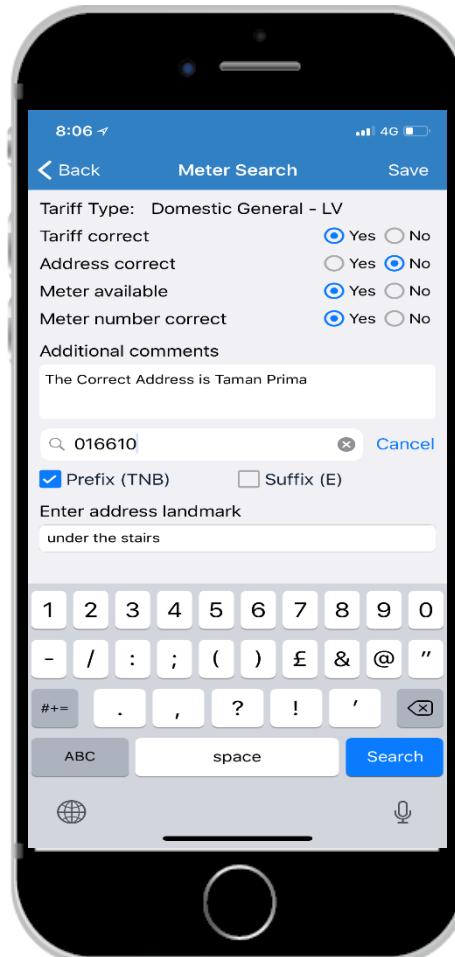
Worklist



Task Detail

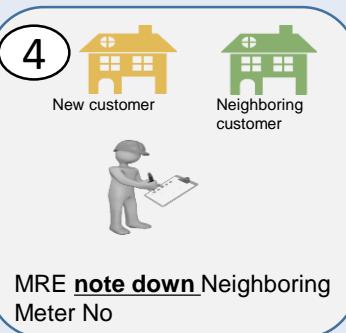
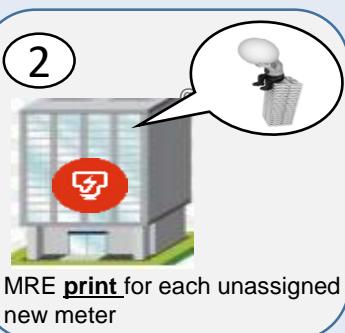
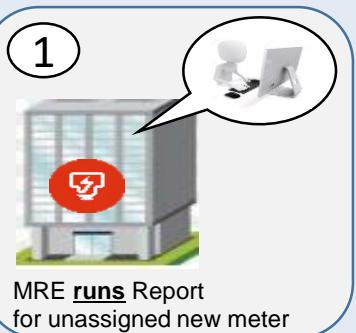


GPS Location

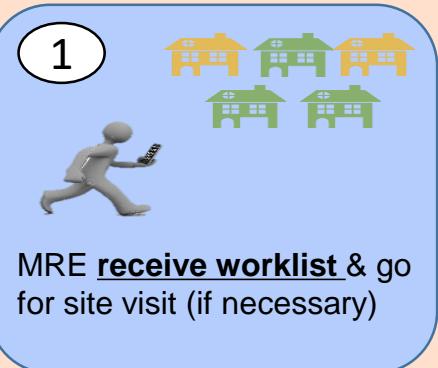


First Bill App reduces billing process from 6 steps to 2 steps and new RU assignment can be done at site

As Is Process



New Process



Features of To Be Process

1. **Task scheduler** with personalised route listing & color indication based on standard time prioritization
2. **Offline capability** to save site details during no signal coverage
3. **Onsite search** for new Meter Reading Unit (MRU)
4. **Real time** Reading Unit (RU) assignment
5. **GPS coordinate** which direct to new Customer's house
6. **Management dashboard** for real time performance
7. **Real time email notification & escalation** to Immediate Manager & Head of Zone

Internal Target



Way Forward



Special Package for Staff
- BYOD Smart Phone

Done

Special Reward Scheme for
Performer to encourage
competition

Sept

Need SI/Programmer to be with the team
throughout the project's period

Nov

All digital initiatives to be under one umbrella

Sept

Patent application for Gamification concept

Oct



Thank You

