

Wednesday, 12 February 2009

by Ir. Abd. Rashid

Toyo Malaysia Brief January 2009

We take this opportunity to wish all our readers a Very Healthy and Prosperous Year of the Ox.

The month of January was a relatively short one as many of our clients, staff and associates prepared for the Chinese New Year Celebration. For those who do not observe this auspicious festival the two days national public holidays was also a welcome break. An opportunity to take time off to "balik kampung", visiting relatives and friends or just playing a round of golf. As expected the roads in KL were deserted and it was a refreshing change as driving from one end of the city to the other was a breeze.

Nevertheless we also made use of the relatively short time in January 2009 to make sure all our commitments to our clients, in the projects we are currently undertaking, are done in the safest and most effective manner.

During this challenging period it is even more important to serve our clients well. Delivering customer satisfaction is no longer enough. We now must ensure our clients experience the feeling of "WOW" and are always delighted with our delivery in order to stay ahead in our 'game'.

We now focus on delivering customer 'delight'.

However this can only be achieved with the full support of our staff from all levels. They are our assets. We continue to provide them with the best training and working environment. And rewarding them for their contributions, teamwork and loyalty.

We are now putting in place our Training Needs Analysis (TNA) for 2009 and implementing this plan as we progress throughout the year as we have done in previous years.



We look after our staff so they will in turn deliver excellence and value to our customers through the services rendered by Toyo Malaysia.

## From Engineering to Procurement



This month we welcome an additional member into our Procurement Group. Mdm. Zuraihan has a Degree in Chemical Engineering. She has been with our Mechanical Engineering Group since year 2006. Her knowledge and experience in engineering will definitely enhance the capability and delivery of our procurement team.

## IN THE HEADLINES



### Visit to Toyo Thai in Bangkok

Mr. Joo CL our Head of Project Department visited our Toyo Thai office in Bangkok on the 19<sup>th</sup> and 20<sup>th</sup> January 2009. He was supported by Mr Suhaimi Leader of our Instrumentation Group and Mr Michael Wong a Senior Electrical Engineer.

They spend the two days to explore the possibilities of developing a combined team from both our KL and Bangkok offices to pursue a potential engineering work for an important client in Malaysia.

Toyo Thai has a workforce of more than 800 permanent staff. We hope to develop a strong engineering team together to pursue and deliver future EPC projects in this region.

### Inspection Trip to Germany

Mr Azhan, our Head of Engineering who is also the current Project Manager for our FPG Project in Kuantan together with one of our Mechanical Engineers Mr Afzanizam made an inspection trip to Kohler & Horter (KOHO) plant in Germany on the 19<sup>th</sup> to 23<sup>rd</sup> January 2009 to witness the compressor mechanical test run. They were also joined by representatives from PFG. This compressor will be one of the major equipments supplied to this project in Kuantan.



The test was successful and the reports were accepted by TOYO and FPG team.

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