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# UMS aims to improve service culture

KOTA KINABALU: Universiti Malaysia Sabah (UMS) wants to build a culture of creativity and innovation to improve the quality and productivity of its service delivery.

Vice-Chancellor, Prof. Datuk Dr Mohd Harun Abdullah said the practice and culture of innovation and creativity was in line with the goals of the national transformation programme in implementing change in delivering services to customers.

"This program also instils the concept of knowledge-based and creativity driven to enable us to produce innovations that add value to the quality of our services.

"Indirectly, it fosters team spirit and a positive work ethic," he said in his speech at the launch of the Creative and Innovative Month (KreaNova) 2016, at the UMS Chancellery Building here yesterday.

The speech was delivered by the Deputy Vice-Chancellor (Academic and International) Prof Dr. D. Kamarudin D. Mudin.

KreaNova is one of the university's many ongoing efforts to further improve its delivery and service system in accordance with the Malaysian Education Blueprint (Higher Education).

"This programme is a platform that allows space and opportunities for staff to help the organisation to select, identify and analyse problems related to work, through their creativity and innovative abilities.

"This program also fosters a culture of continuous improvement as practised by the Japanese known as Kaizen," he said.

By setting up Innovative and Creative Groups, employees

can submit suggestions on problem-solving to the UMS management while implementing good governance to ensure the performance of the university is always at its best.

"For example, Team Excellence from the UMS Registrar Department successfully represented the university at the KIK Convention for public universities, the Team Excellence convention for Sabah and Sarawak and onwards to the Team Excellence National Convention on 25 to 27 October next year in Putrajaya.

"UMS was also crowned champion with 5 stars for the Public University Best Record Management Award recently by the National Archives of Malaysia," he said.

Meanwhile, UMS Registrar No'man Haji Ahmad said the KreaNova celebration will be held throughout October with

a variety of activities.

"These activities are in collaboration with the strategic partners of KreaNova such as the Malaysia Productivity Corporation (MPC) Sabah Branch, MAMPU Sabah Branch and National Archives," he said.

He said the KreaNova project last year succeeded in cutting down 26 work processes which is equivalent to 30,304 minutes and savings of RM1,306,621.

At the ceremony, UMS and its three strategic partners agreed on a Letter of Intent to further enhance cooperation and share expertise.

Also present were the Sabah Director of MPC, Norzirin Ariffin, Director of the National Archives of Malaysia for and

Labuan, Sa'udah Abdul Manaf and Senior Assistant Director of MAMPU for Sabah, Moro Jalani. — *By Marryan Razan*



Prof Dr. D. Kamarudin (right) at the launch of UMS' KreaNova Month with No'man (left).