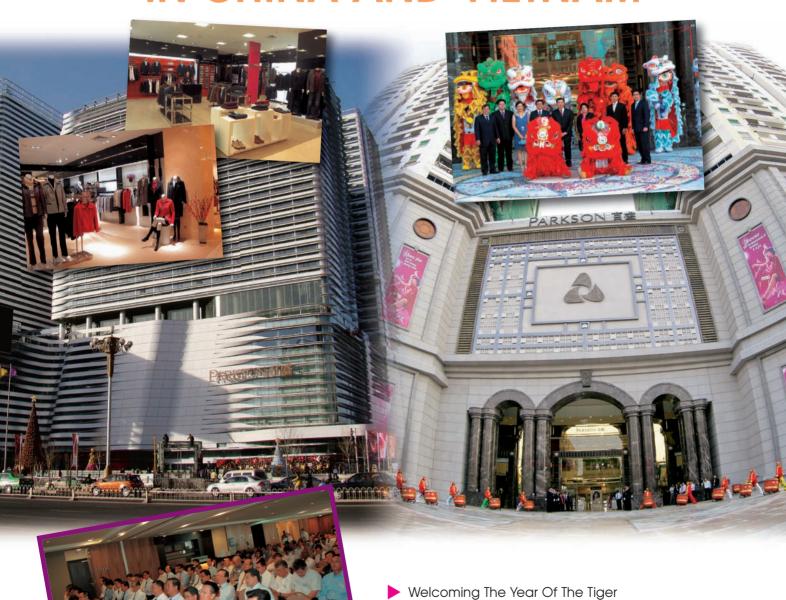


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# PARKSON OPENS MORE STORES IN CHINA AND VIETNAM



Recognition For Parkson Pavilion And Likom De Mexico

Visit By KMA's Principal, JAC (China)

Chinese New Year Calligraphy Exhibition

## PARKSON OPENS MORE STORES IN CHINA AND VIETNAM

China



parkson Shijiazhuang was opened on 25 December 2009. It is located at No. 15, Yuhua West Road, Qiaoxi District, Shijiazhuang, one of the busiest areas in town.

With a retailing area of 24,968 sq metres over six floors, the store caters to discerning middle to highend customers, offering the latest and most up-to-date merchandise as well as leading brands of fashion, accessories and cosmetics. It is the

'happening' place in town and draws thousands of shoppers everyday. It is a one-stop shopping centre with a supermarket which offers groceries, fresh produce and ready-to-eat food for the convenience of its shoppers.

Located in the vicinity of the North China Plain, Shijiazhuang, the capital of Hebei Province is neighbour to

Beijing and Tianjin in the north, Bohai Sea in the east, and the Taihang Mountain in the west. Shijiazhuang is located on fertile land and is home to many significant cultural relics, such as the oldest stone-arch bridge in China, Zhaozhou Bridge; and one of China's three hanging temples, Qiaoloudian Hall (Bridge-Tower Hall). The grand Taihang Mountain forms the backdrop, with natural breathtaking scenery that attracts visitors from all over China and the world.





## Vietnam

Parkson Flemington; the biggest shopping complex in Vietnam, located in the heart of District 11 in Ho Chi Minh City introduces a totally new shopping style for consumers, bringing great fashion experiences, excellent services and world-class lifestyle with its soft launch on 25 December 2009.

## SENIOR MANAGERS' MEETING



- ▶ Tan Sri William Cheng (centre) with (from left) Mr CS Tang, Mr Eric Cheng, Tan Sri Albert Cheng and Mr Alfred Cheng, at the directors' table.
- Tan Sri William Cheng (tengah) dengan (dari kiri) Encik CS Tang, Encik Eric Cheng, Tan Sri Albert Cheng dan Encik Alfred Cheng di meja pengarah.

bout 180 senior managers from all the divisions in the Group including directors and HQ functional heads attended the Senior Managers Meeting at the Group Head Office on 19 February to brainstorm and set the direction going forward in 2010 and beyond. An earlier meeting on 11 February was attended by the senior managers from the Retail and Property divisions to review their performance and targets for their operations in Malaysia, China and Vietnam in the coming years.

Group Chairman and CEO, Tan Sri William Cheng reiterated the need for everyone to be committed and work together to achieve their companies' targets, especially with the challenging operating environment today. He also urged all the divisions and HQ functions to assist and support each other to derive group synergies and benefits. Group Executive Director, Tan Sri Albert Cheng and Group Directors, Mr CS Tang, Mr Eric Cheng and Mr Alfred Cheng were present at the meeting.



- Opening remarks by Tan Sri William Cheng (left photo) set the pace for the meeting with comments by Tan Sri Albert Cheng too (right photo).
- Tan Sri William Cheng (gambar kiri) memberi ucapan pembukaan sebagai pemulaan mesyuarat disertai komenkomen dari Tan Sri Albert Cheng (gambar kanan).



Located along Le Dai Hanh Road, one of the busiest residential and commercial areas of District 11 and near the famous Phu Tho racing course, the store has a retailing area of more than 26,000 square metres over 6 floors. It offers internationally renowned popular brands and most up-to-date merchandise.

Parkson Flemington, the sixth Parkson store in Vietnam is the first lifestyle shopping service model in Vietnam's market, offering convenience to shoppers as it houses a foodcourt, supermarket, restaurants, the largest children's playground and other shopping and entertainment outlets under one roof.

Ho Chi Minh City, formerly known as Saigon, is located in the southern part of Vietnam, between the northern edge of the Mekong Delta and the South Eastern region of volcanic red soil. It is intertwined with natural forests, vast plains, a long coast and hundreds of rivers and canals. The Saigon River winds around the city and connects it with the East Sea. It is the largest city in Vietnam and a major hub for commercial, tourist, cultural and scientific activities.

## LAGI PEMBUKAAN PARKSON DI CHINA DAN VIETNAM

## China

Parkson Shijiazhuang, telah dibuka pada 25 Disember 2009, terletak di tengah-tengah kepesatan bandar pesat, di No 15, Yuhua West Road, Qiaoxi District, Shijiazhuang.

Dengan ruang niaga seluas 24,968 meter persegi merangkumi 6 tingkat, Parkson Shijiazhuang mensasarkan golongan bependapatan tinggi dan sederhana. Stor ini turut menawarkan barangan berjenama dan terkini seperti fesyen, perhiasan dan kosmetik. Ia merupakan sebuah tempat tarikan yang mampu menggamit ribuan pengunjung setiap hari. Sebagai sebuah pusat hentian setempat, tingkat bawah bangunan ini menawarkan pusat membeli belah bagi barangan keperluan harian dan makanan tersedia untuk kemudahan pengunjung.

Terletak di kawasan subur utara China, Shijiazhuang merupakan ibu negeri di Wilayah Heibei, bersebelahan dengan Beijing dan Tianjin di sebelah utara, Bohai Sea di timur dan Gunung Taihang di sebelah barat. Ia merupakan kawasan sejarah kebudayaan terpenting dan signifikan bagi tinggalan sejarah kebudayaan seperti "stone arch bridge" tertua dan "Qiaoloudian Hall" (Bridge Tower Hall), salah sebuah dari tiga kuil tergantung di China. Berlatarbelakangkan pemandangan indah Gunung Taihang, Shijiazhuang mampu untuk menggamit pengunjung dari segenap sudut China dan dunia.

## Vietnam

Parkson Flemington, sebuah gedung membeli belah yang terbesar di Vietnam yang terletak di District 11, Bandar Ho Chi Minh, kini menawarkan pangalaman baru kepada pengunjung dengan tawaran fesyen, perkhidmatan yang hebat dan gaya hidup terkini di Vietnam, selepas dibuka pada 25 Disember 2009.

Terletak di Jalan Le Dai Hanh, sebuah kawasan penempatan dan perniagaan yang sibuk di District 11 dan berhampiran dengan kawasan lumba kuda Phu Tho yang terkenal, gedung membeli belah ini menawarkan barangan berjenama dan terkini dengan ruang niaga seluas lebih 26,000 meter persegi, merangkumi 6 tingkat.

Gedung keenam Parkson di Vietnam ini, merupakan gedung yang pertama menawarkan model gaya hidup membeli belah di pasaran Vietnam. Ia menempatkan ruang makan, pusat membeli belah, restoran, taman permainan kanak-kanak yang terbesar dan berbagai ruang perniagaan dan hiburan di bawah satu bumbung.

Dikenali sebagai Saigon sebelum ini, bandar Ho Chi Minh terletak di tengah-tengah selatan Vietnam, di antara Delta Mekong dan tenggara kawasan tanah lava. Kaya dengan keindahan alam semula jadi, tanah luas terbentang, pantai yang panjang, serta beratus-ratus sungai dan terusan. Sungai Saigon melewati bandar dan menghubungkannya dengan lautan timur. Ho Chi Minh adalah bandar yang terbesar di Vietnam dan merupakan tumpuan utama bagi perdagangan, pelancongan, kebudayaan dan aktiviti saintifik.



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## EDITOR'S MESSAGE

The Group held its annual Senior Managers' Meeting in February whereby the senior managers from all the divisions including from Singapore, Indonesia, China and Vietnam met to review performance, and discuss strategies and action plans to achieve the targets set. It provided the forum for everyone to keep abreast of the developments in all the divisions and sectors the Group is engaged in. At the meeting, Group Chairman and CEO, Tan Sri William Cheng stressed on the importance of teamwork and commitment, and the need for everyone to work even harder in the face of growing challenges.

The recent opening of two new Parkson stores; one in China and the other in Vietnam brings the total number of outlets in these two countries and Malaysia, to 85. These two new outlets featuring up-to-date fashion and international brands bring a modern shopping concept to the people in Shijiazhuang in northern China and Ho Chi Minh City in southern Vietnam. In Malaysia, Parkson continues to deliver on its promise of being an innovative and discerning retailer offering an array of fashionable merchandise to its customers. Its Pavilion store receiving the award for 'Innovative Shopping Outlet' for 2008 / 2009 from Tourism Malaysia is the latest recognition for the Parkson brand and what it stands for.

The advent of the Lunar New Year was celebrated with lion dances and staff gettogethers by our companies. Ongoing training, at the discussion table and on the shopfloor, continue to be held to keep staff refreshed and up-to-date in their area of work. Other activities centering on sports and competitions were also organized which not only boosted team spirit but also the competitive spirit among the staff.

## UTUSAN PENGARANG

Lumpulan Lion telah mengadakan Mesyuarat Pengurus-pengurus Kanan dimana kesemua pengurus kanan dari semua bahagian termasuk dari Singapura, Indonesia, China dan Vietnam telah bertemu bagi meninjau prestasi dan membincangkan strategi dan pelan tindakan bagi mencapai sasaran yang telah ditetapkan. Ia merupakan forum bagi semua pihak untuk mengetahui perkembangan terkini setiap sektor yang terlibat. Pengerusi Kumpulan dan CEO, Tan Sri William Cheng, sekali lagi menekankan akan peri pentingnya kerjasama berpasukan dan komitmen serta keperluan setiap individu untuk terus berusaha dengan lebih gigih, dalam menghadapi cabaran yang mendatang.

Pembukaan dua buah gedung membeli belah Parkson yang baru di China dan Vietnam barubaru ini, telah menjadikan angka keseluruhan gedung Parkson di Malaysia dan luar negara kepada 85 gedung. Kedua-dua gedung ini, yang menyediakan fesyen terkini serta rangkaian jenama terkenal, menawarkan gaya beli belah yang moden kepada penduduk di Shijiazhuang di utara China dan bandar Ho Chi Minh di selatan Vietnam. Di Malaysia, Parkson sentiasa memberikan perkhidmatan peruncitan yang inovatif dan terbaik seperti yang dijanjikan, dengan menawarkan pelbagai barangan terkini kepada pelanggannya. Cawangan Pakson Pavillion baru-baru ini, telah menerima anugerah 'Innovative Shopping Outlet' bagi tahun 2008 / 2009, oleh Kementerian Pelancongan Malaysia. Anugerah ini merupakan pengiktirafan bagi jenama Parkson dan apa yang diusahakan.

Kedatangan Tahun Baru Cina telah diraikan dengan tarian singa dan pelbagai acara kakitangan oleh anak syarikat kami. Latihan berbentuk perbincangan dan di tempat pengilangan akan berterusan bagi memastikan semua kakitangan sentiasa bersedia dalam bidang kerja masing-masing. Aktiviti-aktiviti lain, yang menjurus kepada sukan dan pertandingan yang telah diadakan, bukan sahaja menjana semangat kerjasama malahan mewujudkan daya saing yang tinggi di kalangan kakitangan.

### 百盛在中国和越南开设更多商店

#### 中国

石家庄百盛于2009年12月25日开张营业。它坐落在石家庄市桥西 区裕华西路第15号,是市内最繁忙的地区之一。

石家庄百盛营业面积占据6层楼共24,968平方米,提供了最新颗及最先进的商品,还有知名品牌服装,配饰及化妆品,以迎合有品味的中高端市场消费群。它是城内繁华的场所,每天都吸引了以千计的人流。石家庄百盛提供一站式服务,地下一楼是超级市场,提供食品杂货、新鲜农产品和即食食品以方便购物者。

石家庄是河北省首都,坐落在中国北方平原,北部紧邻北京和天津,渤海在东,太行山在西部。它位于肥沃土地,拥有辉煌的文化历史,是许多文物古迹的故土,例如中国最古老的石拱桥、赵州桥以及中国三个悬空亭之一的桥楼殿。巍峨的太行山是它的背脊,其优美的自然景观吸引了来自中国及世界各地的游客。

#### 越南

Flemington百盛位于黎大行路(Le Dai Hanh Road)一带,是11区当中一个最繁华的住宅和商业区,且靠近著名的富壽赛马场(Phu Tho)

。它占据6层楼营业面积逾26,000平方米,提供国际知名流行品牌和最新商品。

Flemington百盛地处繁华的胡志明市11区市中心,是越南最大、最 齐全的购物中心。Flemington百盛自2009年12月25日开幕以来,为 当地消费者引进了新兴购物方式,带来了美好的时尚经验、优良 的服务,以及世界级的生活方式。

Flemington百盛是百盛在越南开设的第六家店面,是越南市场上第一家生活形式购物服务模式,集美食广场、超市、餐馆、最大的 儿童游乐场、其他购物和娱乐商店为一体,为购物者带来许多便 利。

胡志明市原名西贡,位于越南南部中心地带,介于湄公河三角洲 北部边缘和火山红壤土东南区。它缠绕着天然森林、辽阔的平原 、绵长的海岸线及数以百计的河流和运河。蜿蜒曲折的西贡河绕 着城市与东海连接起来。胡志明市是越南最大的城市,也是商业 、旅游、文化和科学活动的主要枢纽。

# 70)escoming THE YEAR OF THE TIGER

ur Steel Division companies celebrated the Chinese New Year by ushering in the Year of the Tiger with the traditional lion dance at their premises in Klang and Banting in Selangor, and Pasir Gudang in Johor.

The lion dance troupe at Wisma Lion in Banting put on an entertaining performance comprising acrobatic and traditional elements. They then proceeded to Amsteel II and Megasteel Admin Building. One of the 'lions' presented a platter of fruits symbolising good fortune to Group Chairman and CEO, Tan Sri William Cheng. Also present were Heads of Department and employees who cheered on the troupe's performances.

A lion dance 'with a difference' best described the performance at Wisma Amsteel in Klang. Director of Works, Ir Dr Loh Fook Guan; General Manager, Mr Chen Kwong Fatt and Assistant General Manager, Mr Cheong Wai Meng put up a spirited performance. Not wanting to be left out, the ladies team comprising Senior MIS Manager, Ms Chow Siew Ting; Senior Manager - HR, Ms Kwa Seok Leng and HR Executive, Ms Ng Soo Bee also took up the challenge.

At **Antara Steel Mills**, employees gathered with Executive Director, Mr Eric Chena and General Manager, Encik Rahmat Ibrahim to welcome the lion dance troupe and accompanied them to the main office. Mr Cheng received a platter of fruits symbolising good fortune from the 'lion'.









# **CNY AT AMSTEEL BANTING**

he unique fashion show competition where men donned women's attire and vice versa, and wayang kulit (shadow play) by Amsteel Banting staff topped their Chinese New Year celebration on 25th February. Titled "Sireh Pulang ke Gagang", the wayang kulit narrated the story of Amsteel Banting and the steel making process. The staff then enjoyed the variety of sumptuous 1Malaysia food served.





msteel Banting also released the first CNY Music Video (MV) by its staff in conjunction with the new year. The Agreat effort on the MV shows the staff talents in all aspects; directing, producing, acting and singing. Sponsored by Amsteel Director - Works, Ir Dr. Loh Fook Guan and General Manager - Works, Mr Pong Chung Kuan; directed and produced by Terry Tham, with Soon Zi as cameraman cum advisor, the scenes took place in Amsteel Banting's landscaping areas.



# VISITS TO MEGASTEEL

fficials from MIDA, MITI and Customs visited Megasteel on 1 December 2009. Group Chairman and CEO, Tan Sri William Cheng briefed the visitors led by Dato' Wahab Hamid, MIDA's Deputy Director General II. Present were Tan Sri Albert Cheng.

General II. Present were Tan Sri Albert Cheng, Group Executive Director; Mr Lai Chin Yang, General Manager – Marketing; Mr Lee Weng Lan, Senior Manager – Operation and Ir Dr Loh Fook Guan, Amsteel Director - Works.

n 15 January 2010, 28 officers from the Ministry of Energy, Green Technology & Water visited Megasteel. Mr Lai Chin Yang, General Manager – Marketing, welcomed the officers who were briefed on the steel making process and taken on a tour of the plant.





n 10 February 2010, Tuan Abdul Razak b Jaafar, President of Kuala Langat District Office, led a delegation comprising Mr Munusamy a/l Erishin and Mr Maniarasan, District Counsellors; YB Dr Ahmad Yunus bin Hairi (State Assemblyman-Sijangkang) and YB Philip Tan (State Assemblyman – Jenjarom), to a dialogue with Megasteel's officials, Capt Khor Bean Tatt, Encik Shukri and Mr Wong Wing Kiong.

## HAPPENINGS IN AMSTEEL BANTING



- ▶ Some of the staff including General Manager Works, Mr Pong Chung Kuan (fifth in line) queuing to use the ATM machine.
- Sebahagian daripada kakitangan termasuk Pengurus Besar Kerja, Encik Pong Chung Kuan, (kelima dalam barisan) beratur untuk menggunakan mesin ATM.

## INSTALLATION OF ATM MACHINE

The management of Amsteel Banting with the cooperation of CIMB Bank have installed an ATM machine at its premises in the Lion Steel Complex in Banting. This will certainly provide convenience to the staff who previously had to travel to Banting town for their banking transactions.

## **CELEBRATING PONGGAL**



The Ponggal Festival (Padi Harvest Festival) is widely celebrated by Hindus. On 22 January, the management and staff of Amsteel Banting joined in the celebration which saw them participating in the highlight of the Ponggal festival which is the boiling of milk until it overflows to signify abundance.

- (Left photo) Amsteel Director Works, Ir Dr Loh Fook Guan (right) and General Manager Works, Mr Pong Chung Kuan (left) pouring milk into the pot for boiling, while one of the staff, Miss Vasantha (right photo) is cooking the sweet rice which is normally served during the festival.
- ▶ (Gambar kiri) Pengarah Kerja Amsteel, Ir Dr Loh Fook Guan (kanan) dan Pengurus Besar Kerja, Encik Pong Chung Kuan (kiri) menuang susu kedalam periuk tanah, sementara Cik Vasantha (gambar kanan) menyediakan nasi manisan yang kebiasaannya disediakan semasa perayaan tersebut.

## **EMERGENCY RESPONSE TRAINING**

Atotal of 32 Amsteel Banting's employees underwent an Emergency Response Training to prepare them with the necessary knowhow in the event of an emergency and to provide a safe and healthy working environment at the premises. The training was facilitated by Mr Chandran from CEDR Corporate Training.



- Participants undergoing practical training on emergency response.
- Para peserta menjalani latihan amali menangani kecemasan.

# **AMSTEEL KLANG'S UPDATES**

## NEW YEAR RESOLUTION





- Amsteel employees reviewing the company's achievements in the past year and setting KPIs for the new year.
- Kakitangan Amsteel meneliti pencapaian syarikat bagi tahun yang lalu dan menentukan 'KPI' tahun baru.

or the first time in the history of Amsteel Mills Klang, Year New Resolution was Meeting initiated by its General Manager, Mr Chen Kwong Fatt to review the achievements in the previous year and set new KPIs in its quest to achieve better performance in order to bring the company to greater heights for the year 2010.

## EMERGENCY RESPONSE TRAINING

The Safety and Health Section organised an Emergency Response Training (ERT) in Chemical Spillage for the ERT team to provide them with an understanding on chemical hazards and how to properly and promptly clean up any chemical spillage. They were also introduced to basic safety handling, including identifying hazardous materials and using appropriate protective equipment. The ERT team also carried out a mock exercise on handling chemical spillage.



- ► The ERT Response team in their protective gear.
- Pasukan ERT Response berpakaian lengkap.



- ▶ The team headed by Acting Safety Manager, Encik Nizam Esa (far right, standing).
- Pasukan diketuai Pemangku Pengurus Keselamatan, Encik Nizam Esa, (berdiri disebelah kanan sekali) .

## STEEL DIVISION'S PING PONG COMPETITION



Steel Division Sports & Recreation Club Deputy President, Ms Kwa Seok Leng presenting the prizes to the winners.
 Cik Kwa Seok Leng, Timbalan Presiden Kelab Sukan & Rekreasi Bahagian Besi, menyampaikan hadiah kepada para pemenang.

egasteel Sdn Bhd made a clean sweep in the Ping Pong competition organised by the Steel Division Sports and Recreational

Club at Wisma Lion in Banting recently when its Team B and Team A clinched the first and second placing respectively, while Amsteel Banting's Team B came in third. Megasteel, Amsteel Klang and Amsteel Banting each sent two teams to compete in the event.

### **STEEL**

# ANTARA'S ACTIVITIES

# COACHING SESSION FOR BOMBA SQUAD

n line with Antara Steel Mills Sdn Bhd's continuous emphasis on safety at the workplace, its Safety, Health and Environment Department had invited Encik Azizul Abdul Aziz from Balai Bomba & Penyelamat Pasir Gudang to coach its Bomba Squad members.

The members were given refreshment courses on handling the fire extinguisher, hose drill, checking of carbon dioxide panel and practical training on putting out the fire. During the hose drill session, the members were tested on correct hose handling techniques, coordination and response time to complete the whole procedure.



DIVISION

- ► Encik Azizul with Team Leaders giving instructions to the Bomba Sauad members.
- Encik Azizul bersama Ketua Pasukan memberi taklimat kepada para ahli Skuad Bomba.



- Getting ready for the Hose Drill session.
- Bersiap sedia untuk sesi latihan memadam api.



- Learning how to put out a fire during the training.
- Mempelajari teknik memadam api.

# SPORTS CLUB AGM



- ▶ The new office bearers for year 2010 2011.
- ▶ Barisan pegawai baru bagi tahun 2010 2011.



- ▶ Members registering to attend the AGM.
- Para ahli mendaftar bagi menghadiri Mesyuarat Agong Tahunan.

n 20 February, Antara Steel Mills' Sports Club organised its Annual General Meeting to appoint new office bearers for the year 2010-2011, while the outgoing committee members were presented with tokens of appreciation for their contribution to the Club.

At the event, Club Chairman, Encik Mohamad Ahad Hassan presented prizes to the winners of a designing competition for Cross Country 2010 which will be hosted by Antara. The first prize of RM150.00 went to Encik Norsyaddy Azhar of Human Resource and Admin Department while the second place and third placing went to Puan Faizah Selamat from Production Admin Department and Madam Yeap Li Sa from Accounts Department who received cash prizes of RM100.00 and RM50.00 respectively.

Ten members took home lucky draw prizes which were held at the end of the meeting, while all members received a sling bag each.

# INTER-DEPARTMENT TAKRAW TOURNAMENT



- ▶ We are the sepak takraw Champion!
- ► Kamilah Juara sepak takraw!.

Wenty teams competed in the inter-department Sepak Takraw tournament organised by Kelab Sukan Silverstone (KSS) recently. The one-day event was held at the Indoor Stadium, Pokok Assam, Taiping.

At the end of the long, hot and gruelling day, "Lubok Batu" from Final Finishing Department emerged as Champion after defeating Curing Department's "Sakit Kepala", while "Aimax" from Tire Room Radial beat "Benam" from Bias Cutter Department to secure the third placing.

Winners took home trophies and cash prizes, all presented by TQA Manager, Tuan Haji Nizam Zainal Abidin who also donated the Championship trophies.

# **BOWLING TOURNAMENT**

ighteen teams participated in the bowling tournament organsied by Kelab Sukan Silverstone (KSS) at the Taiping Winners Bowl Arena recently.

Team MC DOO from the Engineering Department emerged champion with 1639 points while in second place was team PURCHASING with 1508 points and WARANGAN TIKOS from the QA department with 1445 points came in third.

For the individual title, Mohd Faizal from the Engineering Department was the champion while Abd Rahim Hanifah and Jamel A Rahman were in second and third placing respectively.

All the prizes were presented by Mr. SC Bay, Production Manager.



- Encik Mohd Faizal (left) from Engineering – Champion for Individual Category, with Mr SC Bay.
- Encik Mohd Faizal (kiri) dari Bahagian Kejuruteraan - Juara Kategori Individu bersama Encik SC Bay.



- ► MC DOO from Engineering Champion for Group Category.
- ► MC DOO dari Bahagian Kejuruteraan -Juara Kategori Kumpulan.

# 6 FOR FURTHER STUDIES IN CHINA

► The 6 engineers who are on a 2-year study program in Qingdao University in China.

6 Jurutera yang menyertai program melanjutkan pelajaran di Universiti Qingdao China selama 2 tahun. Six technical engineers from Silverstone Berhad are currently in China for a 2-year study program in Tyre Technology at Qingdao University of Science and Technology. Ng Chee Seong, Foo Yong Sheng, Toh Wei Chen, Evonne Teh, Toh Chuan Choon and Chua Seong Jin are expected to complete their course in June 2011.

Qingdao University is well-known for its tyre technology development and the six engineers will be exposed to Raw Material and Compounding in Tyre Design, Compounding Theory Computer Aided Design, Basic Finite Element Analysis, Testing Methods and Machinery, Radial Tyre Manufacturing, Processing and Construction Design, Automation System Installation and Maintenance, Tyre Manufacturing – Machinery Repair and Maintenance, among others.

## PARKSON PAVILION AWARDED "INNOVATIVE SHOPPING OUTLET"



arkson Pavilion added another feather to its cap when it received the "Innovative Shopping Outlet" award 2008/2009 under the Department Store category, by Tourism Malaysia on 9 January 2010.

Deputy Prime Minister, YAB Tan Sri Muhyiddin Hj Mohd Yassin who represented the Prime Minister presented the awards. Also present at the event was Minister of Tourism, Datuk Seri Dr Ng Yen Yen.

The Malaysian Tourism Awards recognises shopping and retail outlets and other establishments that support the efforts to make Malaysia an international shopping destination and is the highest form of tribute to those who have excelled and outshone in their respective fields in terms of product and service quality.

- ▶ Ms Mavis Seow, Marketing Communications Manager with the award.
- Cik Mavis Seow, Pengurus Pemasaran Komunikasi bersama anugerah tersebut.

## NO PLASTIC BAG DAY AT PARKSON

## Do Something Outstanding Support No Plastic Bay Day

In line with the Selangor State environmental initiative, every Saturday starting 9 Jan 2010 will be a

#### 'No Plastic Bag Day'.

We encourage all guests to our stores to bring their own carrier bags. Let's demonstrate our commitment for a cleaner environment.

There will be a charge of 20 cents for each plastic bag request. All collections will be channeled to the upkeep of parks adopted by Parkson.

Thank you

n 16 January 2010, the Chairman of Selangor Tourism, Consumer Affairs and Environment Committee, YB Elizabeth Wong visited Parkson Subang Parade to promote the 'No Plastic Bag Day' campaian.

YB Elizabeth Wong distributed reusable bags to the shoppers. Every Saturday, all shoppers at Parkson stores in Selangor are encouraged to bring their own bags in line with the Selangor State environmental initiative whereby every Saturday, effective 9 Jan 2010 is designated as "No Plastic Bag Day".



- ▶ (Left photo) YB Elizabeth Wong (centre) promoting the 'No Plastic Bag Day', and (right photo) with Parkson Subang Parade staff.
- (Gambar kiri) YB Elizabeth Wong (tengah) mempromosi 'No Plastic Bag Day' bersama kakitangan Parkson Subang Parade (gambar kanan).

## COMPUTER & COMMUNICATION

DIVISION



n appreciation of Likom de Mexico's commitment and support provided to Elcotea Juarez factory for the year 2009, Elcoteq PCE Mexicana, a leading electronics manufacturing services company in Mexico presented Likom with an acknowledgement plaque and a 47" LCD TV on 22 February 2010.

## VISIT BY KMA'S PRINCIPAL, JAC



- Mr Huang Ji Yong was very interested to see the oil palm tree and fruits.
- **▶** Encik Huang Ji Yong menunjukkan minat beliau melihat pokok kelapa sawit dan buahnya.



- ▶ Left to right: Mr Jerome Chai (KMA Marketing Manager), Mr Chin Lee Hua (Manager of Miri Dealer), Mr Hii Buo Ming (Managing Partner of Miri Dealer), Mr Michael Wong (KMA Operations Manager), Ms Zha Yan, Mr Huang Ji Yong and Mr Hu Wen Bo.
- ▶ Kiri ke kanan: Encik Jerome Chai (Pengurus Pemasaran KMA), Encik Chin Lee Hua (Pengurus Pengedar dari Miri), Encik Hii Buo Ming (Rakan Pengurusan Pengedar dari Miri), Encik Michael Wong (Pengurus Operasi KMA), Cik Zha Yan, Encik Huang Ji Yong dan Encik Hu Wen Bo.

hree officials from Anhui Jianahuai Automobile Co., Ltd (JAC), China, the Principal of JAC trucks, made a visit to Kinabalu Motor Assembly Sdn Bhd (KMA) in Sabah from 21 to 26 January for a market research study of East Malaysia. They were Ms Zha Yan, Regional Sales Manager of South East Asia; Mr Huang Ji Yong, KD Project Director, and Mr Hu Wen Bo, Technical Engineer.

Visits were made to KMA's dealers in Sibu, Bintulu and Miri in Sarawak, where the JAC team discussed sales, marketing, technical and after-sales service aspects with the dealers. This enabled the dealers to be more informed and betterpositioned to market JAC and its products. The team also visited oil palm plantations, an LPG plant and a long house in Bintulu.

## **CORPORATE**

## **UPDATE**

# **GROUP HEAD OFFICE'S NEW PREMISES**



n 1 February 2010, our Group Head Office moved to its new premises at the Office Tower, No. 1 Jalan Nagasari, Off Jalan Raja Chulan in Kuala Lumpur, occupying six floors from Level 11 to 16. The moving-in was auspiciously heralded by two prosperity 'lions'.

The Office Tower also houses our Property Division head office, which is occupying Level 1 to 5. The 16-storey Office Tower is near Istana Hotel and strategically located in the Kuala Lumpur Commercial Business District. It is easily accessible by private and public transport with the Raja Chulan monorail station nearby.



- ▶ The 'lions' blessing the offices of Tan Sri William Cheng (top photo) and Tan Sri Albert Cheng (bottom photo).
- 'Singa' merahmati pejabat Tan Sri William Cheng (gambar atas) dan Tan Sri Albert Cheng (gambar bawah).

# MOTIVATION AND HUMILITY

Gratitude, Motivation and Humility are some of the ingredients of success.

By Eduardo Dominguez (extracted from the book "Essence Of The Whole")

To accomplish what we want, we must acquire the information we need, be flexible and receptive, and be at the right place to do what is necessary. Open your mind, be humble, otherwise you run the risk of staying stagnant. Until we become humble, in our stubborn mind, we cannot profit by the wisdom, experiences and thoughts of others; there is always room for improvement.

Motivation is needed all the time and even more when we have doubts ourselves and what we can do. Believe in yourself! Unless you have confidence in yourself, you will not be able to accomplish anything but have more unaccomplished dreams and frustrations.

Firmly believe in yourself and in what you do and in what you can accomplish and act, even if you have the biggest

obstacle in front of you. The only thing that stops you from crossing, climbing or going through that huge obstacle is what you think about yourself.

The size of your self-esteem, your essence and your confidence have to do with the image you have of yourself and who you really are. Your essence energizes the movie which plays in your mind every time you have to cope with a task or face a challenge. It is the voice that is telling you that yes, you can do it, or no, you can't do it.

Thoughts create or magnetize our personality and attitude. Dominating thoughts will eventually reproduce themselves in outward physical actions and gradually transform into physical realities. The thoughts we have, from the time we wake up, will determine our attitude. We bring to our lives what we think about most of the time and where we guide or focus our mind, is where we end up.

Starting in the morning, we make choices. We either decide to accept negative thoughts and therefore spoil our moments and even our day, weeks or years, or we decide to plant positive images in our mind and have days full of satisfaction, happiness, prosperity, peace and all the

beauties that life has for all of us.

Tune your thoughts to positive action and you will gradually become a self-reliant, confident and successful person. Keep yourself motivated, create the habit of being motivated every day; focus, breathe, smell, laugh, dream, do, touch and hold motivation.

There are so many things for which we should be appreciative, for which we should have hope, be grateful for and therefore stay motivated. Imagine and feel yourself accomplishing all you want. Think about the things you already have accomplished and also the accomplishments that have brought you confidence, satisfaction and happiness.

Yes, you can. There is nothing impossible to the person who has a definite and clear purpose. Every morning, every day, when you are in front of the mirror, talk to that special person in front of you and tell him/her how good, smart, valuable, capable, intelligent and

Take action, If now you cannot do great things, try to do small things in a great manner. Now you may not see any door open but once you believe totally and firmly in yourself and believe that you can do whatever you decide, many doors will open for you. It doesn't matter about your background, or where you are coming from, but doors will not open until you get ready and it is entirely up to you.

loved he/she is.

You are not defeated unless you defeat yourself.

Gratitude, responsibility, honesty and self-respect are things you must make sacrifices for because without them, you are nothing. So be respectful, responsible and honest. Be confident, have trust and believe in yourself. Stay motivated and enthusiastic, with a burning desire to succeed. Be clear in life. Create a plan, focus only on that plan and take uninterrupted action with passion, discipline and patience. And above all, don't worry about the results; definitely you will succeed when all the pieces of the puzzle fall into place.



## COMMUNICO



# THE POWER OF



by Serene Yap, Human Resources Manager, Property Division

Serene holds an MBA (Distinction) in General Management. She is a Competent Communicator certified by Toastmasters International and a certified Master Class Trainer.

The kid wants a promotion after 6 months in the job!

He wants my pay and my title, but not my work!

Just do the job!

Above are frequent comments we hear in the current work environment.

Individuals of different values, different ideas, different ways of getting things done and different ways of communicating in the workplace exist within these four distinct generations - The Veterans, The Boomers, The Gen Xers and The Gen Y.

No longer are older workers the bosses while younger workers did what was asked of them - no questions asked. No more definite rules and roles - roles today are ever-changing and rules are being rewritten daily.

This is the first time in history that we have four different generations working side-by-side in the workplace, and each generation has its distinct expectations and motivational buttons. (However, there is

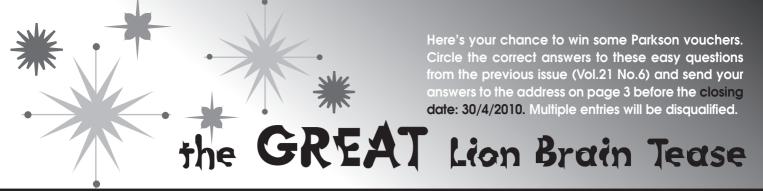
The Veterans (Before 1945)

The Gen Y (1981 - 1994)



always 'an exception to the rule' and we must therefore harmind)		The Boomers (1946 – 1964)	The Gen Xers (1965 – 1980)	
Characteristics	Motivational Buttons			
THE VETERANS  - Influenced by the military, i.e. respect for authority, conforming and disciplined.  - Prefer hierarchical organization structure.  - Command and Control leadership style.	approach bas	worked for them in t	he past and fit your but adjusted to the	
THE BOOMERS  - Workaholics  - Believe in loyalty and long term career.  - Respect policy and structure.  - Always find solutions to problems.  - Often spend long hours at the office.	- Being burnt d long-term finar - Generally pec	ncial security. ople can't afford t	k and loyalty. bubble, they prefer o retire early now, ement employment.	
THE GEN XERS  - Able to multitask.  - Like structure and direction.  - Comfortable with authority, but not impressed with title.  - Prefer work life balance and flexi-hours.	value fundame - They are eager t - Like to spend	entally strong compo to improve but expect	you to follow through. and friends, and to	

- Expressive and opinionated
- Internet-savvy
- Prefer active involvement in a project.
- Prefer friendly and casual work environment.
- Will not hesitate to resign anytime, with or without a job.
- Like to work for companies that are industry leaders, with cutting edge, and have the latest technologies available to them.
- Want to grow professionally and personally.
- Believe in 'open door' policy, and want to be able to communicate up and down the corporation.



Lion Today - Vol. 22 No. 1 January/February 2010

1.	Parkson was ranked in a. 1st	Malaysia's Most Valuable Brands 2009 lis b. 3 <sup>rd</sup>	ting. c. 5th
2.	Our head office has moved to new prea. 01/01/2010	emises at Jalan Nagasari effectiveb. 15/01/2010	c. 01/02/2010
3.	When is the improved new facelift for E a. June 2010	Dong Feng JAC HFC 1035KD model targe b. September 2010	eted to be launched? c. January 2011
4.	Which operating company won the Bea. Lion Plate Mills	est Contingent award in Cross Country 20 b. Amsteel Mills	09? c. Antara Steel Mills
5.	When was Lion-Parkson Foundation's was 29 November 2009	vebsite launched? b. 2 December 2009	c. 28 December 2009
6.	How many staff in Silverstone Berhad rea. 38	eceived the 20 years' service awards rec b. 96	ently? c. 134
7.	Parkson Setia Mall is expected to be in a. $30^{\text{th}}$	operation by end-2011 and will be the b. $35^{\text{th}}$	store in Malaysia. c. 40 <sup>th</sup>
8.	Parkson has been participating in Edu except:  a. provide donation bins to collect school supplies from the public	care with the objective to help needy s b. provide scholarships	c. distribute essential school
9.	Which team won the inter-department a. Jarum FC	9-a-side soccer tournament organized b b. FGW97	by Kelab Sukan Silverstone? c. Silverstone United
10.		Overall Retailer Award and the Certificat iciation for two consecutive years since 2 b. Parkson Subang Parade	008?
NAI	ME: (Mr / Ms)	CONG	RATULATIONS
	NO.:	Megat Alang b Al Valoopadachee, Nu Razali, Lim Yok Eng,	of the previous Lion Brain Tease: bu Bakar, Chua Yuzian, Theson a/l urul Akma bt Moho Hairan, Rosilawati Ramanathan a/l Manickam, Lau Hie apathy & Norishah bt Mohamad
		Answers to the pre  1 - RM3.3 million 2 - 17/09/2009 3 - 56 4 - Georgetown 5 - Likom Mexico	vious Lion Brain Tease  6 - 11 7 - light commercial trucks 8 - mix use of tyres 9 - mural painting 10 - Parkson Malaysia



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# MANAGING QUALITY OF TRAINING PROCESS

#### Interesting Training Quality Survey Facts and Figures

- 1. "Do you think that training should have an impact on the productivity of your company?" 85.3% answered affirmatively
- 2. "How do your companies assess the effectiveness of training?" Only 50% indicated that evaluation was often carried out to assess individual or group performance improvement 3 months after the completion of training

Findings also indicated: <u>majority</u> of the assessment tended to focus on the level of <u>satisfaction</u> felt by the individuals after training, while the <u>transfer</u> of newly acquired learning to the job was the second most evaluated item.

- 3. 47% of the respondents said that they *occasionally* used the Return on investment (ROI) as a measure of training effectiveness
- 4. Only a minority (4 companies) said that they *often* use ROI to measure training success

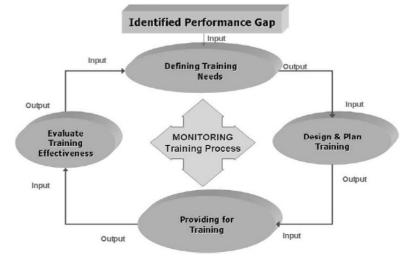
While line managers are often involved in training-related decisions – e.g. who should attend and what type of competence needs to be developed; they don't seem to be engaged in defining performance improvements that they would like to achieve with their training budget, nor in ensuring direct links between business objectives and staff training.

Source: The report "Survey on Training Quality Management in Europe: Need for Improvement" is in the November / December 2009 issue of ISO Focus

From the perspective of the company, investments in training should increase efficiency and the bottom line. In times of economic downturn due to uncertainty and competition, companies have to invest in training to ensure their survival. But how can management ensure every training dollar produces results tangible and measurable benefits? Because of time and the many contributing success factors in an organization, it is important to measure the quality of the training process instead.

## Quality Checkpoints of Training Process

To ensure training investment increases the company's bottom line, there are several checkpoints for a company to measure and monitor the training process



Source: ISO 10015:1999 Quality Management — Guidelines for Training (within the ISO 9001 family of quality assurance and quality management standards)

## **INFOLINK**



# MANAGING QUALITY OF TRAINING PROCESS



**Checkpoint No. 1: Training Needs** 

Management / HR Dept needs to align the training needs input with what is important to the business:

- Is training identified relevant to the achievement of company strategic goals, including organisation culture (current and future)?
- Are line managers involved in identifying training needs and competencies to be developed?
- Are target groups defined?
- Are line managers involved in defining performance improvements that they would like to achieve with their training budget?



Checkpoint No. 2: Design & Plan Training Training Process



Checkpoint No. 4: Evaluate Training

Quality training solution needs to be developed to suit the business needs and close the workforce competency gap:

- Are the desired needs addressed?
- Are adult learning principles applied in designing training to maximise learning?
- Does training design / method / provider help in achieving the desired outcome?
- Is the training channeled to the target group?

Training evaluation needs to be carried out regularly:

- Are evaluation / assessment data on training and trainer being collected and tabulated consistently? Is corrective action taken where necessary?
- Besides trainees' satisfaction, is transfer of learning on the job and performance improvement being measured?
- If being measured, is the measurement tool reliable?
- Is Return On Investment being measured?
   (e.g link to attrition rate / recruitment cost and other employee turnover expenses)



Checkpoint No. 3: Provide Training

Quality of training delivery needs to be monitored:

- Is training provider briefed on expected outcome and other related information?
- Are trainees briefed on the competency gap that training intends to close?
- Is feedback from trainees / trainer(s) obtained and acted upon promptly?
- Is feedback given to trainer(s) / line managers where necessary?
- Is opportunity provided for trainees to apply the competency developed?

#### Case Study

Sona Koyo Steering System of India, Ltd., a joint venture company of the Koyo Seiko Company, Japan, is a company that has benefited from implementing ISO 10015. Not only has it achieved national recognition as the company that has obtained both the "Best HR Strategy in line with Business" and the "Innovative Retention Strategy" awards, the company has also been able to demonstrate with quantifiable data that "employee development opportunities can be an effective means of retaining employees (and) achieving a record low employee turnover rate of 6.5 % in financial year 2007- 2008" compared to the industry average of above 15% for the same period (see *ISO Management Systems*, March-April 2009). This represents significant savings on recruitment costs, operational impacts and other employee turnover expenses.

Source: The report "Survey on Training Quality Management in Europe: Need for Improvement" in Nov / Dec 2009 issue of ISO Focus



# QUALITY SYSTEM ASSURANCE IN TRAINING NEEDS ANALYSIS (TNA)

he Training Needs Analysis (TNA) model used by CEDR has the quality aspect embedded into the process, particularly because of its subjectivity in its implementation. This was achieved from years of customizing, revising and revamping the model to fulfill the needs of the 100 - odd companies surveyed.

#### Original TNA Model: Questionnaire Survey Competency Based Process

	Stage 1		Stage 2		Stage 3	Stage 4
	Data Collection		Data Analysis	Pro	pposal & Recommendation	Complete Documentation
A2. C A3. C	rief Management on TNA rocess Conduct Organisational Study Conduct TNA Survey Conduct TNA Interview Session	A6. *		A9. F	Prepare Management Report Present Findings to Management	O.Prepare Annual Training Plan (ATP) 1.Prepare and Submit Documents to PSMB

Table 1: Questionnaire Survey Competency Based Process (Approved by the Government, (Pembanaunan Sumber Manusia Berhad) in 1999 and 2002)

- 1. Data Collection: The first stage of data gathering is the most vital; a PDCA cycle is built-in to ensure quality data are gathered.
  - a. A2 is carried out to ensure that A3 is objective, when deciding on the levels of people from which data is collected.
  - b. At A2, survey questionnaires are given out to different levels of people in the organization from top to lower levels. This helps to ensure consistency in issues raised; by checking on the number of times a particular issue is mentioned.
  - c. At A4, interviewing is another quality step, to ensure that the written survey data collected is as accurate as possible. This is to stamp out any assumptions made and issues misinterpreted.
- 2. Data Analysis: In stage 2, step (A6) of Conduct TNA Workshop is held to check with Heads of Department that conclusion formed and compiled by us is correct and according to each department's goals and objectives.
- 3. Proposal & Recommendations: Step (A9) Presenting the Recommendation to the Management, is a final checking of the proposed training analysis report. The management makes decision based on the company's direction and goals.

### **Second TNA Model: Focus Group Process**

	Stage 1	Stage 2	Stage 3 Stage 4	4
	Data Collection	Data Analysis	Proposal & Recommendation Complete Docur	mentation
A2. A3.	Brief Management on TNA Exercise Conduct Organisational Study Conduct Departmental / Occupational Study Conduct Individual Study	A5. Compile and Organise Data A6. Conduct TNA Workshop	A7. Prepare and Present Annual Training Plan to Management  A8. Prepare and Subr Documents to PSN	

Table 2: Focus Group Process (Approved by the Government (Pembangunan Sumber Manusia Berhad) in 2008)

- 1. Data Collection: The Quality aspects of the model are still evident. A2 is carried out to ensure Step A3 and A4 data are accurately and consistently collected. For example, the needs identified in A4 are being checked against higher level (A3) for confirmation.
- 2. Data Analysis: A6 is carried out to confirm once again the needs highlighted earlier.
- 3. Proposal & Recommendation: A7 is presentation to management to conduct a final checking on the needs identified.



# **KEEPING YOU IN VIEW**



The Executive Certificate in Human Resource & Industrial Relations was jointly organised by CEDR Corporate Consulting and FMM Institute from May 2008 - Feb 2009. It was an in-house programme organised for participants from Lion Group HR departments. After 108 hours of classroom sessions and many sleepless nights to complete assignments and prepare for tests/ exams, 17 participants successfully completed the programme. A graduation ceremony was held at FMM Institute on 21 Nov 2009 with the participants receiving their graduation scrolls.





Upon completion of the programme, the participants were encouraged to present the knowledge learnt in their respective departments. From their presentations, their knowledge and their efforts put in were well received and celebrated by their colleagues.



# Write A Caption & Win Attractive Prizes!

Write the most creative or humorous caption in English or Bahasa Malaysia for the The winning caption for last issue's photograph shown (below) in not more than 20 words. Attractive prizes await the two most interesting captions which will be published in the next issue of Lion Today. The judges' decision is final and no correspondence will be entertained. Closing date: 30/4/2010.



•••••	 	••••••	

Name: (Mr / Ms):	 Tel. No.:
Company / Dept (please state full address):	

photograph is as follows:

"Sape sape nak booking kami untuk tarian singa ala RAP hubungi kami di talian kosong empat siapa cepat dia dapat. Yo Yo...'

Submitted by Hazrah Bte Ahmad (Amsteel Mills Sdn Bhd - Material Control / Cut & Bend Section)



## EXPRESSING CREATIVITY THROUGH BODY ART

Body painting can be considered to be the most ancient form of art. Unlike tattooing and other forms of body art, body painting is temporary, painted onto the human skin, and lasts for only several hours, or at most (in the case of "henna Mehndi or

couple of weeks. A painting that is confined to the face is known as face painting and large scale or fullbody painting is more commonly referred to as body painting while smaller or more detailed work is generally referred to as temporary tattoos.

Ling Shirley from the Secretarial Department in the Head Office is our very own body painting artist. Here, she shares with us her passion for the art and some of her creative works.

like drawing although I am not very good at it but I love colours and enjoy playing with

various colour combinations. Colours are very therapeutic. I like to experiment using different colours as I can express my creativity and feelings through them. It is very relaxing to watch the different hues of colours blended by the brush

Due to my keen interest in colours, I signed up for a professional makeup course. I didn't expect it to come with a session in body painting.

Body painting is easy to pick up, even for those who are not good in art. A basic course takes about three days where the instructors share their knowledge and tips on special techniques. The course is not confined to body painting alone but also nail painting and temporary hair colouring as well as painting on different surfaces such as fabrics, wood, glass, porcelain etc.

There are two types of colours used in body painting; water based and oil based. The water based is easily washable while the oil based is longer lasting and removable only with oil. These colours have gone through toxicological assessment and are safe to use, even on a baby's skin. A starter kit comprising a few bottles of basic colours and a set of brushes cost about RM1,000.

To me, body painting not only gives me the satisfaction to pursue my interest and unleash my creativity but also enables me to earn some extra income. I have received many requests from friends and brides who wish to look different and special on their big day. I charge a nominal fee of between RM30 to RM150 depending on the design and size. For a simple design, it takes about a couple of minutes to complete while an elaborate one will take longer. Samples of my works are posted on my facebook, ling\_sl@yahoo.com."











The 3-day exhibition held at Kuen Cheng High School featured over 1,000 pieces of calligraphy works and Chinese brush-paintings by renowned calligrapher, Mr Kerk Won Hoo and his students, as well as students and teachers from the four schools. An added attraction was the participation of two prominent calligraphers from Beijing, China; Professor Liu Shi and Professor Wang Yuan Jun who displayed several pieces of their works.

Our Group Chairman and CEO, Tan Sri William Cheng was present at the event which saw Lion-Parkson Foundation Chairman, Puan Sri Chelsia Cheng demonstrating her calligraphy skills and contributing a few pieces of her works for the exhibition.

Below are some calligraphy works by our staff, Ms Yap Nyeok Ping from

