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**BUSINESS PLAN**

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Business Plan prepared March 2017  
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## DECLARATION

We hereby declare that:

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## **1.0 EXECUTIVE SUMMARY**

### **1.1 The Opportunity**

This section highlights the problems of the increasing cost of operation for business owners in term of utility expenses, overhead cost, etc. which will eventually lead to lowering of profitability from the business operation. Furthermore, the behaviour of employees is one of the issues which will lead to poor quality of service from the business to the customers. In addition, clothes ironing is a time-consuming activity, with the combination of the less favourable behaviour of employees and long duration of ironing clothes, this will result in low productivity and count not deliver the quality service on time to customers.

### **1.2 The Description of the Business**

4NTechnologies LLP (4NTech) offers innovative automation solutions to customers globally. We are focusing on industrial automation, electrical manufacturing and provide customized solutions to our customers. 4NTech has developed a new product, the IronLady which is pioneering in the market. As we know, machine automation will be soon replacing human labor. Thus, we saw the opportunity and we have transformed the traditional iron, developed it into an automated iron machine which shows higher productivity and efficiency than human does. From the problems discussed above, IronLady could help human to solve their problem and yet to become the “best human assistant” in term of ironing.

### **1.3 Competitive Advantage**

4NTechnologies LLP has the competitive advantages of the pioneer in the market in term of the automated steam iron machine, which is the first mover advantage, innovative solution provider, on-time delivery of goods and services, excellent customer relationship and strategic resources allocation.

### **1.4 The Target Market**

The target markets for IronLady are laundry shops, fashion & apparel boutiques and small & medium-sized apparel manufacturer.

### **1.5 The Management Team**

The founder of 4NTechnologies LLP, Mr. Lim Chung Jian is the General Manager of the company. Next, three (3) of the co-founders, Ms. Lim Chai Yan is appointed as the Operation Manager; Ms. Ng Sau Kuen is the Marketing Manager and Ms. Sai Jia Yan will be the Finance Manager.



## 1.6 Brief Summary of the Financial Projections

Financial Statement 1.1: Pro Forma Income Statement for 2018-2020

Details/Year	2018	2019	2020
Sales	900,000.00	1,800,000.00	3,000,000.00
Less: Cost of goods sold	216,000.00	432,000.00	720,000.00
Operating Income / Revenue	684,000.00	1,368,000.00	2,280,000.00
Less: Expenses	1,147,516.20	1,241,899.00	1,342,030.68
Income Before Tax	-463,516.20	126,101.00	937,969.32
Less: Total Tax	0.00	30,264.24	225,112.64
<b>Net Income</b>	<b>-463,516.20</b>	<b>95,836.76</b>	<b>712,856.68</b>

Source: Developed for the research

Financial Statement 1.2: Cash Flow Projection for 2018-2020

Details/Year	2018	2019	2020
Cash Inflows	3,184,198.00	3,581,800.80	4,832,061.80
Cash Outflows	1,430,336.20	1,794,959.00	2,272,370.68
<b>Cash Balance</b>	<b>1,753,861.80</b>	<b>1,786,841.80</b>	<b>2,559,691.12</b>

Source: Developed for the research

Financial Statement 1.3: Pro Forma Balance Sheet for 2018-2020

Details/Year	2018	2019	2020
Total fixed assets	154,340.00	141,480.00	128,620.00
Total Current assets	1,765,861.80	1,798,841.80	2,571,691.12
Total assets	1,920,201.80	1,940,321.80	2,700,311.12
Less: Total Liabilities	18,630.00	48,894.24	243,742.64
Net assets employed	1,901,571.80	1,891,427.56	2,456,568.48
Financed by:			
Capital	2,365,088.00	1,795,590.80	1,743,711.80
Net profit/loss	-463,516.20	95,836.76	712,856.68
Capital employed	1,901,571.80	1,891,427.56	2,456,568.48

Source: Developed for the research

### 1.7 Description of What the Business Needs

The total amount contributed by founder and 3 co-founders is RM500,000. Currently, 4NTech has successfully granted a total of RM1,600,000 from Young Entrepreneur Fund (YEF) and MOSTI Techno Fund. Besides, 4NTech has also grabbed the attentions of angel investors and funded a total amount of RM300,000. Thus, 4NTech's total start-up cash is RM2,400,000. Even though 4NTech is considered having sufficient cash for start-up, but this will not guarantee the success of the business operation. Thus, 4NTech needs a lot of ongoing capital injection in research and development. In addition, 4NTech requires continuous investment in term of monetary resources, recruitment of talented people to join 4NTech as a team towards successful business and contribute to the society. Besides, government and non-governmental organizations are welcome to be part of 4NTech's partners.

### 1.8 Exit Strategy

Acquisition and liquidation will be the exit strategy for investors.

## 2.0 THE BUSINESS

### 2.1 The Description of Business

#### 2.1.1 The Name and Logo of the Proposed Business

##### 2.1.1.1 The Name of the Company

4NTechnologies (4NTech) is the company name registered under Limited Liability Partnership Act 2012 which combines the characteristics of a traditional company and a conventional partnership. The acronym for four (4) N is originated and inspired by the last alphabet (N) from the name of all the four partners in 4NTech. They are Lim Chung JiaN, Lim Chai YaN, Sai Jia YaN and Ng Sau KueN.

Table 2.1: Meaning of 4Ns' Acronym

Nascent	4NTech is pioneering in automated steam iron machine
Noble	4NTech produces impressive, high quality and outstanding products
Notable	4NTech will become global notable and establish brand
Novelty	4NTech seeks novelty for inspiration and innovation creations and solutions

Source: Developed for the research

**2.1.1.2 The Name of the Product**

IronLady is best suited to be used for the automated steam iron machine as the name (IronLady) is inspired by Margaret Thatcher, the first female prime minister of Britain. She was the longest-serving British prime minister of the 20th century (1979-1990), and the first woman to have held the office. She portrayed the symbol of inspiring woman leadership and proved the world that woman could be a leader as well. We believe this feminine icon who represent the strong, determined and powerful heroine could inspire 4NTech as the motivation and fuel towards better and greater journey of success.

### 2.1.1.3 The Logo of the Proposed Business

#### 2.1.1.3.1 Company's Logo

Figure 2.1 Company's Logo



Source: Developed for the research

From the logo, 4N simply carries the meaning of Nascent, Noble, Notable and Novelty which clearly explain our company's philosophy of doing business. In addition, the color has a powerful subconscious effect on every part of our lives. Without saying a single word, an understanding of the meaning of every color in business gives us an invaluable tool to get the best response to our marketing and promotional efforts and ultimately, to create a successful business.

4NTech's main color theme for company's logo is blue. Blue is the most universally favored color of all and therefore it is the safest color to use as our company's logo. Blue color relates to trust, honesty and dependability and indicates confidence, reliability and responsibility. Therefore, helping to build customer loyalty (Padmavati Vijapure, Color Meanings in Business, December 12, 2015).

#### 2.1.1.3.2 Company's Slogan

Figure 2.2 Company's Slogan



Together, we achieve better.

Source: Developed for the research

4NTech has designed a simple and memorable slogan which is “Together, we achieve better”. This slogan clearly shows that 4NTech emphasize on teamwork, effective internal and external communication and a healthy working environment.

4NTech knows that teamwork is the crucial part in any business success. Thus we have designed an excellent business value chain to bring our product from conception to delivery with good quality. As the quote from National Basketball Association (NBA) famous and the best basketball player in the history, Michael Jordan: “Talent wins games, but teamwork and intelligence win championships.” 4NTech knows the importance of good teamwork.

### 2.1.1.3.3 Product's Logo

Figure 2.3 Product's Logo



Source: Developed for the research

This pink-colored IronLady was designed and inspired by Margaret Thatcher as the symbol of strong, determined and powerful feminine leader or heroine. She is the symbol of “The Iron Lady”.

Psychologically, pink is associated with romance, love, nurturing and compassion. It is feminine and youthful in its softer shades, with more passion and energy in its deeper tones. For our company, we have decided to use the combination of both softer and darker shades which portray the mix of passionate, energetic, feminine as well as youthful. Besides, Pink is inspiring, warm and comforting which suggesting hopes for the future. Furthermore, pink is calming and non-threatening (Padmavati Vijapure, Color Meanings in Business, December 12, 2015). This is why we use pink as our team for the product's logo, IronLady.

#### 2.1.1.4 The Location of the Proposed Business

##### 2.1.1.4.1 Address of the Proposed Business

4NTech is located at licensed manufacturing warehouse (LMW) area with the address of 88A, Lintang Bayan Lepas 9, Bayan Lepas Industrial Park, Phase 4, 11900 Bayan Lepas, Penang, Malaysia.

##### 2.1.1.4.2 Map of the Proposed Business Location

Figure 2.4 Company's Location



Source: Developed for the research



#### 2.1.1.4.3 Reason of Choosing the Location

There are several reasons why 4NTech decided to locate the plant at this desired location. The reasons are as follow:

Penang is a strategic location for start-up business whereby the infrastructures and transportations are considered complete as compared to other states. Penang is the hub for the Northern Corridor of Malaysia and the Indonesia-Malaysia-Thailand Growth Triangle

Penang is a provincial state in Malaysia, but it does not share the same governance structure as those of the federal government concerning economic policies, rules and regulations. Penang is particularly well known as a pillar of industrial development (Lim, 2009). The state's GDP increased from RM1.3 billion in 1970 to RM21 billion in 2009, of which 39 percent was contributed by the manufacturing industry and a substantial 57 percent from the services sector (Lim, 2009). The economy in Penang is considered stable. Penang has outperformed Malaysia in economic growth (Lim Kim-Hwa, Penang's Economy, July 19 2016).

Table 2.2: GDP growth at 2010 constant price

	2011	2012	2013	2014	Average
<b>Penang</b>	5.40%	4.50%	5.00%	8.00%	5.73%
<b>Malaysia</b>	5.30%	5.50%	4.70%	6.00%	5.38%
<b>Outperformance/(Underperformance)</b>	0.10%	(1.00%)	0.30%	2.00%	0.35%

Source: Department of Statistics, Malaysia

Penang's economy is likely to perform similarly to 2015 and the following years. Barring external shocks, Penang's economy will benefit from stabilization in the Chinese and global economies. In addition, with the aids from the deep talent pool and high industrial cluster built over the past four decades, Penang's economy will continue to adapt and grow (Tim Niklas Schoepp, Penang's Economy, July 19 2016).

In addition, more than 300 multinational companies from all over the world have chosen Penang as their location of choice to do business. This makes 4NTech to have a wider, greater and better exposure to suppliers, vendors, distributors, retailers as well as customers.

**Table 2.3: Multinational Companies in Penang**

Country	No. of Companies	Examples
Japan	More than 85	   <b>Canon</b> <b>SONY</b>
Taiwan	More than 70	<b>BenQ</b>  <b>PHISON</b> <small>Knows What You Need</small> <b>TECO</b> 
USA	More than 50	 <b>Honeywell</b>  <b>PLEXUS</b> 
Germany	More than 10	 <b>BOSCH</b> <b>OSRAM</b> <b>B   BRAUN</b> <b>SIEMENS</b>
Singapore	More than 30	<b>flex</b> <small>LIVE SMARTER</small>  <b>wilmar</b>  <small>MICRO-MECHANICS® perfect parts and tools, on time, every time</small> <b>VENTURE</b>

Adapted from: [www.investpenang.gov.my](http://www.investpenang.gov.my)

Furthermore, Penang has Free Industrial Zone (FIZ), Licensed Manufacturer Warehouse (LMW) and a comprehensively planned industrial park (Penang International Technology Park) with high standard infrastructure facilities in Batu Kawan. In addition, the Royal Malaysian Customs Department office is near to our company with only 5-6km distance. This will make us easier deal with importation and exportation matters such as declaring tax and documentations. This is time-saving and more convenience.

Figure 2.5 Company's Location to Royal Malaysian Customs Office



Source: Developed for the research

In addition, in this strategic location, 4NTech has gained the access to many major logistics service providers such as DHL, FedEx, UPS, Nippon Express, DB Schenker, TNT Express Worldwide, AirPak, STG SouthernPak, etc. are nearby where we could handle and manage inbound and outbound logistics effectively and efficiently.

**Table 2.4 List of Logistics Companies**

Company Name	Logo	Address
DHL		Plot Trade Zone Dhl Global Fording, 66, Pesara Kampung Jawa, Kawasan Perindustrian Bayan Lepas, 11900 Bayan Lepas, Pulau Pinang, Malaysia
UPS		Block A, MAB New Cargo Complex, No. 1, Jalan Batu Maung, Penang, 11900 Bayan Lepas, Malaysia
FedEx		51, Persiaran Bayan Indah, 11900 Bayan Lepas, Pulau Pinang, Malaysia
Nippon Express		98, Solok Bayan Lepas, Taman Perindustrian Bayan Lepas Fasa 4, 11900 Bayan Lepas, Pulau Pinang, Malaysia
DB Schenker		Plot 74, Jalan Bukit Tengah, Bukit Tengah Industrial Park, 14000 Bukit Mertajam, Pulau Pinang, Malaysia
STG Southern Pak Enterprise Sdn. Bhd.		11960 255, Blok H Batu Maung Bayan Lepas Pulau Pinang, 11900, Malaysia
Forecom Phase to Phase Sdn. Bhd. (Freight forwarders)		14, Lintang Beringin 10, Diamond Valley Industrial Park, 11960 Batu Maung, Pulau Pinang, Malaysia

Source: Multiple sources developed for the research

Last but not least, below are some of the awards and top reason why Penang is the choice for setting up 4NTechnologies there.

Table 2.5: Reason of Selection

No.	Reasons of Selection
1	Top 10 dynamic industrial cluster locations in the world to have demonstrated a successful manufacturing experience among developing economies (UNIDO Industrial Development Report 2009)
2	Top 31 Business Processing Outsourcing (BPO) locations of the future (KPMG's "Exploring Global Frontiers" Report 2009)
3	Top 8 islands in the world 'You must see before you die' (by Yahoo! Travel, Feb 2011)
4	Over 300 multinational companies have chosen Penang as their location of choice to do business (by InvestPenang.gov.my, Feb 2014)
5	Fully developed industrial parks, including Free Industrial Zones, MSC Malaysia Penang Cybercity, High value manufacturing at Batu Kawan Industrial Park and Penang International Technology Park, Batu Kawan (by InvestPenang.gov.my, Feb 2014)

Source: Multiple sources developed for the research

### **2.1.2 Nature of Business**

4NTech is an innovative automation solutions provider whereby we provide solutions to customers regarding mechanical engineering and machine automation system. Our nature of business is in the mechanical engineering industry and private manufacturing sector. 4NTech one-stop automation solutions cover mechanical, software and control system. Products that we offer are the material handler, test handler, vision inspection, sorting machine, reliability tester, taping machine, industrial machine, customized machine, etc. In addition, we also provide many in-house services to our customers such as machine parts fabrication, assembly, installation, build-to-print machine, software and hardware solutions, etc. Our research and development (R&D) and quality control team has been working very hard to create the best automation solutions for every single customer because we care for every customer's expectations, requirement and standards.

4NTech offers innovative automation solutions to customers globally. We are focusing on industrial automation, electrical manufacturing and provide customized solutions to our customers. Our company's slogan "Together, we achieve better" clearly reveals that we work as a team to provide our customers the best available quality products. Our newly developed product, IronLady is pioneering in the B2B market. As we know, machine automation will be soon replacing human labor. Thus, we have transformed the traditional iron, developed it into an automated iron machine which shows higher productivity and efficiency than human does. We will be serving the business-to-business (B2B) market and the target markets are laundry shop, apparel boutiques and apparel manufacturer. We aim to expand and grow our business into consumer market (electrical appliance) in the next 5 years. Once again, "together, we achieve better".

### **2.1.3 Company Missions and Objectives**

#### **2.1.3.1 Company Visions**

4NTech's vision is to present with integrity the highest possible quality, technology and innovative solution for businesses. In addition, due to fast pace of technology development, we aim to get the product to the market quickly (efficiency is key to success). 4NTech values teamwork where we know a good team could sail further and nearer to the journey of success.

#### **2.1.3.2 Company Missions**

Company's slogan "Together, we achieve better" has clearly indicated that our business major concern and mission is "TEAMWORK". 4NTech has an excellent supply chain management and a very good internal and external communication which aims to provide customers the best quality products and services globally. In addition, with a great teamwork and a proper management philosophy, the company is able to thrive and continuously improving to attain greater heights.

We are a business-to-business company. Our machines are of latest technology and innovation which give our customers the best possible solution and help to reduce cost with increased productivity and efficiency. Customers and employees are our priority. Happy employees will lead to happy customer service.

Furthermore, 4NTech aims to help clients in saving their time and of operating their own business by using our machines. When clients are satisfied with our products, we will be triumphal and use this as our fuel to further and continue to improve ourselves in term of technological development and supply chain management so that we could stand out of the cloud and dominate the market or industry.

### 2.1.3.3 Company Objectives

Table 2.6: The Objectives of 4NTechnologies

Objectives	Explanations
1	Provides highest possible quality, technology and innovative solution to clients
2	Business growth, survival and be a socially responsible company
3	Reduce human workloads and increase productivity
4	Sales and profit maximization
5	Gain greater market share, market capitalization
6	Continuous improvement and development
7	Emphasize on good customer relationship
8	Investment on human capital and technologies
9	Present our business with integrity and protect stakeholders' interests
10	Alert to the market, always study and analyze the competitors

Source: Developed for the research

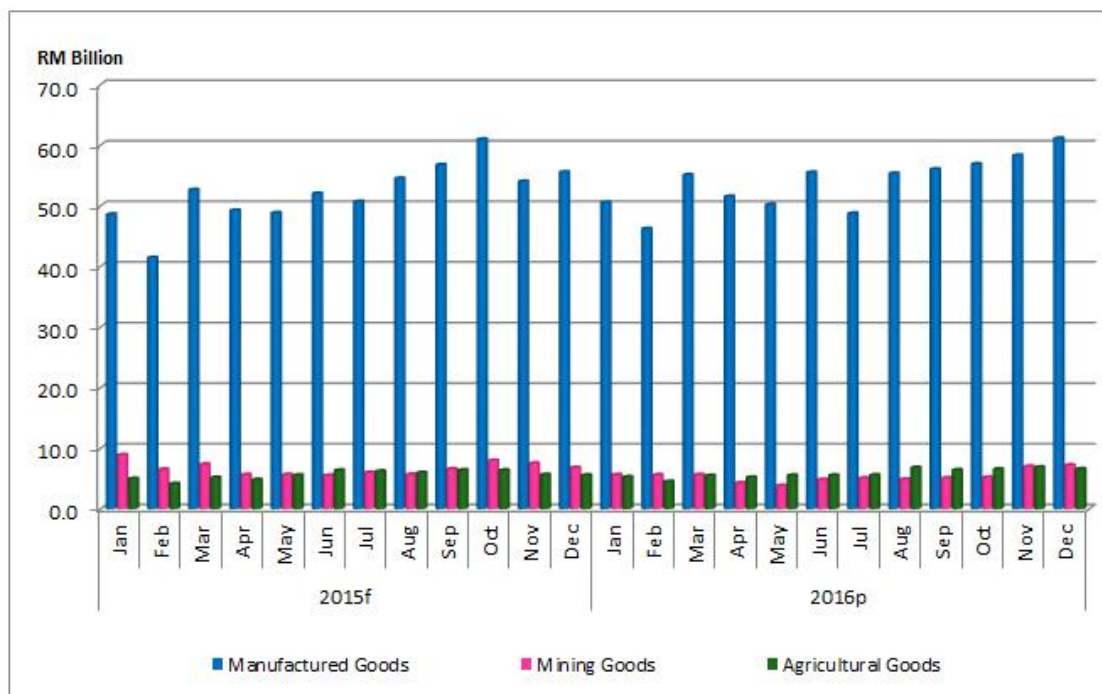


## 2.2 The Opportunity

### Malaysia's Trading Opportunities

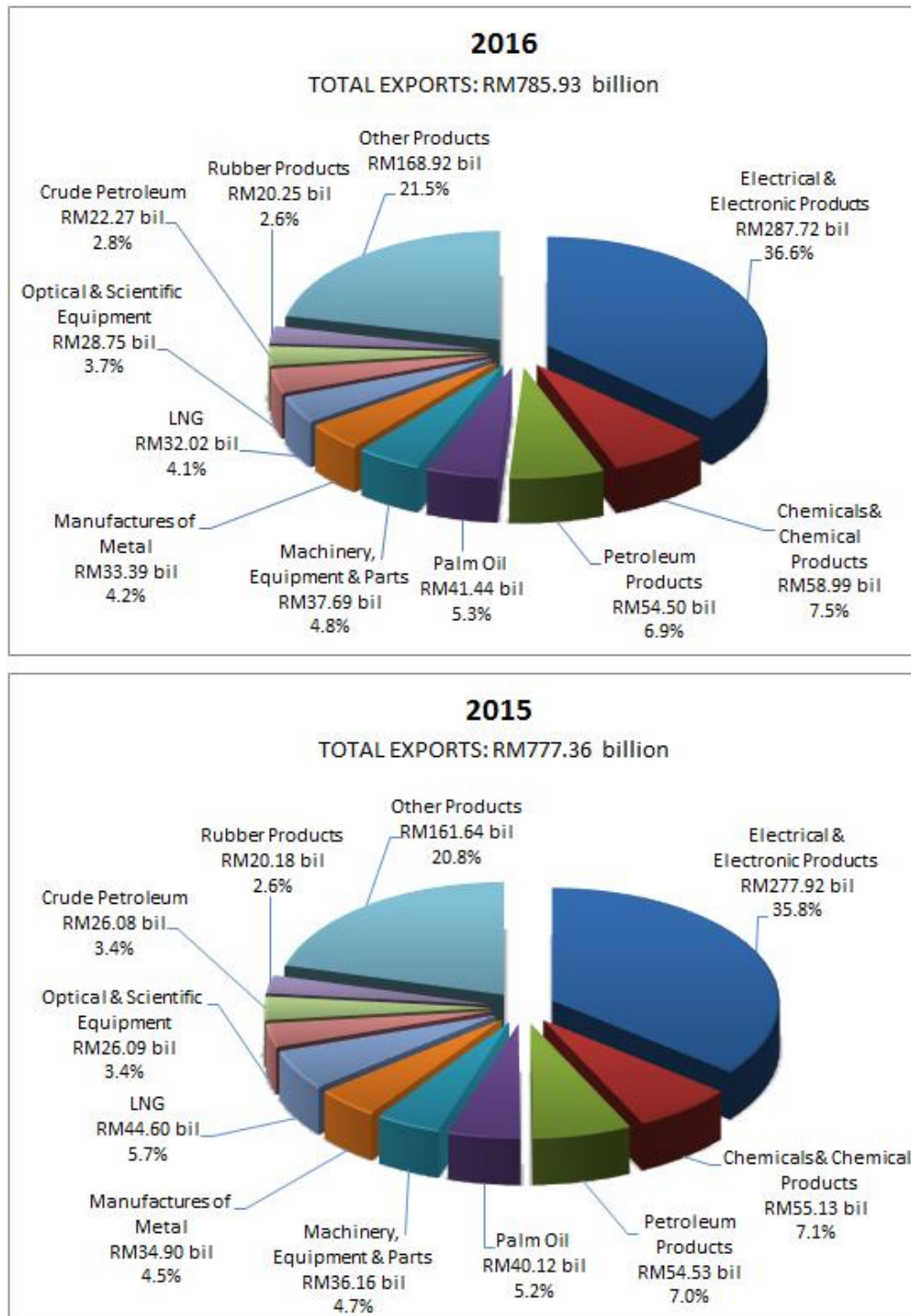
According to Malaysia External Trade Development Corporation (MATRADE), Malaysia's exports by main sectors in 2015 and 2016 was manufactured products. In addition, the top 10 major export product in 2015 and 2016 was championed by electrical and electronic products. This is the opportunity we saw in term of trading statistics in Malaysia.

Figure 2.6: Malaysia's Exports by Main Sectors for 2015 and 2016



Source: Malaysia External Trade Development Corporation (MATRADE)

Figure 2.7 and 2.8: Top 10 Major Export Products for 2015 and 2016



Source: Malaysia External Trade Development Corporation (MATRADE).

In addition, automation in today's world is becoming more and more important. Some of the industry has replaced human labor to do the heavy, dangerous yet cost inefficient

tasks. Thus, automation has evolved and become more important in today's technologically advancing world. Business is all about cost efficiency, the way to better reducing the wages and cost of operation to the reach economies of scale. This is why many workers are facing the threat of losing their job and source of income when one machine could replace all the unnecessary overhead cost incurred by employees. Robot or machine could perform faster, better and smoother and leads to higher productivity, preciseness and efficiency.

4NTech sees this opportunity to transform the hand-held steam iron into automated steam iron machine which could help human to perform their daily task and also may help businesses to reap impressive profits and leads to economies of scale. In addition, with the aid of massive advancement in term of globalization and technology, it makes international logistics smoother and easier to assess to the global market. This has increased the market reachability and higher accessibility in delivering the idea to potential customers.

## **2.2.1 Problem to Solve or Need to be Filled**

### **2.2.1.1 Human Behavior**

The attitude of employees is the major problem when we are dealing with any business. This problem happens to this industry as well. Laziness, procrastination, bad attendance, low quality of work, high turnover rate, etc. which are all the major problems of workers. This will lead to lower productivity and if serious, the task will be delayed and cause the business's reputation to be affected due to inability to deliver the service on time.

### **2.2.1.2 Human Limitation**

Human's life is very precious and fragile. We only live once and we could not risk our life just to perform some highly dangerous task. This case applies to hand-held steam iron or electrical iron where many of us don't realize the dangerous and consequences of accident incidents happened while ironing clothes. In ironing, many of the employees were facing minor or major burn off their skin and hand.

### **2.2.1.3 Cost Inefficient**

High overhead cost (labors) and utility cost (electricity and water bills) which are two main cost associated with the cost of operation for laundry, boutique and manufacturing business. These high costs of operation will erode the revenue of the business and could not achieve the economies of scale.

#### **2.2.1.4 Time Consuming and Low Productivity**

Human will be exhausted and be boring after hours and hours of ironing clothes. In addition, as from the survey held in 4 states, we found out that all the workers take an average of 5-7 minutes in ironing one cloth. That means the workers only could just iron up to 10 clothes per hour which is time consuming and low productivity.

#### **2.2.1.5 Elaboration on Problem to Solve or Need to be Filled**

Throughout the research, we have identified few problems or needs that need to be solved and fulfilled. The main problems are the increase of operation cost by SME (direct labour, MOH and variable cost), human behaviour and time constraint.

The main problem is the rising cost of operation and utility expenses by SME. According to Saleh and Nudbisi (2006), Munusamy (2008), and Teoh & Chong (2008) stated that the increase of operation cost is one of the problem faced by SMEs. The capability also gives a significant impact to the domestic player as they may lack of capital to compete with the international player. According to Grant Houston (2011) the average profit of SME is 53.94 percent however it also states that industry such as boutique that required labour-intensive instead of machinery may require the high overhead cost as compared with others industries. Furthermore, Creative Skillset (2016) A Clothing Presser usually works around 39 hours a week, with overtime and part-time hours commonly available which means the owner of boutique and laundry shop need to pay more to them whenever they are overtime and it will incur as the expense for the company. According to Muhammad, Char, Yaso & Hassan (2010) state that increase of operation cost which means the recession is unavoidable thus it will make lower demand and also lower expenditure for the customers. Thus, it is better to decrease production cost for SME to avoid recession.

The second problem would be behaviour displayed by the employees. According to Nicholas Cheng (2013) said that most the employee would spend their half working hours on the unrelated matter on their job. This would cause low productivity of company that affects the “drive away” of the investors to neighbouring countries. Furthermore, according to the survey, most of the employee would over iron the clothes and cause burnout on the clothes. As Mack (2012) mentioned that some of the

employees are careless and always handling the tools and machines. This would cause the machine or tools handled by employee to break down. Moreover, since most of the workers who work on laundry and boutique are generation Y which they might prefer more on flexible working hours rather than routine work. They also would like to interact with social networking rather than with machine which is steam iron that currently owned by the targeted customers (Md. Aminul Islam, Teh Wee Cheong, Dayang Hasliza Muhd Yusuf and Hazry Desa, 2011).

Time plays an important role in business. However, for laundry shop, they might require faster speed when delivery service to the customers. According to Strategic Time Management and Your Business (2014) mentioned that time management would give impact to an organization bottom line. It says that an effective time management towards activities that drive business allows an organization to fully utilize the time, realize the financial goals and opportunities. When laundry shop proceeds with the orders made from customers, they might require time to perform the tasks. This is because after they collect clothes from customer, there are many procedures involve such as classified the clothes according to the nature of the clothes such as cotton or lace and then auto—dosing process which is to select required chemical program to ensure that the incorrect wash cycle and compromise infection control would not happen. Next, is the process of washing and tumble drying. This will consume a lot of time if the consumers request to tumble drying which will involve 45 minutes. After the process of tumble drying, workers need to iron their clothes and put in back to laundry bag (Laundry Manual, 2007). Therefore, its take time to complete to whole laundry process and also the speed of service being delivery would be slower.

### **2.2.2 How the Proposed Business Solves the Problem**

From these problems, 4NTech has introduced the latest automated steam iron machine (IronLady) to solve these problems. This time and cost saving machine has ultimately helped all the people who need to iron their clothes without wasting extra time and effort as well as to incur additional cost. 4NTech has designed and produced IronLady which could help our clients to further reducing their cost of operation, overhead cost and increase their productivity and efficiency.

#### **2.2.2.1 Automation**

Automation is a technology that a machine or system is being operated with less significant of human intervention and can perform more superior than a manual operation (2016 Top Markets Report Industrial Automation, 2016). IronLady significantly can help to improve the speed of ironing the clothes and the quality work is presented by IronLady too. The precision in ironing the clothes and the operation of the whole machine is being controlled by the software system and it has a sensor to detect the clothes' material type which will then direct the changes of the optimal temperature to iron the clothes. Hence, the owner can place different material of clothes inside IronLady. The owner only need to set the number of clothes needed to be ironed and it will do it automatically. Sales volume will increase when the productivity is high and eventually, this will help our clients to earn more by using IronLady rather than manual hand-held steam iron.

#### **2.2.2.2 Time Saving**

IronLady can help our clients to save the time in doing the tedious task hence they can allocate the time to focus on higher value proposition such as business development. IronLady can help our clients to perform more superior than a human can do. Human labor to iron cloth it takes around three to five minutes to complete it for each. (Rogers, 2011) However, IronLady can complete the iron activity for each cloth within one minute. This can help the customer to save more time to do other critical task that are more important for the business operation. If our client use IronLady to iron hundreds of pieces of clothes in one day they can save up almost three hours instead of using the manual operations. Time is money having an IronLady can help our clients to save their precious time let them to focus other added value activities.

#### **2.2.2.3 Cost efficient**

IronLady can help our customer to reduce human labor. IronLady is an automation machine, it just requires one person to operate the machine. It is using the visual image system to detect the different temperature used for various type of apparels. The owner places all the clothes inside IronLady and it can iron the clothes automatically. By the way, IronLady can help to reduce the human error and improve the quality as machine can produce the standard quality instead of manual operation. The usage of utility can be reduced since IronLady just only need 1.5 kilowatts to operate. By using IronLady can iron more clothes as compare to the traditional steam iron. If the owner wants to iron 10 clothes at once, IronLady can do it. It is able to complete the task within 10 minutes. Owner just need to operate the IronLady once and the task can be done. This requires only half an hour to complete it. Thus, by using IronLady can help our clients to reduce the manpower needed and the usage of utility.

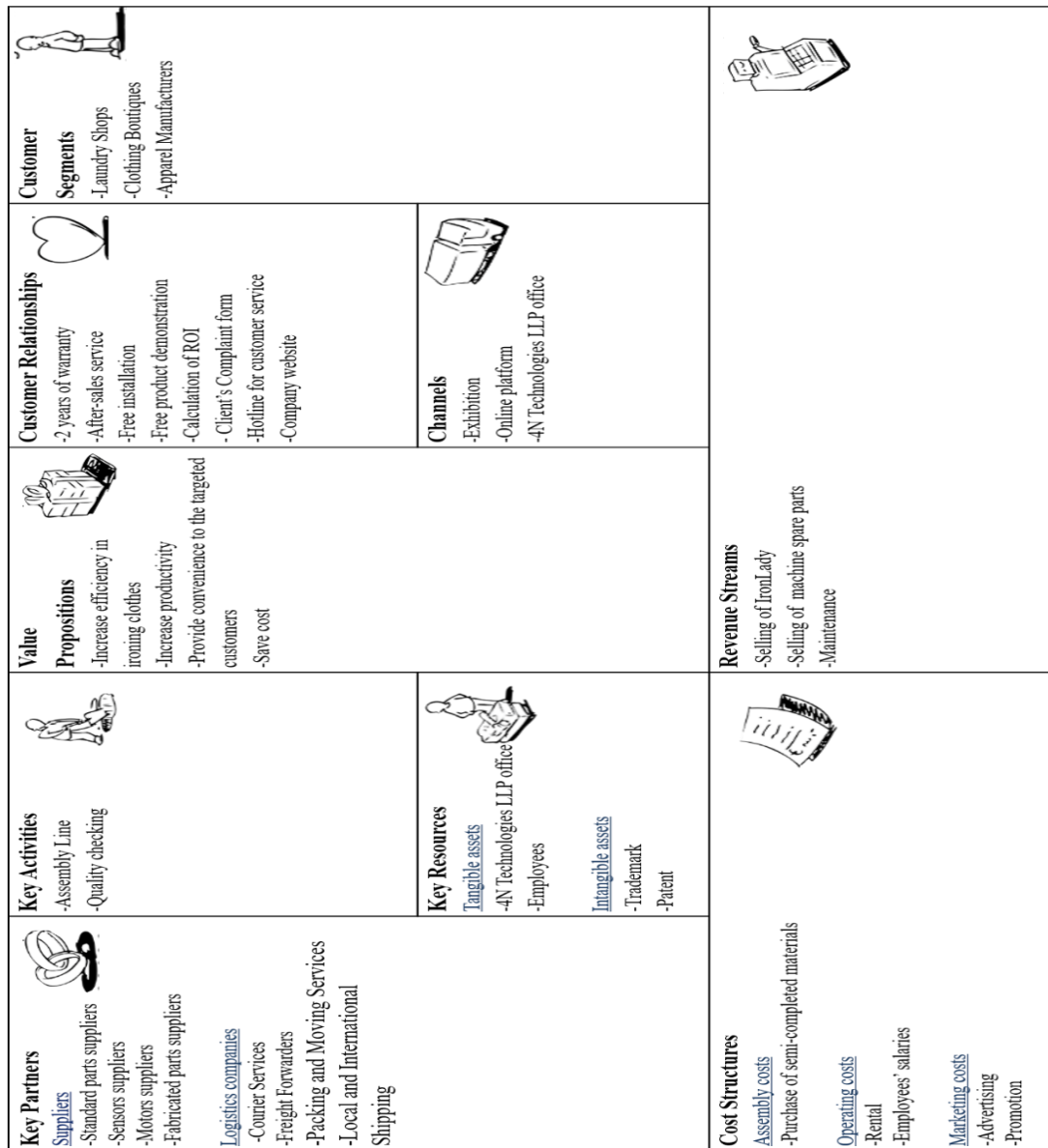


## 2.3 Competitive Advantages

### 2.3.1 Description of the business model

The business model of 4NTechnologie is made up of 9 components which are key partners, key activities, key resources, value proposition, customer relationships, channels, customer segments, cost structure and revenue streams.

Figure 2.9: 4NTechnologies' Business Model



Source: Developed for the research

#### **2.3.1.1. Key Partners**

Suppliers are the primary partner that we seek for to produce a high-quality product. To ensure the quality of our product, we will compare the materials from different suppliers and choose the best among them. For the production of IronLady, there are four major suppliers that we will cooperate with which include standard parts suppliers, sensor suppliers, motors suppliers, and fabricated parts suppliers. All approved suppliers are listed in the suppliers' list (*Refer to Appendix 7*).

Other than suppliers, logistics companies are also one of our key partners. We will outsource the packaging and delivery service from the logistic company since we don't have the labors for packaging and transportation to deliver the product by ourselves. The majority of the logistic companies is located in Penang which is near to our office. All approved logistics companies are listed in the logistics companies' list (*Refer to Table 2.4*). We will sell our product not only domestically but internationally. Once we received the orders from customers, we will make an arrangement on the product delivery and make sure the product is delivered on time.

#### **2.3.1.2 Key Activities**

The key activity run by our company is mainly focusing on the assembly line. In other words, we will purchase the semi-completed materials from suppliers and assemble into a finished goods before we sell to our customers. Apart from that, we will do a quality checking on the finished goods to avoid any broken or defect. For the quality checking of the product, we will adopt with manual inspection and double check whether it can function well.

### **2.3.1.3 Key Resources**

The key resources of our company are made up of tangible assets and intangible assets. The tangible assets of our company include the 4NTech office and the skilled employees. Our office is located at Bayan Lepas, Penang. In order to save the cost and improve the productivity, we only have one office as well as the warehouse. Thus, we are able to put all the efforts in a focused point. Other than that, all of the employees had been attended for the specific training and have a clear understanding of the concept and the process of IronLady. By this way, the employees can complete their tasks effectively and efficiently.

On the other hand, the intangible asset that is possessed by our company is the registered trademark of our company name and product name which are 4NTechnologies LLP and IronLady. By this way, we can ensure that our company name will not be plagiarized by third party especially those competitors in the same industry. Besides, a patent of the features of IronLady is also registered to prevent the imitation of ideas and the features of our product by other competitors.

### **2.3.1.4 Value Proposition**

The major value proposition that is pursued by our company to the targeted customers is to increase the efficiency of ironing clothes. As compared with the existing iron available in the market, IronLady is an automated steam iron machine which has a complete feature on ironing clothes. For example, 10 pieces of clothes can be ironed in the machine at the same time. By this way, customers such as laundry shops and clothing boutiques can save the time of ironing clothes and hence increase their productivity. In addition, the creation of IronLady is to provide convenience to our targeted customers. For example, customers can decide the programme of IronLady and click on the functional button rather than ironing the clothes by themselves. In term of cost, customers can reduce their costs such as labor costs. By purchasing IronLady, they can reduce the number of employees who are hired specifically for ironing activity.

### **2.3.1.5 Customer Relationships**

To protect customer right, we will provide 2 years of warranty for our customers who purchase IronLady. This means that any broken or damage of IronLady can be repaired or replaced with term and condition applied within the warranty years. Furthermore, after-sales service such as maintenance is also will be provided since we have our expert technicians. Other than that, we will provide free installation for our customers to give them convenience so they no need to find the constructor. Another benefit that we will provide to our customer is the calculation of ROI which enable the customers to have a clear understanding of the benefits and worthiness of purchasing IronLady. Other than the user manual, we will also provide the free product demonstration to guide our customers to use IronLady. As a convenience to our customers, they can call our customer service hotline at 1300-77-7777 for requesting the free product demonstration or if they have any inquiries, we have customer service team to answer their questions. Besides, the complaint form is included in the packaging of IronLady. Customers can give their feedbacks regarding the usage of IronLady by submitting the complaint forms. By this way, we are able to determine the satisfaction level of each customer and improve the product in the future to meet their satisfaction. Furthermore, customers can access to our company website for any updates regarding our products and exhibitions. Through these activities, we can maintain a good relationship with our customers and hence better fulfill their requirements.

**2.3.1.6 Channels**

One of the channels that we use to promote IronLady is through the exhibition. In the coming years, we will join the exhibition in local and also overseas such as ASEAN Industrial Automation at KLCC, Manufacturing Indonesia 2017 at Jakarta, and Manufacturing Surabaya 2017 at Indonesia. Through the exhibitions, we will have the opportunity to approach customers more efficiently and able to communicate with them face-to-face. Besides, we also use the online platform to sell our product such as Alibaba.com. By this way, we can introduce our products to worldwide in a less costly way. Lastly is our office which is located at Bayan Lepas, Penang. For local customers (Malaysian), they can purchase IronLady at our office as we have marketing teams who are ready to serve them.

### **2.3.1.7 Customer Segments**

IronLady is designed to serve the business-to-business market. Our target markets include those businesses which involve ironing activities in their nature of business. In other words, the customer segments include three types of businesses which are laundry shops, clothing boutiques, and apparel manufacturers.

For laundry shops, ironing is necessary for suits and dresses. By purchasing IronLady, laundry shop can save the labor cost as the number of labors could be reduced by replacing them with automated machine. Nowadays, there are many Coin Laundries available in the market and they only provide clothes washing and drying services to the customers. Therefore, IronLady provides an opportunity for the laundry shops to generate more revenues as they can provide ironing service to the customers.

In general, the nature of business of a clothing boutique is selling fashionable clothes to the customers. The staffs need to ensure the clothes are neat and ironed before they display the clothes on the shelves especially large sized clothing boutiques such as H&M, Zara and Forever 21. Therefore, IronLady provides the convenience to clothing boutiques which is saving their ironing time.

The last customer segment of IronLady is apparel manufacturers. For this kind of business, they need to produce a large number of clothes per day and they need to ensure the clothes are neat before packaging. Therefore, it will be time consuming if they iron the clothes manually. With the presence of IronLady, we can reduce the time of ironing and hence increase the productivity.

### **2.3.1.8 Cost Structure**

To run a business, there are several costs incurred by 4NTech. First and foremost, we need to bear the assembly cost which is the purchase of semi-completed materials. To produce a safe and quality product, we will choose the respective suppliers based on the Approved Supplier List (refer to Chapter 5) and cooperate with multiple suppliers in order to prevent shortage on the materials supply which may lead to the delay of the production. Besides, we will also compare the price and quality of materials among different suppliers to look for the cheapest price while remaining at the best quality at the same time.

The next cost incurred by 4NTech is operating costs such as rental and employees' salaries. The rental for the Head Quarter office at Bayan Lepas is RM10,000 per month. Before the business startup, we have compared the rental fees among different places in Penang to locate our business at a suitable place. As a result, the current location that we have found is the best suit for our requirements which are cheaper and nearer to our suppliers.

While for the salaries for employees, different types of job scope will be paid at a different amount of salaries. The total number of employees of 4NTech is 15 employees including the top management. Other than top management, the pay for the specialists which are engineers and technicians will be higher than the rest employees. In addition, we have set a budget for the allowance for employees as a motivation for them.

Last but not least, marketing cost is also necessary for the operation of a business. Advertising is the most effective and efficient way to build the brand awareness in the mind of customers. Therefore, at the introduction stage of IronLady, we will spend for the printing of brochures and fees for the exhibition. Other than advertisement, we will also provide promotion to our customers and the promotion will be conducted according to current situation. Lastly, we will put a lot of efforts in marketing our product for the first six months in order to build brand awareness and strong brand positioning in customers' mind.

**2.3.1.9 Revenue Stream**

The revenue of 4NTech is mainly generated from the selling of IronLady. IronLady will be sold at our office in Penang and also at the exhibition. The selling price of IronLady will be RM25, 000 per unit and the revenue gained from the sales will be sufficient to cover the production costs of IronLady. In addition, the revenues of 4NTech is also generated from the selling of machine spare parts, components of IronLady and the maintenance. Other than selling products, 4NTech also sells the spare parts of the machine at affordable price so customers do not need to worry about the damage of the machine. As a convenience to customers, 4NTech also provides maintenance service to the customers since we have our expert technicians. For the maintenance service, the fees will be charged at a lower rate which is cheaper than the market price.



## 2.4 Current Status and Requirement

### 2.4.1 Description of where the business stands today and what the business needs to move forward

The following table shows the pre-commencement milestone and projected milestone of 4NTechnologies LLP. It shows the current status of the business and future planning from 2018 to 2020.

**Table 2.7: Pre-commencement Milestone of Business from 2018-2020**

Milestones	Beginning Date	Ending Date	Duration
Business Plan	1 <sup>st</sup> January 2017	31 <sup>st</sup> March 2016	3 months
Prototype designation	1 <sup>st</sup> April 2017	20 <sup>th</sup> April 2016	20 days
Propose business to banker and investors	21 <sup>st</sup> April 2016	9 <sup>th</sup> May 2016	20 days
Funding approved and received	10 <sup>th</sup> May 2016	9 <sup>th</sup> June 2016	1 month
Business registration, documents preparation and obtaining stamps from Suruhanjaya Syarikat Malaysia (SSM)	10 <sup>th</sup> June 2016	12 June 2016	3 days
Make a company seal	13 June 2016	13 June 2016	1 day
Licenses application	14 <sup>th</sup> June 2016	20 <sup>th</sup> June 2016	7 days
Construction and renovation-assembly plant and office	21 <sup>st</sup> June 2016	20 <sup>th</sup> August 2017	3 months
Furnishing and fitting- assembly plant, and office	21 <sup>st</sup> August 2017	20 <sup>th</sup> September 2017	1 month
Recruitment	21 <sup>st</sup> September 2017	9 <sup>th</sup> October 2017	20 days
Registration with Income Tax Department	10 <sup>th</sup> October 2017	16 <sup>th</sup> October 2017	7 days
Register with EPF and SESCO	17 <sup>th</sup> October 2017	17 <sup>th</sup> October 2017	1 day
Apply initial tax allowance	18 <sup>th</sup> October 2017	27 <sup>th</sup> October 2017	10 days
Building company website	28 <sup>th</sup> October 2017	28 <sup>th</sup> October 2017	1 day
Place order with supplier	29 <sup>th</sup> October 2017	12 <sup>th</sup> November 2017	15 days
Advertising	13 <sup>th</sup> November 2017	12 <sup>th</sup> December 2017	1 month
Staff training	13 <sup>th</sup> December 2017	19 <sup>th</sup> December 2017	7 days
Produced demonstration product	20 <sup>th</sup> December 2017	31 December 2017	12 days
Start producing product	20 <sup>th</sup> December 2017	31 December 2017	12 days
Open ceremony	1 <sup>st</sup> January 2018	1 <sup>st</sup> January 2018	1 day
1 <sup>st</sup> year accounting year	1 <sup>st</sup> January 2018	31 <sup>st</sup> December 2018	1 year
2 <sup>nd</sup> year accounting year	1 <sup>st</sup> January 2019	31 <sup>st</sup> December 2019	1 year
3 <sup>rd</sup> year accounting	1 <sup>st</sup> January 2020	31 <sup>st</sup> December 2020	1 year

Source: Developed for the research

### 2.4.2 Projected Milestone

Table 2.8: Projected Milestone for 2018-2020

Year	Activities
2018	<ul style="list-style-type: none"> <li>-Business operation begins</li> <li>-Participate in commercial exhibition to build up public awareness</li> <li>-Grab talented people to work in 4NTech</li> <li>-Advertising and trade promotion within Malaysia</li> </ul>
2019	<ul style="list-style-type: none"> <li>-Revise the design of product and manufacturing flow</li> <li>-Market expansion to ASEAN country (Singapore, Indonesia, Thailand, etc)</li> <li>-Launch new products with improved features</li> <li>-Preparation and R&amp;D for B2C products</li> <li>-Top B2B Branding in Malaysia</li> </ul>
2020	<ul style="list-style-type: none"> <li>-Open more sales office around the world</li> <li>-Aims for award in Malaysia (MITI) and global awards</li> <li>-Golden Eagle Award (GEA) 2020</li> <li>-Top B2B Brand (industrial automation) in Malaysia</li> <li>-Global or international expansion (mainly focus on USA and EU)</li> </ul>

Source: Developed for the research

## 3.0 INDUSTRY ANALYSIS

### 3.1 Industry Description

#### 3.1.1 Industry Trend

Figure 3.1: Evolution of Cloth Iron



Source: Developed for the research

**Introduction**

The electrical steam iron is one of the most important, extremely popular and widely used domestic electric appliances. The electric iron is based on the heating effect of electric current.

There are various electrical inventions used for domestic purposes such as the electric iron, and electric water heater that all depend on one common principle; when a current is passed through a piece of wire, the wire heats up and emits heat radiation. This heat is distributed and used for various purposes.

**Hand Iron**

Hand iron is the device used for garment pressing, irons have been heated directly by gas flame, stove plate heat, or in the case of the modern iron by electricity. Henry W Seely patented the electric iron in 1882.

**The Electric Iron**

An electric Iron is a general household appliance used to press the wrinkles out of the clothes. This works on the basis that the combination of heat and pressure removes wrinkles. The principle of the electric iron is that when current is passed through a coil, the coil gets red hot and transfers the heat to the base plate of the electric iron through conduction.

In the earlier day, steam irons were used, but now the electric iron is preferred over the steam ones. Steam irons have some maintenance issues due to clogging. Steam irons usually have vents through which the water passes. As the steam iron gets used, slowly the minerals from the water accumulate at the vents and block the water from passing through. Thus the efficiency of the steam iron is compromised. So the steam iron has to be cleaned and regularly maintained to ensure its proper working. If you live in an area where hard water is used, then clogging is a major problem.

A clothes iron is a household appliance used to press the wrinkles out of and creases into clothes. When the iron is turned on, the consumer moves it over an item of clothing on an ironing board. The combination of heat and pressure removes wrinkles.

Irons have evolved over hundreds of years from simple objects made of metal that were often heavy and hard to use. Before heated dryers were invented, irons served another

purpose as well. Hot irons killed parasites and bacteria in clothing and eliminated mildew. Most modern irons are made of metal and plastic and have many features such as steam, temperature control and automatic shut-off. Steam provides an additional means for removing wrinkles from clothing.

### **Hand-held steam iron**

A clothes steamer also called a garment steamer or simply a steamer, is a device used for quickly removing wrinkles from garments and fabrics with the use of high temperature steam. There are three basic sizes of clothes steamers: commercial floor models used in large manufacturing plants and dry cleaners, mid-sized models for small businesses such as tailors or dress makers, and the most recent evolution in the steamer industry the handheld mini steamers typically for household use or traveling. Steamers relax fibres rather than flattening like traditional ironing, this process is gentler on clothing and eliminates scorching. This means a clothes steamer can also be used to remove wrinkles from delicate fabrics such as silk. The most popular steamers are handheld and easy to use, simply hang garment, fill the steamer's water reservoir, wait a few minutes for it to heat and proceed to go over the article with a sweeping motion.

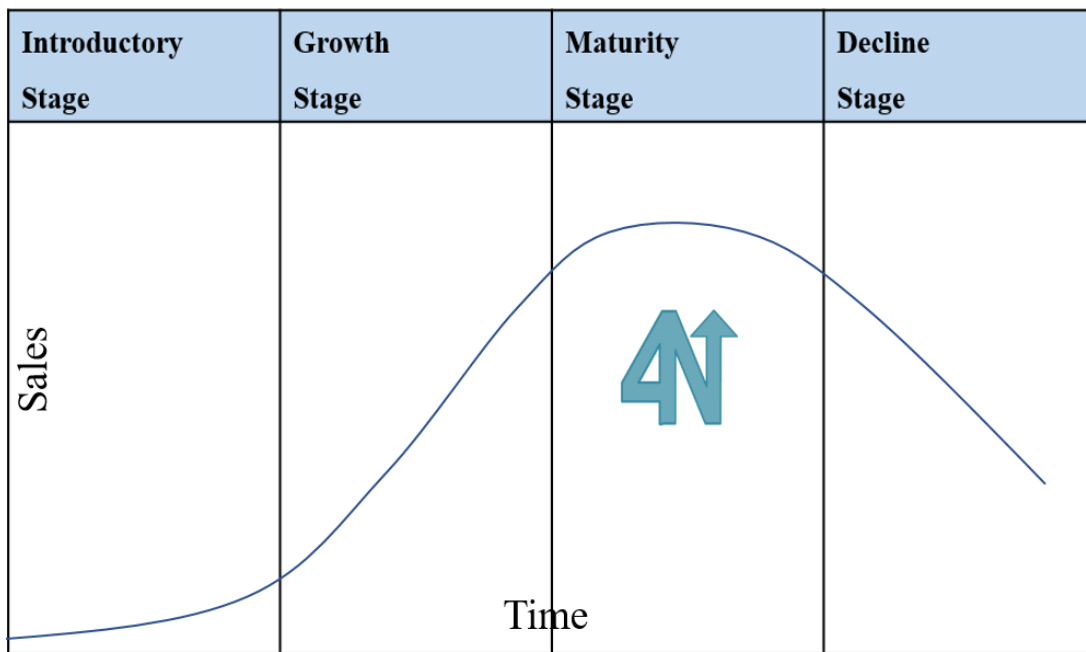
### **The IronLady**

4NTechnologies LLP (4NTech) has developed a new product, automated steam ironing machine, the IronLady which is pioneering in the market. As we know, machine automation will be soon replacing human labor. Thus, we saw the opportunity and we have transformed the traditional iron, developed it into an automated iron machine which shows higher productivity and efficiency than human does. IronLady could help human to solve their problem and yet to become the “best human assistant” in term of ironing. The automated steam iron machine can iron 10 clothes per round. Each round only takes 1 minute to complete ironing a shirt.

### 3.1.2 Industry Size

Everyone needs their clothes to be ironed. Thus, cloth iron is a huge market internationally. Clothes iron has become an electrical appliance required in every house. However, many households are using either electrical iron or hand-held steam iron to perform ironing task which is a manual work and this is a time-consuming activity. Clothes ironing is also an activity in laundry business for laundry shops to generate income. There must be laundry shops, coin laundry, self-service laundry shops in almost every town anywhere in Malaysia as well as other places worldwide. This is an enormous market potential in generating income for businesses involve in this industry.

Figure 3.2: Product Life Cycle of IronLady



Source: Developed for the research

As we know, the steam iron is now in maturity stage. However, everyone still needs to iron their clothes by using either the electrical hand iron or hand-held steam iron. In this hectic society, people nowadays are talking about fast, efficiency and effectiveness. Thus, we saw this opportunity to transform the manual hand-held steam iron to the automated steam iron machine. 4NTech believe this could be the market to be targeted even though this steam iron is already in maturity stage. 4NTech believe that there is an opportunity to make a difference to turn and develop the matured product into an

innovative and productive product and thus create business opportunity. Sustaining innovation for IronLady will be appealing to existing market by transforming and improving the established product (hand-held steam iron) into automated steam iron machine (IronLady).

In addition, 4NTechnologies LLP is in the industrial manufacturing industry. There are only 6 companies in Penang who is dealing with industrial automation business. 4NTech offers innovative automation solutions to customers globally. We are focusing on industrial automation, electrical manufacturing and provide customized solutions to our customers. Since the competition in this industrial automation industry is not stiff, this is the opportunity for 4NTech to thrive, continuously improving ourselves, grab market attention and eventually reap a huge profit by showing the efforts and quality products which exceed customers' expectation.

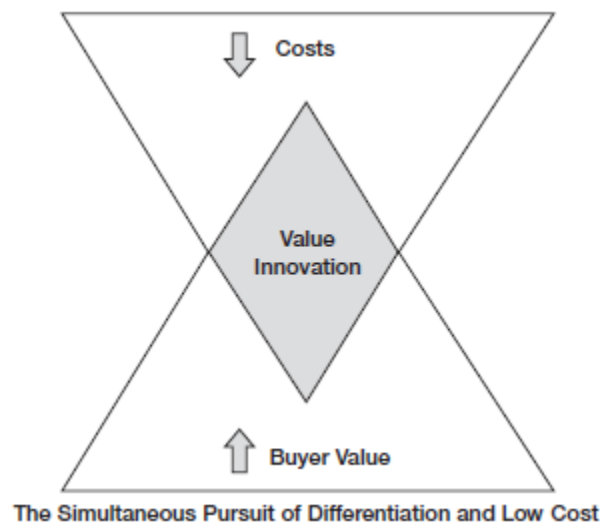
### 3.1.3 Industry Attractiveness

We have chosen Blue Ocean Strategy to conduct our industry attractiveness analysis. There are several reasons in explaining why we have chosen Blue Ocean Strategy to define our market opportunity. Those reasons will be explained in details in the following sections.

#### 3.1.3.1 Value Innovation

Value innovation is the cornerstone of Blue Ocean Strategy and it places equal emphasis on value and innovation (Kim & Mauborgne, 2015).

Figure 3.3: Value Innovation



Source: Kim & Mauborgne (2015). Blue Ocean Strategy.

As shown in Figure 3.1, the creation of Blue Ocean is about driving costs down while simultaneously driving value up for buyers and value innovation make this effort. By introducing IronLady, the values that are created to our clients are improving their efficiency and effectiveness in ironing activities. Lastly, IronLady is created to reduce their operation costs such as labor costs and hence help them to achieve economies of scale.



### 3.1.3.2 Eliminate-Reduce-Raise-Create Grid (ERRC Grid)

To reconstruct buyer value elements in crafting a new value curve, we have developed the four actions framework which is also known as the eliminate-reduce-raise-create grid.

Table 3.1: Eliminate-Reduce-Raise-Create Grid (ERRC Grid)

<b>Eliminate</b> Human error	<b>Raise</b> Productivity Precision
<b>Reduce</b> Labor costs Time consuming	<b>Create</b> Higher margin of profitability

Adapted from: Kim & Mauborgne (2015). Blue Ocean Strategy.

#### I. **Eliminate**

With IronLady, customers can remove the human errors that may occur during the ironing process such as careless and over-ironing which may cause injury.

#### II. **Reduce**

IronLady enables the customers to reduce the labor costs as well as the overall operation costs of the company. It is because IronLady can reduce the labor used for ironing activity. For example, fashion boutiques do not need to hire employee to in charge in ironing clothes. Therefore, labor costs can be reduced. Besides, IronLady can help the customers to save a lot of time since it is an automated steam iron machine and it can iron 10 pieces of clothes within 10 minutes.

**III. Raise**

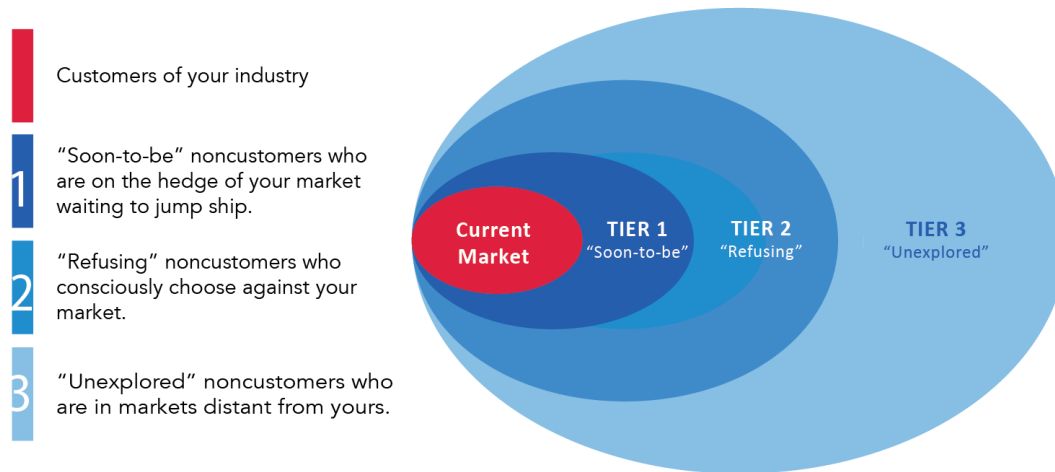
By using IronLady, the customers can improve their productivity since it can iron 10 pieces of clothes within 10 minutes. As compare with labor force, IronLady can iron the clothes in a faster speed and larger quantity. Thus, it can also increase the efficiency. Besides, IronLady also helps the customers to raise the precision on ironing clothes. By using IronLady, it can ensure that all clothes are well ironed and arranged neatly in the machine.

**IV. Create**

IronLady helps the customers to create a higher margin of profitability. It is because IronLady can increase the productivity of the company and simultaneously help the company to generate more sales. As a result, the company can generate a higher margin of profitability.

### 3.1.3.3 Three Tiers of Non-Customers

Figure 3.4: Three Tiers of Non-Customers



Source: Kim & Mauborgne (2015). Blue Ocean Strategy.

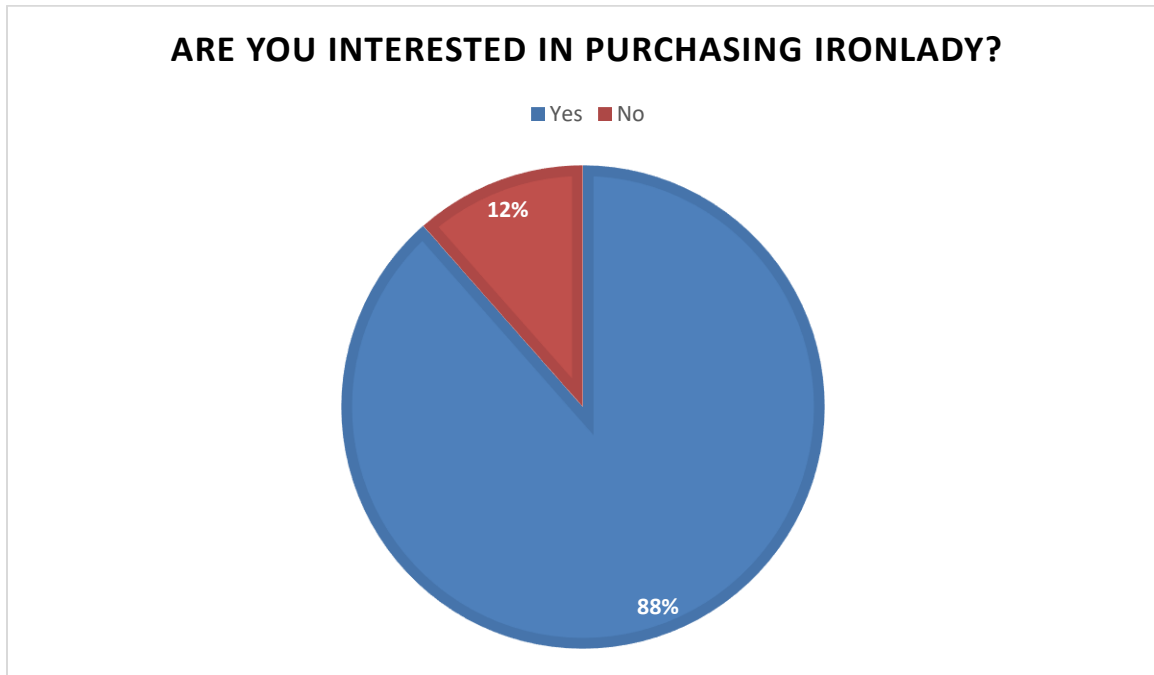
The diagram above shows the three tiers of non-customers that can be the potential customers of IronLady which include "soon-to-be" non-customers, "refusing" non-customers and "unexplored" non-customers.

For IronLady, we will focus on the third tier of non-customers which is "unexplored" non-customers. The concept of IronLady is yet to be established in Malaysia. Therefore, customers may not be familiar with an automated steam iron machine. We have chosen this group of non-customers since there is a higher demand and profit potential. Furthermore, the usage of iron in laundry shops, clothing boutiques and apparel manufacturers is higher than the usage of household consumers. Thus, we will concentrate on this group of non-customers and convert them into our customers.

### 3.1.4 Profit Potential

We have distributed 200 surveys to our qualified customers who are from laundry shops, clothing boutiques and apparel manufacturers.

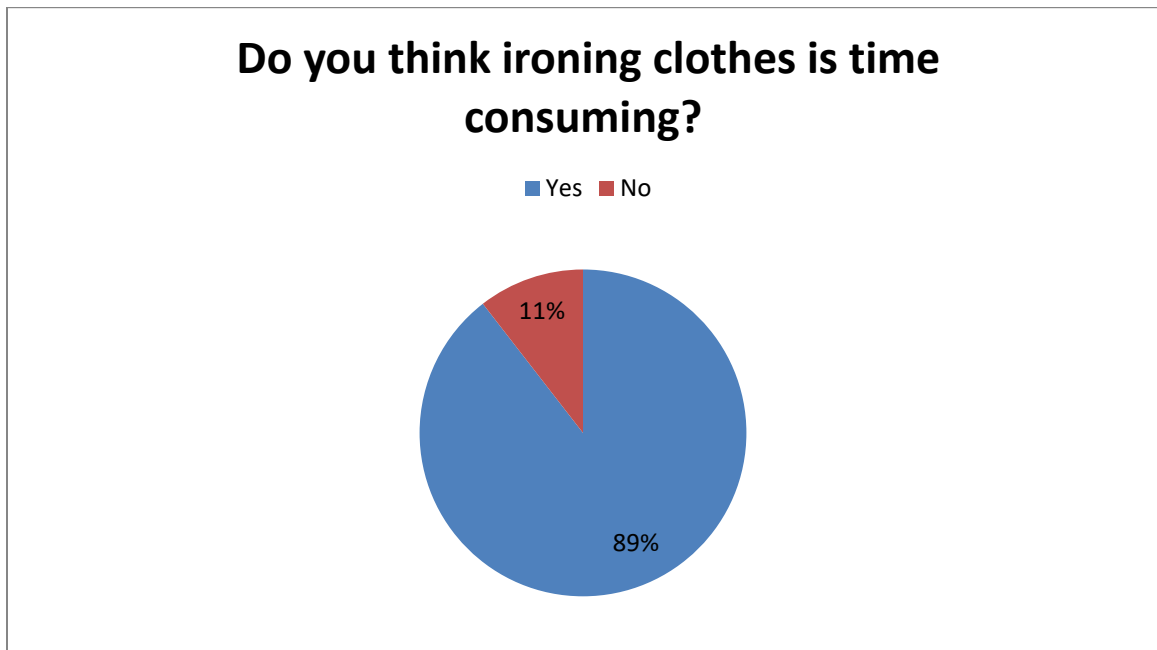
Figure 3.5: Question from Survey



Source: Survey Question

According to our surveys, 88% of respondents show their interest in purchasing IronLady while 12% of them have less interest on IronLady. As shown in the pie chart above, we can find out that there is a potential market of IronLady in Malaysia and there is nobody who comes out with similar steam iron machine in the current market. Most of the respondents think that IronLady is an innovative product and they are willing to try and use it. Moreover, most of the respondents show their interest towards the features of IronLady and they are willing to purchase it with affordable price. Hence, we can summarize that out of 200 respondents, 176 respondents are interested with IronLady. In other words, there are 176 potential customers out of 200 respondents.

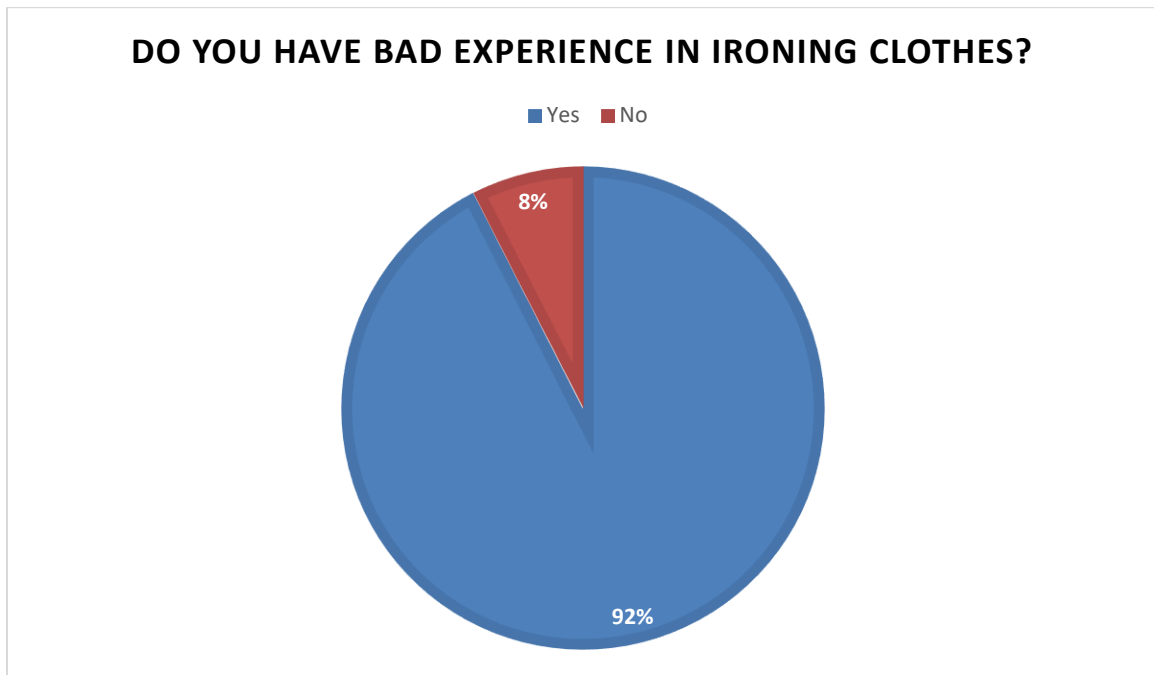
Figure 3.6: Question from Survey



Source: Survey Question

Furthermore, 89% of the respondents agree that ironing clothes is a time-consuming activity and it normally takes around 5 minutes to iron a shirt. The major selling point of IronLady is it can improve the productivity and efficiency of ironing activity since it can iron 10 pieces of clothes within 10 minutes. In other words, rather than spending the time on ironing clothes, the respondents can do other things such as serve the customers, check the stock and so forth.

Figure 3.7: Question from Survey



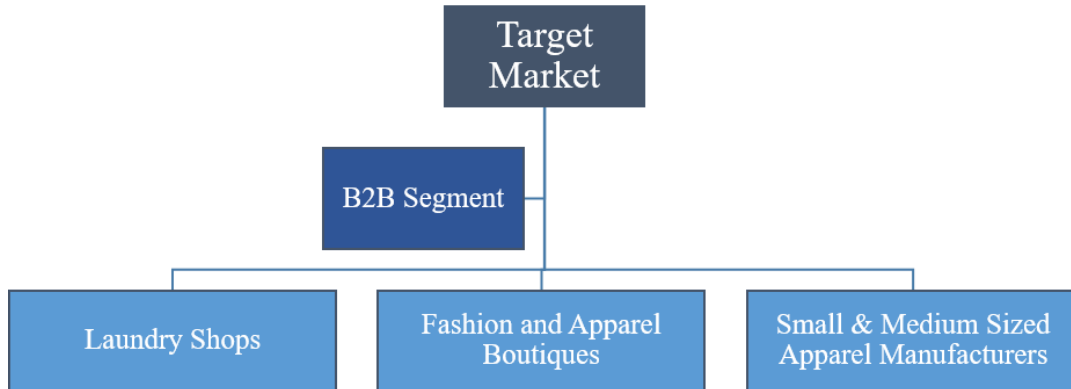
Source: Survey Question

Out of 200 respondents, 92% of them define that they have a bad experience in ironing clothes while 8% of them do not have any problem when ironing clothes. Most of the problem faced by the respondents is the over-ironing of clothes which will cause the clothes to burn. Therefore, this will simultaneously affect the sales of the shops. Other than that, respondents also mention that they will get injured when using the traditional steam iron due to careless. All of the problems show there is a profit potential for IronLady since it can avoid these problems as it is an automated steam iron machine. As compared to traditional steam iron, IronLady can effectively prevent the clothes from burning or over-ironed since it is controlled by the program.

In short, the survey shows that there is a potential market for IronLady and revenues can be generated through the selling of IronLady to our target customers which are laundry shops, clothing boutiques and apparel manufacturers.

## 3.2 Target Market

Figure 3.8 Target Market of 4NTechnologies



Source: Developed for the research

### 3.2.1 Market Segment

4NTech is dealing with industrial automation and it is a mechanical-based company which provides innovative automation solutions to the customers all over the world. Thus, 4NTech is currently serving the business-to-business (B2B) market. As for our business growth strategies, we will be serving the business-to-consumer (B2C) market in the next 5 years.

### **3.2.2 Targeted Market**

#### **3.2.2.1 Laundry Shops**

We are choosing laundry shop because ironing activity is one of the main core activity in the business operation. As we know, manual hand ironing is a time-wasting activity which not only cost a lot of manpower, time and effort; it also incurs a lot of electricity wastage which eventually increases the cost of operating the business. In addition, labor turnover rate also will increase because ironing cloth in laundry service is a boring yet time-wasting repetition activity. This will create problems for laundry owner where he/she needs to pay the salary for every worker (overhead cost), high electricity and water (utilities) and also rental. This could lead to increasing cost of operation. Thus, we aim to help these laundry owners despite the size of the business to further reducing their cost of operation by introducing IronLady, the automated steam ironing machine to all the laundry shop owners to increase productivity since it is faster than manual operation. By the way, most of the people are more prefer to use the coin laundry. This is a great opportunity for our product IronLady. Coin laundry only responsible for washing and drying the clothes but no ironing service is provided. Hence, IronLady can place at there to help them to iron the clothes. This can assist the owner to broader the services provide to the customer which other coin laundry shop does not offer.



### **3.2.2 Fashion and Apparel Boutiques**

As we know, for every fashion & apparel boutique in the shopping mall or stand-alone stores, the workers or staff need to iron the cloths everyday especially for shirt and suit. When the new clothes arrived or after the customers try the clothes they need to iron the clothes. Therefore, during the peak hour, they need more manpower to serve the customer instead of ironing the clothes. Sometimes, they may hire more workers just to help them to iron the clothes. Ironing activity is a boring and time wasting activity where this will chase away their workers and require a desired number of workers to perform this task. Thus, the overhead cost will increase and this will lead to higher cost of operating the business and eventually erode the gross profit of the boutique. IronLady can help to iron different kind of clothes at once since it can detect the material used for the clothes to set the temperature during the ironing activity. Hence, the owner can just put in all the clothes in IronLady at once no need categories the material type use by the clothes. Hence, IronLady can help them to reduce the human labor and the time in ironing activity.

### **3.2.3 Small and Medium-Sized Apparel Manufacturer**

In apparel manufacturing, it involves a bunch of processes ranging from cutting, sewing, thread trimming, washing, finishing, packing and folding. As we know, apparel manufacturer produces thousands of clothes every day (mass production) which requires a lot of activity carry on at the same time. For ironing process, it involves a lot of workers in dealing with this process, some of the big manufacturers have already equipped with heavy machine which cost around tens of thousands to hundreds of thousands. This high-cost machine could do a better and quicker job but not every manufacturer is interested and affords to own one. In addition, the huge ironing machine requires a very spacious place to locate it and this indirectly increase the floor space needed to operate this process and will also incur a huge cost in term of electricity, water and also floor space rental. Thus, we see this opportunity to introduce our automated steam iron machine which is medium-sized, cost efficient and high productivity.

### 3.3 Competitive Position within Target Market

#### 3.3.1 Competitor Analysis Grid

Table 3.2: Competitor Analysis Grid

Details	4NTECH	SAILSTAR	PENSONIC
Company Features (Competitive Edges)	-Cost Efficient -Energy Saving -Innovative automated solution providers	-Commercial ironing machine -Automatic steam press machine -Very high price -Standard machine	-Low price -Consumer electrical appliances -Consumer electrical appliances market leader in Malaysia
Brand Name Recognition	Low	Medium	High
Quality of Product	Premium	Good	Moderate
Pricing Strategy	Penetration	Premium	Skimming
Target Market	Industrial Automation	Industrial Automation	Consumer electrical
Market Segment	B2B	B2B	B2C
Competition with IronLady	-	Direct	Indirect
Country of Origin	Malaysia	China	Malaysia
Market Position	New entrant	Market Leader (Industrial Automation)	Market Leader (Electrical Appliances)
Access to Distribution Channel	Low	High	High
After Sales Services	High	Moderate	Moderate

Source: Developed for the research

## **4.0 MARKETING PLAN**

### **4.1 Product Feasibility Analysis**

4NTechnologies LLP offers innovative automation solutions to customers globally. We are focusing on industrial automation, electrical manufacturing and provide customized solutions to our customers. Our company's slogan "Together, we achieve better" clearly reveals that we work as a team to provide our customer the best available quality products. Our newly developed product, IronLady is the pioneer in the market. As we know, machine automation will be soon replacing human labor. Thus, we have transformed the traditional iron, developed it into an automated iron machine which shows higher productivity and efficiency than human does. We will be serving business-to-business (B2B) market and the target markets are laundry shop, fashion & apparel boutiques and small and medium-sized apparel manufacturers.

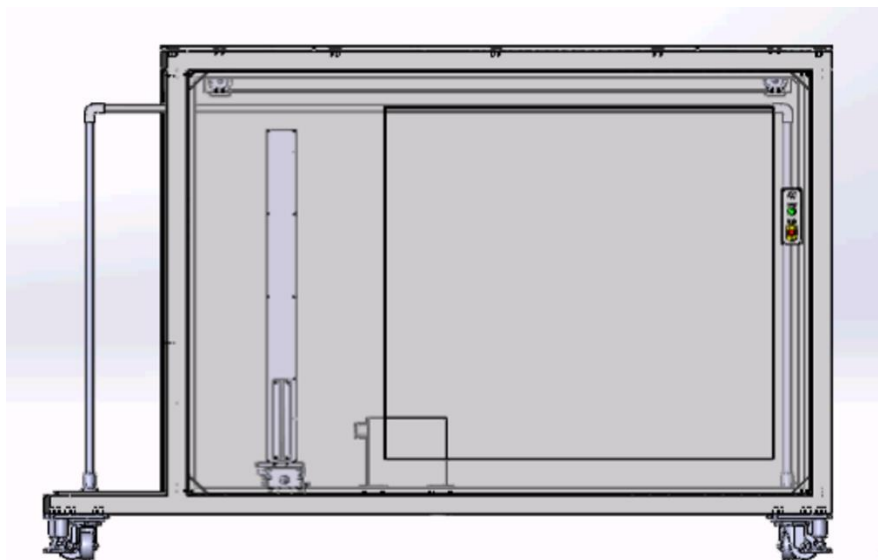
#### **4.1.1 Full Description of the Product**

4NTech is producing automated steam iron machine, known as IronLady. The creation of the name, IronLady itself was inspired by Margaret Thatcher, the first female prime minister of Britain. She was the longest-serving British prime minister of the 20th century (1979-1990), and the first woman to have held the office. She portrayed the symbol of Iron Lady, the woman leader and proved the world that woman can be a leader as well. We believe this feminine icon who portray the strong, determined and powerful heroine could inspire 4NTech as the motivation and fuel towards better and greater journey of success.

The main purpose of producing IronLady is to help human reduce their workloads and time in ironing clothes by using hand-held steam iron or electrical iron. As we know, it is a time consuming and boring activity to iron clothes and sometimes it will burn or hands and also the clothes itself. Thus, from these problems, we saw the opportunity and transformed the hand-held manual steam iron into automated steam iron machine which could help human to solve their problem and yet to become the “best human assistant” in term of ironing.

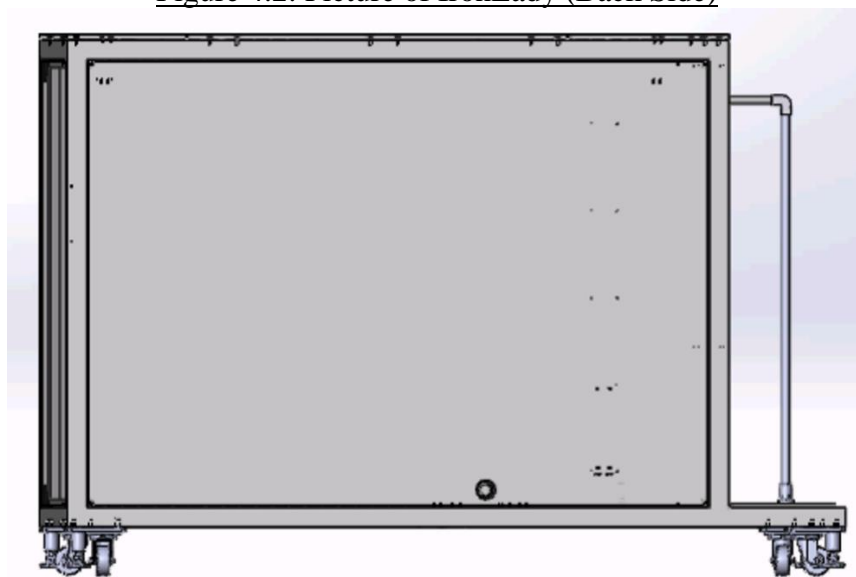
In addition, 4NTech emphasize on teamwork. Therefore, IronLady was gone through thorough research and development process and finally this product will be launching soon in the B2B market. In addition, with the excellent communication and cooperation among all the engineers ranging from mechanical design engineers, software development engineers, testers, quality control engineers, R&D engineers, administrative executives to the assembly and wiring engineers, we work through days and nights, the best available IronLady is ready to be marketed.

Figure 4.1: Picture of IronLady (Front Side)



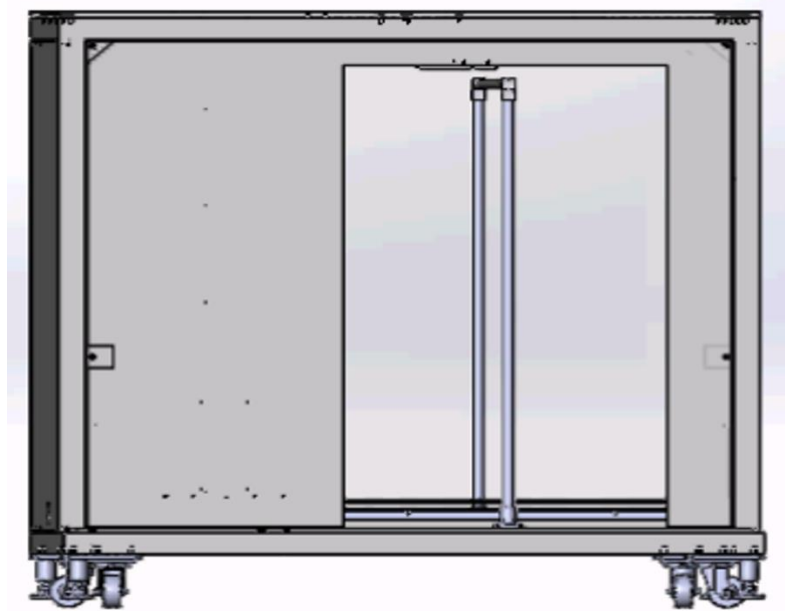
Source: Developed for the research

Figure 4.2: Picture of IronLady (Back Side)



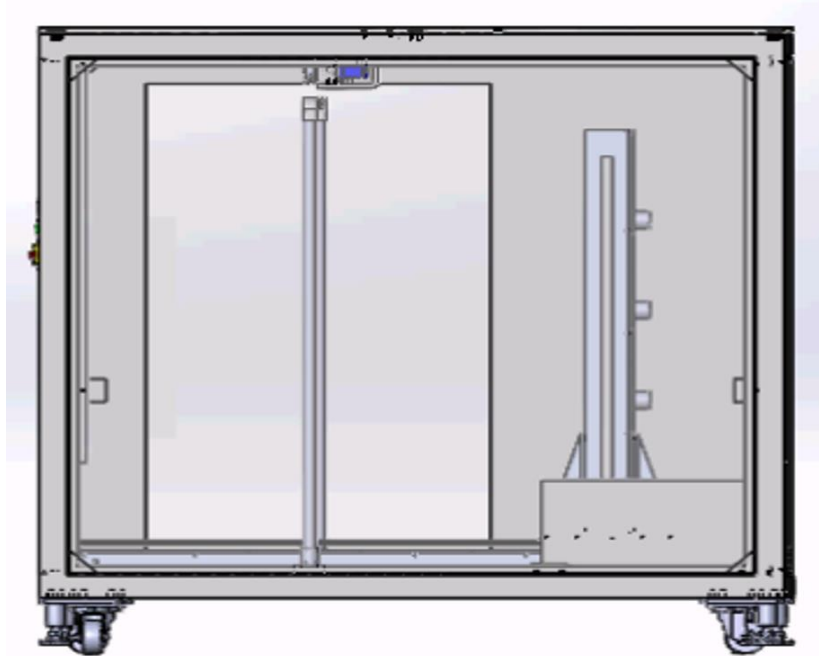
Source: Developed for the research

Figure 4.3: Picture of IronLady (Left Side)



Source: Developed for the research

Figure 4.4: Picture of IronLady (Right Side)



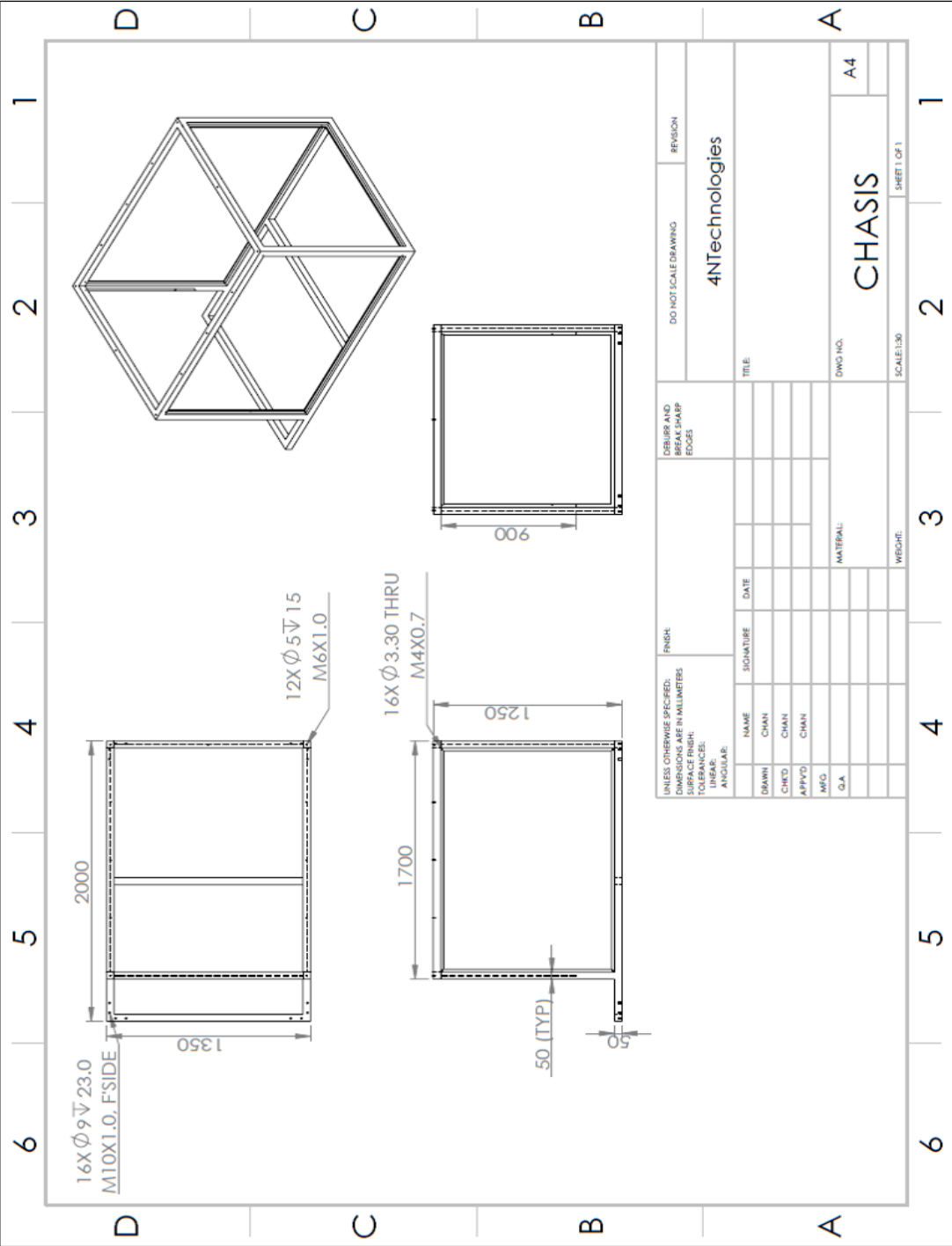
Source: Developed for the research

Table 4.1: Details and Technical Specifications of IronLady

	Details
Brand	4NTech
Product Name	IronLady
Model Number	4N-8000
Specifications	<p>Size: 1300mm (L) x 1200mm (H) x 1950mm (W)</p> <p>Weight: 100kg</p> <p>Heating mode: Steam heat</p> <p>Electricity Consumption: 1.5 kW</p> <p>Water Consumption: Auto leveling and refilling system</p> <p>Usage Rate per Hour: Ironing 1 clothing per minute</p> <p>Maintenance Cost: Moderate</p> <p>Maintenance Frequency: Once per year</p> <p>Wear &amp; Tear Part Replacement Cost: Moderate</p> <p>Sensor : Automated differentiate the type of clothes' material to set the temperature</p>

Source: Developed for the research

Figure 4.5 Mechanical Drawings of IronLady (Chassis)

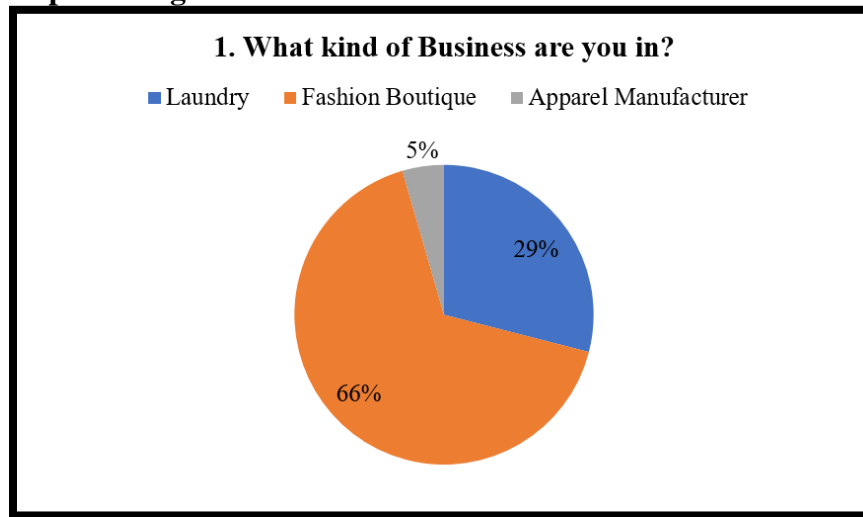


Source: Developed for the research

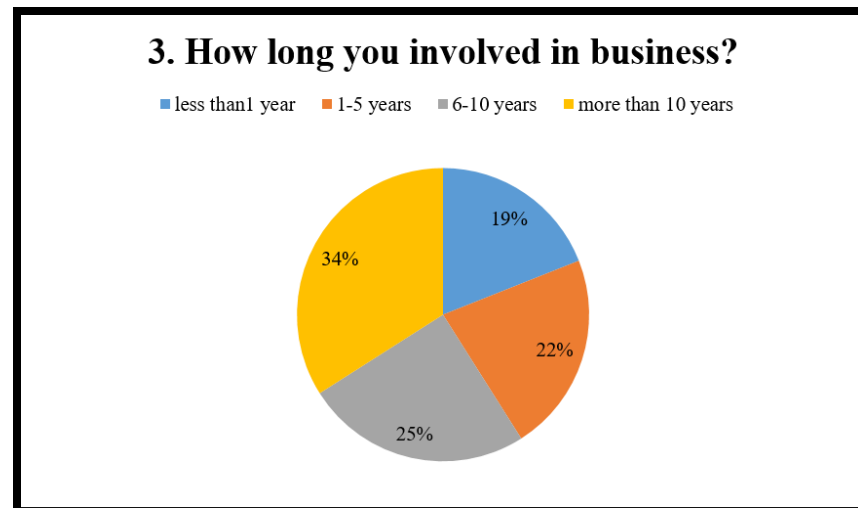
This is one of the mechanical drawings of IronLady. All the mechanical drawings are attached in *Appendix 3*.



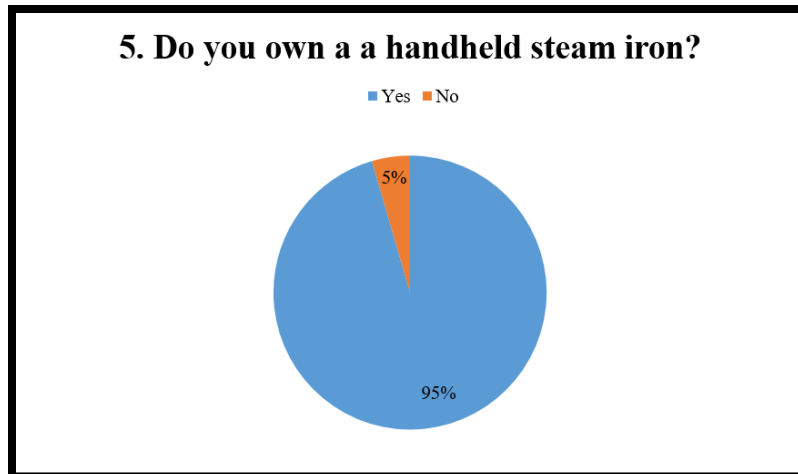
### 4.1.2 Concept Testing



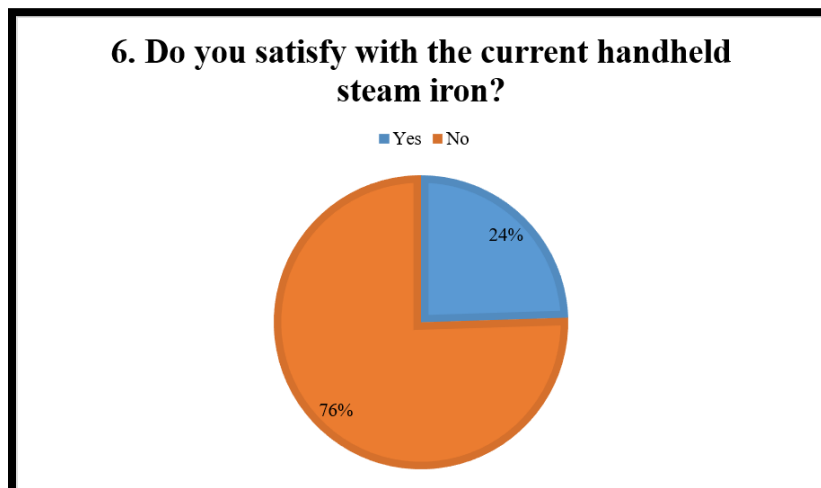
Laundry, fashion boutique and apparel manufacturer are 4NTech's target customer. However, according to data the volume of fashion boutique is more than laundry and apparel manufacturer in Malaysia. Therefore, we only able to distribute the survey more on fashion boutiques than apparel manufacturer and laundry.



The duration of the business will affect the profit earn by the owner and also their experience in that particular industry. The profit earns and experience of owner would directly affect the possibility of the owner to purchase IronLady. This is because the profit earn by determined whether owner think that IronLady is worth to buy and also experience of the owner will determined the product is necessary to their shop.

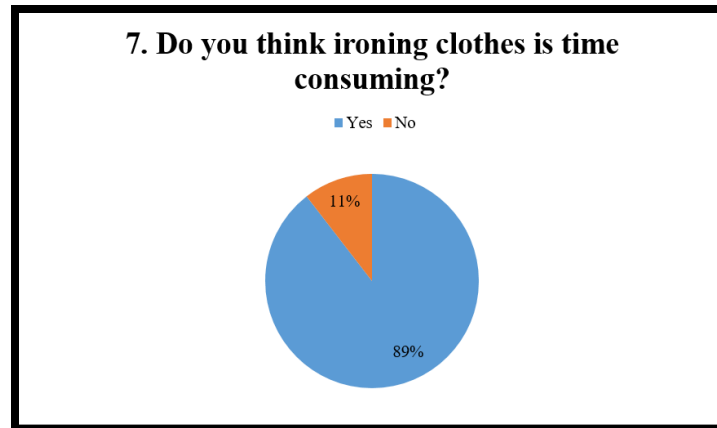


As the result, most of our target market owns a hand-held steam iron which means the possibility of the target market to purchase IronLady is high because IronLady bring more benefit to the target market than hand-held steam iron.

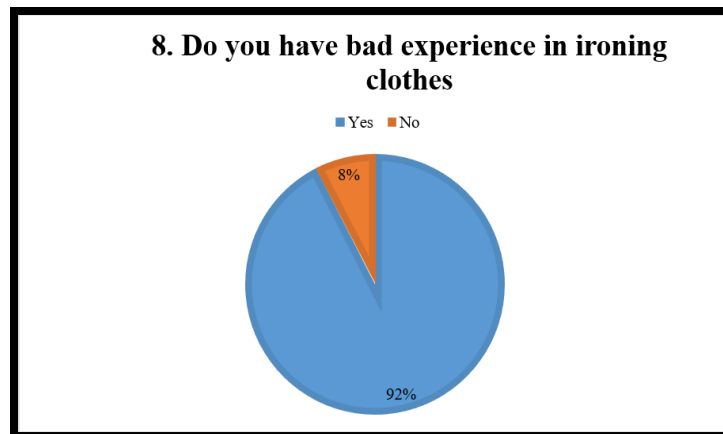


From the survey, we found out 76% of the people are not satisfied with the current hand-held steam iron. We also found out they not satisfy due to the bad experiences they faced and they think with current technology it can be improved to solve the bad experience such as the clothes burned and scalded.

There are 24% of people are satisfy with the current handheld steam iron. This is because some of them do not face any problem in using the iron and other think it is best to use no need to make any improvement.

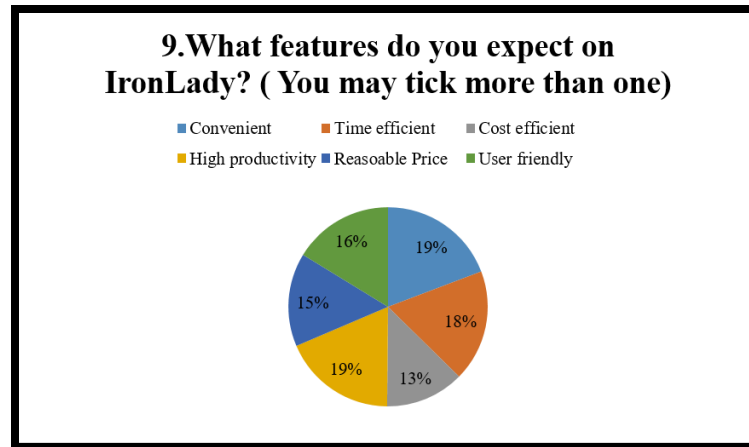


About 89% of the responder believes that it is time-consuming to iron some clothes. Therefore, with IronLady, they able to reduce the time on ironing clothes and also increase productivity.

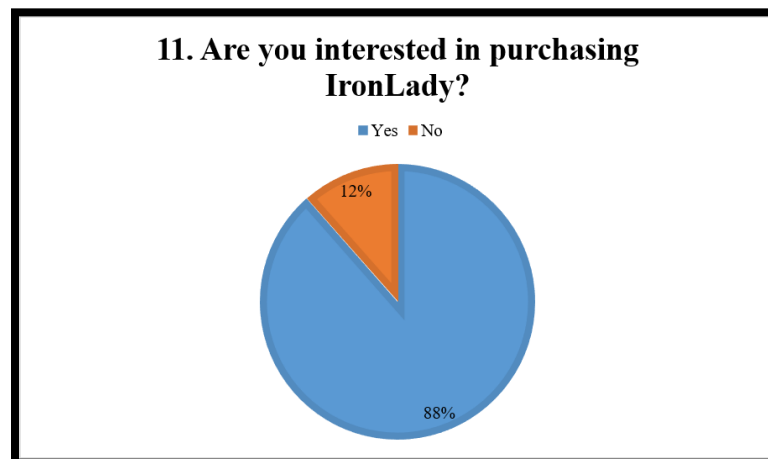


After we went through all of the survey, we found out 92% of the people is having bad experience in ironing clothes and minority of 8% of individuals did not face the problem in using the iron. During the interview session, we found out the bad experience they met frequently are clothes burned and scalded by iron.

Clothes burned is a serious matter for a boutique especially a laundry shop. Clothes burned can threaten their safety and affect their business operation or in the worst fire disaster will happen. Clothes are the asset for the apparent manufacturer, boutique and laundry shop. Clothes burned means their asset all are being useless and loss of the ability to earn the profit. However, the scalded by the iron is often faced by the people. When they did not notice it, they may be scalded by the iron or the hot steam.



The features that expected by owner are equally being asked on survey such as convenient, time efficient, cost efficient, high productivity, reasonable price and user-friendly. The percentage of convenient and high productivity are 19% each which means most of the owner are concern about these and time efficient is 18%, cost efficient is 13%, reasonable price is 15% and user-friendly is 16%.



From the pie chart, there are 88% of people are interested in purchasing IronLady. This is because IronLady can help them to improve their business operation. It is more convenience, improves productivity, less time consuming and reduces cost. There are 12% of the people are not interested in purchasing the IronLady due to the price is too high they cannot afford it and some of them are satisfied with current technology.

## **4.2 Pricing Strategy**

### **4.2.1 Price Skimming Strategy**

It is designed to help businesses maximize sales on new products and services, price skimming involves setting rates high during the introductory phase. The company then lowers prices gradually as competitor goods appear on the market.

One of the benefits of price skimming is that it allows businesses to maximize profits on early adopters before dropping prices to attract more price-sensitive consumers. Not only does price skimming help a small business recoup its development costs, but it also creates an illusion of quality and exclusivity when your item is first introduced to the marketplace.

### **4.2.2 Penetration Pricing Strategy**

A penetration pricing strategy is designed to capture market share by entering the market with a low price about the competition to attract buyers. The idea is that the business will be able to raise awareness and get people to try the product. Even though penetration pricing may initially create a loss for the company, the hope is that it will help to generate word-of-mouth and create awareness amid a crowded market category. Penetration strategies aim to attract buyers by offering lower prices on goods and services. While many new companies use this technique to draw attention away from their competition, penetration pricing does tend to result in an initial loss of income for the business.

Over time, however, the increase in awareness can drive profits and help small businesses to stand out from the crowd. In the long run, after sufficiently penetrating a market, companies often wind up raising their prices to reflect the state of their position within the market better.

### **4.2.3 Bulk Pricing Strategy**

With bundle pricing, small businesses sell multiple products for a lower rate than consumers would face if they purchased each item individually. Not only is bundling goods an effective way of moving unsold items that are taking up space in your facility, but it can also increase the value perception in the eyes of your customers, since you're essentially giving them something for free.

Bundle pricing is more effective for companies that sell complimentary products. For example, a restaurant can take advantage of bundle pricing by including dessert with every entree sold on a particular day of the week. Small businesses should keep in mind that the profits they earn on the higher-value items must make up for the losses they take on the lower-value product.

### **4.3 Channel of Distribution**

4NTech has decided to distribute their product on few channel such as sales team and demonstration, online marketing, online platform, B2B sales agent and international exhibition. 4NTech believes that through this few type of channels, we able to increase sales and also get attention from target customer and potential customer.

#### **4.3.1 4NTechnologies Sales Team + Demonstration Unit to Potential Clients**

4NTech's sales team is in charge to marketing and sales of IronLady. They will find they own way to reach customer and demonstrate to customers about the usage and the benefit that it can bring to customers. Furthermore, they will also develop marketing strategy for the product as well as marketing plan. Once they identify the potential customer, they will explain to customer about the products and persuade them to purchase. If the customer is interested in IronLady, 4NTech do provide demonstration unit for 2 month for the customer so that customer can try on it. Once 2 months reached, sales team will phone to customer and ask them whether they want to purchase IronLady.

#### **4.3.2 Online Marketing (Own Website)**

4NTech had provided an online website for customer for the convenient. With this website, whenever customer had interest on our product, they can access to our website to have further information. We provide information of product and company so that customer can learn more about us or if investor and customer are interested in our products, they can find us through website or contact us through our official e-mail that available in website.

#### **4.3.3 Online Platform (Alibaba.com)**

Other than sales team and own website, 4NTech do register itself at Alibaba.com. This is because the visitors of alibaba.com are come from different country. It allows our product can be distributed world-wide and we able to attract more customer and earn more. Therefore, the businessman may find us through Alibaba.com.

#### **4.3.4 B2B Sales Agent (Distributor)- commission based**

4NTech also distribute product through B2B sales agent. This is because the network of sales agent is broader than sales team. Therefore, they might able to help us to find potential customers. Furthermore, as they know most the businessman, they might also able to help us attract some investors so that we can have more funds in further research and development. However, we will allocate few percentage of commission to sales agent as their help us to sell the product.

#### **4.3.5 International Exhibition**

Lastly, we also will distribute our IronLady through the international exhibitions that allocate world-wide. This is because the world-wide market is broader than Malaysia. Therefore, with international exhibition, we able to let people know about IronLady and attract their attention towards IronLady. This will increase the marketability of 4NTech's products.



## **4.4 Promotions and Advertising**

### **4.4.1 Promotion**

There are various types of promotion methods that are designed for different business strategy and customers. The promotion methods that had been provided by 4NTech are promotion, trade discount, free I year maintenance service and bulk promotion. With these promotions, 4NTech believes that we can grab customers' attention and increase sales of company.

4NTech will be having promotion during year-end and also customers who directly purchase during international exhibition. Different promotion will be given for year-end and international exhibition. For the year-end, 4NTech will giving discount of 3% for customer who purchase during that period. However, for the exhibition, discount will be given 3 % as well but for customers who introduce IronLady to other and he/she also purchase at exhibition, 5% discount will be given for the introducer.

#### **4.4.1.1 Trade Discount**

4NTech offers trade discount for its suppliers and customers. This is because we are dealing with Business to Business sector which suppliers might potential to be our customer and our customer might also potential to be our supplier. Therefore, we had offer trade discount for them. There are a few types of trade discounts which are volume, growth, retention and mix (Colin Carroll, 2012). 4NTech will apply different strategy to different supplier and customer to ensure their satisfaction is being guarantee.

**4.4.1.2 Free 1 Year Maintenance Services**

Other than normal promotion, 4NTech provides free 1 year of maintenance service to all customers without term and condition. The cost of the maintenance service will be encounter by 4NTech, however, after one year warranty; extra service charge will be available with term and condition. With this, it able to establish customer confidence toward our product and also, they might feel secure with our product

**4.4.1.3 Bulk Promotion**

Bulk promotion (Volusion, 2015) is associated with bulk pricing strategy where customers that is purchase in bulk will be given special promotion rather than those who purchase in one or two quantity. This is to encourage customers to purchase more, because since our target customers is fashion boutique. Therefore, they might have few fashion boutique which if they wish to purchase our product to increase productivity and reduce cost, they can purchase in bulk in one times rather than few times to enjoy the bulk promotion.

#### **4.4.2 Advertising**

##### **4.4.2.1 Online Advertising**

Online advertising will be available in social network and Google. Due to 4NTech is not only target on Malaysia but worldwide. Therefore, online advertisement becomes a useful to promote IronLady. If there are some customers search iron machine through Google, our product will be pop-up as the top at online advertising. Once customers are interested, they might click-in and wish to know more about our product.

##### **4.4.2.2 Roadside Banner**

4NTech would create roadside banner to targeted market as it able to increase the awareness of our product, IronLady. With roadside banner, it able to show the company name each time they seen. With this, the repetitive effect is bringing to our targeted customers and they will bear in mind of our company and our product, IronLady. We would display in only a few areas that most the consumer will see such as beside shopping mall or most focus on Kuala Lumpur and Penang.

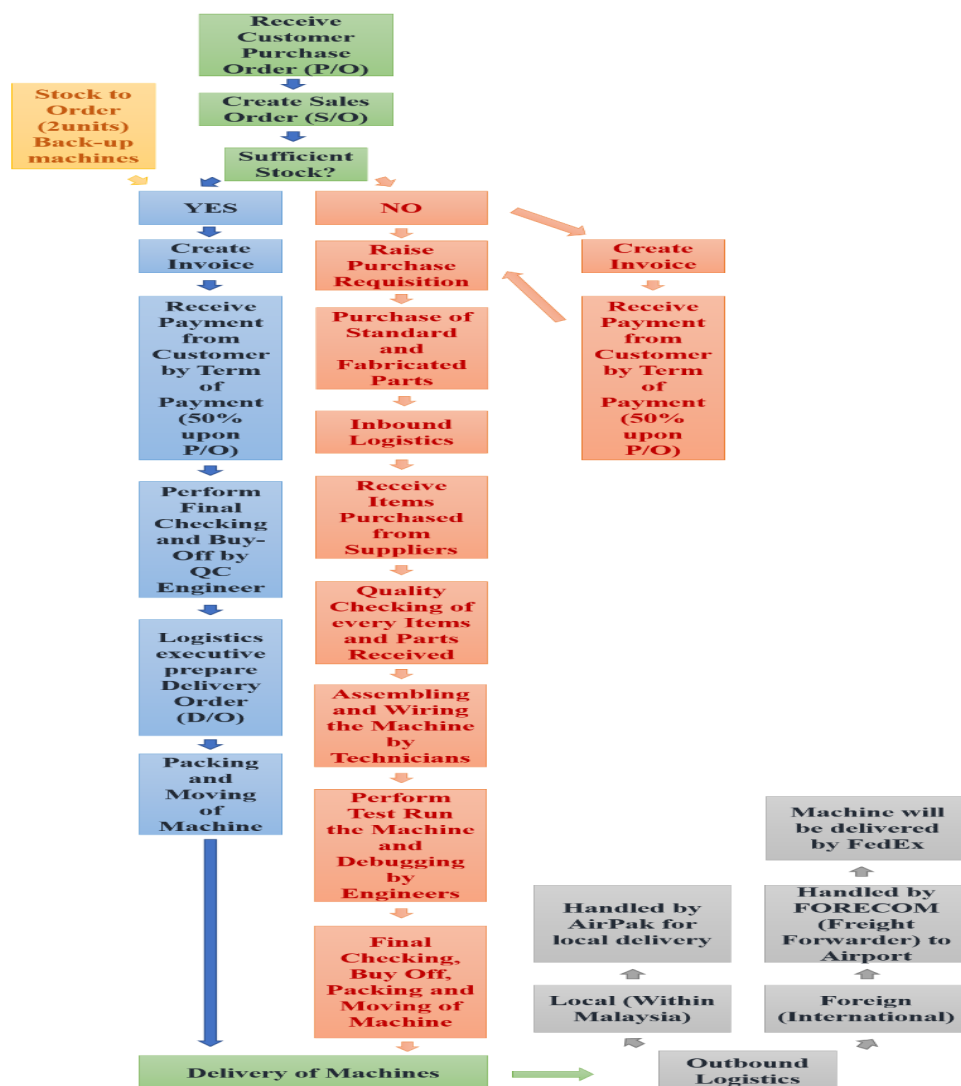
##### **4.4.2.3 Highway Billboard**

4NTech will register from BigTree so that we able to have our own billboard beside the highway which is plus highway near Kuala Lumpur. The reason for having highway billboard is because Kuala Lumpur is main city of Malaysia, however our company is located in Penang. Therefore, in order to attract customers and investor from other area, we need to put billboard beside highway. The information include in the billboard are short description of product, benefits provided and contact information.

## 5.0 PRODUCTION PLAN

### 5.1 Manufacturing Process

Figure 5.1: Manufacturing flow chart



Source: Developed for the research

### 5.1.1 Outsourcing

Figure 5.2: Outsourcing and Sub-Contracting of 4NTech



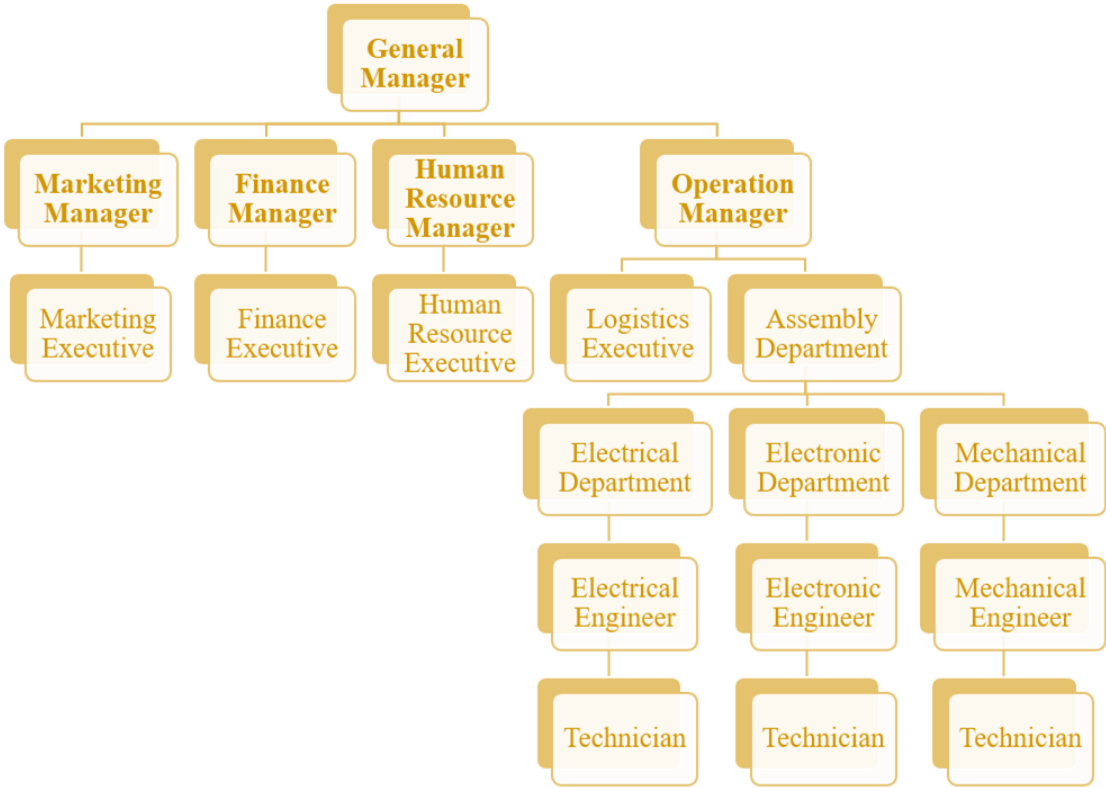
Source: Developed for the research

4NTech has 2 outsourcing services, they are cleaning and security service. This could help the company in saving extra cost incur for extra overhead cost if they insist to hire own cleaners and security guards. This will need to give training and extra effort in managing these activities. Furthermore, 4NTech is not expert in these 2 field, thus by outsource these two service to qualified outsourcing service providers is appropriate in this scenario. On the other hand, 4NTech also sub-contract the fabricated parts such as chassis of IronLady, customized actuator, customized steam water tank, etc. which is not available in standard design. These parts will cost a lot if we insist to produce these parts in house. Thus, 4NTech has decided to sub-contract these fabricated parts to qualified and high quality fabrication company.

5.2 Availability of Qualified Labour Pool

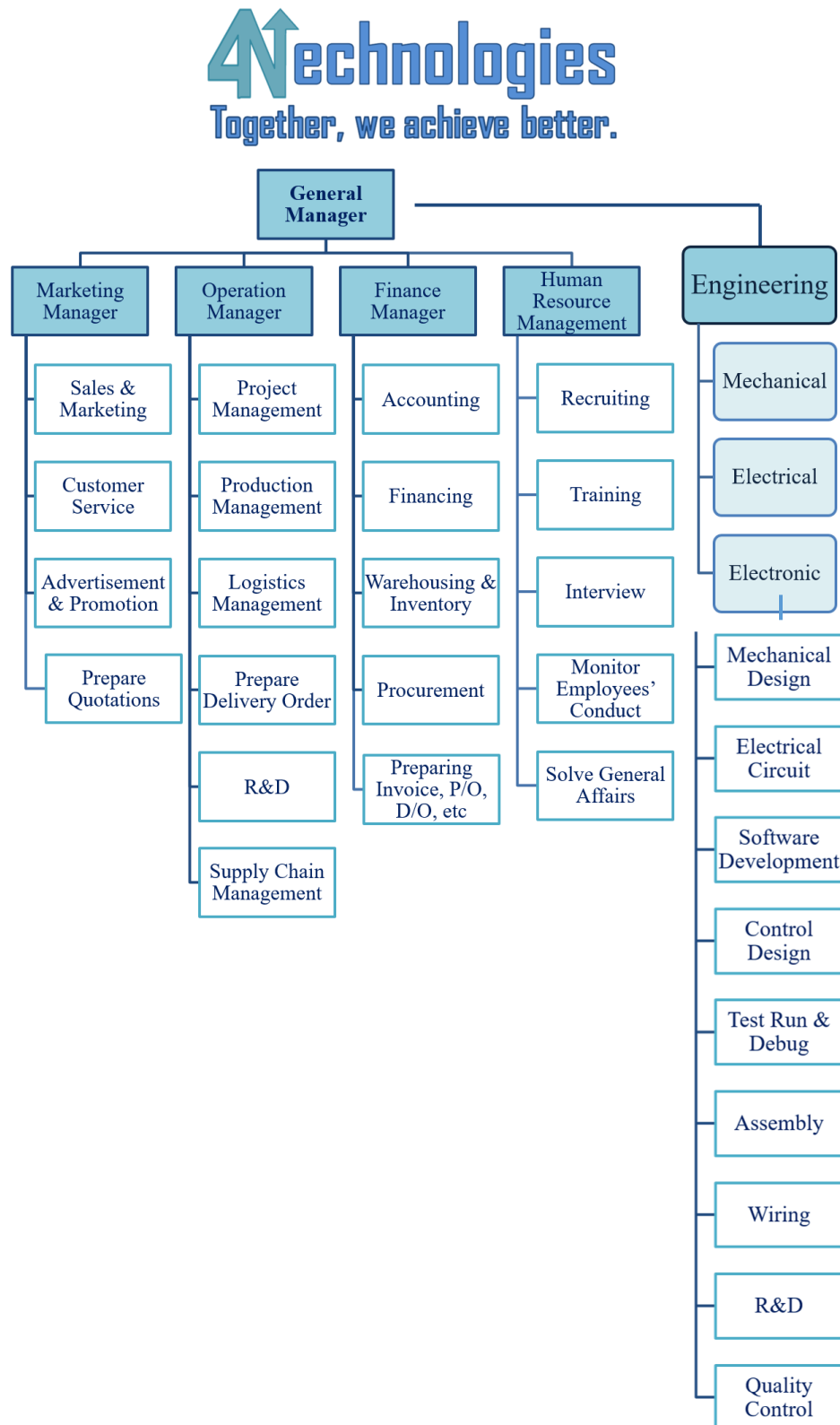
4NTechnologies LLP has 15 talented labours working hand in hand to thrive in the industry. The details are as follows.

Figure 5.3: 4NTechnologies’ Management Team



Source: Developed for the research

Figure 5.4: Job Scope of 4NTechnologies by Department



Source: Developed for the research

### **5.2.1 Mechanical Engineer**

Mechanical Engineer is responsible to develop, build, and test mechanical and thermal sensors and devices which is together with tools, engines, and machines. They use computers broadly and routinely responsible for the integration of sensors, controllers, and machinery. Computer technology is frequently use by mechanical engineers which to create and analyse designs, run simulations and test how a machine operates, cooperates with connected systems, and generate specifications for the particular parts. (What Mechanical Engineers Do, 2015)

### **5.2.2 Electrical Engineer**

Electrical Engineer is responsible in designing systems and products and using the three-dimensional design software to make the models and prototypes. Electrical Engineer also applicable to read the design specification and technical drawings. Designing and conducting test also one of electrical engineer's task. Test designed and conducted is to monitor the product in use to improve on future design and control the system and design. (Electrical Engineer,2015)

### **5.2.3 Electronic Engineer**

Electronics Engineer is responsible to design, develop and test components, devices, systems or equipment that use electricity as part of their source of power. These components include capacitors, diodes, resistors and transistors. They may be involved at any stage of a project including the initial concept briefing, the design and development stage, testing of prototypes and implementation of a new product or system. (Electronic Engineer, 2016)



#### **5.2.4 Software Engineer**

Software Engineer is responsible to do the design, installation, and testing during the software development process. And also, when there is debug occur Software Engineer is responsible to do maintenance on the software system. The most importance task is to ensure the software system can be run and operate when there is any virus or hacker attack.

#### **5.2.5 Quality Control / Quality Assurance Engineer**

Quality Assurance Engineer responsibilities include designing and implementing tests, debugging and defining corrective actions. They will also review system requirements and track quality assurance metrics to develop and execute exploratory and automated tests to ensure product quality. They also involved in buyoff and checking the preciseness of every fabricated part that are outsourced. (QA Engineer job description , 2017)

#### **5.2.6 Logistic Executive**

Logistics Executive organises the storage and distribution of goods. In this role, you will ensure that the right products are delivered to the right location on time and at a good cost. You may also be involved in transportation, stock control, warehousing and monitoring the flow of goods. (Logistic and Distribution Manager, 2016)

#### **5.2.7 Human Resource Executive**

Human Resource Executive is responsible to manage the human resource in the company who to manage the employees. He or she is authorized to hire and terminate the employee. Hence, he or she will involve in recruitment process, human resource planning and setting policies and administering disciplinary action systems. Not only that, he or she will provide the training and development program to the department or employees who need it. He or she also responsible to provide and set the employees' welfare and the reward system. (Mondy,2014)

**5.2.8 Finance & Accounting Executive**

Accounting is responsible in processing the monthly or yearly account payable or receivable, cash receipts, general ledger, payroll, revenue, expenditure, capital asset reconciliations, debt activity and cash forecasting. Finance is responsible to develop the periodic financial reporting and monitoring. They should include the summary of all funding sources, expenditures and forecasting the future use. And also need to provide management with the information that necessary to make strategic financial decision. They also responsible to analyse the market trends to find opportunity for expansion or acquisition of other company.

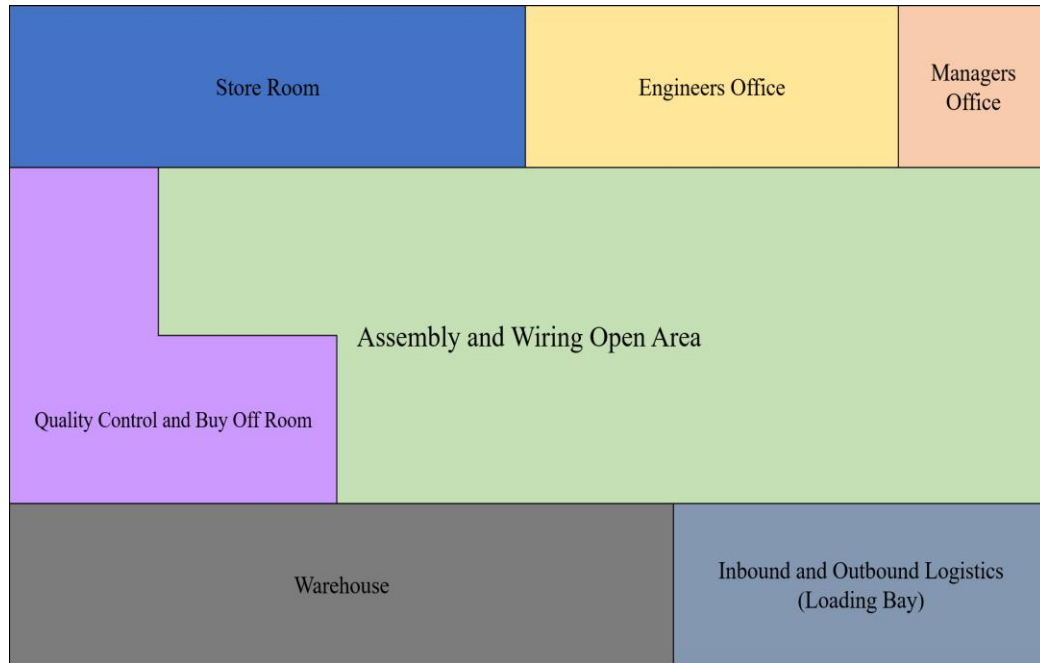
**5.2.9 Marketing Executive**

Marketing executive is responsible in use marketing tools that are available to markets company's products to improve the company's revenue. They have to develop the marketing strategies for the company in term of place of distribution, promotion that available, way of selling product and pricing strategy for the product. And also is responsible in replying the customers feedback, customers complaint and customers requirement that play an important role to company. They also need to find out the creative way to advertise company products and also the best promotion way to sell off the product. The personnel of advertising and promotion must be in creative in design brochure, poster, flyer and banner to grab customers' attention.

### 5.3 Physical Plant

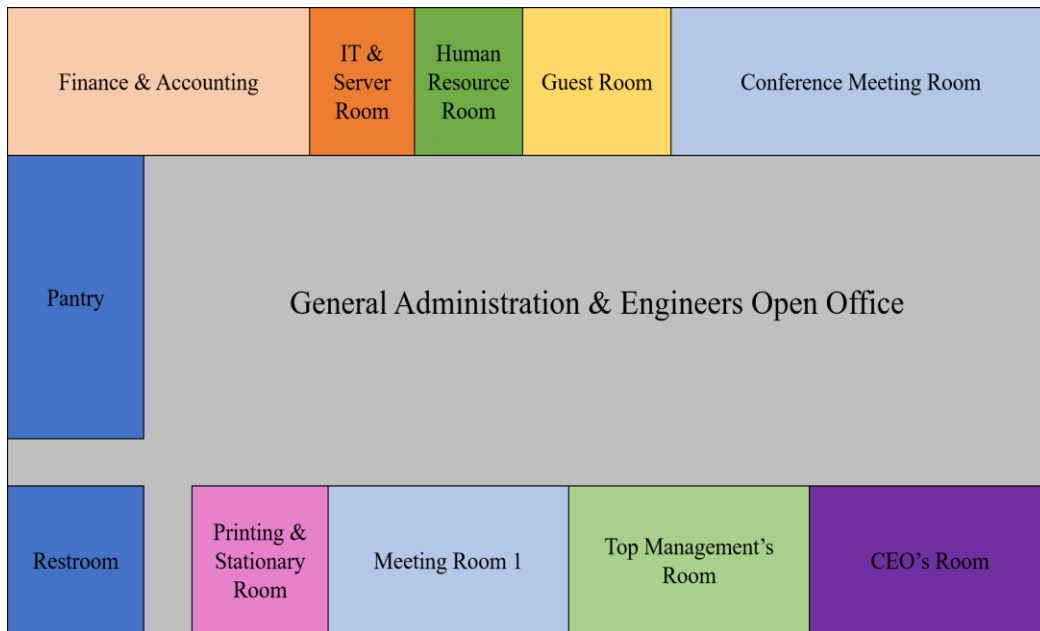
4NTechnologies has a 2-Floor Warehouse as shown below.

Figure 5.5 Ground Floor of 4NTech's Building



Source: Developed for the research






Figure 5.6 First Floor of 4NTech's Building



Source: Developed for the research

## 5.4 Machineries and Equipment

Table 5.1: List of Equipment

2 level Pallet Racking	
Overhead Cranes	
Trolley	
Tools for Machine Assembly (Bolts and nuts, screw drivers, hammer, plyers, etc.)	
Hand pallet jack	

Source: Developed for the research

## 5.5 Name of Suppliers

### 5.5.1 Standard Parts Suppliers

Table 5.2: List of Standard Part Suppliers

Misumi Malaysia Sdn. Bhd.	Address: Menara Amcorp, Unit 1206, 12th Floor, No. 18, Jalan Persiaran Barat, 46050, Petaling Jaya, Selangor, 46050 Petaling Jaya, Malaysia Contact: +60 3-7960 8499
Nippon Toyo Precision Engineering	Address: Kompleks Adorna Gold, No. 107-4-12, Jalan Gurdwara, Pulau Pinang, 10300 George Town, Malaysia Contact: +60 4-210 5500
Keyence (Malaysia) Sdn Bhd	Address: Lot No. B-7-2, Level 7, The Ascent Paradigm, No. 1, Jalan SS7/26A, Kelana Jaya, Ss 7, 47301 Petaling Jaya, Selangor, Malaysia Contact: +60 3-7883 2211
3M Malaysia Sdn. Bhd.	Lot 3, Lower Level 5, Hotel Equatorial, 1, Jalan Bukit Jambul, Bukit Jambul, 11900, Bayan Lepas, Pulau Pinang, 11900, Malaysia Contact: +60 4-645 2888
Festo Sdn. Berhad	Address: 14, Jalan Teknologi, Kota Damansara, 47810 Petaling Jaya, Selangor, Malaysia Contact: +60 3-6144 1122
SMC Pneumatics (SEA) Sdn. Bhd.	Address: 7, Lintang Beringin 3, Diamond Valley Industrial Park, 11960 Batu Maung, Pulau Pinang, Malaysia Contact: +60 4-626 2266
Delta Mechatronic (Malaysia) Sdn Bhd	Address: 72, Jalan Bulan U5/172, Seksyen U5, Shah Alam, 40150, Shah Alam, Selangor, 40150, Malaysia Contact: +60 3-8068 3503
Oriental Motor (Malaysia) Sdn Bhd	Address: A-13-1, North Point Offices Mid Valley City 1 Medan Syed Putra Utara, 59200, Kuala Lumpur, 59200, Malaysia Contact: +60 3-2287 5778
Omron Malaysia Sdn. Bhd.	Address: 15, SS8/4 Sg. Way F.I.Z, Sungai Way Free Trade Industrial Zone, 47300 Petaling Jaya, Selangor, Malaysia Contact: +60 3-7884 8000

Source: Developed for the research

### 5.5.2 Fabricated Parts Suppliers

**Table 5.3: List of Fabricated Part Suppliers**

SteelFab Engineering	Address: No. 48, Ground Floor, Persiaran Mahsuri 1/2, Sunway Tunas, Bayan Lepas, 11900, Bayan Lepas, Pulau Pinang, 11900, Malaysia Contact: +60 16-415 3322
Advanced Metal Form	Address: Plot 8, Mk 12, Lintang Kampung Jawa, Kawasan Perindustrian Bayan Lepas, 11900 Bayan Lepas, Pulau Pinang, Malaysia Contact: +60 4-644 8558
Kobay Technology	Address: Plot 30, Hilir Sungai Kluang 1, Bayan Lepas Free Industrial Zone Phase 4, 11900 Bayan Lepas, Pulau Pinang, Malaysia Contact: +60 4-641 1888
MARC16 Equipment Manufacturing Sdn.Bhd.	Address: No. 14, Lintang Bayan Lepas 5, TamanPerindustrian Bayan Lepas, Phase 4, 11900 Bayan Lepas, Penang, Malaysia Contact: +60 4-611 5750

Source: Developed for the research

### 5.5.3 Other Suppliers

**Table 5.4: List of Other Suppliers**

Cleaning Services (Outsourced)	Comfort Cleaning Center Sdn. Bhd. Address: 10, Jalan Tan Sri Teh Ewe Lim, Jelutong, 11600 George Town, Pulau Pinang, Malaysia Contact: +60 4-283 2199
Security Services (Outsourced)	Orbit Force Security Services Address: 12-3, Lintang Batu Maung, 11960 Bayan Lepas, Pulau Pinang, Malaysia Contact: +60 4-626 5020

Source: Developed for the research

## **5.6 Quality Control**

### **Quality Control**

Quality control is a system of provide routine and consistent checks on the technical activities and identify the error and problems occurs that affect the product's quality.

#### **5.6.1 Control of Non- Conformity Product**

All the non-conformity products must have all the required documentation. All the non-conformity must be tagged or separated from the conformity product. All the non-conformity product will be checked by the Quality Control Manager to determine whether the product need to rework, scrap or continue through the production process. After reworked, the reworked product must be inspected by Quality Control Manager to ensure the product meet the original product requirement. (Non Conforming Product Control, n.d.)

#### **5.6.2 Failure testing**

When the products had completed, the products will be put to a series of tests to determine the product which it will fail to perform its function in different circumstances. Throughout this testing, the weaknesses of the product can be found. The weaknesses can be improved to produce better quality of product. The process is complex which variety of inspection, observation and testing are needed but it is a great method to enhance our product quality and strengthen the relationship between customers and company by giving the best to our customers. (James J. Scutti & McBrine, n.d.)

### **5.6.3 ISO 9001**

ISO 9001 is a certified quality management system which set by the International Standard Organization. ISO 9001 is famous in managing its processes, people and other resources so that its products or services meet their goal and customers' expectations. Adopting the principles of quality management have benefited from more efficient ways of working, better cost control and fast and more effective implementation of new working practices. It is built by eight management principles- customer focus, leadership, involvement of people, process approach, system approach, continual improvement, factual approach to decision making and supplier relationship. (ISO 9001:2015 How to use it , 2015)

### **5.6.4 OHSAS 18001**

It is an Occupation Health and Safety Assessment Series for health and safety management systems. It helps to minimize the operational risks, deliver optimum working conditions and meet legal, industry and customers' requirements. It is not just about protecting people but it is also essential for protecting the endurance, health and integrity of an organization. Providing a safe working environment can reduce the likelihood of accidents and potential legal breaches, and improve the corporate reputation by demonstrating commitment to best practice.

### **5.6.5 Quality Check**

All parts and components arrived must be checked before used. There are different kind of measurements are taken to check whether the parts and components meet the standard quality especially the fabricated parts. Once rejected, there are sent back for further examination and testing. All finished goods are inspected according to the quality standard for each project which to ensure all the products are in the best condition. Quality control employees will randomly check any finished goods in the warehouse to ensure zero defective before deliver to our customers.



## **5.7 Customer Support**

### **5.7.1 Company's Website**

Official website plays an important role as it is an effective way for people to know about our business and products. It also acts as a medium of communication between 4N Tech and the customer of IronLady. To gain the trust from customers, all the details and information are displayed clearly at our official website which includes company address, email, contact number and customer service hotline number. (*Refer to Appendix 8*) By this way, customers will feel reliable towards our company brand and willing to purchase our products. Besides, official website provides a platform whereby customers can get the latest update and information regarding 4N Tech easily. Thus, the relationship between 4N Tech and customers can be maintained.

### **5.7.2 After-Sales Service**

4N Tech attempts to build customer loyalty by providing after-sales service to the customers. One of the services that is offered by 4N Tech is free installation of the product. For example, 4N Tech will help those customers who purchase IronLady to install the product without any payment or service charge. Besides, 4N Tech also provides machine maintenance service to the customers since it has its own professional technical team. To request for after-sales service, customers can reach the customer support team by contacting the company's contact number or customer service hotline for assistant.

### **5.7.3 Product Demonstration**

In general, a user manual will be attached in the packaging of IronLady to guide the customers to use the product. However, this may cause troubles to those customers who do not prefer to read visual information. To solve this problem, 4N Tech provides free product demonstration to the customers in order to guide them effectively on how to use IronLady. This can ensure the customers to have a better understanding on the features and functions of IronLady through the product demonstration.

### **5.7.4 Hotline Service**

To provide convenience to the customers, 4N Tech offers a hotline service, a system whereby the customers can reach 4N Tech's customer support team easily at any time since it is available for 24 hours. When the customers have inquiries or problem regarding IronLady, they can get the assistance immediately from the customer support team by dialing the hotline number of 4N Tech at 1300-77-7777.

### **5.7.5 Complaint Form**

The complaint form is distributed to every customer of IronLady in order to get immediate feedbacks regarding the product usage. Through the complaint forms, 4N Tech is able to identify the customers' satisfaction level on the product and hence make some improvements based on their requirements to create a better product in the future. In short, customers' feedbacks are very important for a company to become successful in the future.

## **6.0 MANAGEMENT TEAM**

### **6.1 Management Team**

#### **6.1.1.Lim Chung Jian**

##### **General Manager**

Mr. Lim Chung Jian is the General Manager in 4NTechnologies LLP. He was graduated from Universiti Tunku Abdul Rahman with a Bachelor of Engineering (Hons) Mechatronics Engineering in 2005. He furthered his studies in Master of Business Administration program in University of Melbourne, Australia in Master of Business Administration (M.B.A) (Hons) Management for 2 years. Upon graduation (200), he joined National Instruments Corporation in Austin, Texas, USA as an Operation Executive for 5 years. He then moved back to Malaysia and joined Pensonic Holdings Berhad as the Deputy General Manager in Penang. He has over 10 years of experiences in the manufacturing firms and he was rewarded as Best Employee of the Year for 3 consecutive years. After gaining sufficient experience, Mr. Lim has decided to operate his own business and starts his own journey to success.

**6.1.2 Lim Chai Yan****Operation Manager**

Ms. Lim Chai Yan serves as Operation Manager in 4NTechnologies LLP. She graduated from Universiti Tunku Abdul Rahman with a Bachelor of Business Administration (Hons) Entrepreneurship in 2003. After she finished her degree program, she continued her master programme in London. She was the master holder of International Business Administration (MSc) in University of London. Upon graduation, she initially joined Philips Malaysia Sdn Bhd as an Operation Manager. She has over 5 years of experiences in the manufacturing firms and she was rewarded as Best Employee of the Year for 5 consecutive years. Ms. Lim is in charge of the management of 4NTechnologies LLP which including the project management, logistics management and strategic planning.

**6.1.3 Sai Jia Yan****Finance Manager**

She was appointed as Financial Manager of 4NTechnologies LLP. She holds a Bachelor of Commerce (Hons) Accounting from Universiti Tunku Abdul Rahman. She has some working experiences in accounting and financial field where she held leadership position of Financial Executive of Jindong mall (JD.com). Her previous working experiences from Jindong mall can help 4NTechnologies LLP to manage the accounting and financial task. With the help from Ms Sai can strengthen the management of the cash flow, budget and the financial. Ms. Sai is required to manage and control the company financial and accounting department, purchasing and procurement department and warehouse and inventory department.

**6.1.4 Ng Sau Kuen****Marketing Manager**

Ms. Ng Sau Kuen was appointed as Marketing manager in 4NTechnologies LLP. Ms. Ng was graduated in McGill University. She is a degree holder in Bachelor of Engineering (Minor in Marketing). Furthermore, after she graduated from McGill University, she continues her studies in Universiti Malaya as Master in Engineering (Mechanical). After graduate, she works as assistant general manager in headquarter of Pensonic Group for two years. After that, she had been appointed as assistant Regional Manager for Panasonic in Malaysia. She had attended many workshops and talks during time of worked and studied in order to expand her own knowledge. Furthermore, her experience in Pensonic and Panasonic are good enough to works as Marketing cum Sales Manager in 4NTechnologies.

Since Ms. Ng had good experiences in Pensonic and Panasonic, we believe that she able to apply what he had learned at University and both companies to Marketing department. Ms. Ng is required to in charge of sales and marketing department, customer service department and advertising and promotion department.

## **6.2 Board of Director**

A Malaysian, aged 61, was appointed as the Executive Director of Pensonic Holdings Berhad on 13 September 1995. He is a member of The Institute of Certified Public Accountants, Ireland and is currently the Council Member of the Malaysian Association of Companies Secretaries. He has over 35 years of working experience in the fields of auditing, accounting and corporate finance. He is a director of Pensia Industries LLP and Pensonic Corporation LLP, under the Pensonic Group. He was the Executive Director of Pensonic Holdings Berhad from 13 September 1995 to 13 December 2003 and was subsequently re-designated as a Non-Executive Director. However, he was re-designated as Executive Director on 28 April 2014. He was resigned the position in Audit Committee, Nomination Committee and Remuneration Committee on 25 July 2014. Y. Bhg.

## **6.3 Key Professional**

### **6.3.1 Legal Firm**

**George Shek & P.H. TEH**

**Address:** E-30-2, Bay Avenue Lorong Bayan Indah 2, 11900 Bayan Lepas

**Contact:** 04-6380822

**Fax:** 04-6380822

**Email:** [georgeshekphteh@gmail.com](mailto:georgeshekphteh@gmail.com)

**Website:** [www.georgeshekphteh.com](http://www.georgeshekphteh.com).

**Member lawyers:** George Shek Heng Yen & Teh Peh Hun

The services provided by George Shek & P.H.TEH include advocates and solicitors, registered trademark and patent, agent and all issues related to the rules and regulations of government. George Shek & P.H. TEH will ensure that all the legal procedures and documents are compiled and well prepared by following the rules and regulations of government. In addition, any legal issues that regarded to 4N Tech will be referred to George Shek & P.H.TEH.

### 6.3.2 Accounting Firm

**Khor, Heng & Associates** is a Chartered Accountants firm, registered with the Malaysian Institute of Accountants (MIA).

**Activities:** accounting, assurance, business plans/proposal, company secretarial, investment advice, formation of companies/ partnership/ sole-proprietorship, management advisory services,

**Address:** 72A-10-6, [Arena Residence](#)  
The Arena, Jalan Mahsuri,  
11950 Bayan Lepas,  
Penang, Malaysia

**Phone:** 012-498 1118, 04-685 9723

**Contact Person:** Mr. Heng

**Email:** [heng@khorheng.com](mailto:heng@khorheng.com)

**Website:** [www.hotfrog.com.my/business/png/bayan-baru/khor-heng-associates](http://www.hotfrog.com.my/business/png/bayan-baru/khor-heng-associates)

**Business Hours:** Mondays to Fridays 9:00 am to 6:00 pm

All accounting related documents of 4N Tech are consulted by Khor, Heng & Associates. Besides, this company also provide services on the assurance, business proposal, company secretarial, and investment advice, formation of companies / partnership / sole-proprietorship as well as advisory services on management. Any problems regarding on these fields will be referred to Khor, Heng & Associates.



### **6.3.3 Business Consultant**

#### **Expeditors Management Services LLP**

**Address:** 441-3-9, PulauTikus Plaza,  
Jalan Burma, 10350 Georgetown,  
Penang, Malaysia

**Contact:** 04-2289339 / 04-2299339

**Email:** [pauline@ems-consolidated.com](mailto:pauline@ems-consolidated.com)

**Website:** [www.ems-consolidated.com](http://www.ems-consolidated.com)

Business consultant is important in the operation of a business since it is the party who provides expert information and idea that do not exist in the organization. Expeditors Management Services LLP will consult 4N Tech on the business regarding issues and provide professional ideas which can lead the company to become more competitive and more successful in the market.

#### **6.3.4 Banking Consultant**

##### **Hong Leong Bank Berhad**

**Address:** 58, Jalan Tengah, Taman Sri Tunas,  
11900 Bayan Lepas,  
Pulau Pinang, Malaysia

**Contact Person:** Mr. Lim

**Phone:** +60 4-645 2881

**Website:** <https://www.hlb.com.my/main/>

The services provided by Hong Leong Bank Berhad include personal financial services, treasury, corporate and commercial banking and Islamic financial services. All the treasury and banking related information will be provided by Hong Leong Bank Berhad. Furthermore, Hong Leong Bank Berhad also gives advices on the application of loan which helps 4N Tech to apply for the most suitable loan. In addition, the information regarded 4N Tech bank account will be consulted by Hong Leong Bank Berhad.

## 7.0 COMPANY STRUCTURE, INTELLECTUAL PROPERTY AND OWNERSHIP

### 7.1 Organizational Structure

#### 7.1.1 Organizational Chart

Figure 7.1: 4NTech's Top Management Chart



Source: Developed for the research

### 7.1.2 Description of Organizational Structure

Figure 7.2: 4NTech's Organizational Chart



Source: Developed for the research

#### **7.1.2.1 General Manager**

General Manager (GM) is the head of the company. He or she coordinates and directs activities and operations throughout the whole organization. GM is the decision maker of the business process. GM will oversee key or major projects, processes and performance reports, data and analysis or outcomes of the business operation. He or she leads the whole team in the company towards better future. GM has a clear vision and sets strategic planning towards achieving long-term goals and ultimately leads to success.

#### **7.1.2.2 Operation Manager**

Operations Manager (OM) is a senior position who involves in overseeing the flow of the assembly line in the organization. OM has to make sure all the projects on-hand could be delivered on schedule to ensure smooth flow of business operation and delivery to clients on time as promised. OM has to oversee two departments in the organization, they are Logistics Department and Assembly Department. In Logistics Department, OM is assisted by Logistics Executive which he or she will be helping in dealing with inbound and outbound logistics, delivering the products to clients on time and make sure all the projects could be completed on schedule. In addition, OM has to supervise and manage the Assembly Department. It is the operations manager's job to make sure the organization is operating as well as possible, ensure the efficiency and effectiveness of the business operation and produce the best quality as possible which could meet the expectations and needs of the clients.

The responsibility of OM is to control the overall operation of the company and ensure the operation of the company is well-planned and the flow is in sequence. The OM needs to be responsible for two departments which are Logistics Department and Assembly Department.

Logistics Department is responsible for the storage and the distribution of products. They are also involved in the transportation, stock control, warehousing and monitoring the flow of goods. Once they receive the order from customers, they need to make a proper arrangement on the delivery date and time of goods in order to make sure the goods are delivered to customers on time. Furthermore, the logistics manager is

responsible to check the stocks availability and inventories in the warehouse in a monthly basis to prevent any shortage on the stocks which may cause postponement of production. To improve the accuracy and efficiency, Warehouse Management System (WMS) is used to check the inventory level. Other than that, this department needs to have a clear understanding on the supply chain management in order to maintain a good relationship with both logistics companies and customers. In overall, Logistics Department needs to ensure the goods are delivered to right customers at a right location on time and hence meets the customers' satisfactions.

Assembly Department is responsible for the assembly process of semi-completed materials to a finished product. This department is renowned with its skilled workforce. A group of experts such as engineers and technicians are involved in this department. They are responsible for the electronic and electrical parts of the products. On the other hand, they are also in charged in the quality control of the products. They have to make sure the products are functioning well and in good quality. The operation of this department will have a direct influence on the customer satisfaction. Therefore, Assembly Department has to make sure the assembly process is running in an ordered sequence to avoid any mistake or error.

#### **7.1.2.3 Marketing Manager**

Marketing Manager (MM) is responsible for developing, implementing and executing strategic marketing plans for the entire organization and increase the B2B brand name in the industry and also the market internationally. MM needs to show the efforts in dealing with clients in establishing better relationship with clients in order to attract potential customers and retain existing ones. MM needs to coordinate marketing activities, advertising and promotion activities and customer engagement so that our brand name (4NTech) could be known internationally. In addition, MM also needs to oversee the company's marketing budget so that the marketing activities could be carried out without over-spending the available budget. He or she will be assisted by one Marketing Executive.

**7.1.2.4 Finance Manager**

Finance Manager (FM) will be dealing with corporate finance, prepare sales invoices, create sales orders, approve purchase orders, etc. which is dealing with monetary matters of 4NTech. FM will be assisted by Finance Executive which will be dealing in accounting tasks. He or she will be collating, preparing and interpreting reports, budgets, accounts and financial statements

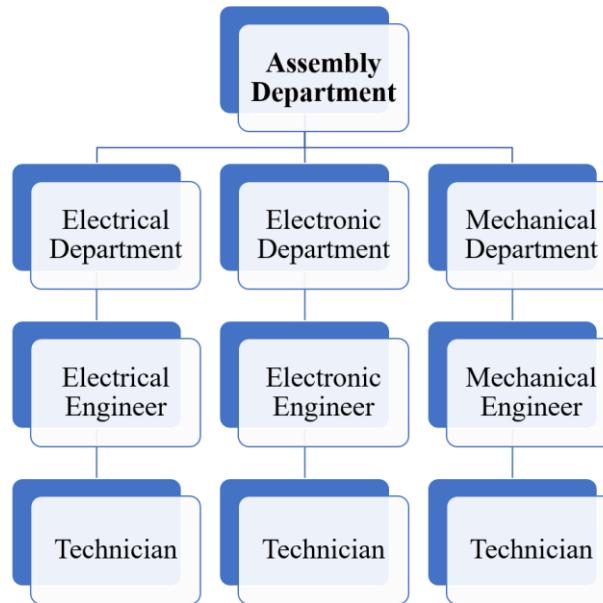
FM will also undertake research into pricing, competitors' offerings and factors affecting performance of the business, controlling income, cash inflows and outflows as well as managing expenditure of the organization. In addition, FM also required to manage company's overall budgets and risk assessments.

**7.1.2.5 Human resource Manager**

Human resource Manager (HRM) is obliged to maintain the work structure by consistently updating the job requirements and the job descriptions for all positions within the organization. HRM also responsible in recruiting talented candidates and arrange for interviews before recruiting the potential candidate. HRM prepares development programs, training programs for employees' continuous improvement. HRM also oversees and monitors employees' conduct, attendance and the salary of employees. In addition, HRM also manages and solves general affairs within the organization.

### 7.1.2.6 Assembly Department

Figure 7.3: Assembly Department



Source: Developed for the research

Assembly Department is supervised and managed by Operation Manager. There are 3 categories in Assembly Department. They are Electrical, Electronic and Mechanical Department. Each department consists of one (1) engineer and will be assisted by one (1) technician for each department.

Figure 7.4 Categories of Engineers in 4NTech



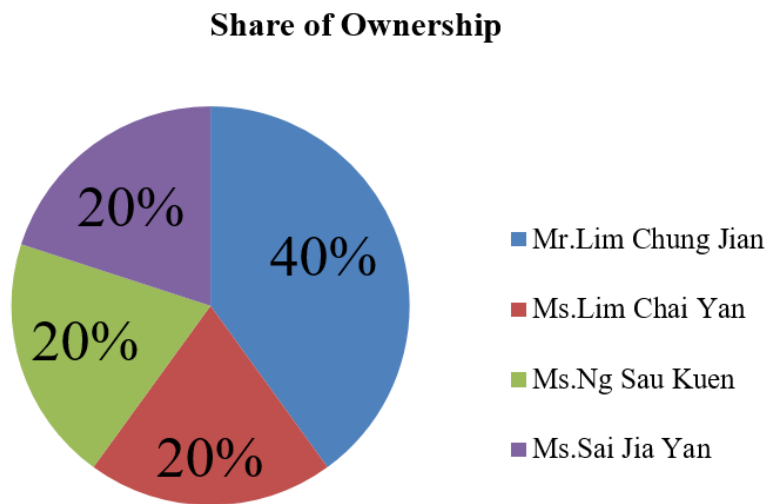
Source: Developed for the research

This is the 4 categories of engineering and the job description and tasks of respective engineers in 4NTech. However, in real business operation of 4NTech, we need to consider the overhead cost, thus 4NTech does not have Quality Control Department. We will be delegating the quality checking (buy-off) task to electrical engineer.



## 7.2 Legal Structure

Figure 7.5: Share of Ownership



Source: Developed for the research

4NTechnologies (4NTech) is formed as the Limited Liability Partnership. 4NTech is registered under Limited Liability Partnership Act 2012 which combines the characteristics of a traditional company and a conventional partnership.

The ownership of 4NTech is shared among 4 shareholders; one (1) founder and three (3) co-founders. Among the four founders of 4N Technology LLP, the founder, Mr. Lim will contribute RM200,000 and holds 40% of company's shares. For the other three co-founders, they will contribute RM100,000 each and hold 20% of the company shares each. The total amount funded by founder and co-founders is RM500,000.

*Please refer to Appendix 13 for LLP Guidelines.*

## 7.3 Intellectual Property

### 7.3.1 Trademarks

Figure 7.6: Company Logo and Product Logo (IronLady)



Source: Developed for the research

4NTech has applied the trademark to protect our company's name and logo "4NTechnologies" and our product's name and logo "IronLady". Since, Malaysia is using the "first-to-file" system which means the first applicant who register the trademark has the better right. This can prevent the repeated name and logo present in the market and do not confusing the customers. Holding a registered trademark significantly create the value of our brand to potential purchasers which can help us to build up our goodwill. Since the brand recognition is low to the public, many of the people still don't know our brand is existing in the market.

### **7.3.2 Patent**

#### **Utility Patent**

Patent right is a grant issued to our invention which gives us exclusive rights to exploit and control the patented invention for a limited period of time, in return for the disclosure our invention. The new improvement from the known product (A Guideline to Malaysian IP system , n.d.), commercial steam iron press which is mainly use by heavy industrial manufacturer, but IronLady is mainly target to the laundry shop, boutique and small and medium size apparel manufacturer. The utility is different from each other. Applying Utility Patent can avoid the infringer to imitate IronLady's utility. By the way, we can grab higher profit margin by charging premium price for our product since patent can exclude other imitate IronLady's utility. Patent also can be served as barrier to entry for other competitors which can help us to reduce the competition in the market.

## 8.0 FINANCIAL PLAN

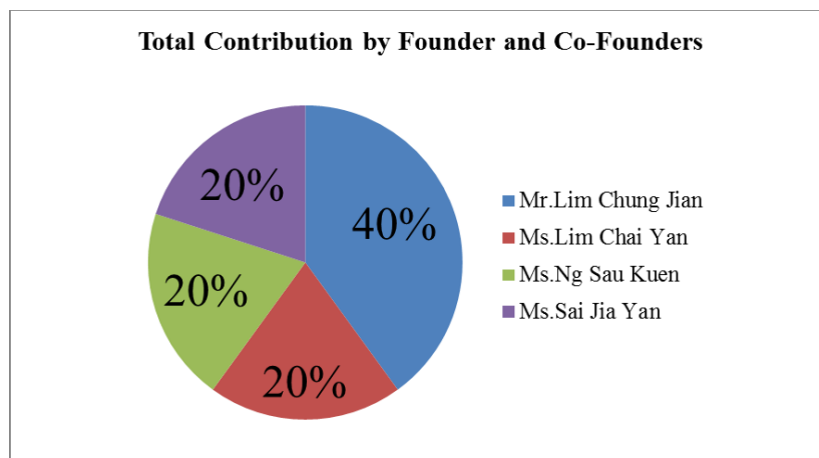
### 8.1 Capital Requirement for the Next 3 Years

#### 8.1.1. Sources of fund

##### 8.1.1.1. Shareholder Contribution

Among the four founders of 4NTechnology LLP, the founder, Mr. Lim will contribute RM200,000 and holds 40% of company's shares. For the other three co-founders, they will contribute RM100,000 each and hold 20% of the company shares each. The total amount funded by founder and co-founders is RM500,000.

Figure 8.1: Shareholders' Contribution



Source: Developed for the research

#### Calculation:

##### Total start-up capital from Founder and Co-Founders

$$= \text{RM}200,000 + (\text{RM}100,000 \times 3) = \text{RM}500,000$$

### 8.1.1.2. Bank Loan

4NTechnologies only get the hire purchase loan from Hong Leong Bank for motor vehicle.

Table 8.1: Calculation of Hire Purchase Loan

Details	Details	RM
Ford Ranger 2017 2.2 XL 4x4 (M)	-	90,000
(Less) Down Payment (RM90,000 x 10%)	10.00%	(9,000)
<b>Loan Amount</b>	-	<b>81,000</b>
Hong Leong Bank Hire Purchase Interest Rate	3.00%	-
Repayment Period	5 Years	-
Interest Calculation per annum =RM81,000 x 3% =RM2,430	-	2,430
Loan Payment for 5 Years Tenure =RM2,430 x 5 + RM81,000 =RM93,150	-	93,150
<b>Monthly Instalment Repayment (5years x 12 months)</b> =RM93,150 / 60months =RM1,552.50	-	<b>1,552.50</b>

Source: Developed for the research

### 8.1.1.3. Government Grant

#### 8.1.1.3.1 Young Entrepreneur Fund

Young Entrepreneur Fund (YEF) is a special fund allocated by the Government as part of its continuous strategy of acculturation and creation of new entrepreneurs among Malaysian youth. The purpose of this fund is to provide alternative access to the young entrepreneurs in obtaining financing to start their new business as well as for the needs of their existing business. Young Entrepreneur Fund (YEF) is sponsored by SME Bank Malaysia with the purpose of providing venture capital and working capital for young

entrepreneur who are well-prepared and wanted to kick start a viable business. 4NTechnologies LLP has successfully attained a total funding of RM100,000 from YEF. This has helped 4NTech in further developing and funding the business operation.

#### **8.1.1.3.2 Malaysia Grant (MOSTI Techno Fund)**

4NTech has successfully granted a total amount of RM1,500,000 for the research and development fund from MOSTI Techno Fund. This fund will help 4NTech in reducing the cost of Research and Development and also the commercialisation of the product. This grant needs to repay after 30 months with 5%-6% interest rate. However, it allows us to expand and invest more in Research and Development within the 30-months period where we do not need to look for extra funding. It could reduce the financial burden for 4NTech as a new start-up company.

#### 8.1.1.4. Angel investor

4Ntechnology LLP has successfully attracted 10 angel investors from previous business proposal in 2016. The list of angel investors and total amount contributed is shown as below.

Table 8.2: List of Angel Investors and Amount Funded

No.	Name	Amount Funded (RM)
1	Mr. Lim Teck Siang	RM20,000
2	Mr. Goh Eng Chuan	RM20,000
3	Dato Teh Hong Seng	RM40,000
4	Dato Lim Ching Yong	RM40,000
5	Dr. Koay Chun Kit	RM50,000
6	Mr. Tan Eng Seng	RM20,000
7	Mr. Fazril Hassan Bin Muhammad	RM30,000
8	Mr. Mohammad Nazir Bin Abdul Rahman	RM30,000
9	Mr. Rajesh A/L Koothrappali	RM25,000
10	Mr. Ramesh A/L Apalasamy	RM25,000
<b>Total Amount Funded</b>		<b>RM300,000</b>

Source: Developed for the research

4NTechnology LLP is currently welcoming public who has the interest in funding our project and invest in our business for better improvement and further research and development.

## 8.1.2 Uses of Funds

### 8.1.2.1 Estimated Total Start-up Cost

Table 8.3: Estimated Total Start-up Cost

Total Start-up Cost for 4NTechnologies LLP		
Business Registration Fees (Partnership)	1	2,500
Domain Name Registration Fees (5 years)	1	400
Manufacturing Licenses Fees	1	2,000
Trademark Registration Fees	1	2,700
Fire certification	1	100
Renovation	1	20,000
Telephone and Internet Deposit	1	300
Electricity and Water Deposit	-	12,000
<b>Total general cost</b>		<b>40,000</b>
<b>Operating Cost</b>		
<b>Manufacturing machinery and equipment</b>		
2 level Pallet Racking	10	2,000
Overhead Cranes	1	50,000
Trolley	2	200
Tools for Machine Assembly	2 Sets	2,000
Hand pallet jack	1	1000
<b>Warehouse</b>		
Air Conditioners	2	4000
First-Aid Kit	1	100
Logistics (Packaging-Bubble Wraps)	10 Rolls	500
<b>Office</b>		
Furniture	Full set	5000
Air Conditioners	1	2000
First-Aid Kit	1	100
FingerTec Time Attendance Device	1	1800
Computer Software and Hardware	5	10,000
Stationaries	Full Set	500
<b>Other operating expenses</b>		
New Ford Ranger 2017 [2.2 XL 4x4 (M)]	1	9,000
Down Payment 10% @ RM90,000 x 10%		
Business Card	1000	300
Brochure (100gsm Simili Paper)	1000	400
Company ID Card	30	600
Uniform	50	2000
<b>Total Operating Cost</b>		<b>91,500</b>
<b>Total Start-up cost</b>		<b>131,500</b>

Source: Developed for the research



### 8.1.2.2 Start-up Cash Available

Table 8.4: Start-up Cash Available

Details	RM	RM
<b>Funding:</b>		
Funding from Founders		500,000
<b>Funding from Government Grant:</b>		
Young Entrepreneur Funding (YEF)	100,000	
Malaysia Grant (MOSTI Techno Fund)	1,500,000	1,600,000
Funding from Angel Investor		300,000
<b>Total Funding</b>		<b>2,400,000</b>
(-) Total Start-up Cost		(131,500)
<b>Total Start-up cash available</b>		<b><u>2,268,500</u></b>

Source: Developed for the research

## 8.2 Overview of Financial Projection

### 8.2.1 List of Assumptions

#### 8.2.1.1 Inflation rate

According to Trading Economics global macro models (2017) inflation rate in Malaysia is expected to be 2.3% at the first quarter and 2.7% at the fourth quarter of 2017. In the long-term, the Malaysia Inflation Rate is projected to trend around 3.50% in 2020 (Economic Trading, 2017).

#### 8.2.1.2 Outsourcing

Figure 8.2: Outsourcing and Sub-Contracting of 4NTech



Source: Developed for the research

4NTechnologies has outsourced security and cleaning services. In addition, 4NTech sub-contracts fabricated parts for IronLady from selected suppliers. The charges will be remained unchanged for three years as there is an agreement signed between parties.

### 8.2.1.3 Rental

Table 8.5: List of Rental Available in Penang

Location	Rental	Land Size (s.f.)	Built-up area (s.f.)	Description
Bayan Lepas	RM10,000	42,013	11,410	FTZ single semi-detached storey factory, basic facilities ready. Near airport. Suitable for electronic industries
Butterworth	RM20,000	27,500	20,000	Mak Mandin factory suitable for heavy duty industry.
Georgetown	RM45,000	25,500	20,538	Suitable for commercial tenants that requires to operate 24/7 operations, high-tech firms, R&D companies, software designers, service centres to call centres and for high-tech high-value storage

Adapted from: <http://www.penang-property.com/industrial/factory.html>

4NTechnologies LLP has decided to place our plant at the location as highlighted in green which consist of 42,013 square feet in land size and 11,410 square feet for built-up area. The reason of choosing this location has already mentioned in *Section 2.1.3.3: Reason of Choosing the Location*. 4NTech is located at licensed manufacturing warehouse (LMW) area with the address of 88A, Lintang Bayan Lepas 9, Bayan Lepas Industrial Park, Phase 4, 11900 Bayan Lepas, Penang, Malaysia. The map is shown in *Section 2.1.3.2: Map of the Proposed Business Location*. The annual rental is RM10,000 x 12months which is RM120,000.

### 8.2.2 Estimated Product & Material Cost

Table 8.6: Material Cost of IronLady

Material Cost	Price (RM)
Actuator	3,000
Chassis	300
Motor	300
Shirt Hanger	10
Hanger Stand	100
Steamer System	750
Pulley System	300
Stand Up Brackets	20
EMO Button	50
EMO Bracket	20
Caster Wheel	20
LEDs	100
Water Tank System	800
Automated Globe Valve	20
Acrylic cover	100
Fittings	5
Sensor	100
Bolts and Nuts	5
<b>Total Material Cost</b>	<b>6,000</b>

Source: Developed for the research

The total cost of building up IronLady is approximately RM6,000 excluding the cost of delivering the item (outbound logistics). This cost is assumed to remain stagnant for the 3 years. The inflation on cost of purchasing these standard and fabricated parts will be increased from the forth (4<sup>th</sup>) years of the business operation.

### 8.2.3 Sales Price and Profit Margin of IronLady

Table 8.7: Sales Price of IronLady

<b>Material Cost of IronLady</b>	
Product / Material Cost	RM6,000
Mark up Percentage (%)	417%
Profit Margin	RM19,000
<b>Sales Price per unit</b>	<b>RM25,000</b>

Source: Developed for the research

The mark-up percentage is very high at 417% because we need to take into account of the high research and development cost. This is why we need to mark up the price as high as possible and yet reasonable to cover the cost of advertising and promotion, research and development, overhead cost and other costs of operation associated in the process of building up IronLady. We assume we will be having no change or no inflation rate incur within these 3 years for the cost of building up IronLady. IronLady is priced at RM25,000 for the quotation to customers and clients.

### 8.2.4 Estimated Sales

Table 8.8: Estimated Sales for 2018-2020

<b>Details</b>	<b>2018 (Units)</b>	<b>2019 (Units)</b>	<b>2020 (Units)</b>
January	2	5	9
February	2	5	9
March	2	5	9
April	2	5	9
May	2	5	9
June	2	5	9
July	4	7	11
August	4	7	11
September	4	7	11
October	4	7	11
November	4	7	11
December	4	7	11
<b>Total Quantity</b>	<b>36</b>	<b>72</b>	<b>120</b>
<b>Unit Price (RM)</b>	<b>25,000</b>	<b>25,000</b>	<b>25,000</b>
<b>Total Sales (RM)</b>	<b>900,000</b>	<b>1,800,000</b>	<b>3,000,000</b>
<b>Total After GST (RM)</b>	<b>954,000</b>	<b>1,908,000</b>	<b>3,180,000</b>

Source: Developed for the research

### 8.2.5 Estimated Labor Cost

Figure 8.3: Position and Number of Workers in 4NTech



Source: Developed for the research

There is a total of 15 workers in 4N Technologies LLP including one (1) founder (General Manager), three (3) co-founders (Operation Manager, Marketing Manager and Finance Manager) and Human Resource Manager as top management. There are 4 executives who are assisting top management in dealing with administrative works. In addition, there are 3 talented engineers and 3 technicians for each engineering department in 4NTech. Calculation of employees' salary is illustrated below.

Table 8.9: Employees' Salary of 4NTech in 3 Years

Employees Salary of 4NTechnologies LLP						
	2018		2019		2020	
	Monthly Salary	Annual Salary	Monthly Salary	Annual Salary	Monthly Salary	Annual Salary
<b>Top Management</b>	<b>RM</b>	<b>RM</b>	<b>RM</b>	<b>RM</b>	<b>RM</b>	<b>RM</b>
General Manager	6,000	72,000	6,600	79,200	7,260	87,120
Marketing Manager	6,000	72,000	6,600	79,200	7,260	87,120
Finance Manager	6,000	72,000	6,600	79,200	7,260	87,120
Human Resource Manager	6,000	72,000	6,600	79,200	7,260	87,120
Operation Manager	6,000	72,000	6,600	79,200	7,260	87,120
<b>Executives</b>						
Marketing Executive	2,200	26,400	2,420	29,040	2,662	31,944
Finance Executive	2,200	26,400	2,420	29,040	2,662	31,944
Human Resource Executive	2,200	26,400	2,420	29,040	2,662	31,944
Logistics Executive	2,200	26,400	2,420	29,040	2,662	31,944
<b>Operation (Assembly)</b>						
Electrical Engineer	5,000	60,000	5,500	66,000	6,050	72,600
Electronic Engineer	5,000	60,000	5,500	66,000	6,050	72,600
Mechanical Engineer	5,000	60,000	5,500	66,000	6,050	72,600
<b>Technician</b>						
Electrical Technician	2,000	24,000	2,200	26,400	2,420	29,040
Electronic Technician	2,000	24,000	2,200	26,400	2,420	29,040
Mechanical Technician	2,000	24,000	2,200	26,400	2,420	29,040
<b>Total</b>	<b>59,800</b>	<b>717,600</b>	<b>65,780</b>	<b>789,360</b>	<b>72,358</b>	<b>868,296</b>

Source: Developed for the research



4NTechnologies is having a 10% increment of salary for each employee annually. This is one of the contribution and commitment from 4NTech to show the sincerity and gratitude or appreciation to all the employees in 4NTech.

## 8.2.6 Other Expenses

### 8.2.6.1 Third-Party Logistics Services (3PL)

Figure 8.4: Inbound and Outbound Logistics



Source: Developed for the research

Table 8.10: Charges of STG Moving and Packing Logistic Company

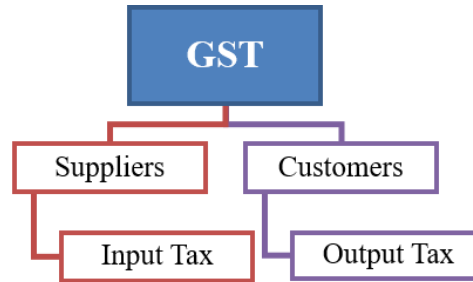
Third Party Logistics Expenses			
Packing and Moving (by STG Southern Pack S/B)			
Depends on the sales volume of IronLady			
1 Trip of Packing and Moving Charges = RM50 Packing + RM50 Moving = RM100			
	2018	2019	2020
Sales	36	72	120
Trips	36	72	120
<b>Expenses</b>	<b>3600</b>	<b>7200</b>	<b>12000</b>

Source: Developed for the research

In addition, for local and international shipping of IronLady, the charges vary by the location. Thus, we will not include the calculation of delivery by freight forwarders and international shipping. These charges will be calculated and shown on quotation sheet and sales invoice.

### 8.2.6.2 Goods and Services Tax (GST)

Figure 8.5: Illustration of Goods and Services Tax



Source: Developed for the research

Table 8.11: GST Calculation for 4NTechnologies

Year	Details	Value	Rate	Output Tax (a)	Input Tax (b)	(a-b)
2018	Revenue					
	Sales	900,000	6%	54,000		
	Less: Expenditure					
	Purchases	228,000	6%		13,680	
					<b>Total GST Payable (2018)</b>	<b>40,320</b>
2019	Revenue					
	Sales	1,800,000	6%	108,000		
	Less: Expenditure					
	Purchases	432,000	6%		25,920	
					<b>Total GST Payable (2019)</b>	<b>82,080</b>
2020	Revenue					
	Sales	3,000,000	6%	180,000		
	Less: Expenditure					
	Purchases	720,000	6%		43,200	
					<b>Total GST Payable (2020)</b>	<b>136,800</b>
<b>Total Output Tax (c)</b>				342,000		
<b>Total Input Tax (d)</b>					82,800	
<b>Net GST Payable (c) – (d)</b>					<b>259,200</b>	

Source: Developed for the research

### 8.2.6.3 Employees Provident Fund (EPF) Contribution

Table 8.12: EPF Contribution for Employees

Employee Provident Fund of 4NTechnologies LLP			
	2018	2019	2020
Position	(RM)	(RM)	(RM)
<b>Top Management</b>			
General Manager	9,360.00	10,296.00	11,325.60
Marketing Manager	9,360.00	10,296.00	11,325.60
Finance Manager	9,360.00	10,296.00	11,325.60
Human Resource Manager	9,360.00	10,296.00	11,325.60
Operation Manager	9,360.00	10,296.00	11,325.60
<b>Executives</b>			
Marketing Executive	3,432.00	3,775.20	4,152.72
Finance Executive	3,432.00	3,775.20	4,152.72
Human Resource Executive	3,432.00	3,775.20	4,152.72
Logistics Executive	3,432.00	3,775.20	4,152.72
<b>Operation (Assembly)</b>			
Electrical Engineer	7,800.00	8,580.00	9,438.00
Electronic Engineer	7,800.00	8,580.00	9,438.00
Mechanical Engineer	7,800.00	8,580.00	9,438.00
<b>Technician</b>			
Electrical Technician	3,120.00	3,432.00	3,775.20
Electronic Technician	3,120.00	3,432.00	3,775.20
Mechanical Technician	3,120.00	3,432.00	3,775.20
<b>Total Contribution</b>	<b>93,288.00</b>	<b>102,616.80</b>	<b>112,878.48</b>

Source: Developed for the research

Based on the Malaysian Employees Act 1991, employers are required to register their employees in KWSP within 7 working days. Furthermore, employers are required to contribution 13 % of basic of salary of employee on behalf of employee.

#### 8.2.6.4 Social Security Organisation (SOCSO) Contribution

Table 8.13: SOCSO Contribution for Employees

SOCSO Contribution of 4NTechnologies LLP			
	2018	2019	2020
Position	(RM)	(RM)	(RM)
<b>Top Management</b>			
General Manager	828.60	828.60	828.60
Marketing Manager	828.60	828.60	828.60
Finance Manager	828.60	828.60	828.60
Human Resource Manager	828.60	828.60	828.60
Operation Manager	828.60	828.60	828.60
<b>Executives</b>			
Marketing Executive	472.20	514.20	556.20
Finance Executive	472.20	514.20	556.20
Human Resource Executive	472.20	514.20	556.20
Logistics Executive	472.20	514.20	556.20
<b>Operation (Assembly)</b>			
Electrical Engineer	828.60	828.60	828.60
Electronic Engineer	828.60	828.60	828.60
Mechanical Engineer	828.60	828.60	828.60
<b>Technician</b>			
Electrical Technician	430.20	472.20	514.20
Electronic Technician	430.20	472.20	514.20
Mechanical Technician	430.20	472.20	514.20
<b>Total Contribution</b>	<b>9,808.20</b>	<b>10,102.20</b>	<b>10,396.20</b>

Source: Developed for the research

Table 8.14: SOCSO Contribution Rate

Salary	SOCSO Contribution by Employer
RM2000-2100	RM35.85 per Pax
RM2200-2300	RM39.35 per Pax
RM2300-2400	RM41.15 per Pax
RM2400-2500	RM42.85 per Pax
RM2500-2600	RM44.65 per Pax
RM2600-2700	RM46.35 per Pax
Above RM4,000	RM69.05 per Pax

Adapted from: Pertubuhan Keselamatan Sosial, 2017

### 8.2.6.5 Depreciation

Table 8.15: Depreciation Rate for 4NTechnologies

<b>Depreciation</b>	<b>Rate</b>
Machineries	5%
Office Equipment and Fittings	5%
Vehicle	10%

Source: Developed for the research

Table 8.16: Depreciation for Machineries

<b>Details</b>	<b>RM</b>
Overhead Cranes	50,000
Trolley	200
Tools for Machine Assembly	2,000
Hand pallet jack	1,000
Warehouse Step Ladders	1,000
<b>Total</b>	<b>54,200</b>
<b>Depreciation @5%</b>	<b>2,710</b>

Source: Developed for the research

Table 8.17: Depreciation for Equipment and Fittings

Details	RM
Furniture	5,000
Air Conditioner	6,000
First-Aid Kits	200
FingerTec Time Attendance Device	1,800
Computer Software and Hardware	10,000
<b>Total</b>	<b>23,000</b>
<b>Depreciation @5%</b>	<b>1,150</b>

Source: Developed for the research

Table 8.18: Depreciation for Motor Vehicle

Details	RM
Ford Ranger 2017 [2.5 XL 4x4 (M)]	90,000
<b>Total</b>	<b>90,000</b>
<b>Depreciation @10%</b>	<b>9,000</b>

Source: Developed for the research

### 8.3 Pro Forma Income Statement for Three Years

#### Financial Statement 8.1: Pro Forma Income Statement for 2018-2020

Year	2018 (RM)	2019 (RM)	2020 (RM)
Sales	900,000.00	1,800,000.00	3,000,000.00
Less: Cost of goods sold	216,000.00	432,000.00	720,000.00
Gross Margin (%)	0.76	0.76	0.76
<b>Operating Income / Revenue</b>	<b>684,000.00</b>	<b>1,368,000.00</b>	<b>2,280,000.00</b>
<b>Expenses</b>			
Rental (10000x12)	120,000.00	120,000.00	120,000.00
Sales and Marketing expenses	30,000.00	20,000.00	10,000.00
R&D expenses (Government Grant Funding)	0.00	0.00	0.00
Utilities (Electricity, Water, Internet, Telephone)	134,400.00	147,840.00	162,624.00
Office Pantry expenses	6,000.00	6,000.00	6,000.00
Transportation allowance	9,600.00	10,560.00	11,616.00
Computer software and hardware Maintenance	0.00	5,000.00	5,000.00
Other operating expenses:			
Employees' Contribution (EPF)	93,288.00	102,616.80	112,878.48
Employees' Contribution (SOCSCO)	9,808.20	10,102.20	10,396.20
Employees' Salary	717,600.00	789,360.00	868,296.00
Third Party Logistics (Packing and Moving)	3,600.00	7,200.00	12,000.00
Corporate Car Expenses (Installment & Road Tax)	7,360.00	7,360.00	7,360.00
Depreciation	12,860.00	12,860.00	12,860.00
Professional Consultation Fees	3,000.00	3,000.00	3,000.00
<b>Total Expenses</b>	<b>1,147,516.20</b>	<b>1,241,899.00</b>	<b>1,342,030.68</b>
Income Before Tax	-463,516.20	126,101.00	937,969.32
Less: Company Tax (24%)	0.00	30,264.24	225,112.64
<b>Net Income</b>	<b>-463,516.20</b>	<b>95,836.76</b>	<b>712,856.68</b>

Source: Developed for the research



## 8.4 Cash Flow Projections for Three Years

Financial Statement 8.2: Cash Flow Projections for 2018-2020

Year	2018 (RM)	2019 (RM)	2020 (RM)
Cash on Hand	2,268,500.00	1,753,861.80	1,786,841.80
Cash from Sales	900,000.00	1,800,000.00	3,000,000.00
Add: Input Tax	13,680.00	25,920.00	43,200.00
<b>Total Cash Available</b>	<b>3,184,198.00</b>	<b>3,581,800.80</b>	<b>4,832,061.80</b>
<b>Less: Expenses</b>			
Purchases	241,680.00	457,920.00	763,200.00
Rental (10000x12)	120,000.00	120,000.00	120,000.00
Sales and Marketing expenses	30,000.00	20,000.00	10,000.00
R&D expenses	0.00	0.00	0.00
Utilities (Electricity, Water, Internet, Telephone)	134,400.00	147,840.00	162,624.00
Office Pantry expenses	6,000.00	6,000.00	6,000.00
Transportation allowance	9,600.00	10,560.00	11,616.00
Computer software and hardware Maintenance	0.00	5,000.00	5,000.00
Other operating expenses:			
Employees' Contribution (EPF)	93,288.00	102,616.80	112,878.48
Employees' Contribution (SOCSSO)	9,808.20	10,102.20	10,396.20
Employees' Salary	717,600.00	789,360.00	868,296.00
Third Party Logistics (Packing and Moving)	3,600.00	7,200.00	12,000.00
Corporate Car Expenses (Installment & Road Tax)	7,360.00	7,360.00	7,360.00
Professional Consultation Fees	3,000.00	3,000.00	3,000.00
<b>Total Expenses</b>	<b>1,376,336.20</b>	<b>1,686,959.00</b>	<b>2,092,370.68</b>
Less: Output Tax	54,000.00	108,000.00	180,000.00
<b>Cash Balance</b>	<b>1,753,861.80</b>	<b>1,786,841.80</b>	<b>2,559,691.12</b>

Source: Developed for the research

## 8.5 Pro Forma Balance Sheet for Three Years

Financial Statement 8.3: Pro Forma Balance Sheet for 2018-2020

Year	2018 (RM)	2019 (RM)	2020 (RM)
<b>Fixed assets</b>			
Equipment and Fittings	23,000.00	23,000.00	23,000.00
Machinery	54,200.00	54,200.00	54,200.00
Motor Vehicle	90,000.00	90,000.00	90,000.00
<b>Total</b>	<b>167,200.00</b>	<b>167,200.00</b>	<b>167,200.00</b>
Less: Accumulated depreciation			
Machineries (5%)	2,710.00	5,420.00	8,130.00
Equipment and Fittings (5%)	1,150.00	2,300.00	3,450.00
Vehicle (10%)	9,000.00	18,000.00	27,000.00
<b>Total</b>	<b>12,860.00</b>	<b>25,720.00</b>	<b>38,580.00</b>
<b>Total fixed assets</b>	<b>154,340.00</b>	<b>141,480.00</b>	<b>128,620.00</b>
<b>Current assets</b>			
Cash	1,753,861.80	1,786,841.80	2,559,691.12
Inventory	12,000.00	12,000.00	12,000.00
<b>Total Current assets</b>	<b>1,765,861.80</b>	<b>1,798,841.80</b>	<b>2,571,691.12</b>
<b>Total assets</b>	<b>1,920,201.80</b>	<b>1,940,321.80</b>	<b>2,700,311.12</b>
<b>Less: Current Liabilities</b>			
Bank Loan (Hire Purchase)	18,630.00	18,630.00	18,630.00
Company Tax (24%)	0.00	30,264.24	225,112.64
<b>Total Liability</b>	<b>18,630.00</b>	<b>48,894.24</b>	<b>243,742.64</b>
<b>Net assets employed</b>	<b>1,901,571.80</b>	<b>1,891,427.56</b>	<b>2,456,568.48</b>
<b>Financed by:</b>			
Capital	2,365,088.00	1,795,590.80	1,743,711.80
Net profit/loss	-463,516.20	95,836.76	712,856.68
<b>Capital employed</b>	<b>1,901,571.80</b>	<b>1,891,427.56</b>	<b>2,456,568.48</b>

Source: Developed for the research

## 8.6 Payback Period and Exit Strategy

### 8.6.1 Payback Period

Table 8.19: Payback Period and Discount Rate

Year	Cash Flow of the year (RM)	Accumulated Cash Flow (RM)	Discount Rate (%)	(DR+1) <sup>i</sup>	NPV (RM)
0	2,400,000.00	-2,400,000.00	3%		-2,400,000.00
<b>1 (a)</b>	1,753,861.80	<b>-697,222.00 (b)</b>	3%	1.03	1,702,778.45
2	1,786,841.80	3,387,048.00	3%	1.0609	<b>1,684,269.77 (c)</b>
3	2,559,691.12	4,026,808.00	3%	1.0927	2,342,537.86
					3,329,586.08

Source: Developed for the research

$$\begin{aligned}
 \text{Payback period} &= a + \frac{b}{c} \\
 &= 1 + (697,222/1,684,269.77) \\
 &= 1.41 \text{ years}
 \end{aligned}$$

**8.6.1.1 Return on Investment**Table 8.20: Return on Investment

	<b>Net Profit (RM) (a)</b>	<b>Capital Investment (RM) (b)</b>	<b>Return on Investment (%)</b>
1st Year	-46,3516.2	2,400,000	<b>-19.31</b>
2nd Year	95,836.76	2,400,000	<b>3.99</b>
3rd Year	712,856.68	2,400,000	<b>29.70</b>

Source: Developed for the research

Return on Investment = (Net Profit / Capital Investment) x 100%

## **8.6.2 Exit Strategy**

### **8.6.2.1 Acquisition**

4NTech's founder and co-founders wish to exit the business and sell to third parties who are interested in 4NTech's business. If the business is in a loss, the management would consider to sell the business to the parties who wish and have interest to acquire the business.

### **8.6.2.2 Liquidation**

4NTechnologies will liquidate the whole business by selling off everything in the business and turn them into cash. In addition, this will bring the business to an end. After that, the cash collected will be distributing to related claimants. The business will be dissolved once the process is completed.

## **9.0 CRITICAL RISK FACTORS**

### **9.1 Management Risks**

According to Company Risk Factor (2009) stated that an effective risk management is critical to achieving goals and objectives for a company and also able to protect their asset, personnel and reputation. However, it is difficult to handle risk of the management. This is because management team involved an amount of people and their perception and perspective toward an issue may be different. Thus, this makes conflict between management team occur and it may affect the decision making between the management team.

Moreover, according to Company Risk Factor (2009) mentioned that joint venture or partnership may be involved in management risk as well. This is because whenever a business partner with other company and outsource their research and development department to other company, but it may result in operation or production delay or insufficient. As the proposed business is just starting up as new small business, then outsource the research and development department tend to be necessary for new small business. However, when there is any non-alignment on various strategic decisions in partnership, it may affect the relationship of partnership. Whenever there is any mistakes occur in their production, it may destroy the relationship between partnerships. Furthermore, when any of the business owners are in ill or unable to work for few months or death, it may pose a risk to management team. This is because when one of the management team absent in the business, they need to find another personnel to replace his or her jobs. Management team also need to follow up the jobs that his or her not yet completed. It can affect the operation of the new business. (Risk Management for a Small Business)

## 9.2 Marketing Risks

Marketing risk refer to which that any factor such as product, place, promotion and price that would affecting the entire industry or the product that need to be marketed. According to Risk Management for a Small Business, the changes of a market will cause a business change as well.

Four of the elements of marketing do play an important role in marketing risk. According to Business Risk, A practical guide for board members (2012) stated that reputation of a company do affect the company when they are marketing their products. When the reputation of a company is bad, it may affect the product that the company sell. This is because reputation of a company represents the current status or the perception of consumer towards their company and products, so it is important for company to build and enhance the reputation towards consumers.

Place of distribution do also important for marketing risk. This is because when the population of the location being choose to promote the product is low, than it may affect the sales of the product. Moreover, if the population of the location is high, which means the probability that the products being consume will be high. Thus, the sales of the products may increase.

Next, the price that set by the company will also bring risk to company. It is important to recognize that price set by company will affect the sales of the product. When setting the price, company need to determine the perception of consumer whether they are perceived value or objective value .Furthermore, they also need to make sure the strategy use to set the price is relevant to company.

### 9.3 Operating Risks

According to Company Risk Factor (2009) stated that uncertain geology, availability of technology and engineering capacity, availability of skilled resources, maintaining project schedules and managing costs, as well as technical, fiscal, regulatory, political and other conditions could be said as the operation risk for a company. All of these risks would give impact to delivery process, operational performance and also financial position.

According to Business Risk, A practical guide for board members (2012) mention that operational risk related to specific operation of organization which they are typically be managed within the business and will be more focus on health and safety issue as the industry regulation and standard requirement. All these would also internally driven risk that may impact on organization to achieve their goal.

One of the operational risk that company might face is risk on customer and vendor. As Risk Management for a Small Business mentioned that if the company rely on small number of customer, it will cause the business to be fail if their lost their customer. Moreover, for new small business who only reliance on single product line, it will limit the business when the product fail to fulfil the needs of customer. Similarly to the vendor, when the new small business only relies on few vendors to supply raw material, the business opportunity for new small business is only as solid as supplier's business. The business would not be in control and would pose a risk to the operation of the business.

As M.J. Earl (1996) stated that some outsourcing risk would result in operation risk because of the effectiveness of the operation. Operation risk could be creates by lack of technology implementation or failure in accessing outsourcing decision. There are some causes that will pose a risk to the company when outsourcing. For example, organizations provide particular beneficial information for external organization which make the external company get more information and they may use the information in another way that may harm the organization.



## 9.4 Financial Risks

According to Risk Management (2014) stated that financial risk means that company ability to meet financial obligations and mitigate exposure to broad market risks, including volatility in foreign currency exchange rates and interest rates and commodity prices; credit risk; and liquidity risk, including risk related to credit ratings and availability and cost of funding. Credit risk is the risk of financial loss arising from a customer or counterparty failure to meet its contractual obligation while liquidity risk refers to the potential inability to meet contractual or contingent financial obligations. Financial risk can be observed through two ways which are balance sheet, income statement. If the debt of the company is greater than the asset owned by a company, it may pose a risk to the company because the asset of the company may not able to cover the debts that need to pay to others. It is common that the cash outflow is greater than cash inflow when the company is just established. However, after few years of established, the cash outflow should be decrease and cash inflow should increase, but if the situation maintain to be same after the few years of establish , it means that the company might have a financial risk.

Moreover, the business and operating results of businesses have been, and will continue to be, affected by worldwide economic conditions. As the worldwide economic condition become weaker, it may affect the financial performance of organization. This is because when existing or potential customer delay or cancel their order on the product, existing or potential customers may delay or cancel plans to purchase our products and services which will result in business deterioration, cash flow shortage or difficult in obtain financing due to the slower of global economic growth and other challenges that affect the global economy and pose a financial risk to organization.

## **9.5 Intellectual Property Infringement**

In this competitive market, a product features can be imitated easily by the competitors and this will result in a phenomenon that there are a lot of similar products available in the market but with different logo and brand name. This will confuse the customers and affect the sales of the products. Thus, we have registered for trademark and patent in order to protect our product from being imitated by the competitors. In fact, legal actions can be taken on the parties who are trying to counterfeit our logo, product name and the product features.

## **9.6 Other Risks**

### **9.6.1 Economic Risks**

Since IronLady is selling to local and international market, the risk that may be faced by our company is the fluctuation of currency. For example, the international shipping fees will be affected by the currency. When the currency is low, customers need to pay more money on the shipping fees and this will simultaneously increase their costs. Furthermore, it will affect the sales of IronLady to foreign countries since the fluctuation of currency will directly affect the value of money. To solve this problem, we will bear part of the international shipping cost due to the current economic situation. While for local customer, economic risk is occurred when the economic growth is unstable. When the economy is unstable, the purchasing power of customers will decrease and this will affect the sales of IronLady. To prevent excessive inventory, the quantity of IronLady will be produced according to the current demand.

### **9.6.2 Government Risks**

We will also encounter the government risks since different governments have different regulations and policies. Firstly, we will encounter the importation and exportation costs which are different according to different locations. Secondly is the taxation policy of different countries. For instance, we need to pay for GST in Malaysia. Besides, the policies of foreign countries also need to be concerned. Since we are targeting global market, we need to understand their policies and regulations to avoid any misunderstanding and build a good relationship with foreign countries. As a result, we will have the opportunity to expand our business to worldwide in the future.

### **9.7 Contingency Plan**

Uncertainty might happen in our daily life so a contingency plan is prepared to prevent any accident or injury happen in the workplace. To ensure a safety working environment, safety equipment such as fire distinguisher and personal safety equipment are prepared at the workplace. Every employee will be trained to use the fire distinguisher in order to minimize injury when there is fire. Besides, fire drill will be conducted every six months to increase the employees' vigilance. Employees who are involved in assembly line are required to wear personal safety equipment such as helmet and safety shoes in order to protect themselves from getting injured during their working process.

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## APPENDICES

### Appendix 1: Map and Location of 4NTechnologies LLP

88A, Lintang Bayan Lepas 9, Bayan Lepas Industrial Park, Phase 4, 11900 Bayan Lepas, Penang, Malaysia

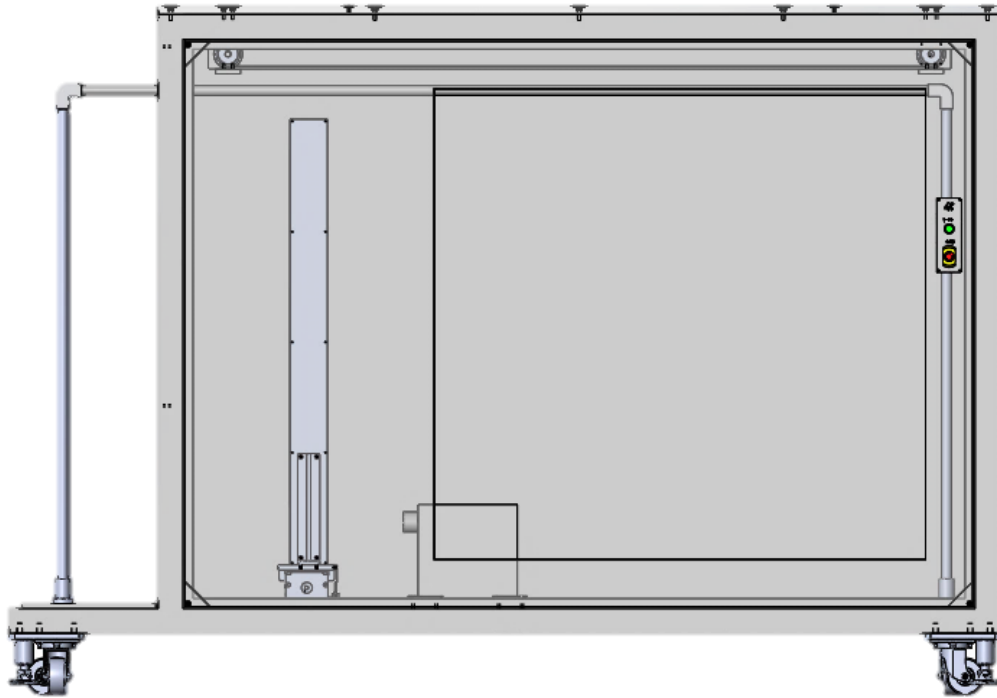


### 4NTech's location to Royal Malaysian Customs' Office

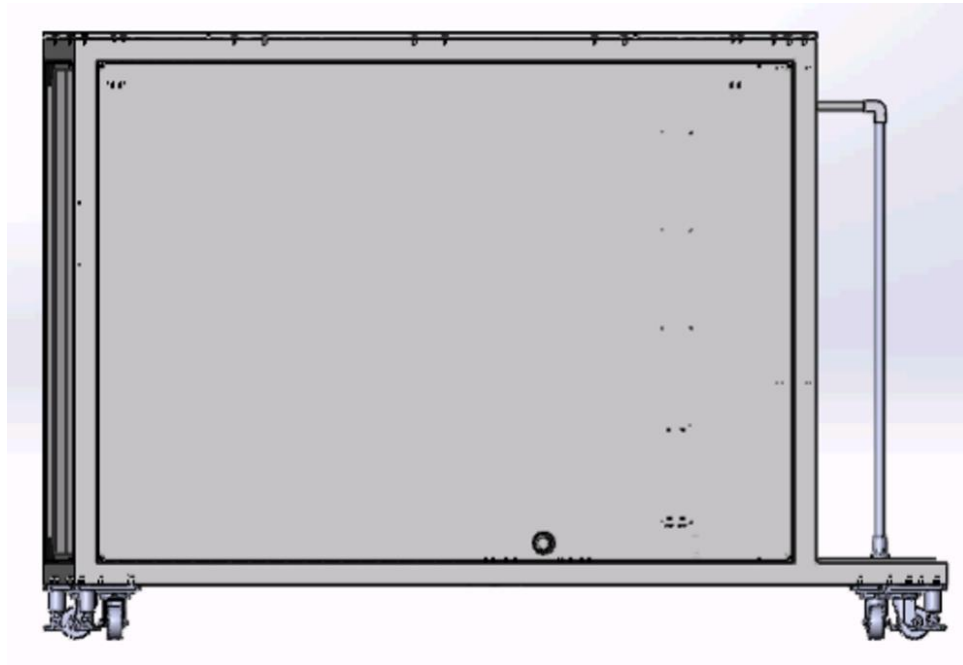


## Appendix 2: Product Prototype

IronLady (Front)

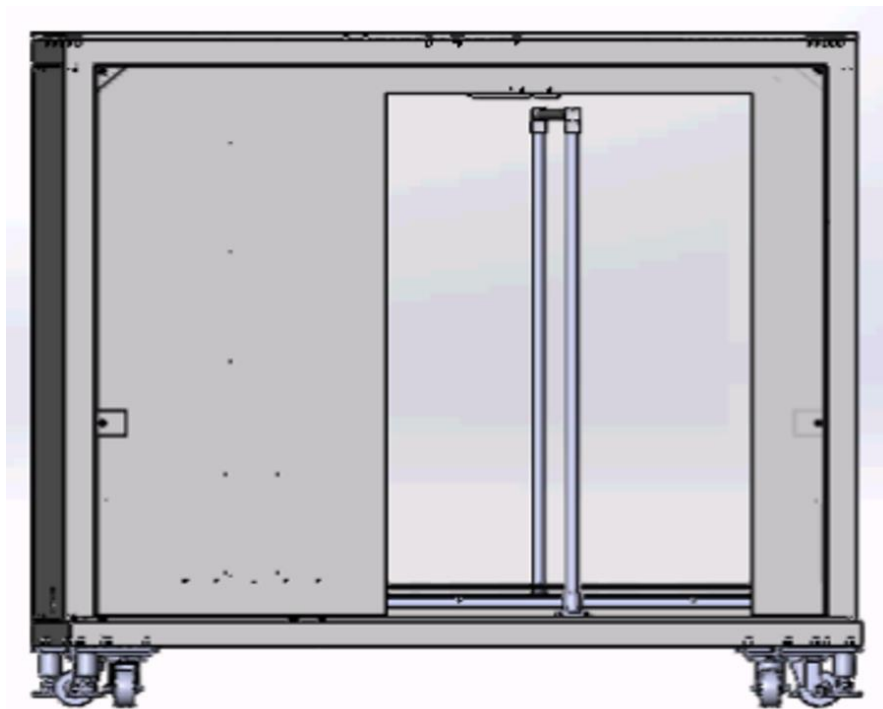


IronLady (Back)

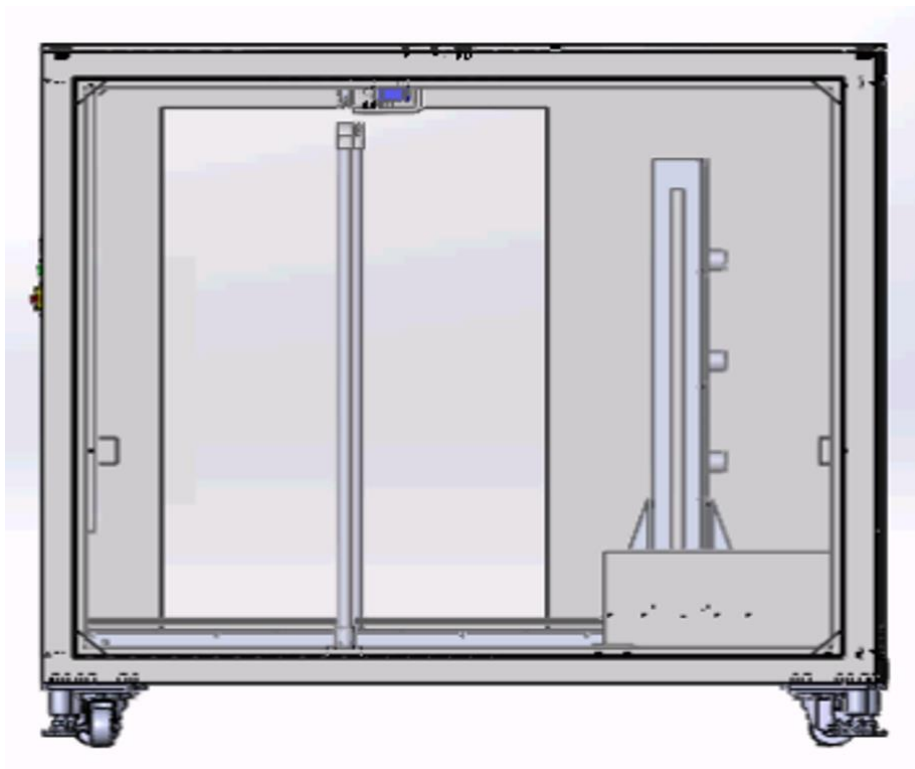


IronLady (Left)



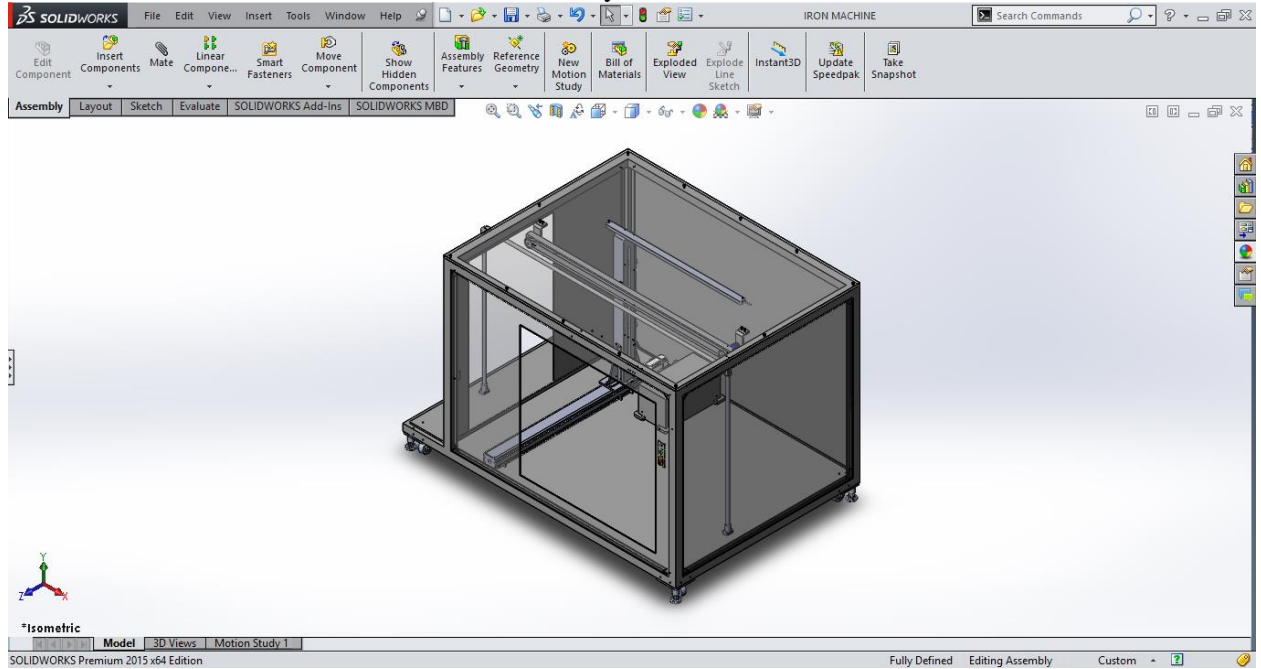


IronLady (Right)

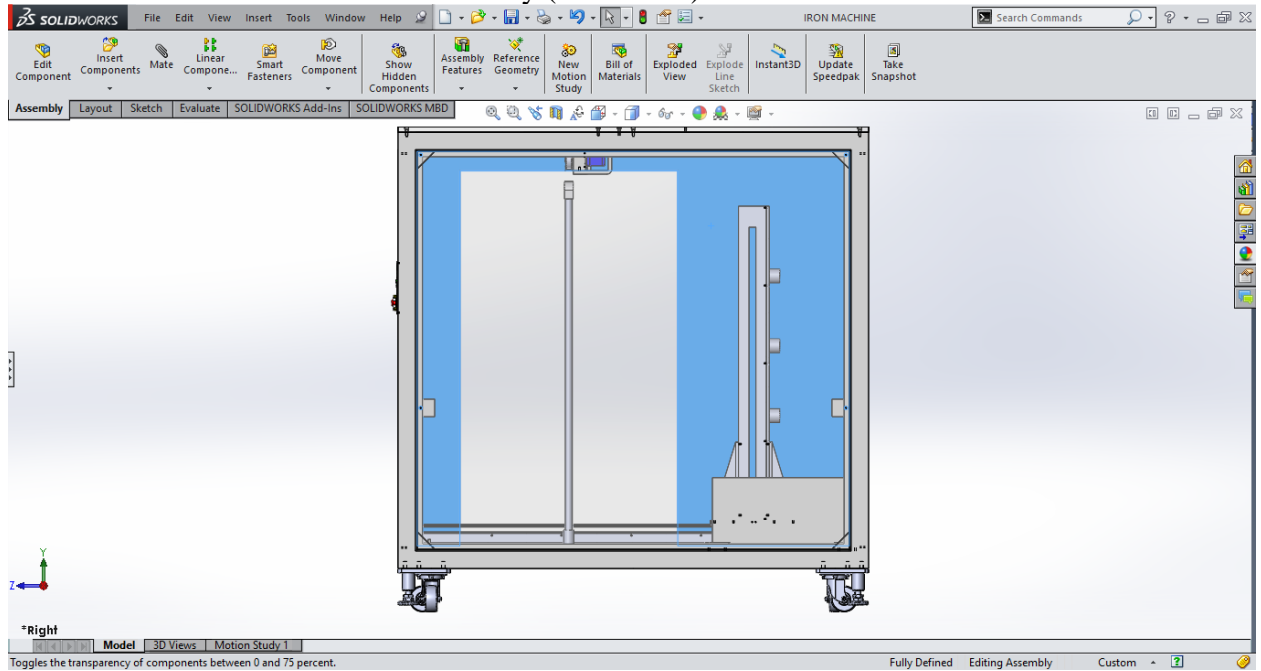


## SolidWorks Software Drawings

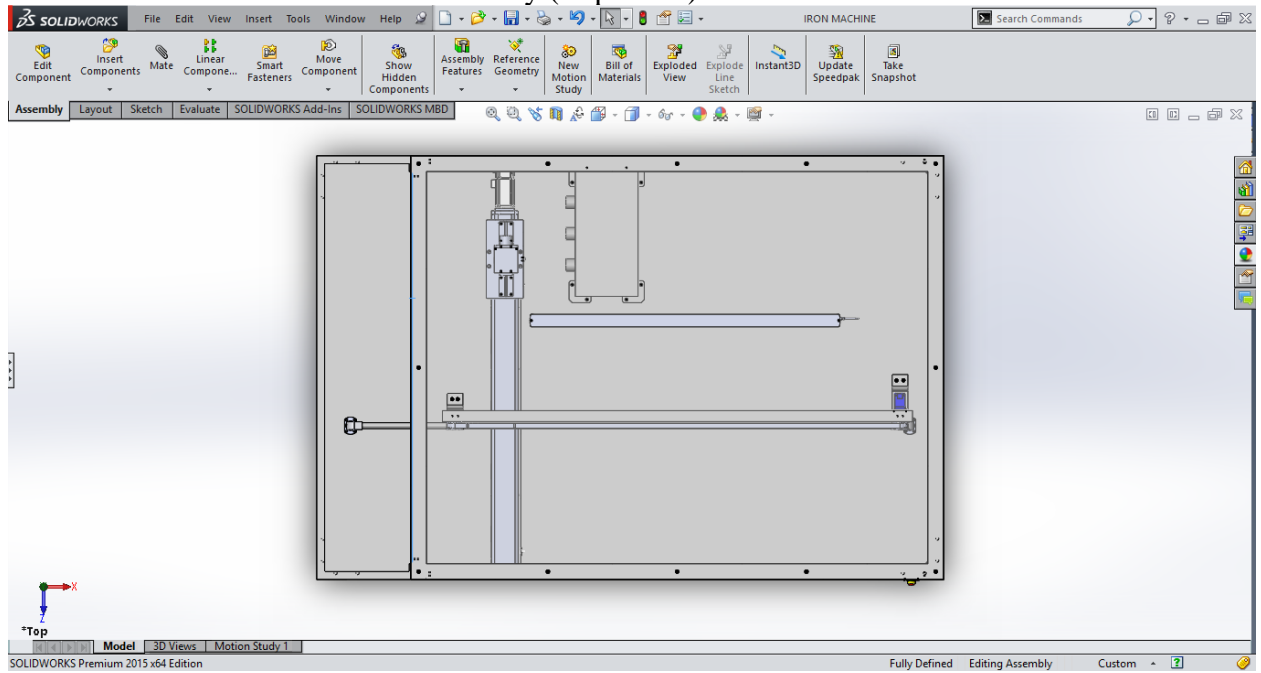
### IronLady



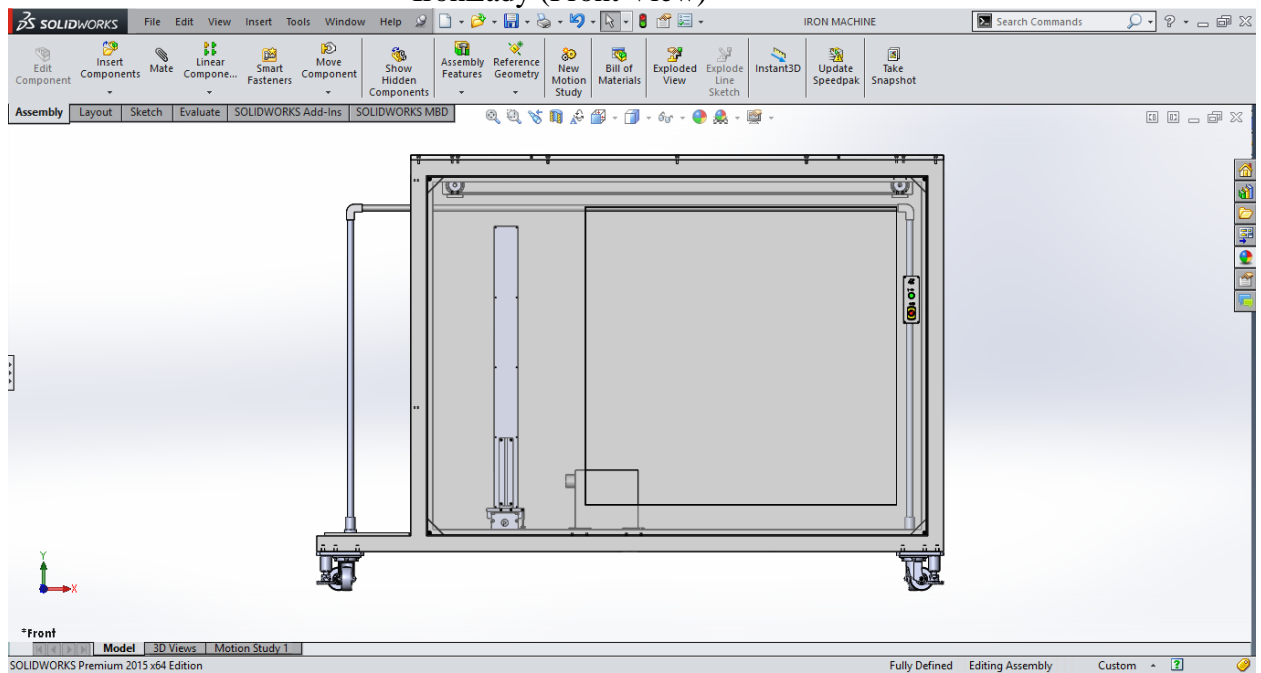
### IronLady (Side View)



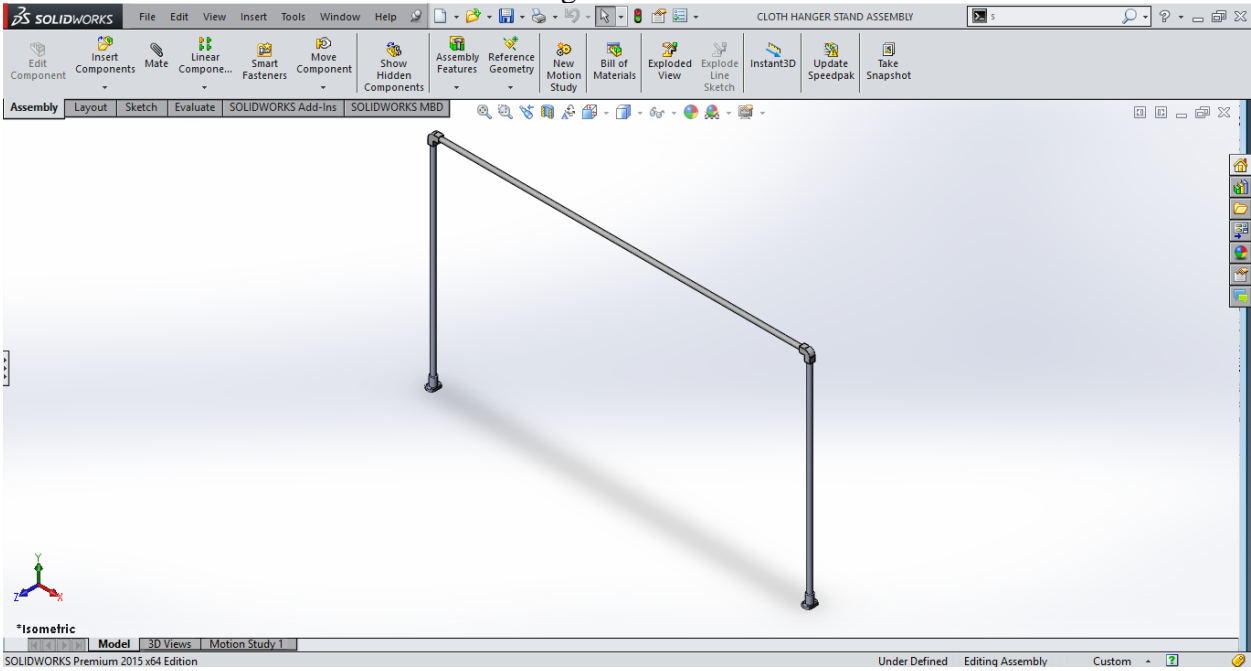
## IronLady (Top View)



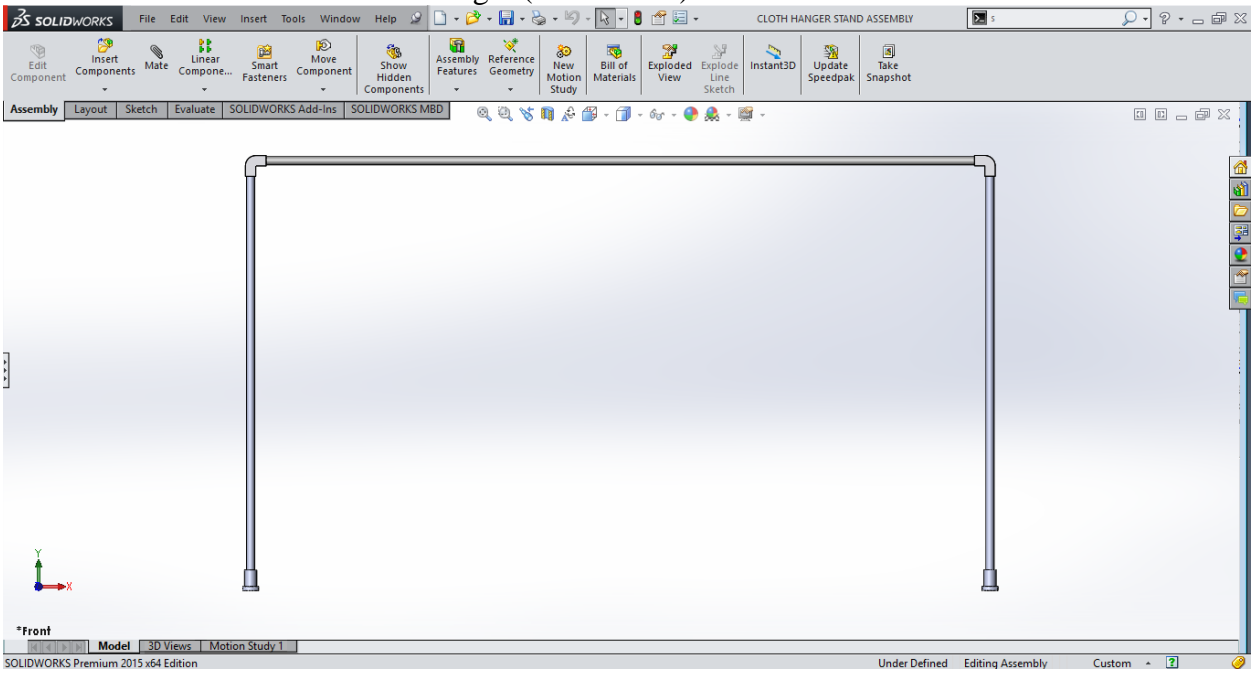
## IronLady (Front View)



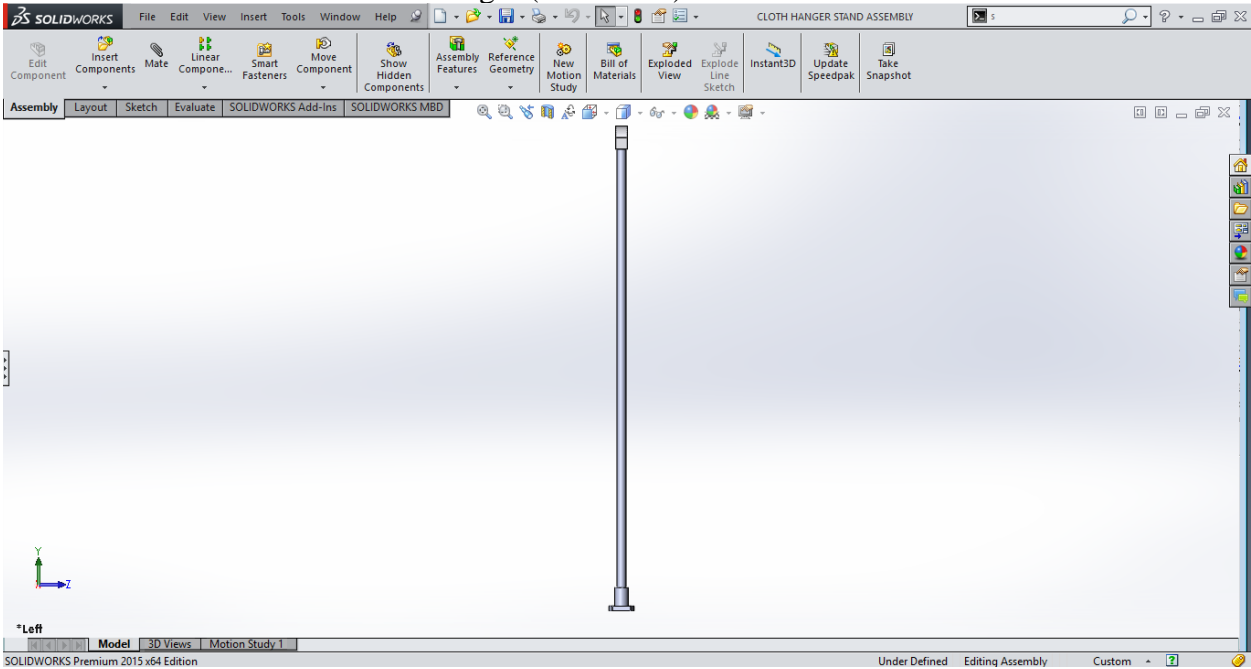
Hanger



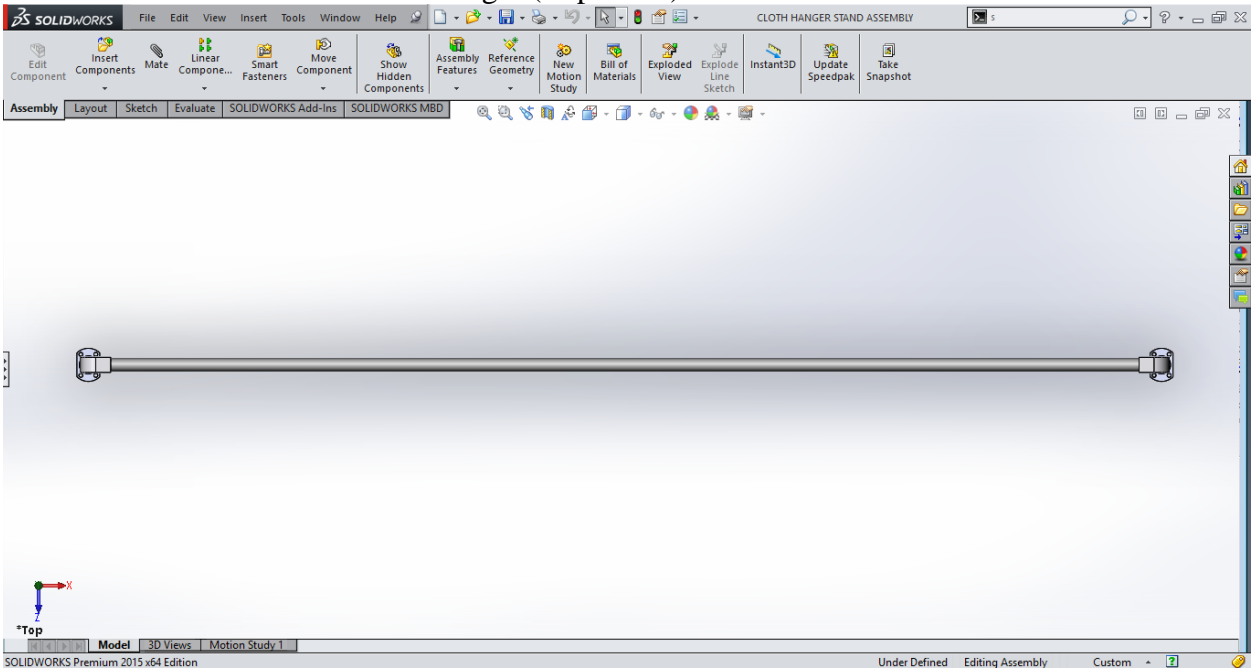
Hanger (Front View)



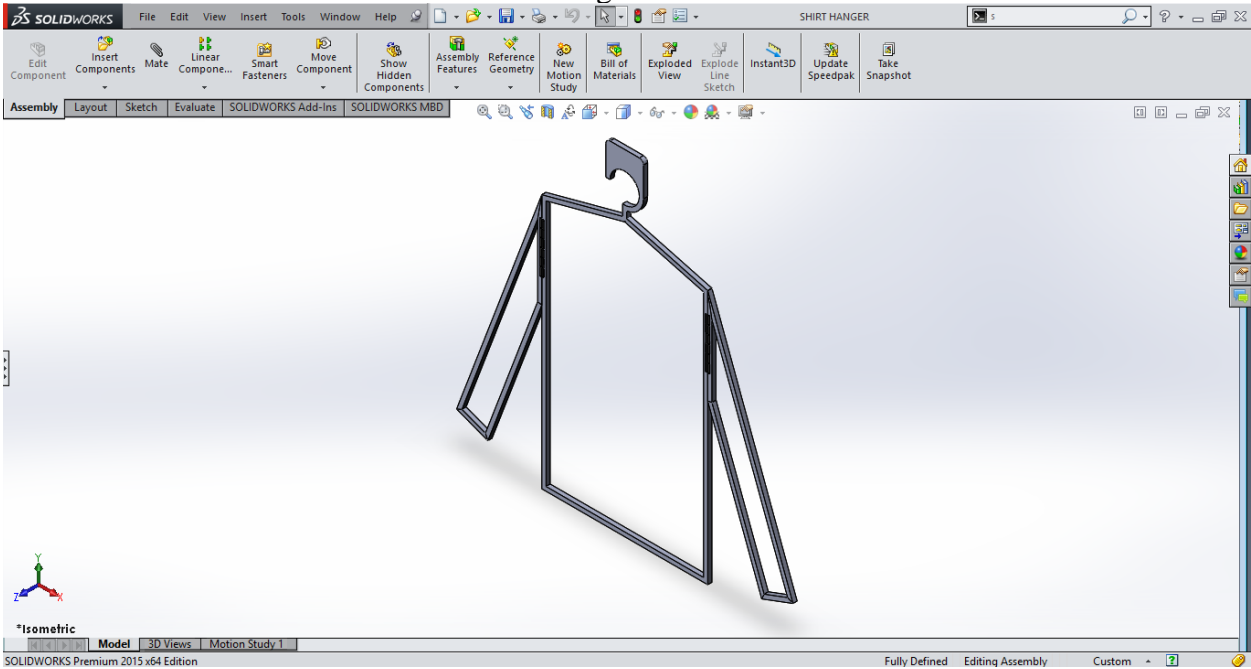
Hanger (Side View)



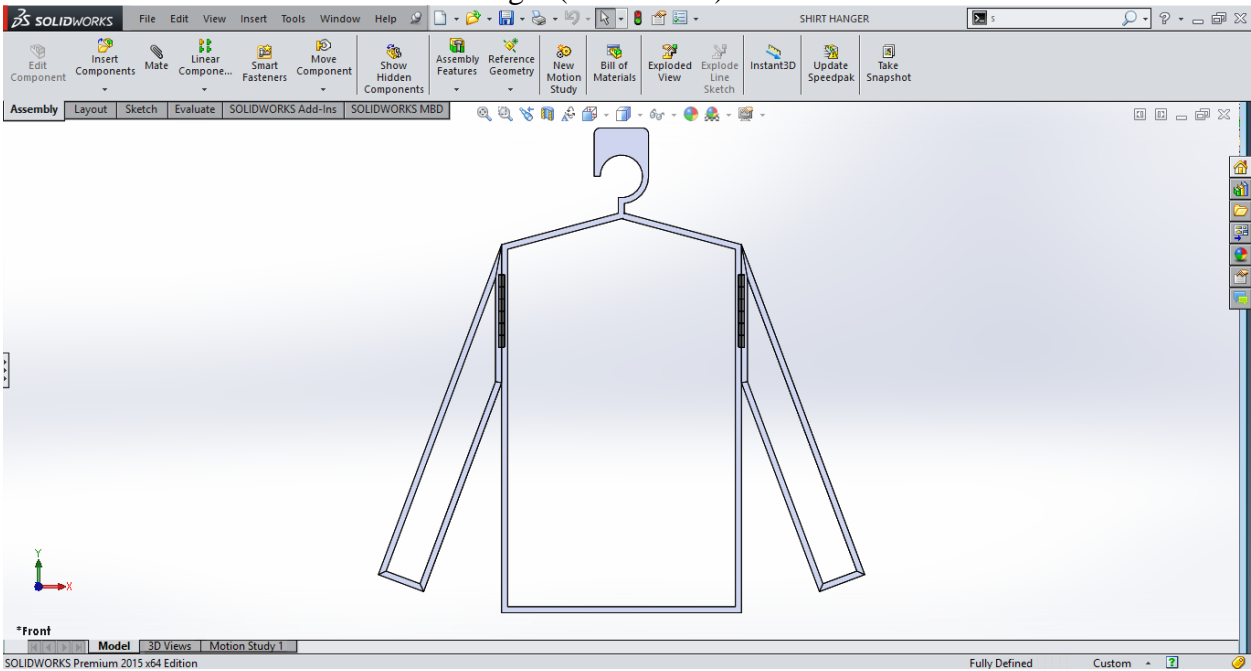
Hanger (Top View)



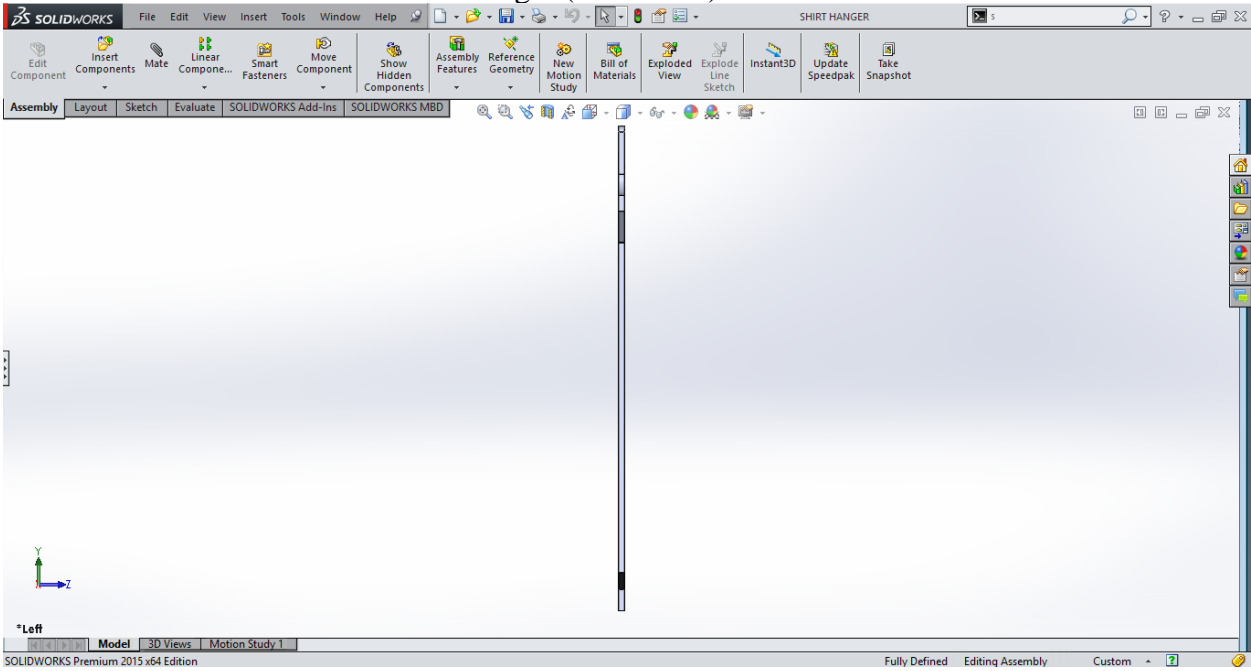
Shirt Hanger



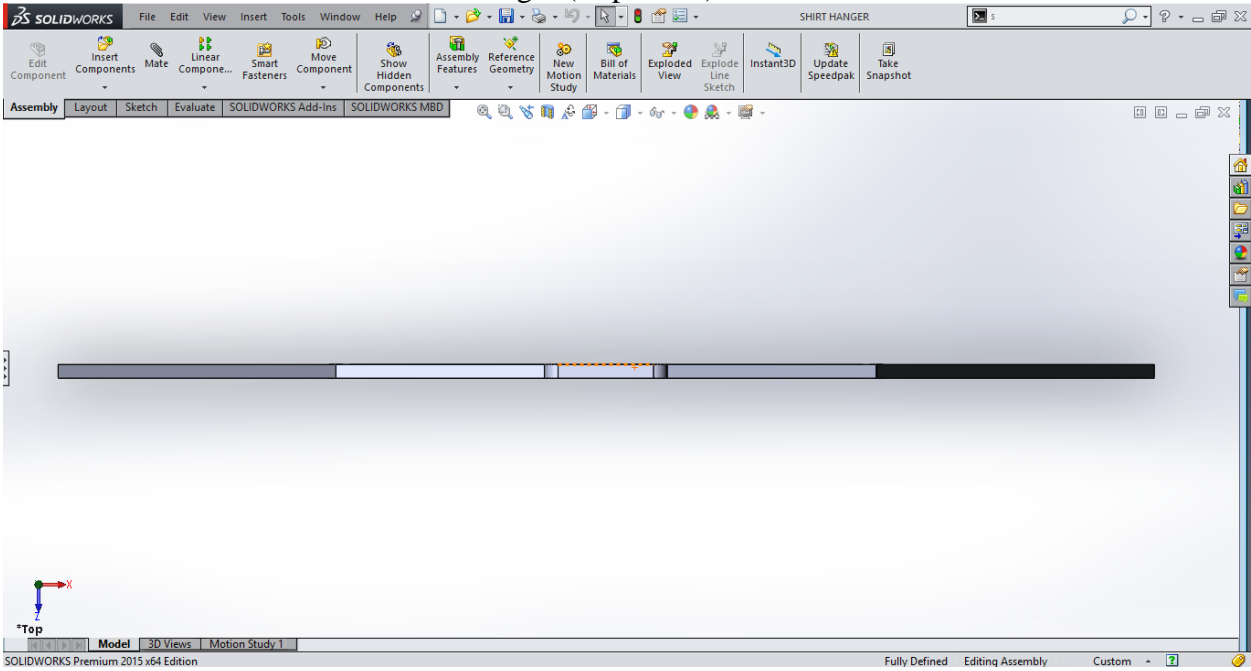
Shirt Hanger (Front View)



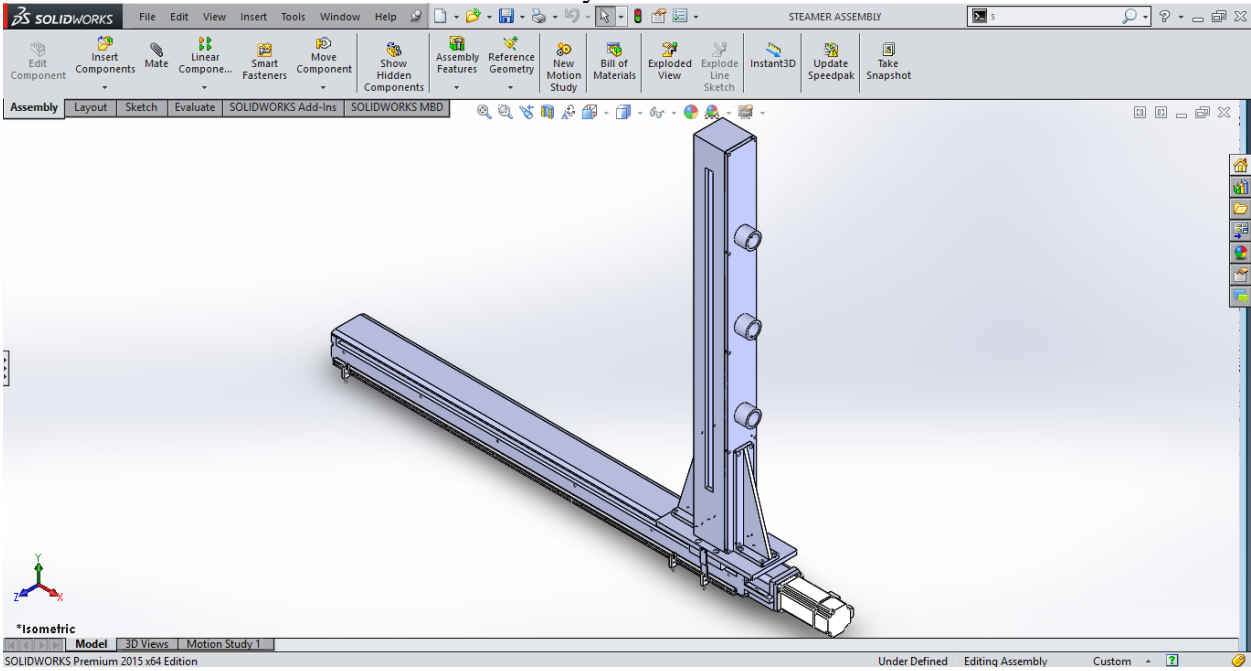
Shirt Hanger (Side View)



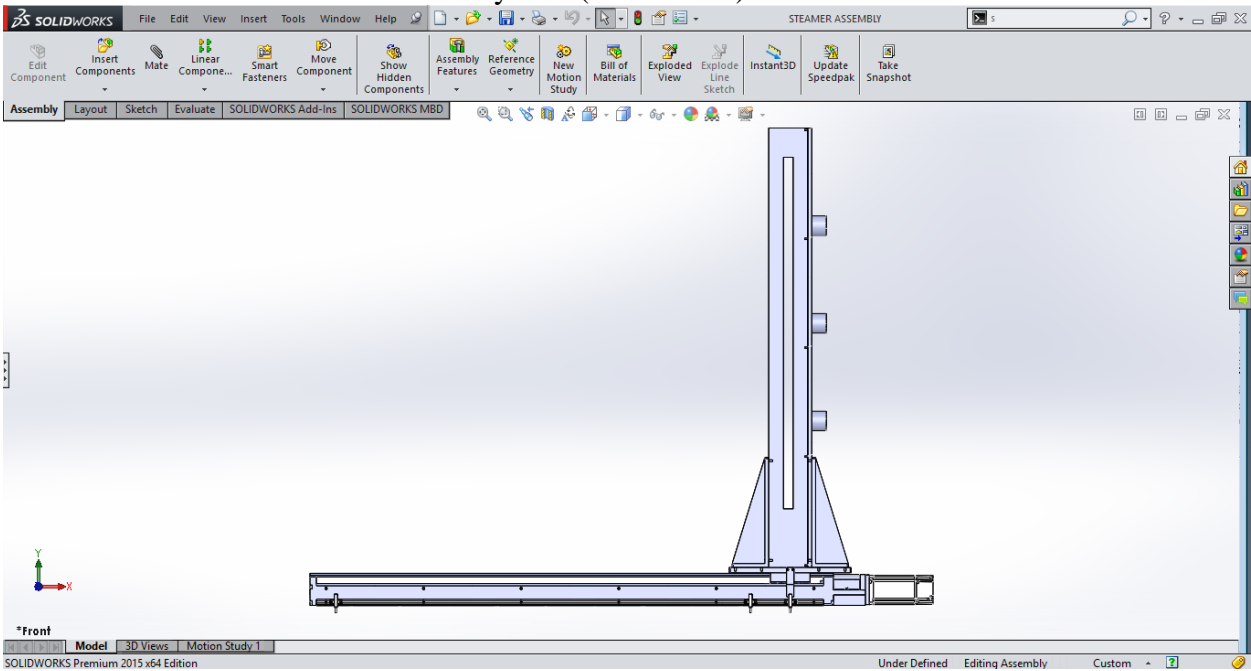
Shirt Hanger (Top View)



Steamer System

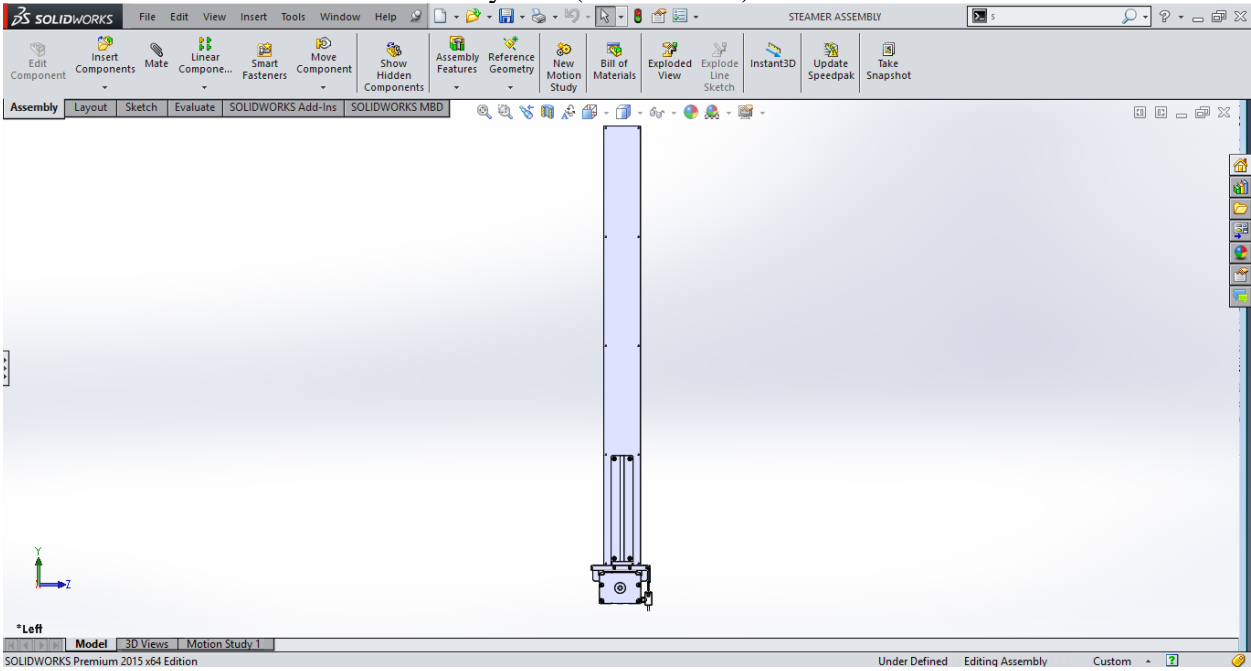


Steamer System (Front View)

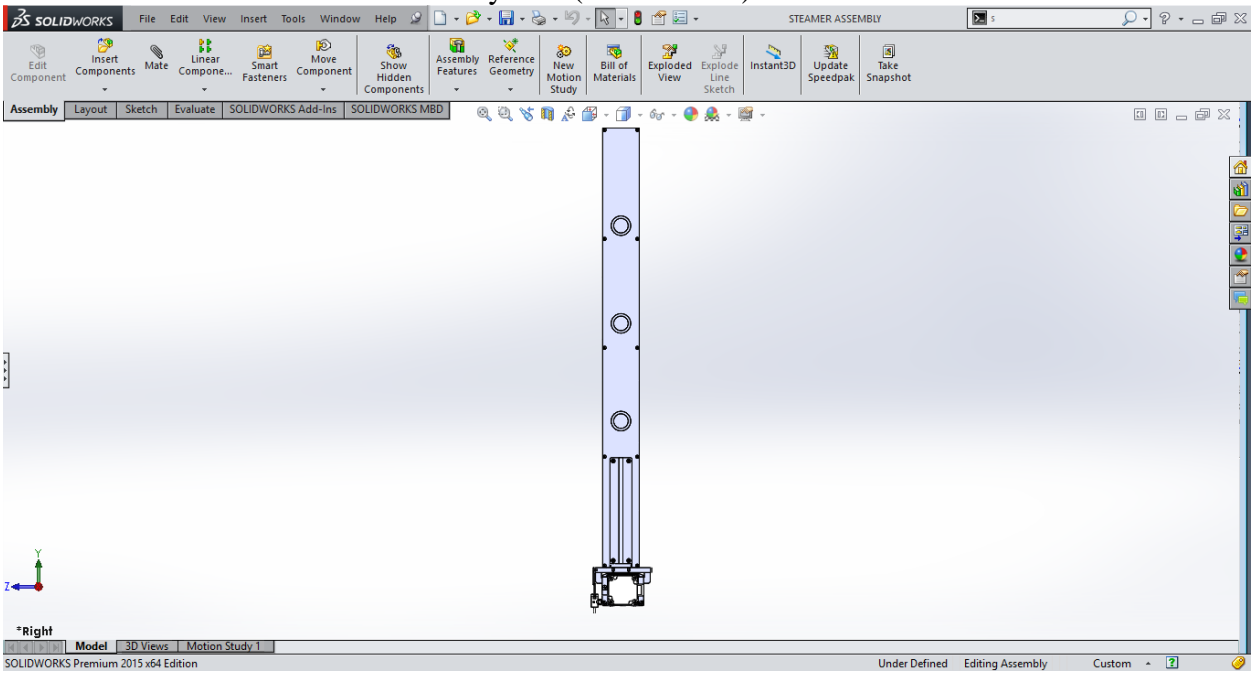




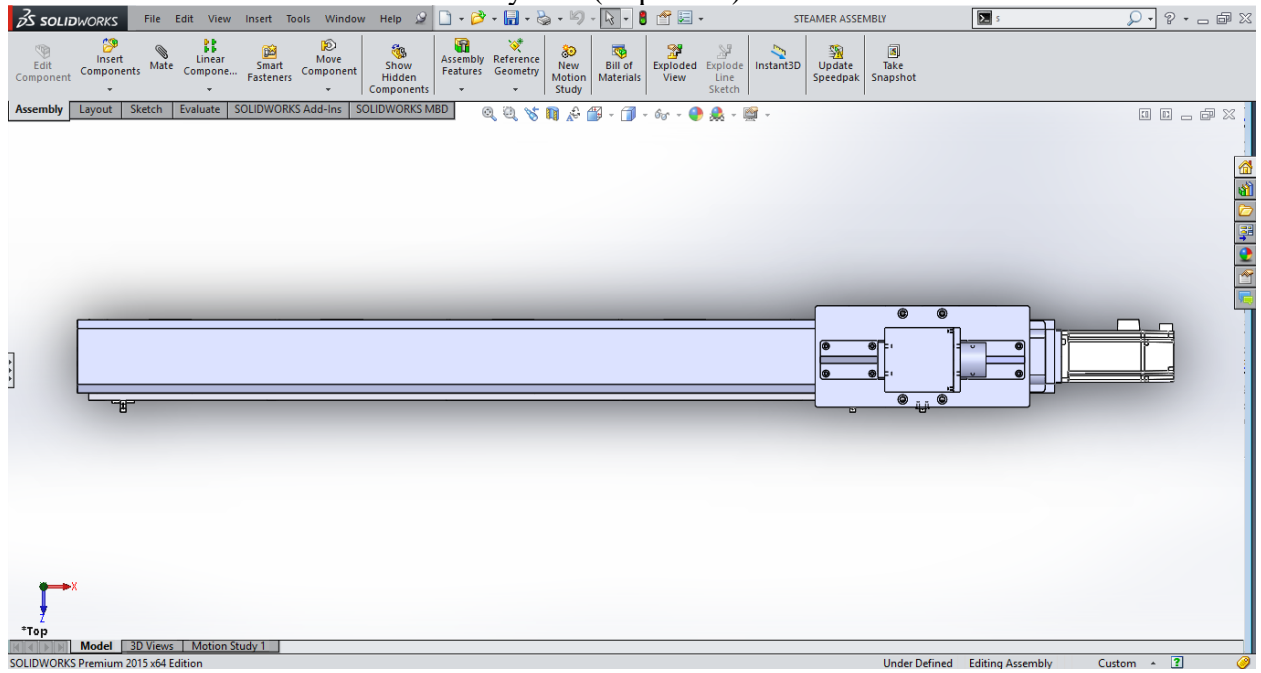
Steamer System (Side View 1)



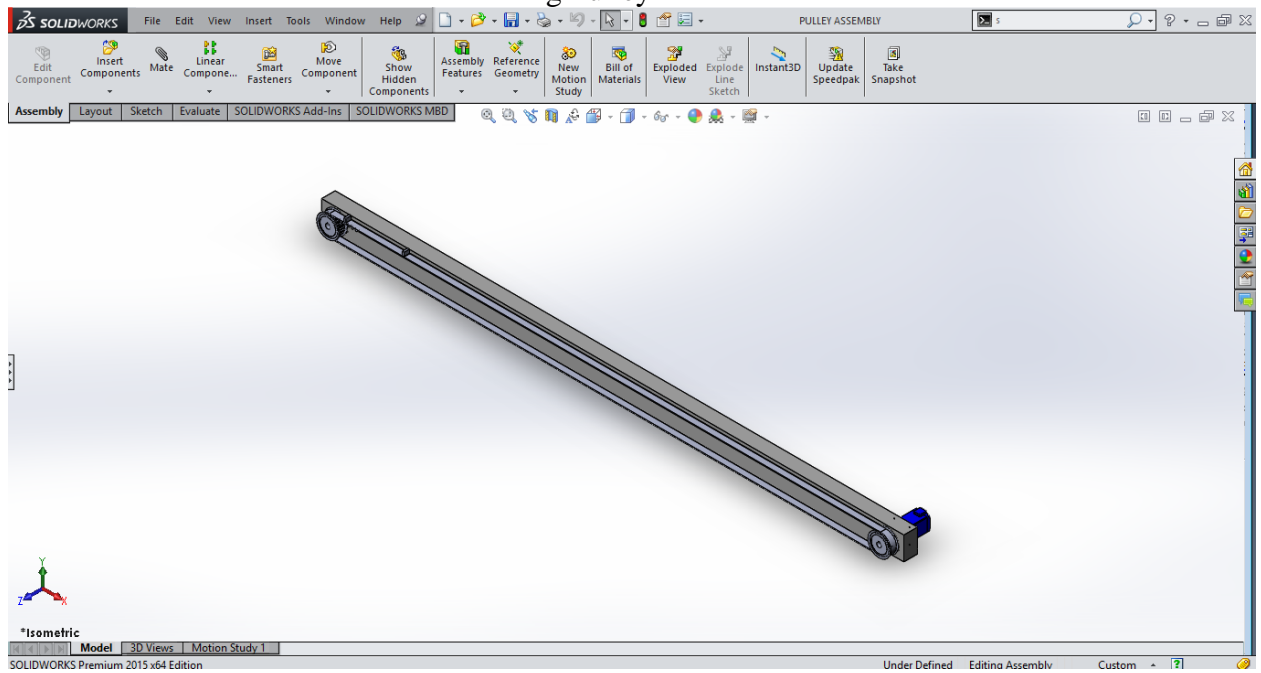
Steamer System (Side View 2)



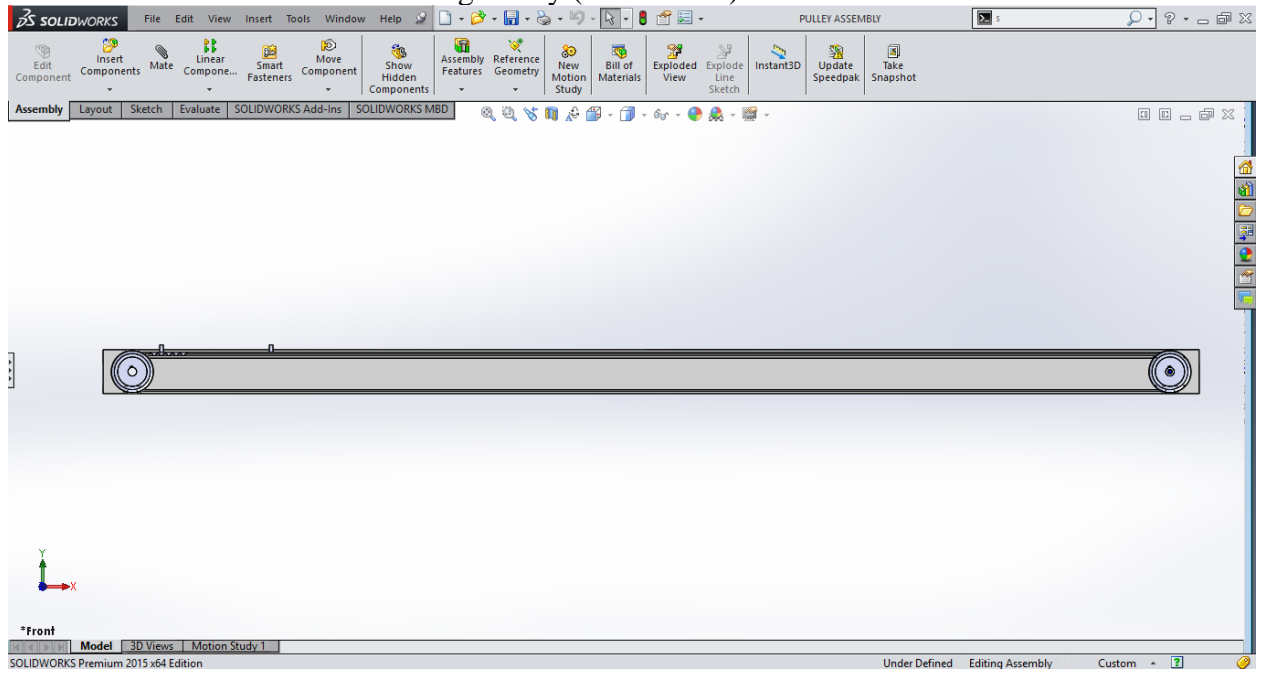
## Steamer System (Top View)



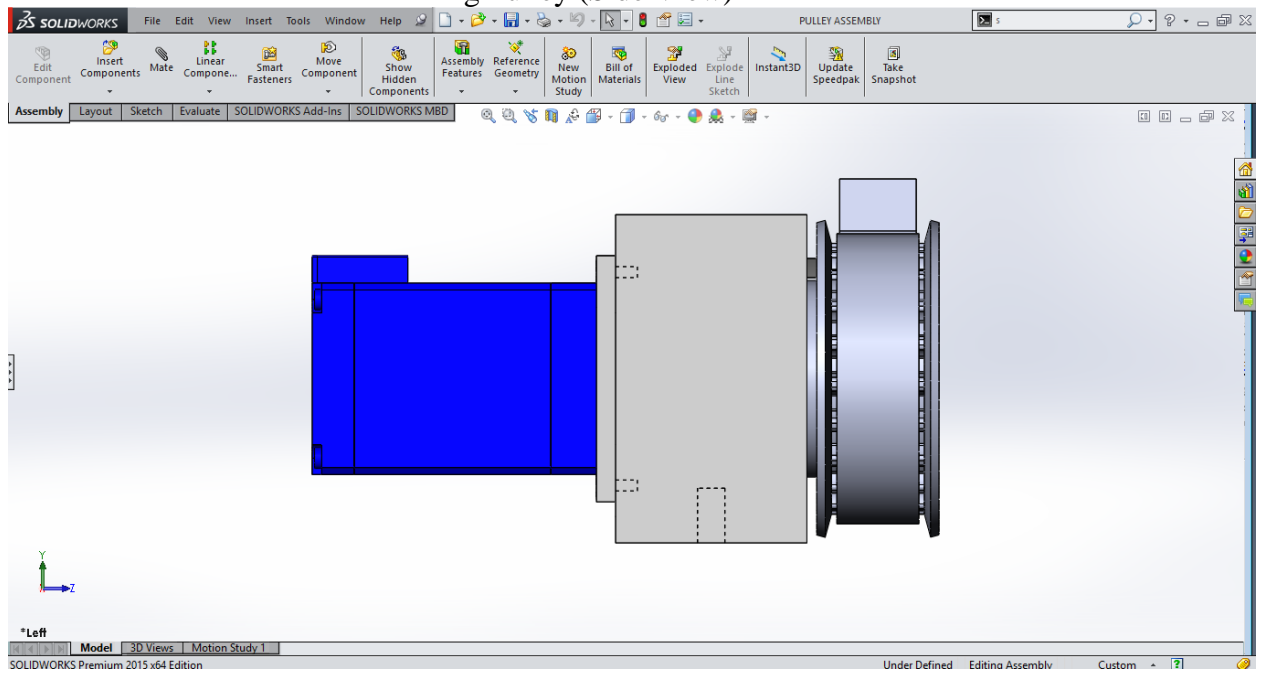
## Timing Pulley



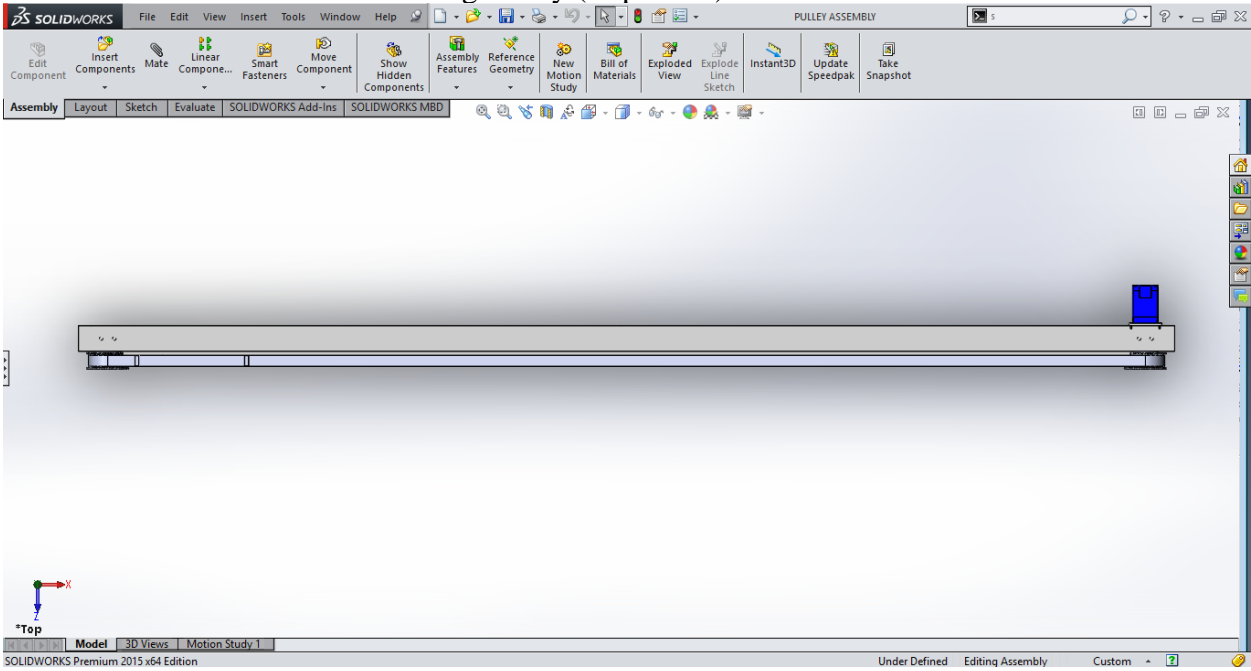
## Timing Pulley (Front View)

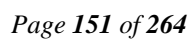


## Timing Pulley (Side View)

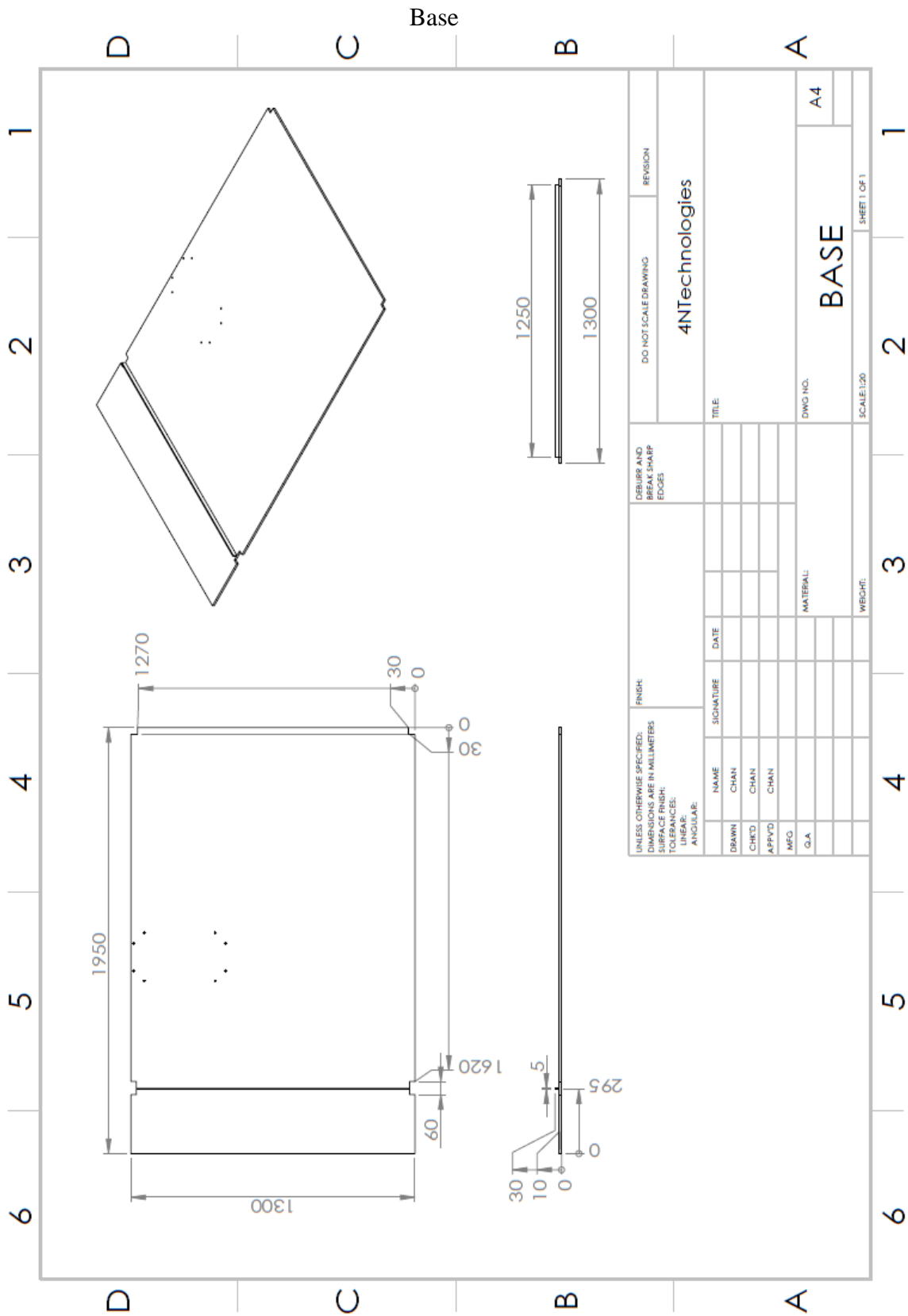


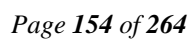
Timing Pulley (Top View)



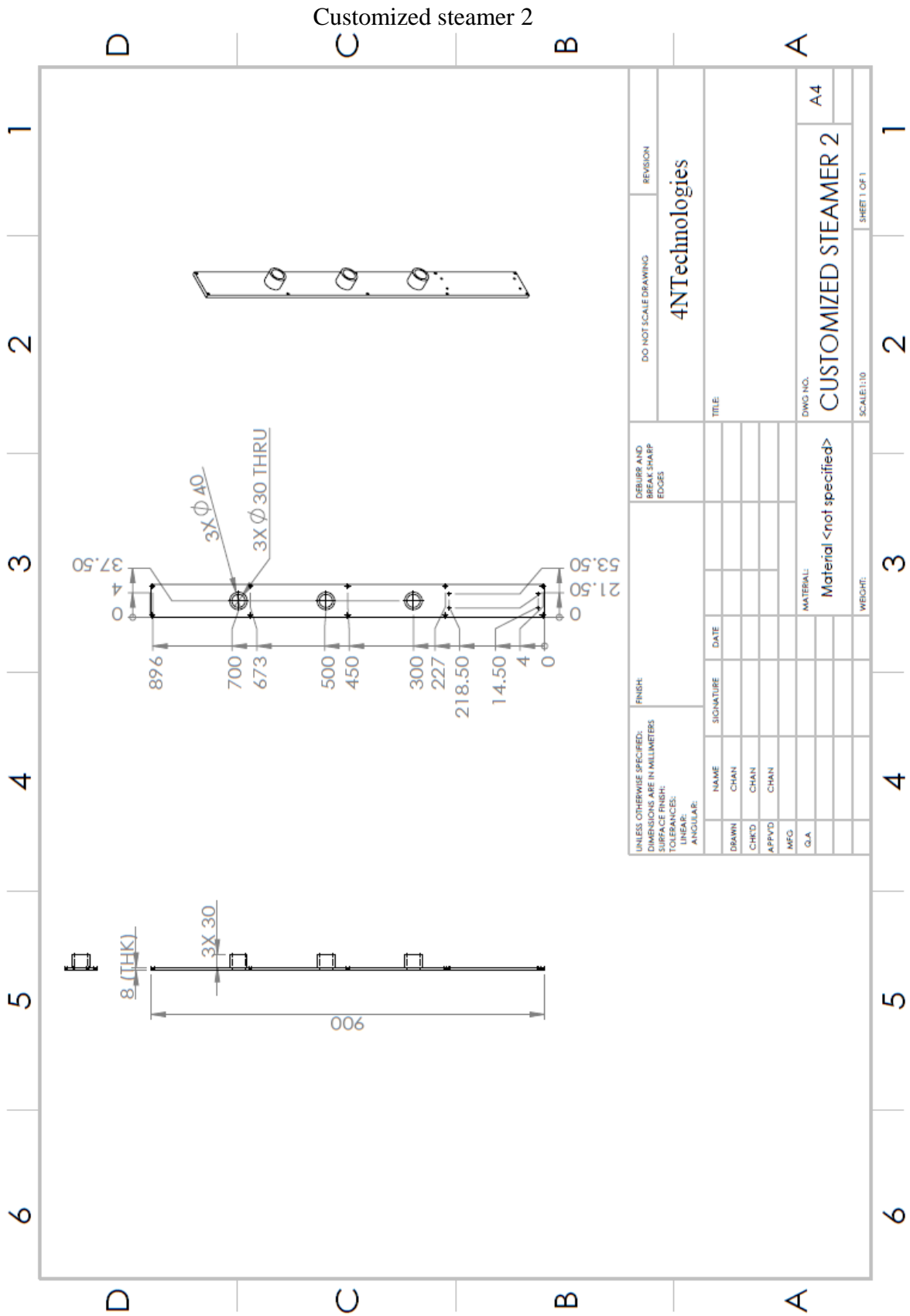




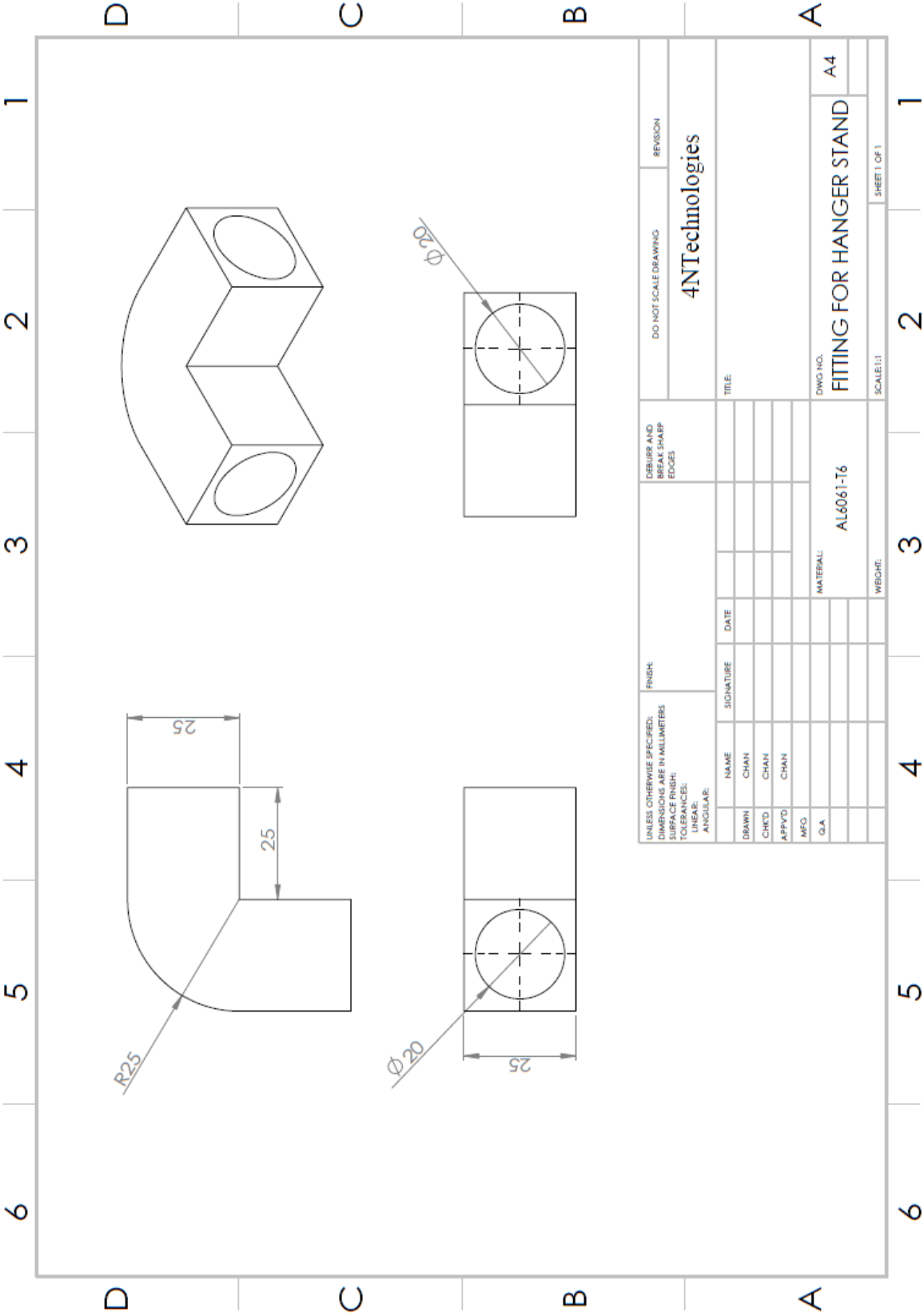


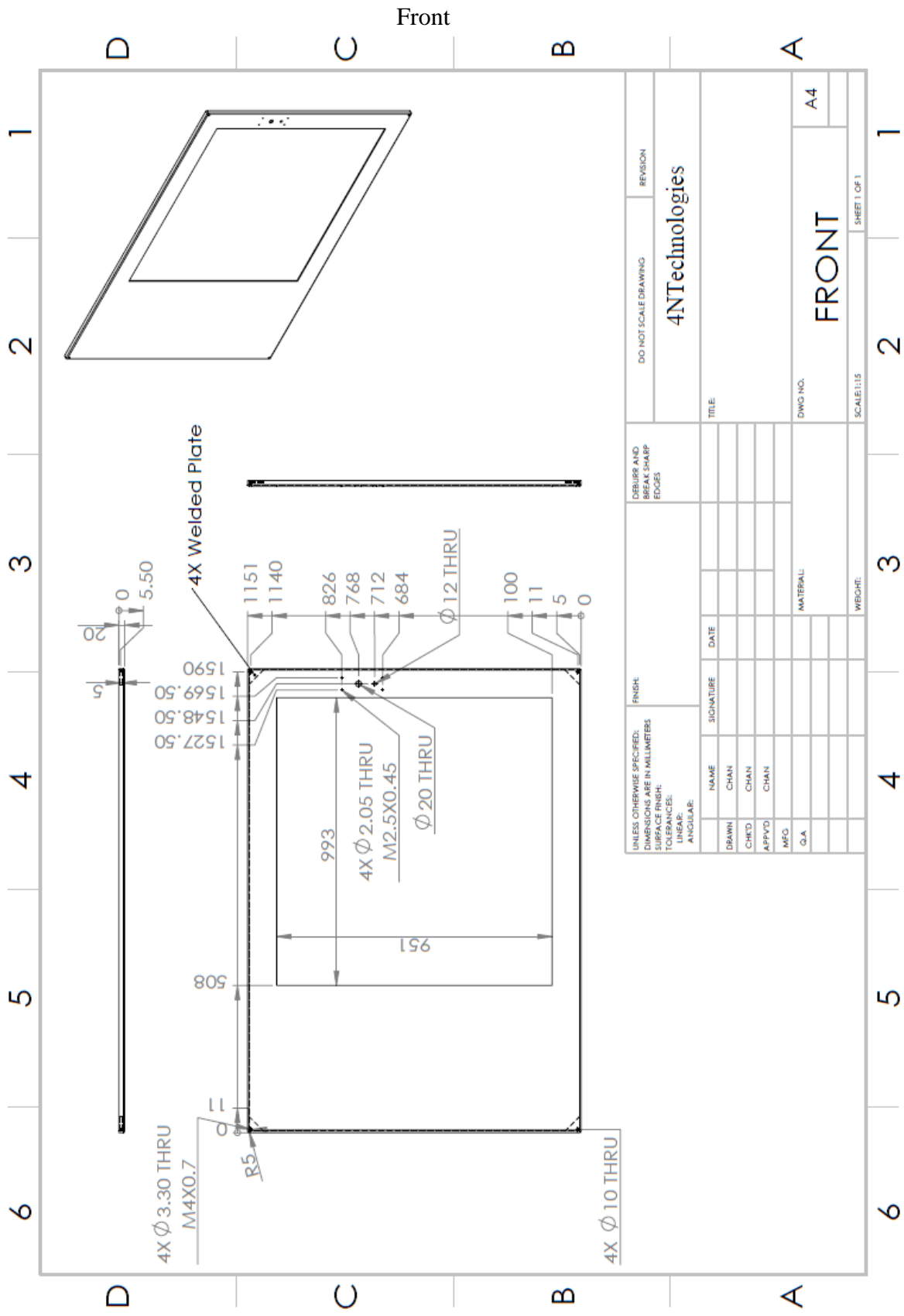


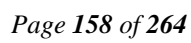




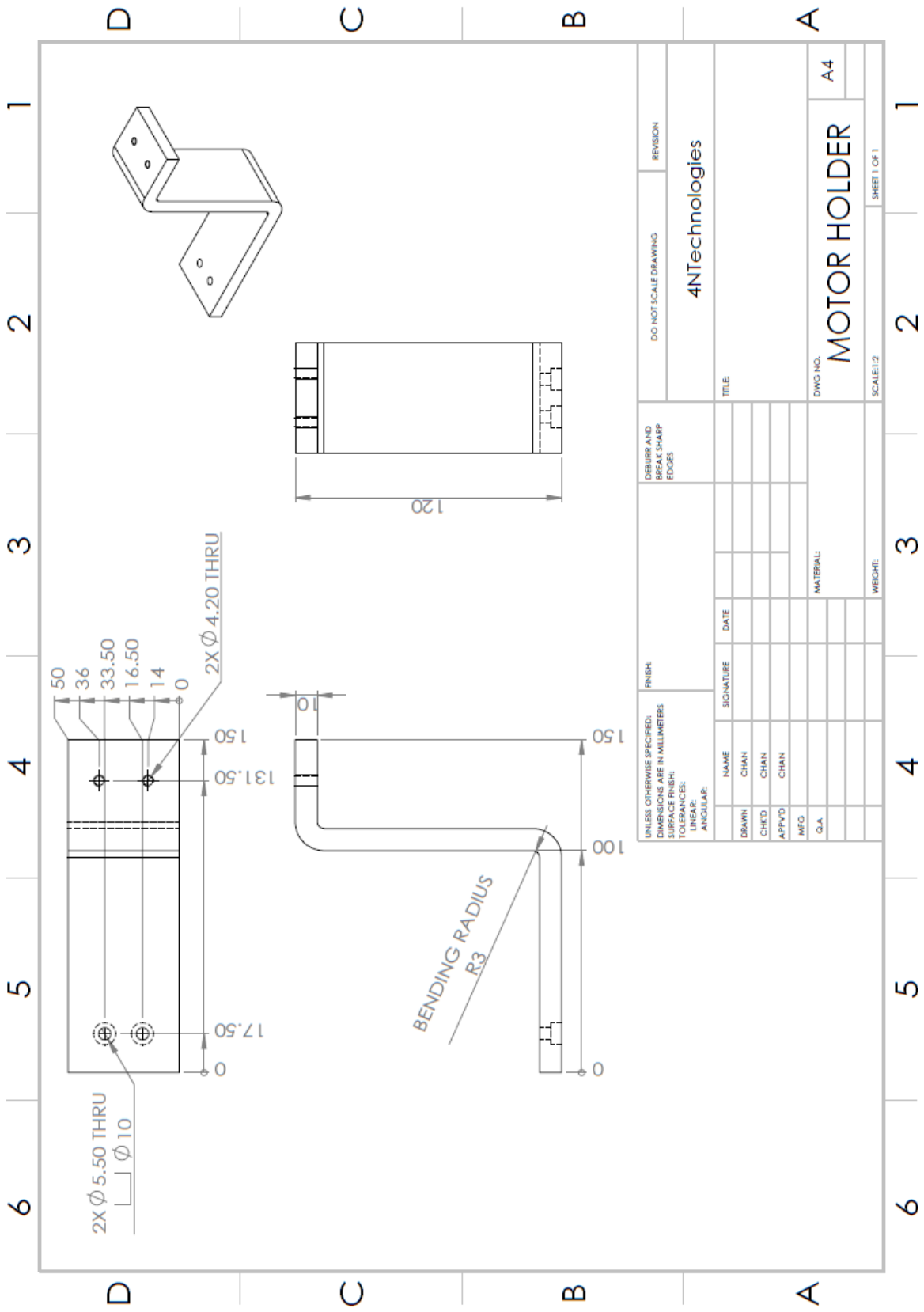
Fitting for Hanger Stand-2





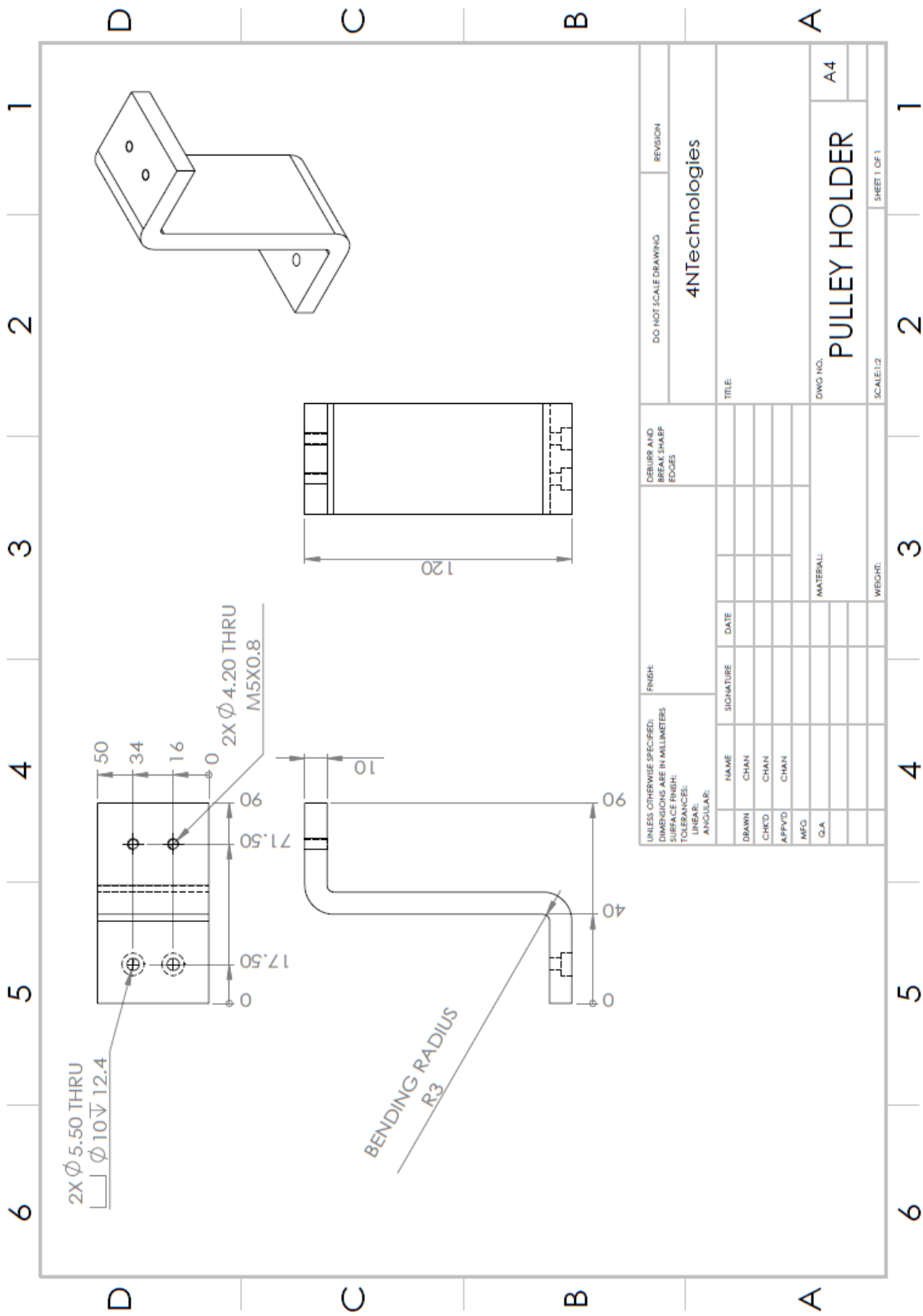




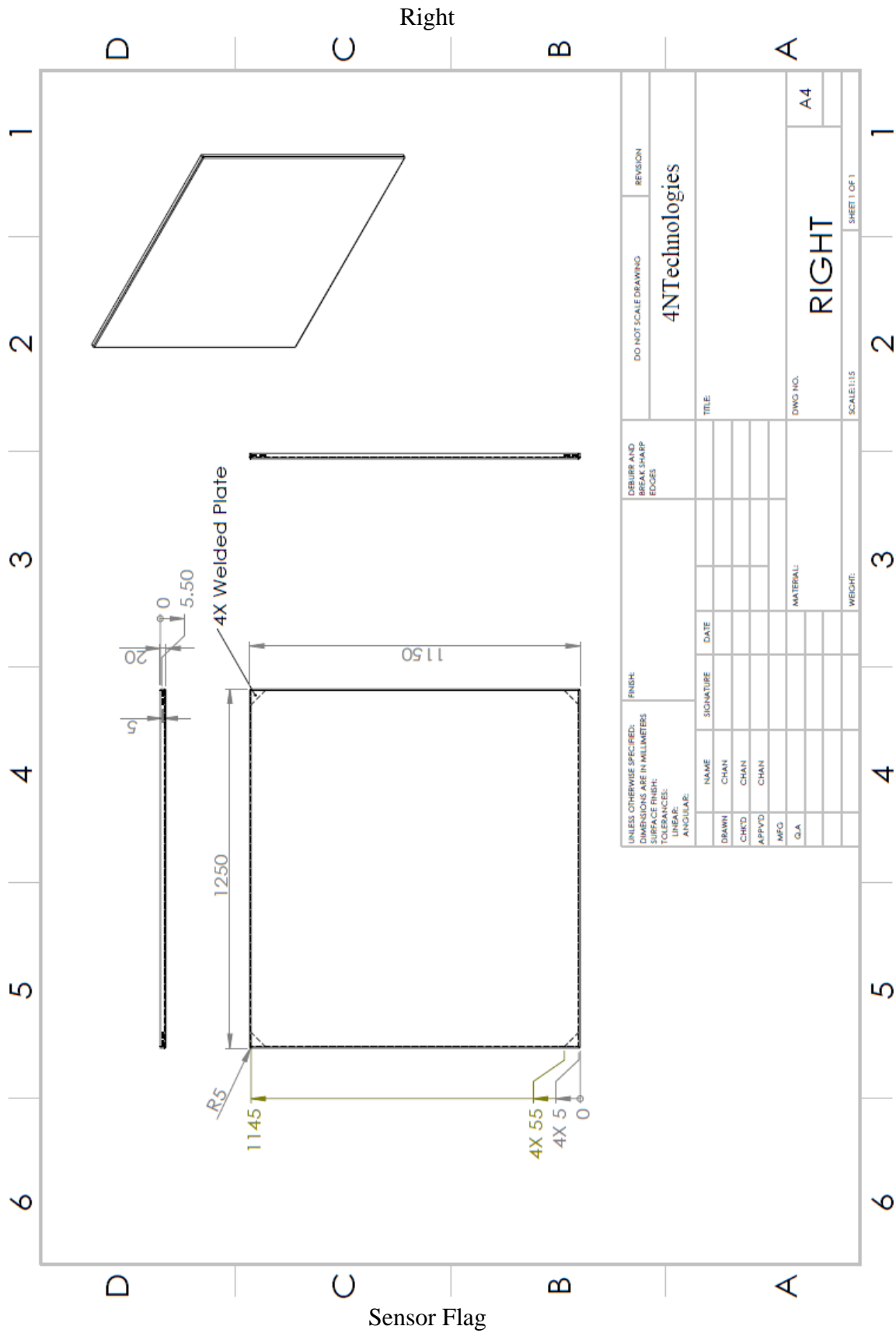


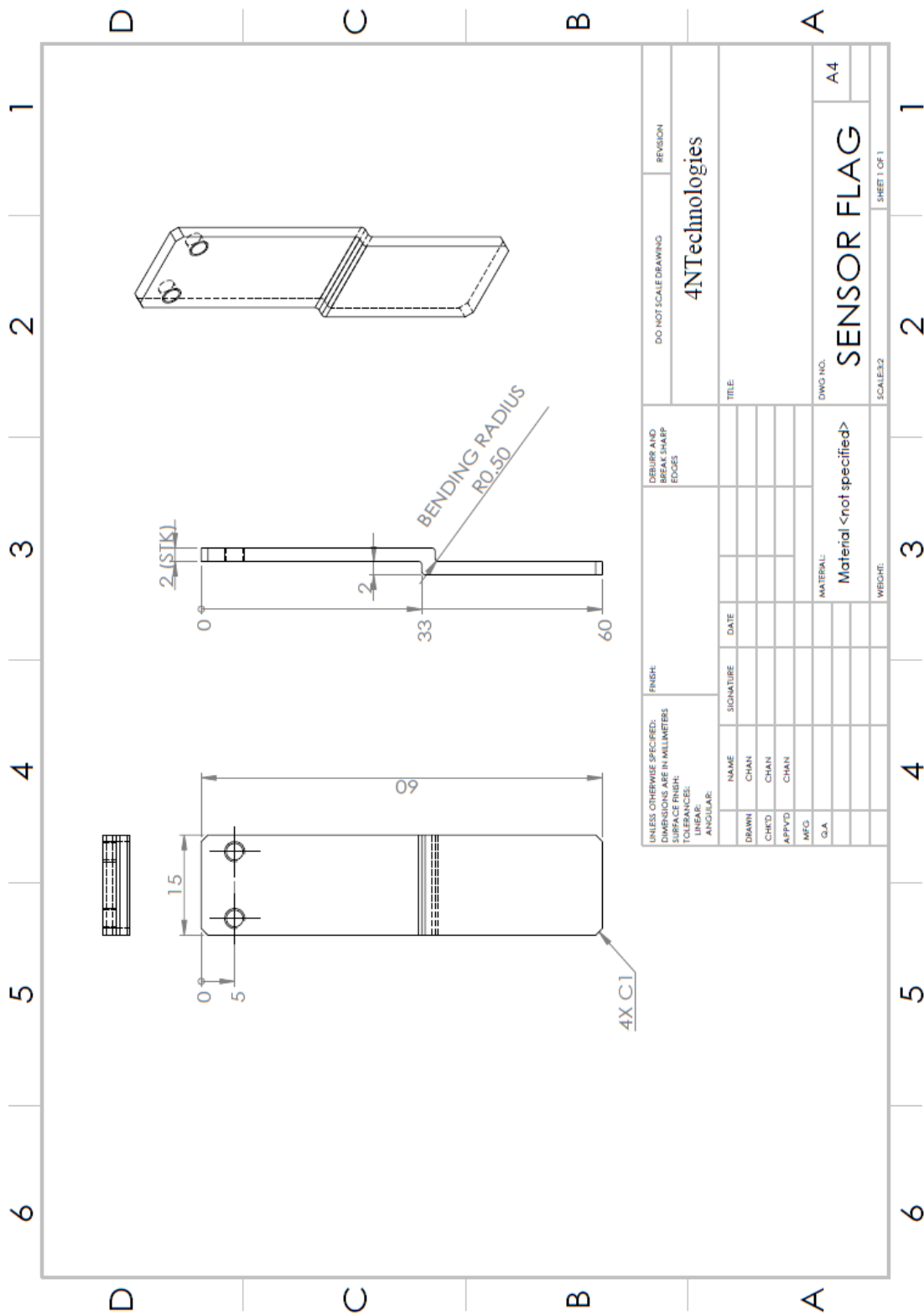
Name Plate

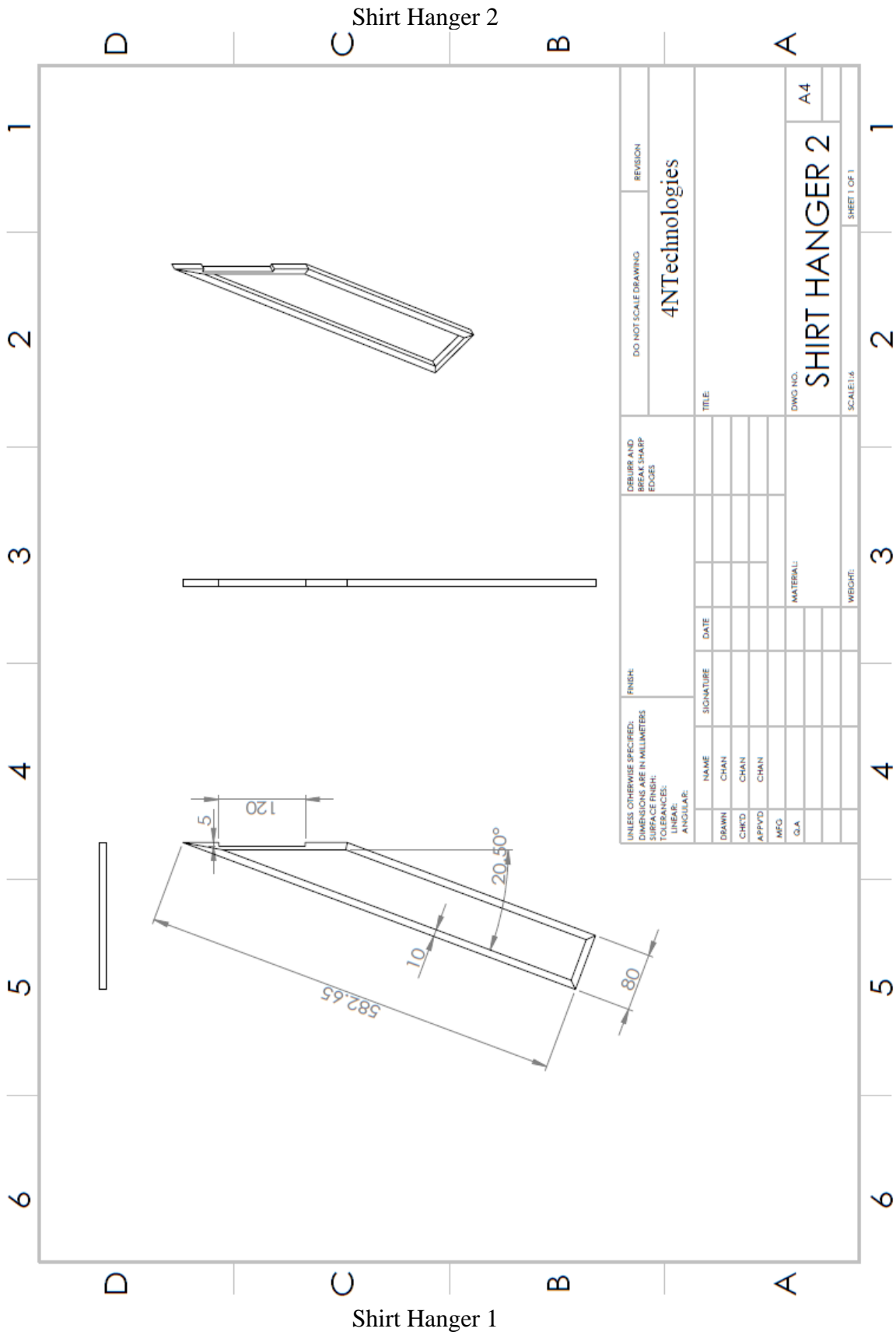




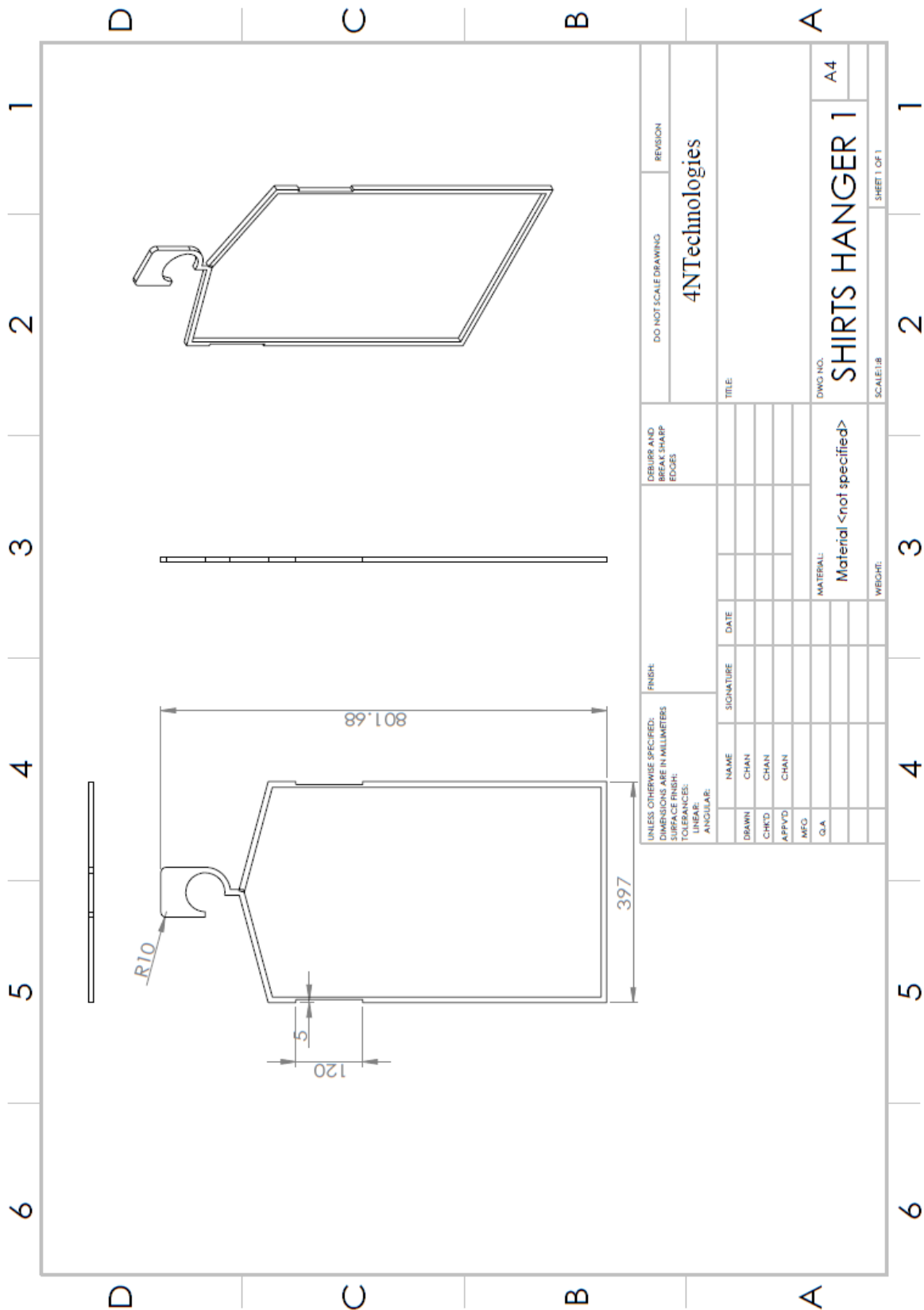




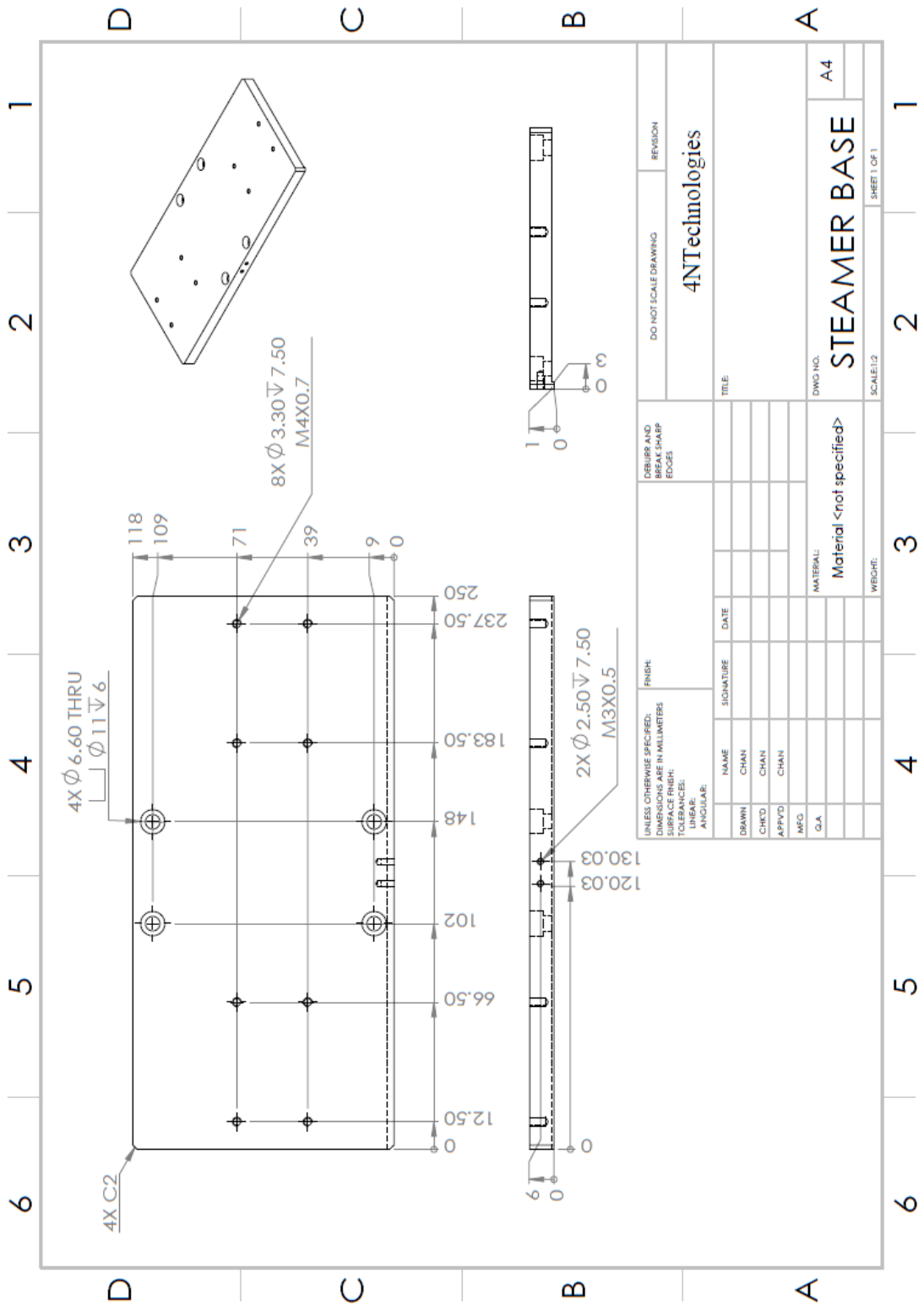


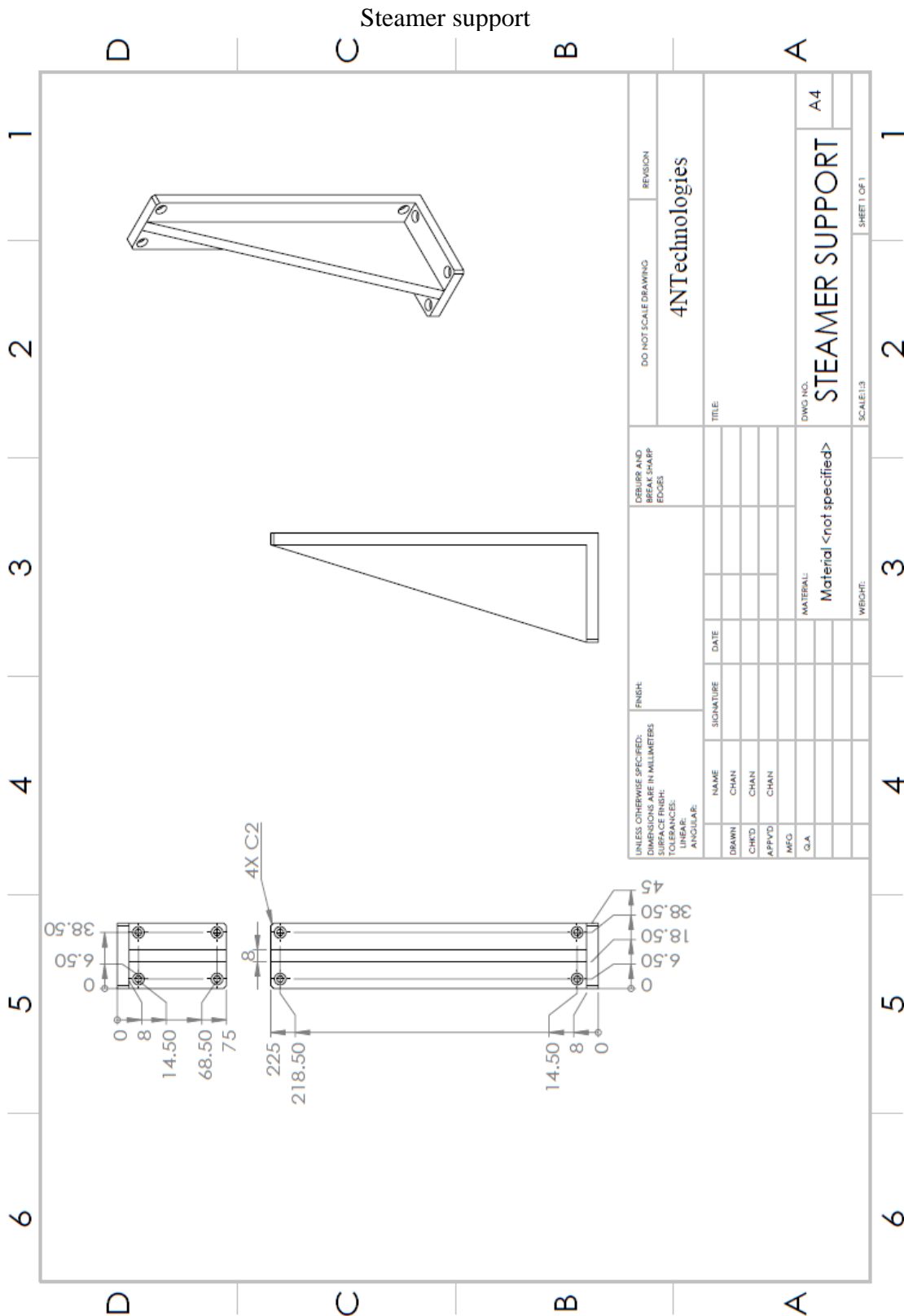


UNLESS OTHERWISE SPECIFIED: DIMENSIONS ARE IN MILLIMETERS		FINISH:		DEBURR AND BREAK SHARP EDGES		DO NOT SCALE DRAWING		REVISION			
SURFACE FINISH:		TOLERANCES:									
LINEAR:		ANGULAR:						4NTechnologies			
NAME	SIGNATURE	DATE	TITLE								
DRAWN	CHAN										
CHEK'D	CHAN										
APP'D	CHAN										
MFG											
Q.A.											
				MATERIAL:		DWG NO.				A4	
						SHIRT HANGER 2					
						SCALE: 1:1				SHEET 1 OF 1	
				WEIGHT:							

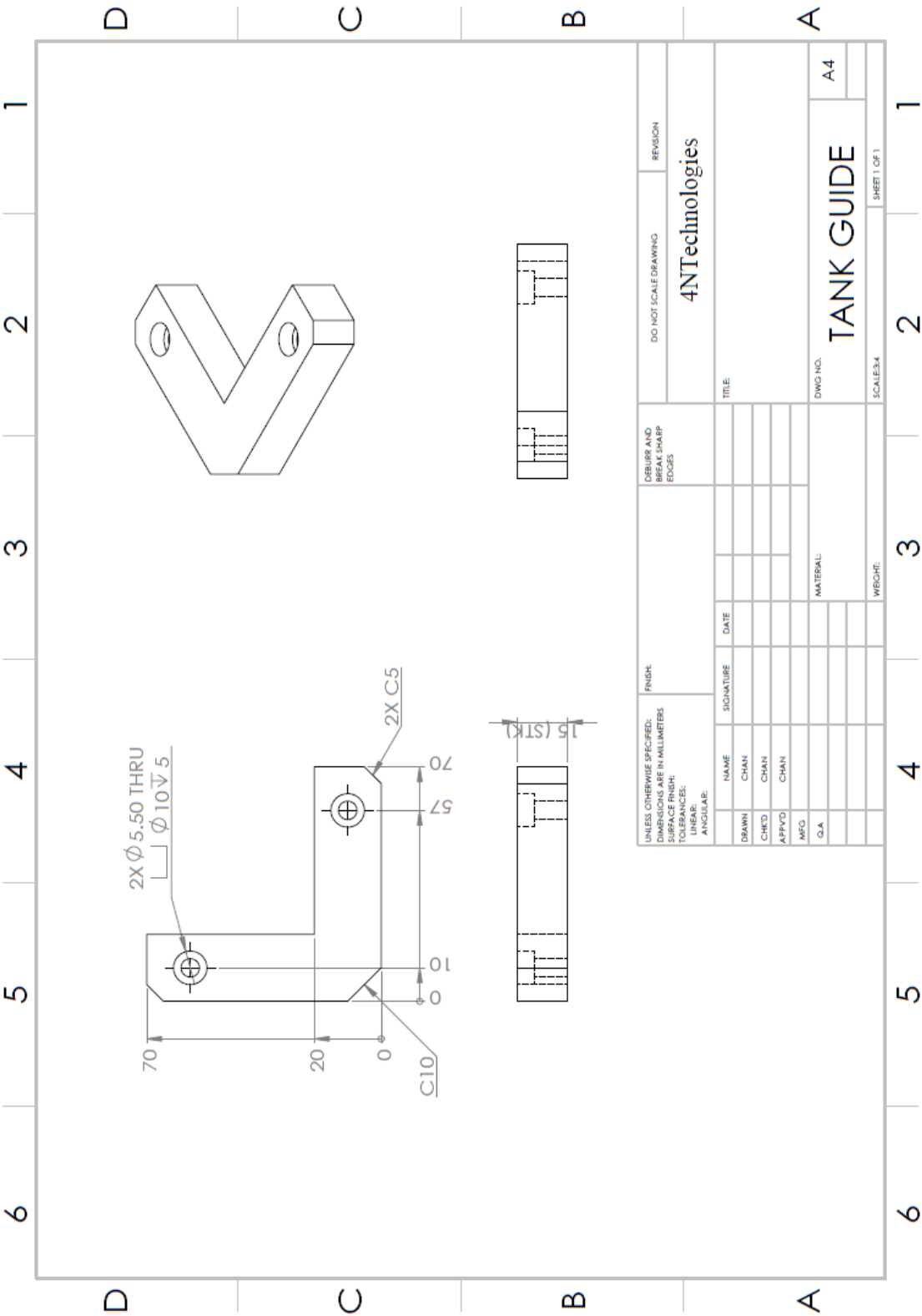


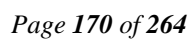
Steamer-Base





Tank-Guide







## **Appendix 4: Questionnaire Survey Form**



### **UTBZ 3016 Entrepreneurship Project Questionnaire**

Universiti Tunku Abdul Rahman

Faculty of Business and Finance

Bachelor of Business Administration (Hons) Entrepreneurship

Dear respondents,

We are currently a group of final year student who pursuing the degree of Business Administration (Hons) Entrepreneurship in University Tunku Abdul Rahman ( UTAR ). We are now doing a business proposal about automated steam iron machine. We have transformed the traditional iron, developed it into an automated steam iron machine which show higher productivity and efficiency than human do. This is survey is part of our final year project, and our main purpose is to obtain primary date from public, with the objective to understand the public opinion and understanding of automated steam iron machine. All the information that you disclose to us will be strictly used for research purposes only and will be kept private and confidential. Thank you very much for your participation.

Sincerely,

Lim Chung Jian

Lim Chai Yan

Ng Sau Kuen

Sai Jia Yan

**Section A: Demographic**

1. What kind of business are you in?

- ☐ Laundry
- ☐ Boutique
- ☐ Apparel Manufacturer

2. What is the size of your business?

- ☐ Small (1-5 employees)
- ☐ Medium (5-10 employees)
- ☐ Large (more than 10 employees)

3. How long have you involved in this business?

- ☐ Less than 1 year
- ☐ 1-5 years
- ☐ 6-10 years
- ☐ More than 10 years

4. Where is the location of your business?

- ☐ Penang
- ☐ Negeri Sembilan
- ☐ Perak
- ☐ Selangor

5. Do you own a hand-held steam iron?

- ☐ Yes
- ☐ No

**Section B: Concept and Buying Preferences**

6. Do you satisfy with current hand-held steam iron?

- ☐ Yes
- ☐ No

7. Do you think ironing clothes is time consuming?

- ☐ Yes  
☐ No

8. Do you have bad experience in ironing clothes?

- ☐ Yes  
☐ No  
☐ If yes,
- 

9. What features do you expect on Iron Lady? (Can tick more than 1)

- ☐ Convenient  
☐ Time efficient  
☐ Cost efficient  
☐ High productivity  
☐ Reasonable price  
☐ User friendly

10. Do you think it is a necessity to purchase Iron Lady?

- ☐ Yes  
☐ No

11. Are you interested in purchasing Iron Lady?

- ☐ Yes  
☐ No  
☐ If no, \_\_\_\_\_

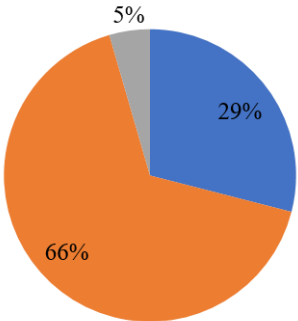
12. How much budget do you prefer to purchase Iron Lady?

- ☐ RM2000-RM3000  
☐ RM3001-RM4000  
☐ RM4001-RM5000  
☐ RM5001 and above

**Appendix 5: Market Research Data**

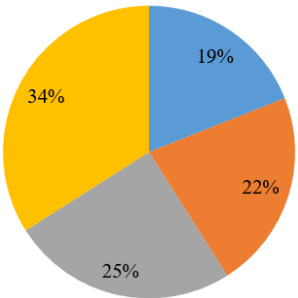
**1. What kind of Business are you in?**

■ Laundry ■ Fashion Boutique ■ Apparel Manufacturer



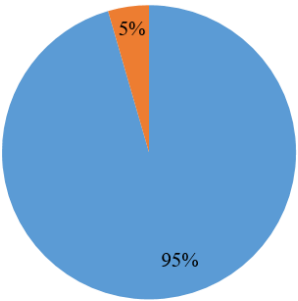
**3. How long you involved in business?**

■ less than 1 year ■ 1-5 years ■ 6-10 years ■ more than 10 years



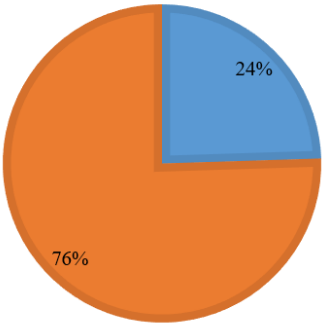
**5. Do you own a handheld steam iron?**

■ Yes ■ No



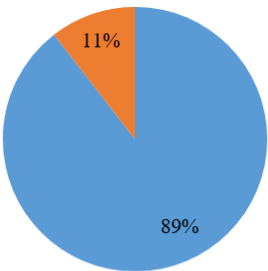
**6. Do you satisfy with the current handheld steam iron?**

■ Yes ■ No



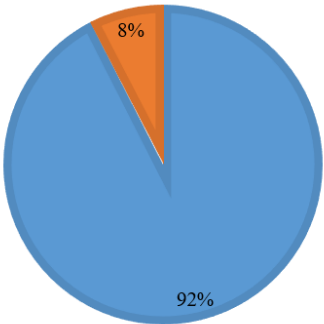
**7. Do you think ironing clothes is time consuming?**

■ Yes ■ No



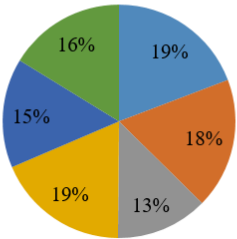
**8. Do you have bad experience in ironing clothes**

■ Yes ■ No



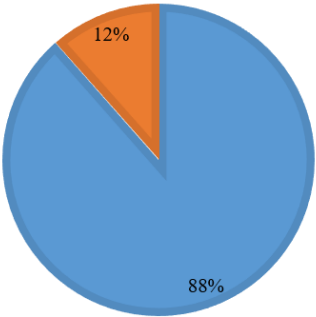
**9.What features do you expect on IronLady? ( You may tick more than one)**

■ Convenient ■ Time efficient ■ Cost efficient  
■ High productivity ■ Reasoable Price ■ User friendly



**11. Are you interested in purchasing IronLady?**

■ Yes ■ No



## Appendix 6: List of Equipment

2 level Pallet Racking	
Overhead Cranes	
Trolley	
Tools for Machine Assembly (Bolts and nuts, screw drivers, hammer, plyers, etc.	
Hand pallet jack	

## Appendix 7: List of Suppliers

### Standard Parts Suppliers

Misumi Malaysia Sdn. Bhd.	Address: Menara Amcorp, Unit 1206, 12th Floor, No. 18, Jalan Persiaran Barat, 46050, Petaling Jaya, Selangor, 46050 Petaling Jaya, Malaysia Contact: +60 3-7960 8499
Nippon Toyo Precision Engineering	Address: Kompleks Adorna Gold, No. 107-4-12, Jalan Gurdwara, Pulau Pinang, 10300 George Town, Malaysia Contact: +60 4-210 5500
Keyence (Malaysia) Sdn Bhd	Address: Lot No. B-7-2, Level 7, The Ascent Paradigm, No. 1, Jalan SS7/26A, Kelana Jaya, Ss 7, 47301 Petaling Jaya, Selangor, Malaysia Contact: +60 3-7883 2211
3M Malaysia Sdn. Bhd.	Lot 3, Lower Level 5, Hotel Equatorial, 1, Jalan Bukit Jambul, Bukit Jambul, 11900, Bayan Lepas, Pulau Pinang, 11900, Malaysia Contact: +60 4-645 2888
Festo Sdn. Berhad	Address: 14, Jalan Teknologi, Kota Damansara, 47810 Petaling Jaya, Selangor, Malaysia Contact: +60 3-6144 1122
SMC Pneumatics (SEA) Sdn. Bhd.	Address: 7, Lintang Beringin 3, Diamond Valley Industrial Park, 11960 Batu Maung, Pulau Pinang, Malaysia Contact: +60 4-626 2266
Delta Mechatronic (Malaysia) Sdn Bhd	Address: 72, Jalan Bulan U5/172, Seksyen U5, Shah Alam, 40150, Shah Alam, Selangor, 40150, Malaysia Contact: +60 3-8068 3503
Oriental Motor (Malaysia) Sdn Bhd	Address: A-13-1, North Point Offices Mid Valley City 1 Medan Syed Putra Utara, 59200, Kuala Lumpur, 59200, Malaysia Contact: +60 3-2287 5778
Omron Malaysia Sdn. Bhd.	Address: 15, SS8/4 Sg. Way F.I.Z, Sungai Way Free Trade Industrial Zone, 47300 Petaling Jaya, Selangor, Malaysia Contact: +60 3-7884 8000



## Fabricated Parts Suppliers

SteelFab Engineering	Address: No. 48, Ground Floor, Persiaran Mahsuri 1/2, Sunway Tunas, Bayan Lepas, 11900, Bayan Lepas, Pulau Pinang, 11900, Malaysia Contact: +60 16-415 3322
Advanced Metal Form	Address: Plot 8, Mk 12, Lintang Kampung Jawa, Kawasan Perindustrian Bayan Lepas, 11900 Bayan Lepas, Pulau Pinang, Malaysia Contact: +60 4-644 8558
Kobay Technology	Address: Plot 30, Hilir Sungai Kluang 1, Bayan Lepas Free Industrial Zone Phase 4, 11900 Bayan Lepas, Pulau Pinang, Malaysia Contact: +60 4-641 1888
MARC16 Equipment Manufacturing Sdn.Bhd.	Address: No. 14, Lintang Bayan Lepas 5, TamanPerindustrian Bayan Lepas, Phase 4, 11900 Bayan Lepas, Penang, Malaysia Contact: +60 4-611 5750

## Outsourcing Companies

Cleaning Services (Outsourced)	Comfort Cleaning Center Sdn. Bhd. Address: 10, Jalan Tan Sri Teh Ewe Lim, Jelutong, 11600 George Town, Pulau Pinang, Malaysia Contact: +60 4-283 2199
Security Services (Outsourced)	Orbit Force Security Services Address: 12-3, Lintang Batu Maung, 11960 Bayan Lepas, Pulau Pinang, Malaysia Contact: +60 4-626 5020

Appendix 8: Company Website

[www.4ntech.com](http://www.4ntech.com)



**Appendix 9: Companies Commission of Malaysia Form**



**BORANG 9**

**AKTA SYARIKAT, 1965**

No.Syarikat: 578957-U

Seksyen 16 (4)

**PERAKUAN PEMERBADANAN SYARIKAT SENDIRIAN**

Adalah diperakui bahawa

**4NTENCHNOLOGIES LLP**

adalah diperbadankan di bawah Akta Syarikat, 1965 pada dan  
mulai dari Februari 2017 dan bahawa syarikat ini adalah sebuah  
syarikat berhad menurut syer dan bahawa syarikat ini adalah  
sebuah syarikat sendirian .

Dibuat di bawah tandatangan dan menteri saya di BUTTERWORTH

pada 11 haribulan Februari 2017.

**Appendix 10: MA and AA**

Company No: 578957-U

THE COMPANIES ACT, 1965

MALAYSIA

PRIVATE COMPANIES LIMITED BY SHARE

Memorandum

And

Articles of Association

Of

**4N TECHNOLOGIES LLP**

Incorporated on 1<sup>st</sup> January 2016

## Appendix 11: Trademark Application Form

INTELLECTUAL PROPERTY CORPORATION OF MALAYSIA

TRADE MARKS REGISTRY

TM 5

TRADE MARKS ACT 1976

TRADE MARKS REGULATIONS 1997

## APPLICATION FOR REGISTRATION OF A MARK

[Subregulation 18(1)]

Applicant's\* or Agent's\* file reference: .....

\* Delete whichever not applicable

1. Application is hereby made for the registration of a:

trade mark ☐defensive trade mark ☐certification trade mark ☐

*Note: Please tick the box appropriate to the kind of mark which registration is desired. In the case of a trade mark, please attach a copy of the oath, sworn statement or statutory declaration evidencing that the applicant is the true owner. In the case of a certification trade mark, please attach a copy of the rules governing its use. In the case of a defensive trade mark, please attach a copy of the statement of case verified by a statutory declaration.*

[Please enclose five (5) copies of the Form with the application]

2. Representation of mark:

<p><i>Note: If the space provided is insufficient, the representation may be made on a separate sheet and firmly attached to this Form. Please ensure that the representation is clear and comply fully with regulation 34 and the size of the trade mark shall not exceed 10 x 10 cm.</i></p>	
<p>If the mark is coloured and is to be limited according to the colour, please tick this box: <input type="checkbox"/></p>	
<p>If the application is for a series of trade marks under section 24, please specify the number of series in this box: <input type="checkbox"/></p>	
<p><i>Note: Any application made for a series of trade marks exceeding two trade marks is subject to an additional fee of RM50.00 per trade mark.</i></p>	
<p>3. Limitations, etc.:</p> <p><i>(Insert below any conditions, disclaimers or other limitations to which the registration will be subjected to. If the mark contains or consists of a word or words in non-Roman characters or in a language other than English language or the national language, please provide a certified transliteration and translation as appropriate.)</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	
<p>4. Class: <input type="checkbox"/></p>	

5. List of goods or services:  
*(Goods or services falling within more than one international class are subject to separate applications. Please use a separate sheet if necessary.)*  
  
.....  
  
.....  
  
.....  
  
.....

6. Full name and address of applicant:  
  
Name : .....  
  
Address: .....  
  
.....  
  
.....  
  
.....  
  
NRIC No./Company Registration No./Passport No.: .....  
*(as a personal reference number)*

*If the applicant is a partnership, please state the full names of all the partners.*  
*If the applicant resides abroad, please provide an address for service in Malaysia (Column 7).*

7. Full name and address of agent (if any):

Name : .....

Address : .....

.....

.....

.....

*Note: If this is the address for service, please file Form TM 1 together with this Form.*

8. Agent's Registration No. (if known): .....

9. Agent's own reference: .....

10. International Convention priority claim: *If priority date is claimed under International Convention or a bilateral arrangement, please give details below and attach the relevant documents.*



<p>Convention country in which the trade mark was first filed: .....</p> <p>Date: ..... No. (if any): .....</p>
<p>11. Date of first use of the mark in Malaysia (if any): .....</p>
<p>12. Declaration: I/We claim to be the bona fide proprietor of the mark whose registration is applied for and, where the mark has not been used in Malaysia, that the application is made in good faith and that I am/we are entitled to be registered as the proprietor of the mark.</p> <p>An agent signing this Form on behalf of the applicant shall satisfy himself as to the truth of the declaration.</p> <p>Signature: .....</p> <p>Name of signatory (in block letter): .....</p> <p>Telephone No.: ..... E-mail: .....</p> <p>Date: .....</p> <p><i>Note: If the applicant is a partnership, please state the full names of all the partners.</i></p>

";

## Appendix 12: Patent Form

### Form 1

<b>Patents Form No. 1</b> <b>PATENTS ACT 1983</b>  <b>REQUEST FOR GRANT OF PATENT</b> (Regulations 7(1))  <b>To :</b> The Registrar of Patents Patents Registration Office Kuala Lumpur, Malaysia	<div style="text-align: center;"><b>For Official Use</b></div> Application received on : ..... Fee received on ..... Amount ..... *Cheque / Postal Order / Money Order / Draft / Cash No. ....
	Date of mailing .....
Please submit this Form in duplicate together with the prescribed fee	Applicant's file reference .....
<b>THE APPLICANT(S) REQUEST(S) THE GRANT OF A PATENT IN RESPECT OF THE FOLLOWING PARTICULARS :</b>  <b>I Title Of Invention :</b> ..... .....	
<b>II. APPLICANT(S)</b> (the data concerning each applicant must appear in this box or, if the space insufficient, in the space below :  <div style="margin-left: 40px;">           Name : .....            I.C./Passport No. : .....            Address : .....            .....            Address for service in Malaysia : .....            .....            Nationality : .....            *Permanent residence or principal place of business : .....            .....         </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">             Telephone Number (if any)               .....           </div> <div style="text-align: center;">             Fax Number (if any)               .....           </div> </div>	
<b>Additional Information (if any)</b>	

<b>III. INVENTOR :</b>	
Applicant is the inventor	Yes <input style="width: 40px;" type="checkbox"/> No <input style="width: 40px;" type="checkbox"/>
If the applicant is not the inventor :	
Name of inventor : .....	
Address of inventor : .....	
A statement justifying the applicant's right to the patent accompanies this Form :	
Yes <input style="width: 40px;" type="checkbox"/> No <input style="width: 40px;" type="checkbox"/>	
Additional Information (if any)	
<b>IV. AGENT OR REPRESENTATIVE :</b>	
Applicant has appointed a patent agent in accompanying Form No. 17	Yes <input style="width: 40px;" type="checkbox"/> No <input style="width: 40px;" type="checkbox"/>
Agent's registration No. : .....	
Applicant has appointed ..... to be their representative	
<b>V. DIVISIONAL APPLICATION :</b>	
This application is a divisional application	<input style="width: 40px;" type="checkbox"/>
The benefit of the filing date <input style="width: 40px;" type="checkbox"/>	priority date <input style="width: 40px;" type="checkbox"/>
of the initial application is claimed in as much as the subject-matter of the present application is contained in the initial application identified below :	
Initial Application No. : .....	
Date of Filing of initial application : .....	
Additional Information (if any)	
<b>VI. DISCLOSURE TO BE REGARDED FOR PRIOR ART PURPOSES :</b>	
Additional information is contained in supplemental box :	
(a) Disclosure was due to acts of applicant or his predecessor in title	<input style="width: 40px;" type="checkbox"/>
Date of disclosure : .....	
(b) Disclosure was due to abuse of rights of applicant or his predecessor in title	<input style="width: 40px;" type="checkbox"/>
Date of disclosure : .....	
A statement specifying in more detail the facts concerning the disclosure accompanies this Form	Yes <input style="width: 40px;" type="checkbox"/> No <input style="width: 40px;" type="checkbox"/>
Additional Information (if any)	

## VII. PRIORITY CLAIM (if any) :

The priority of an earlier application is claimed as follows :

Country (if the earlier application is a regional or international application, indicate the office with which it is filed) :

Filing Date : .....

Application No. : .....

Symbol of the International Patent Classification :

It not yet allocated, please tick ☐

The priority of more than one earlier application is claimed :

Yes ☐ No ☐

The certified copy of the earlier application (s) accompanies this Form :

Yes ☐ No ☐

If No, it will be furnished by ..... (date)

Additional Information (if any)

## VIII. CHECK LIST :

A. This application contains the following :

1. request .....
2. description ..... sheets
3. claim ..... sheets
4. abstract ..... sheets
5. drawings ..... sheets
- Total ..... sheets

B. This Form, as filed, is accompanied by the items checked below :

- (a) signed Form No. 17 ☐
- (b) declaration that inventor does not wish to be named in the patent ☐
- (c) statement justifying applicant's right to the patent ☐
- (d) statement that certain disclosure be disregarded ☐
- (e) priority document (certified copy of earlier application) ☐
- (f) cash, cheque, money order, bank draft or postal order for the payment of application fee ☐
- (g) other documents (specify) ☐

IX. SIGNATURE ..... \*\* (*Applicant/Agent*) ..... (*Date*)

If Agent, indicate Agent's Registration No. ....

---

For Official Use

1. Date application received : .....

2. Date of receipt of correction, later filed papers or drawings completing the application :  
.....

\* Delete whichever does not apply

\*\* Type name under signature and delete whichever does not apply

**Form 2A, 17, 22 5, 5A**

MY

PCT Applicant's Guide – National Phase – National Chapter – MY

Page 1

**INTELLECTUAL PROPERTY  
CORPORATION OF MALAYSIA**  
AS  
DESIGNATED (OR ELECTED) OFFICE

**CONTENTS**

THE ENTRY INTO THE NATIONAL PHASE—SUMMARY

THE PROCEDURE IN THE NATIONAL PHASE

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Appointment or change of patent agent (Patents Form No. 17) .....	Annex MY.III
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**List of abbreviations:**

Office: Intellectual Property Corporation of Malaysia

PA: Patents Act, 1983 (Act 291)

PR: Patents Regulations, 1986

(3 March 2011)

**SUMMARY****Designated  
(or elected) Office****SUMMARY****MY INTELLECTUAL PROPERTY CORPORATION MY  
OF MALAYSIA****Summary of requirements for entry into the national phase**

Time limits applicable for entry into the national phase:	Under PCT Article 22(1): 30 months from the priority date Under PCT Article 39(1)(a): 30 months from the priority date									
Translation of international application required into: <sup>1</sup>	English									
Required contents of the translation for entry into the national phase: <sup>1</sup>	Under PCT Article 22: Description, claims (if amended, both as originally filed and as amended, together with any statement under PCT Article 19 <sup>2</sup> ), any text matter of drawings, abstract Under PCT Article 39(1): Description, claims, any text matter of drawings, abstract (if any of those parts has been amended, both as originally filed and as amended by the annexes to the international preliminary examination report <sup>3</sup> )									
Is a copy of the international application required?	Yes, a copy is required only if the Office has not received a copy of the international application from the International Bureau under PCT Article 20. This may be the case where the applicant expressly requests an earlier start of the national phase under PCT Article 23(2) or 40(2).									
National fee:	Currency: Malaysian ringgit (MYR) <table><tr><td></td><td>Electronic Filing</td><td>Paper Filing</td></tr><tr><td>Filing fee:<sup>1</sup></td><td>MYR 260</td><td>290</td></tr><tr><td>Claim fee for each claim in excess of 10:</td><td>MYR 20</td><td>20</td></tr></table>		Electronic Filing	Paper Filing	Filing fee: <sup>1</sup>	MYR 260	290	Claim fee for each claim in excess of 10:	MYR 20	20
	Electronic Filing	Paper Filing								
Filing fee: <sup>1</sup>	MYR 260	290								
Claim fee for each claim in excess of 10:	MYR 20	20								
Exemptions, reductions or refunds of the national fee:	None									
Special requirements of the Office (PCT Rule 51bis):	Name and address of the inventor if they have not been furnished in the "Request" part of the international application <sup>1,4</sup> Statement justifying the applicant's right to the patent where the applicant is not the inventor <sup>4</sup> Evidence of entitlement to claim priority where the applicant is not the applicant who filed the earlier application <sup>1,4</sup> Document evidencing a change of name of the applicant if the change occurred after the international filing date and has not been reflected in a notification from the International Bureau (Form PCT/IB/306) <sup>4</sup> Appointment of an agent if the applicant is not resident in Malaysia Furnishing, where applicable, of a nucleotide and/or amino acid sequence listing in electronic form									

*[Continued on next page]*<sup>1</sup> Must be furnished or paid within the time limit applicable under PCT Article 22 or 39(1).<sup>2</sup> Where the applicant furnishes a translation of the international application only as amended or only as originally filed, the Office will invite the applicant to furnish the missing translation.<sup>3</sup> This requirement may be satisfied if the corresponding declaration has been made in accordance with PCT Rule 4.17.<sup>4</sup> If not already complied with within the time limit applicable under PCT Article 22 or 39(1), the Office will invite the applicant to comply with the requirement within a time limit of two months from the date of receipt of the invitation.

(3 March 2011)

MY

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PCT Applicant's Guide – National Phase – National Chapter – MY

**SUMMARY**

**Designated  
(or elected) Office**

**SUMMARY**

**MY INTELLECTUAL PROPERTY CORPORATION MY  
OF MALAYSIA**

*[Continued]*

Who can act as agent?

Any patent agent registered before the Office

Does the Office accept requests for  
restoration of the right of priority  
(PCT Rule 49ter.2)?

Yes, the Office applies the “unintentional” criterion to such requests

(3 March 2011)



## THE PROCEDURE IN THE NATIONAL PHASE

PR	25A	<p><b>MY.01 FORM FOR ENTERING THE NATIONAL PHASE.</b> The Office has available a special form for entering the national phase (see Annex MY.II). This form should preferably be used.</p> <p><b>MY.02 TRANSLATION (CORRECTION).</b> Errors in the translation of the international application can be corrected with reference to the text of the international application as originally filed (see National Phase, paragraphs 6.002 and 6.003).</p> <p><b>MY.03 FEES (MANNER OF PAYMENT).</b> The manner of payment of the fees indicated in the Summary and in this Chapter is outlined in Annex MY.I.</p>
PA PR	86(5) 45B(2)	<p><b>MY.04 APPOINTMENT OF AGENT.</b> If the applicant is not resident in Malaysia, an agent shall be appointed by submitting to the Registrar a special form (see Annex MY.III), signed by the applicant. Any patent agent registered before the Office may act as agent.</p>
PR	10(2)	<p><b>MY.05 INVENTOR.</b> If the applicant is not the inventor, the request must be accompanied by a statement naming the inventor and justifying the applicant's right to the patent (see Annex MY.IV).</p>
PA PR	35(2) 33	<p><b>MY.06 ANNUAL FEES.</b> Annual fees are payable for the second and each subsequent year following the date of grant of the patent. The fees must be paid twelve months before the date of expiration of the second and each succeeding year during the term of the patent. Payment of annual fees may still be made within six months from the due date, subject to the payment of a surcharge. The amounts of the annual fees are indicated in Annex MY.I.</p>
PA PR	29A 27 to 27D	<p><b>MY.07 REQUEST FOR EXAMINATION.</b> Requests for examination or modified examination must be made on special forms (see Annexes MY.V and MY.VI) provided by the Office, together with the payment of the prescribed fees within four years from the filing date of the international application. Requests for modified examination must be accompanied by a certified copy of the granted patent in English; patents in Japanese or Korean must be accompanied by a certified translation into English.</p>
PCT Art. PA PR	28 41 26A 46	<p><b>MY.08 AMENDMENT OF THE APPLICATION; TIME LIMITS.</b> The applicant may, at any time before the patent is granted, make amendments to his application, with the payment of the prescribed fee, provided that the amendment does not go beyond the disclosure in the initial application.</p>
PCT Art. PCT Rule	25 51	<p><b>MY.09 REVIEW UNDER ARTICLE 25 OF THE PCT.</b> The applicable procedure is outlined in paragraphs 6.018 to 6.021 of the National Phase. Where an international application is considered withdrawn, the applicant may request reconsideration by the Office.</p>
PCT Art. PCT Rule	24(2) 48(2) 49.6 82bis	<p><b>MY.10 EXCUSE OF DELAYS IN MEETING TIME LIMITS.</b> Reference is made to paragraphs 6.022 to 6.027 of the National Phase.</p>
		<p><b>MY.11 REINSTATEMENT OF RIGHTS.</b> Reinstatement of rights may be requested where the applicant unintentionally failed to observe a time limit set by the Office, which is prejudicial to his rights. A request for reinstatement must be presented in writing within two months from the removal of the cause of the failure to observe the time limit or twelve months from the date of expiration of the applicable time limit, whichever time limit expires earlier. Within the said two months, the omitted action must be completed and the fee for reinstatement of rights (see Annex MY.I) must be paid.</p>
PA PR	17B 33C	<p><b>MY.12 CONVERSION.</b> The applicant may convert an application for a patent into an application for a certificate for a utility innovation by filing a request to that effect and paying the prescribed fee within six months from the date of the examination report. The converted application shall have the filing date of the initial application.</p>

(14 January 2010)

MY

PCT Applicant's Guide – National Phase – National Chapter – MY

Annex MY II

Patents Form No. 2A PATENTS ACT 1983  FEE FOR ENTERING THE NATIONAL PHASE (Regulations 25A)  To : The Registrar of Patents Patents Registration Office Kuala Lumpur, Malaysia	For Official Use  Fee received on : ..... Amount : ..... *Cheque / Postal Order / Money Order / Draft / Cash No. : .....
Please submit this Form in duplicate together with the prescribed fee and/or reinstatement fee for international application	Applicant's or Agent's file reference .....
I. APPLICANT (S) : Name : ..... Address : ..... .....	
II. THE APPLICANT(S) REQUEST(S) ENTRY INTO THE NATIONAL PHASE IN ACCORDANCE WITH :  <div style="text-align: center;">           *SECTION 78O <input type="checkbox"/> </div> <div style="text-align: center;">           *SECTION 78OA <input type="checkbox"/> </div> INTERNATIONAL APPLICATION NO. : .....	
III. AGENT :  Applicant has appointed a patent agent in the accompanying Patents Form No. 17  <div style="text-align: right;">           Yes <input type="checkbox"/>            No <input type="checkbox"/> </div> Agent's Registration No.: .....	
SIGNATURE ..... <div style="text-align: center;">           ** (<i>Applicant/Agent</i>) ..... (<i>Date</i>) .....         </div> If Agent, indicate Agent's Registration No. ....	
For Official Use  Date application received : .....	

\* Tick whichever is applicable

\*\* Type name under signature and delete whichever does not apply

(10 April 2008)

MY

PCT Applicant's Guide – National Phase – National Chapter – MY

Annex MY.III

Patents Form No. 17 PATENTS ACT 1983  APPOINTMENT OR CHANGE OF PATENT AGENT (Regulations 45B (2) and 45(3))  To : The Registrar of Patents Patents Registration Office Kuala Lumpur, Malaysia	For Official Use  APPLICATION NO. : ..... Filing Date : ..... Received on : .....  Date of Mailing .....
Please submit one copy of this Form	Applicant's or Agent's file reference .....
<p>*I/ We the undersigned ,</p> <p>Name : .....          Address : .....          .....          appoint</p> <p>Name : .....          Address : .....          .....          Telephone Number (if any) ..... Fax Number (if any) .....</p> <p>to act as *my/our agent in connection with the following matter(s) :          .....          .....</p> <p>ratify all acts done by the agent on *my/our behalf in connection with that/those matter(s), and request that all notices, requisitions and communications relating thereto be sent to the agent at the abovementioned said address.</p> <p>Any previous appointment in respect of the same matter(s) is revoked.</p> <p>**SIGNATURE ..... (Date) .....</p>	

\* Delete whichever does not apply

\*\* Type name under signature and delete whichever does not apply

(10 April 2008)

\* Delete whichever does not apply  
\*\* Type name under signature and delete whichever does not apply

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<p>Patents Form No. 5 PATENTS ACT 1983</p> <p>REQUEST FOR SUBSTANTIVE EXAMINATION (Regulations 27(1) and 45(3))</p> <p>To: The Registrar of Patents Patents Registration Office Kuala Lumpur, Malaysia</p> <p>Please submit this Form in duplicate together with prescribed fee</p>	<p>For Official Use</p> <p>APPLICATION NO. : .....</p> <p>Filing Date : .....</p> <p>Request received on : .....</p> <p>Fee received on : .....</p> <p>Amount : .....</p> <p>*Cheque / Postal Order / Money Order / Draft / Cash No. : .....</p> <p>Date of mailing .....</p> <p>Applicant's or Agent's file reference .....</p>
<p>I. IN THE MATTER OF :</p> <p>Patent Application No. : ..... Filing Date : .....</p> <p>Certificate Application No. : ..... Filing Date : .....</p>	
<p>II. APPLICANT(S) :</p> <p>Name : .....</p> <p>Address : .....</p>	
<p>III. REQUEST :</p> <p>The applicant(s) request(s) the Registrar to refer the patent application identified above to an Examiner for a substantive examination in accordance with Section 29A (1) of the Patent Act 1983.</p>	
<p>IV. ADDITIONAL INFORMATION accompanies this Form :</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p>V. SIGNATURE ..... (Date)</p> <p>** (Applicant/Agent)</p> <p>If Agent, indicate Agent's Registration No. ....</p>	

\* Delete whichever does not apply

\*\* Type name under signature and delete whichever does not apply

(10 April 2008)

<p>Patents Form No. 5A PATENTS ACT 1983</p> <p>REQUEST FOR MODIFIED SUBSTANTIVE EXAMINATION (Regulations 27A(1) and 45(3))</p> <p>To: The Registrar of Patents Patents Registration Office Kuala Lumpur, Malaysia</p> <p>Please submit this Form in duplicate together with prescribed fee</p>	<p style="text-align: center;">For Official Use</p> <p>APPLICATION NO. : .....</p> <p>Filing Date : .....</p> <p>Request received on : .....</p> <p>Fee received on : .....</p> <p>Amount : .....</p> <p>*Cheque / Postal Order / Money Order / Draft / Cash No. : .....</p> <p>Date of mailing .....</p> <p>Applicant's or Agent's file reference .....</p>
<p>I. IN THE MATTER OF :</p> <p>Patent Application No. : ..... Filing Date : .....</p> <p>Certificate Application No. : ..... Filing Date : .....</p>	
<p>II. APPLICANT(S) :</p> <p>Name : .....</p> <p>Address : .....</p>	
<p>III. REQUEST :</p> <p>The applicant(s) request(s) the Registrar to refer the patent application identified above to an Examiner for a modified substantive examination in accordance with Section 29A (1) of the Patent Act 1983.</p>	
<p>IV. PRESCRIBED FOREIGN PATENT :</p> <p>I provide herewith a certified copy of the specification of Patent No. : ..... in granted in ..... on ..... Copy of granted patent from : * UK/US/EP/Australia</p>	
<p>V. AMENDMENTS :</p> <p>Amendments in accordance with regulation 27A (3)(b) accompany this Form :</p> <p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p>VI. SIGNATURE ..... (Date) .....</p> <p style="text-align: center;">** (Applicant/Agent)</p> <p>If Agent, indicate Agent's Registration No. ....</p>	

\* Delete whichever does not apply

\*\* Type name under signature and delete whichever does not apply

(10 April 2008)



## Appendix 13: Limited Liability Partnership Guidelines



**EXPERIENCE A NEW DIMENSION IN BUSINESS**

Limited Liability • Optimum Flexibility

**LIMITED LIABILITY PARTNERSHIP**

**MyLLP**  
LIMITED LIABILITY PARTNERSHIP



1.1 MILLION COMPANIES

BUSINESS GLOBAL

BRAND EQUITY

5.6% GDP GROWTH

4.9 MILLION BUSINESSES

ECONOMIC

3.9% INTEREST

ASSET

CAPITAL INPUT TARGET MARKET

RM

**LIMITED LIABILITY PARTNERSHIP**

Sole Proprietorship • Company • Partnership



## 1. INTRODUCTION TO LIMITED LIABILITY PARTNERSHIP (LLP)

### 1.1 About LLP

LLP is an alternative business vehicle to carry out business which combines the characteristics of a private company and a conventional partnership. LLP provides limited liability status to its partners and offers the flexibility of internal arrangement through an agreement between the partners.

This combination will give entrepreneurs and businessmen a more structured business vehicle compared to a sole proprietorship or a conventional partnership. It provides the flexibility of controlling the business operation in accordance with the partnership agreement whilst enjoying the limited liability status compared to a company which is subject to strict compliance requirements under the Companies Act 1965 in most of its affairs.

LLP is a business vehicle which would offer simple and flexible procedures in terms of its formation, maintenance and termination while simultaneously has the necessary dynamics and appeal to be able to compete domestically and internationally. The LLP was also introduced in countries such as the United States of America, United Kingdom, Singapore, India and Japan as a form of alternative business vehicle.

### 1.2 Salient features of LLP

- LLP is a body corporate and has legal personality separate from its partners (separate legal entity).
- LLP has perpetual succession.
- Any changes in relation to the partners of an LLP will not affect the existence, rights or liabilities of the LLP.
- LLP has unlimited capacity and capable of suing and being sued, acquiring, owning, holding and developing or disposing of property.
- LLP may do and suffer such other acts and things as bodies corporate may lawfully do and suffer.



### 1.3 Target groups

The LLP may be formed by any business group to carry on any lawful business with the view to make profit. However, the main targeted business groups are:

- Professionals (e.g Lawyers, Accountant & Company Secretaries)
- Small and medium sized businesses
- Joint ventures
- Venture capitals

### 1.4 Difference between an LLP and a General Partnership

The LLP offers limited liability to its partners whereby any debts and obligations of the LLP will be borne by the assets of the LLP. In the case of a conventional partnership, the partners are jointly and severally liable with the firm.

### 1.5 Difference between an LLP and a Company

There are many fundamental differences between an LLP and a company. Amongst others, the main differences are:

- No issuance of shares
- Flexibility in making decisions
- No formal requirement to convene Annual General Meetings
- No requirement to submit financial statements to SSM
- Accounts need not be audited.



### 1.6 Comparative chart between LLP and various other business vehicles in Malaysia

	COMPANY	LIMITED LIABILITY PARTNERSHIP (LLP)	GENERAL PARTNERSHIP	SOLE PROPRIETORSHIP
Capital contribution	Share capital	Partners contribution	Partners contribution	Own contribution
Owner(s) of the business	Company (members / share - holders own 'shares' in the company that give them certain rights in relation to the Company)	LLP (partners have a share in the capital and profits of the LLP)	Partners	Sole Proprietor
Legal Status	Separate legal entity	Separate legal entity	Not a separate legal entity	Not a separate legal entity
Party that is liable for debts of the business	Company	LLP	Partners	Sole Proprietor
Responsibility for management of business	Board of Directors	Partners	Partners	Sole Proprietor
Personal liability	No personal liability of individual director or shareholder  Liabilities borne by the directors or shareholders are to the extent of unpaid shares only	No personal liability of partner, except for own wrongful act or omission or without authority  Liabilities borne by the partners are jointly and severally with the LLP to the extent of contribution only	Unlimited liability (jointly and severally liable with the partnership) which can extend to personal assets of the partners	Unlimited liability which can extend to personal assets of the sole proprietor
No. Of Shareholders/ Partners	Minimum 2 and maximum 50 in private company	Minimum 2 and no maximum limit	2 to 20 partners (Except for partnerships for professional practice with no maximum limit)	Sole proprietor only

## 2. REGISTRATION OF LLP

### 2.1 Registration of a new LLP

An LLP may be registered by an application made to the Registrar by furnishing the following information:

- (a) Name of the proposed LLP;
- (b) General nature of the proposed business of the LLP;
- (c) Proposed registered office of the LLP;
- (d) Name and details of every person who is to be a partner of the LLP;
- (e) Name and details of compliance officer(s) of the LLP;
- (f) If the LLP is formed for the purposes of carrying on any professional practice, the application shall be accompanied by an approval letter from the governing body as specified in the third column of the First Schedule of the LLP Act 2012; and
- (g) Such other relevant information as may be specified by the Registrar.

### 2.2 Registration to be done by Compliance Officer

A registration of LLP is required to be done by the Compliance Officer appointed by the LLP.

### 2.3 Conversion into a Limited Liability Partnership

An application to convert from a conventional partnership or a private company into an LLP may be made to the Registrar by furnishing the following information:

- (a) From Conventional Partnership to LLP
  - The name and registration number of the conventional partnership;
  - The date on which the conventional partnership was registered under the Registration of Businesses Act 1956 or any other written law;
  - That as at the date of the application, the conventional partnership appears to be able to pay its debts as they become due in the normal course of business; and



## REGISTRATION OF LLP

- All other information required for the registration of a new LLP as stated in paragraph 2.1 above.

### (b) From Private Company to LLP

- The name and registration number of the private company;
- The date on which the private company was incorporated under the companies Act 1965;
- That as at the application date, the private company appears to be able to pay its debts as they become due in the normal course of business;
- That as at the application date, all outstanding statutory fees or any amount owing to any government agency has been settled;
- That the private company has placed an advertisement in at least one widely circulated newspaper in Malaysia and published a notification in the Gazette of its intention to convert to a limited liability partnership; and
- That all of its creditors have agreed with the application to convert to a limited liability partnership; and
- All other information required for the registration of a new LLP as stated in paragraph 2.1 above.

### (c) From Conventional Professional Firm to LLP for Professional Practice

- The name and registration number (if any) of the conventional professional firm ;
- The date on which the conventional professional firm was registered under the relevant law;
- That as at the date of the application, the conventional professional firm appears to be able to pay its debts as they become due in the normal course of business;
- A letter of approval or letter of no objection from the relevant governing body as specified in the third column of the First Schedule of the LLP Act 2012; and
- All other information required for the registration of a new LLP as stated in paragraph 2.1 above.

## 2.4 Registration fee

The registration fee for the registration of a new LLP or for the conversion into an LLP is RM500.

## 2.5 Limited Liability Partnership Agreement

The mutual rights and duties of the partners of an LLP and the mutual rights and duties of the LLP shall be governed by the LLP agreement. However, in the absence of agreement as to any matter set out in the Second Schedule of the LLP Act 2012, provisions of the Second Schedule relating to that matter shall apply.

## 2.6 Compliance Officer

Every LLP must appoint at least one compliance officer who shall be:

- either one of the partners or a person who is qualified to act as a secretary under the Companies Act 1965;
- at least 18 years of age and citizen/permanent resident of Malaysia; and
- ordinarily resides in Malaysia.

## 2.7 Registration as a compliance officer of an LLP

Once a person is appointed as a compliance officer of an LLP, he must register with the Registrar so as to enable him to lodge or submit documents on behalf of the partners or the LLP.

The registration shall be done via the MyLLP Portal and the compliance officer is required to go to the nearest SSM office for identity verification purposes.

## 2.8 Duties and Liabilities of Compliance Officer

A compliance officer shall be responsible for the doing of all acts, matters and things as required to be done under the LLP Act 2012 and the Limited Liability Partnerships Regulations 2012 ('LLP Regulations 2012') as follows:

- Lodging or submitting of documents on behalf of the partners or the LLP as stated in Regulation 6 of the LLP Regulations 2012;
- Registering changes in registered particulars of the LLP with the Registrar as and when it occurs as required under section 17 of the LLP Act 2012;
- Keeping of registers and statutory documents at the registered office of the LLP as required under section 19 of the LLP Act 2012;
- Publishing the LLP's name and the registration number outside its registered office and place of business as required under section 20 of the LLP Act 2012; and
- Any other matters that may be required to be done by the Registrar of LLP from time to time under the LLP Act 2012 and/or LLP Regulations 2012.



### 3. CONTINUOUS OBLIGATION OF LLP

#### 3.1 Registration of changes in particulars

An LLP shall ensure to lodge a notification to the Registrar if any changes made or occurs in the registered particulars of the LLP within fourteen days from the date of which the changes made or occurred.

#### 3.2 Keeping of Registers and Statutory Record

An LLP shall keep at all times at the registered office the following:

- (i) a notice of registration issued by the Registrar of LLP;
- (ii) a register of the name and address of each partner and compliance officer;
- (iii) a copy of the most recent annual declaration;
- (iv) a copy of any statement lodged with the Registrar under the LLP Act 2012;
- (v) a copy of certificate (if any), issued by the Registrar under section 11(4) LLP Act 2012;
- (vi) a copy of the LLP agreement and any amendment thereto;
- (vii) a copy of any instrument relating to any charge created by the LLP; and
- (viii) any other documents that the Registrar may, from time to time, require to be kept by an LLP.

#### 3.3 Keeping of Accounting Records

- (i) An LLP shall keep such accounting and other records as will sufficiently explain the transactions and financial position of the LLP and enable profit and loss accounts and prepare balance sheets from time to time which give a true and fair view of the state of affairs of the LLP at the LLP registered office or such other place as the partner thinks fit provided that a notification of that place been made to the Registrar;
- (ii) An LLP shall retain the accounting records and other records as above for a period of not less than seven years from the end of financial year in which the transactions or operations to which those records relate are completed.

### 3.4 Annual Declaration

- (i) An LLP shall ensure to lodge with the Registrar on an annual basis within ninety days from the end of the financial year of the LLP, a declaration made by any two of its partners that the LLP is able or not able to pay its debts as they become due in the normal course of business and the declaration shall be accompanied by such other particulars as may be required by the Registrar.
- (ii) In the case of the first annual declaration, it shall be lodged not later than eighteen months from the date of the registration of the LLP

## 4. FREQUENTLY ASKED QUESTIONS

### 4.1 Fundamentals of LLP

#### Why LLP in Malaysia?

- To provide the business community with an alternative business vehicle to complement the traditional choices of sole proprietorships, partnerships and companies (local and foreign)
- To provide access to limited liability status for partnership type businesses
- More affordable business vehicle

#### What is the legal status of an LLP?

An LLP is a separate entity with the legal status of a body corporate.

#### Why would one choose to register an LLP as opposed to registering a business or incorporating a company?

The LLP provides the flexibility of organizational arrangement through the partnership agreement whereas a company is subject to a more stringent compliance requirement. On the other hand, registering LLP provides the limited liability status as compared to registering a business which exposes the owner to unlimited liability.

#### Is there any restriction as to what kind of business can use LLP as a business vehicle?

No. It is for all kind of lawful businesses with a view to make profit.

#### Can a charity organisation register as LLP?

No. LLP is intended only for businesses with a view to make profit.





## 4.2 Formation and Registration of LLP

### How to register an LLP?

An LLP can be registered by way of an application made to the Registrar by providing the following information:

- proposed name of the LLP;
- nature of business;
- address of registered office;
- name and details of partners;
- name and details of compliance officer; and
- approval letter (in cases of professional practice).

### Can a registration of an LLP be rejected or refused? If yes, on what grounds?

Yes. On grounds where the Registrar is satisfied that:

- (a) the registration of the LLP would be contrary to the national security or interests; or
- (b) the proposed business is likely to be used for:
  - (i) a charitable purpose;
  - (ii) an unlawful purpose; or
  - (iii) purposes prejudicial to public peace, welfare or good order or morality in Malaysia.

### Is there any limit to the number of partners?

There must be minimum 2 partners and no limit for maximum number of partners.

### Who can be the partners in an LLP?

Individuals (natural persons) or bodies corporate or a combination of both.

### Is there any need for a partnership agreement?

Yes. However, in the absence of agreement as to any matter set out in the Second Schedule of the LLP Act 2012, provisions of the Second Schedule relating to that matter shall apply.

### Can two companies form LLP?

Yes. These are the most common form of joint ventures.



## FREQUENTLY ASKED QUESTIONS

4

**How long will SSM take to process the registration application?**

A notice of registration will be issued immediately upon submission of the application through MyLLP Portal provided all registration requirements are satisfied.

**Is there any requirement for a minimum number of partners to have principal or only place of residence in Malaysia?**

No. The requirement to be ordinarily residing in Malaysia is applicable only when a partner is also acting as the compliance officer of the LLP.

**4.3 Management of LLP****Will the partners of the LLP be held personally liable for the debts incurred by the LLP?**

No. It is the LLP that will be liable. However, a partner will be jointly and severally liable for his own wrongful act or omission in the course of the business of the LLP. The LLP however is not bound by what the partner has done in dealing with a person if:

- (a) the partner acted without authority; or
- (b) The person with whom the partner was dealing knows that the partner acted without authority or does not know that he is a partner of the LLP.

**Under the LLP Act 2012 there is a requirement for an LLP to appoint at least one compliance officer. What are the requirements for a person to be appointed as a compliance officer of an LLP?**

The compliance officer has to be either from amongst the partners of the LLP or a person qualified to act as a secretary under the Companies Act 1965 who:

- (a) is a citizen or permanent resident of Malaysia; and
- (b) ordinarily resides in Malaysia.

**What are the responsibilities and liabilities of a compliance officer?**

The main responsibilities of a compliance officer are:

- registering any changes in registered particulars of the LLP;
- keeping and maintaining registers and records of the LLP; and
- ensuring publication of names of the LLP in accordance with the provisions of the Act.

A compliance officer is personally liable to all penalties including administrative penalty imposed on the LLP for non-compliance of the above requirements unless if he can prove that he is not liable.

**Can there be more than one compliance officer?**

Yes.



**If the LLP has two partners and one of them ceased to be a partner for any reason, is the remaining partner required to appoint another partner? Is there any time frame to do so?**

Yes. The remaining partner is required to appoint another partner within six months or a longer period which may be determined by the Registrar (which shall not exceed one year) upon an application for an extension of time made by the remaining partner.

**Can a partner who is declared a bankrupt continue to act as a partner?**

Yes, a partner who is declared a bankrupt can continue to be a partner of an LLP. However, he is prohibited from taking part in the management of the LLP unless he has obtained leave from:

- the Director General of Insolvency (DGI); or
- the court provided that a notice of intention to apply for leave has been served on the DGI and the DGI is heard on the application.

#### 4.4 Conversion to LLP

**Can an existing business vehicle such as a company or a partnership firm convert into an LLP?**

Yes. In the case of a company, only a private company incorporated under the Companies Act 1965 is allowed. In the case of a partnership, only firms which are registered under the Registration of Business Act 1956 or any firms carrying on professional practices are allowed.

**What will be the position of a private company / conventional partnership which converts to an LLP?**

After a conversion, the status of the private company / conventional partnership shall be deemed to have been dissolved.

**Can a sole-proprietorship convert into an LLP?**

A sole proprietorship cannot convert into an LLP as it only has 1 member. The sole proprietor must find at least one more person to be a partner before he can register an LLP.

**Is there a requirement for a converted LLP to notify its conversion to any party which the LLP was dealing with prior to the conversion?**

A converted LLP is required to ensure for a period of twelve months commencing fourteen days after the date of registration to state the following on every invoice or correspondence:

- a statement that it was, as from the date of registration, converted from a conventional partnership or private company, as the case may be, to a limited liability partnership; and
- the name and registration number, if applicable, of the conventional partnership or private company from which it was converted.

## FREQUENTLY ASKED QUESTIONS

4

**Can an LLP re-convert to a private company?**

No. The LLP will have to be voluntarily wound up first and then incorporate as a new company.

**It is unfair to creditors as the current partnerships can evade liability by just converting to LLP. What is the rationale/remedy for this?**

Under the LLP Act 2012 it is provided that all rights and liabilities are vested into the LLP upon conversion from a conventional partnership or a private company. Further, partners of a conventional partnership that has converted to an LLP shall continue to be personally liable, jointly and severally with the LLP for the liabilities and obligations incurred prior to the conversion. Under the LLP legal framework, creditors of a private company are further protected as the company must get the agreement of the creditors for such conversion.

**4.5 LLP for Professional Practice****Who are considered as Professionals under the LLP Act 2012?**

Under the first schedule of the LLP Act 2012 the following groups are defined as professionals:

- Chartered Accountants
- Advocate and Solicitors
- Company Secretaries

**Can two different professionals (e.g. a lawyer and an accountant) form and be partners of an LLP?**

No. An LLP formed for the purpose of carrying on professional practice shall consist of natural persons who are practising the same profession only. This is to ensure that integrity and ethical issues are addressed and observed.

**The LLP Act 2012 requires professionals to obtain an approval letter from their respective governing bodies before an LLP is formed for professional practice. Is this requirement extended to foreign professionals who wish to form an LLP in Malaysia?**

The LLP Act 2012 does not prohibit foreign professionals to carry out professional practice in Malaysia. However, this is subject to the relevant governing bodies' approval in accordance with the laws that governs the respective professions in Malaysia.



#### 4.6 Foreign LLP

##### **Can a foreign LLP carry on business in Malaysia?**

A foreign LLP can carry on business in Malaysia by registering with SSM and lodge the following document:

- Certified copy of the certificate of registration in its place of incorporation, establishment or origin; and
- Certified copy of its charter or instrument defining its constitution, if any.

##### **Is it a requirement for each partner of an LLP to be "resident" in Malaysia?**

There is no need for partners to be resident in Malaysia but there is a requirement for the compliance officer to be resident in Malaysia.

#### 4.7 Closing an LLP

##### **How can an LLP be dissolved?**

An LLP can be dissolved by way of:

- Court Ordered Winding Up;
- Voluntary Winding Up; or
- Striking off.

##### **Under what circumstances can an LLP be wound up by Court?**

An LLP can be wound up by Court under the same circumstances a company can be wound up by court as provided under the Companies Act 1965. The LLP Act 2012 provides that the relevant provisions of the Companies Act 1965 related to winding up by Court will be applicable to LLPs.

##### **How can an LLP be dissolved by voluntary winding up?**

Where an LLP has ceased to operate and has discharged all its debts and liabilities, a partner of the LLP can apply to the Registrar for a voluntary winding up of the LLP provided all the conditions required under the LLP Act 2012 for voluntary winding up application are met.

## FREQUENTLY ASKED QUESTIONS

4

**Under what circumstances can an LLP be struck-off the register?**

An LLP can be struck-off the register if the Registrar has reason to believe that:

- The LLP no longer carrying on business;
- The LLP contravened the Act;
- The LLP is prejudicial to national interests;
- No liquidator acting in cases of court ordered winding up; or
- Affairs of the LLP have been fully wound up but no sufficient assets to pay the costs to obtain court order to dissolve the LLP.

**4.8 General Matters****Is an LLP required to maintain accounts?**

Yes. All accounting records that give a true and fair view of the state of affairs of the LLP shall be retained for 7 years.

**Is there an approved accounting standard imposed on LLP in preparing its accounting records similar to the requirement imposed on Companies under the Companies Act 1965?**

One of the main objectives for introducing the LLP business vehicle is to give businessmen the flexibility of internal arrangement in conducting business similar to a Conventional Partnership which is not required to adopt any particular accounting standard. As such, there is no approved accounting standard imposed on LLP. However an LLP is required and expected to prepare from time to time its accounting records which will give a true and fair view of the state of affairs of the LLP.

**Is an audit of the accounting required?**

Unless provided in the agreement, there is no mandatory auditing requirement for LLPs.

**Is the LLP required to submit Annual Returns?**

No. However, an LLP is required to lodge an Annual Declaration with the Registrar stating whether the LLP is able or unable to pay its debts.

**Is there a requirement for LLP to hold AGM?**

There is no requirement for an LLP to convene AGM.

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For further information or enquiry on the registration of LLP the Public may visit SSM's website at [www.ssm.com.my](http://www.ssm.com.my) or call SSM Contact Centre at 03 7721 4000.

**Appendix 14: Cost of IronLady**

<b>Material Cost</b>	<b>Price (RM)</b>
Actuator	3,000
Chassis	300
Motor	300
Shirt Hanger	10
Hanger Stand	100
Steamer System	750
Pulley System	300
Stand Up Brackets	20
EMO Button	50
EMO Bracket	20
Caster Wheel	20
LEDs	100
Water Tank System	800
Automated Globe Valve	20
Acrylic cover	100
Fittings	5
Sensor	100
Bolts and Nuts	5
<b>Total Material Cost</b>	<b>6,000</b>

**Appendix 15: Estimated Sales**

<b>Details</b>	<b>2018 (Units)</b>	<b>2019 (Units)</b>	<b>2020 (Units)</b>
January	2	5	9
February	2	5	9
March	2	5	9
April	2	5	9
May	2	5	9
June	2	5	9
July	4	7	11
August	4	7	11
September	4	7	11
October	4	7	11
November	4	7	11
December	4	7	11
<b>Total Quantity</b>	<b>36</b>	<b>72</b>	<b>120</b>
<b>Unit Price (RM)</b>	<b>25,000</b>	<b>25,000</b>	<b>25,000</b>
<b>Total Sales (RM)</b>	<b>900,000</b>	<b>1,800,000</b>	<b>3,000,000</b>
<b>Total After GST (RM)</b>	<b>954,000</b>	<b>1,908,000</b>	<b>3,180,000</b>

## Appendix 16: Cost of Goods Sold for 2018-2020

Targeted Sales		Unit	2		2		2		2		2		2		2		2		2		2		2		2		2	
Material Cost		Price(RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec														
Actuator		3000	12000	6000	6000	6000	6000	6000	6000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Chasis		300	1200	600	600	600	600	600	600	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200
Motor		300	1200	600	600	600	600	600	600	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200
Shirt Hanger		10	40	20	20	20	20	20	20	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	
Hanger Stand		100	400	200	200	200	200	200	200	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	
Steamer System		750	3000	1500	1500	1500	1500	1500	1500	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	3000	
Pulley System		300	1200	600	600	600	600	600	600	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	1200	
Stand Up Brackets		20	80	40	40	40	40	40	40	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
EMO Button		50	200	100	100	100	100	100	100	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	
EMO Bracket		20	80	40	40	40	40	40	40	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
Caster Wheel		20	80	40	40	40	40	40	40	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
LEDs		100	400	200	200	200	200	200	200	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	
Water Tank System		800	3200	1600	1600	1600	1600	1600	1600	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	3200	
Automated Globe Valve		20	80	40	40	40	40	40	40	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
Acrylic cover		100	400	200	200	200	200	200	200	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	
Fittings		5	20	10	10	10	10	10	10	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	
Sensor		100	400	200	200	200	200	200	200	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	400	
Bolts and Nuts		5	20	10	10	10	10	10	10	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	
Total Purchases			24000	12000	12000	12000	12000	12000	12000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	24000	
Unit to sell + Unit to Produce for back up)		2+2	2+2	2+2	2+2	2+2	2+2	2+2	2+2	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	2+4	



Ending Inventory	Price(RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actuator	3000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000
Chasis	300	600	600	600	600	600	600	600	600	600	600	600	600
Motor	300	600	600	600	600	600	600	600	600	600	600	600	600
Shirt Hanger	10	20	20	20	20	20	20	20	20	20	20	20	20
Hanger Stand	100	200	200	200	200	200	200	200	200	200	200	200	200
Steamer System	750	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500
Pulley System	300	600	600	600	600	600	600	600	600	600	600	600	600
Stand Up Brackets	20	40	40	40	40	40	40	40	40	40	40	40	40
EMO Button	50	100	100	100	100	100	100	100	100	100	100	100	100
EMO Bracket	20	40	40	40	40	40	40	40	40	40	40	40	40
Caster Wheel	20	40	40	40	40	40	40	40	40	40	40	40	40
LEDs	100	200	200	200	200	200	200	200	200	200	200	200	200
Water Tank System	800	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600
Automated Globe Valve	20	40	40	40	40	40	40	40	40	40	40	40	40
Acrylic cover	100	200	200	200	200	200	200	200	200	200	200	200	200
Fittings	5	10	10	10	10	10	10	10	10	10	10	10	10
Sensor	100	200	200	200	200	200	200	200	200	200	200	200	200
Bolts and Nuts	5	10	10	10	10	10	10	10	10	10	10	10	10
Total Ending Inventory		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Cost of Goods Sold													
Beginning		0	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Add: Purchases		24000	12000	12000	12000	12000	12000	12000	24000	24000	24000	24000	24000
Less: Ending Inventory		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Total Cost of Goods Sold		12000	12000	12000	12000	12000	12000	12000	24000	24000	24000	24000	24000
Less: GST (6%)		1440	720	720	720	720	720	720	1440	1440	1440	1440	1440
Total Cost of Goods Sold after GST		10560	11280	11280	11280	11280	11280	11280	22560	22560	22560	22560	22560

2019

Targeted Sales	Unit	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	7
Material Cost	Price(RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	7
Actuator	3000	15000	15000	15000	15000	15000	15000	15000	21000	21000	21000	21000	21000	21000
Chasis	300	1500	1500	1500	1500	1500	1500	1500	2100	2100	2100	2100	2100	2100
Motor	300	1500	1500	1500	1500	1500	1500	1500	2100	2100	2100	2100	2100	2100
Shirt Hanger	10	50	50	50	50	50	50	50	70	70	70	70	70	70
Hanger Stand	100	500	500	500	500	500	500	500	700	700	700	700	700	700
Steamer System	750	3750	3750	3750	3750	3750	3750	3750	5250	5250	5250	5250	5250	5250
Pulley System	300	1500	1500	1500	1500	1500	1500	1500	2100	2100	2100	2100	2100	2100
Stand Up Brackets	20	100	100	100	100	100	100	100	140	140	140	140	140	140
EMO Button	50	250	250	250	250	250	250	250	350	350	350	350	350	350
EMO Bracket	20	100	100	100	100	100	100	100	140	140	140	140	140	140
Caster Wheel	20	100	100	100	100	100	100	100	140	140	140	140	140	140
LEDs	100	500	500	500	500	500	500	500	700	700	700	700	700	700
Water Tank System	800	4000	4000	4000	4000	4000	4000	4000	5600	5600	5600	5600	5600	5600
Automated Globe Valve	20	100	100	100	100	100	100	100	140	140	140	140	140	140
Acrylic cover	100	500	500	500	500	500	500	500	700	700	700	700	700	700
Fittings	5	25	25	25	25	25	25	25	35	35	35	35	35	35
Sensor	100	500	500	500	500	500	500	500	700	700	700	700	700	700
Bolts and Nuts	5	25	25	25	25	25	25	25	35	35	35	35	35	35
Total Purchases		30000	30000	30000	30000	30000	30000	30000	42000	42000	42000	42000	42000	42000
Unit to sell + Unit to Produce for back up)		2+5	2+5	2+5	2+5	2+5	2+5	2+7	2+7	2+7	2+7	2+7	2+7	2+7

Ending Inventory	Price(RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actuator	3000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000
Chasis	300	600	600	600	600	600	600	600	600	600	600	600	600
Motor	300	600	600	600	600	600	600	600	600	600	600	600	600
Shirt Hanger	10	20	20	20	20	20	20	20	20	20	20	20	20
Hanger Stand	100	200	200	200	200	200	200	200	200	200	200	200	200
Steamer System	750	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500
Pulley System	300	600	600	600	600	600	600	600	600	600	600	600	600
Stand Up Brackets	20	40	40	40	40	40	40	40	40	40	40	40	40
EMO Button	50	100	100	100	100	100	100	100	100	100	100	100	100
EMO Bracket	20	40	40	40	40	40	40	40	40	40	40	40	40
Caster Wheel	20	40	40	40	40	40	40	40	40	40	40	40	40
LEDs	100	200	200	200	200	200	200	200	200	200	200	200	200
Water Tank System	800	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600
Automated Globe Valve	20	40	40	40	40	40	40	40	40	40	40	40	40
Acrylic cover	100	200	200	200	200	200	200	200	200	200	200	200	200
Fittings	5	10	10	10	10	10	10	10	10	10	10	10	10
Sensor	100	200	200	200	200	200	200	200	200	200	200	200	200
Bolts and Nuts	5	10	10	10	10	10	10	10	10	10	10	10	10
Total Ending Inventory		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Cost of Goods Sold													
Beginning		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Add: Purchases		30000	30000	30000	30000	30000	30000	30000	42000	42000	42000	42000	42000
Less: Ending Inventory		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Total Cost of Goods Sold		30000	30000	30000	30000	30000	30000	30000	42000	42000	42000	42000	42000
Less: GST (6%)		1800	1800	1800	1800	1800	1800	1800	2520	2520	2520	2520	2520
Total Cost of Goods Sold after GST		28200	28200	28200	28200	28200	28200	28200	39480	39480	39480	39480	39480

2020

Targeted Sales	Unit	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Material Cost	Price(RM)												
Actuator	3000	27000	27000	27000	27000	27000	27000	27000	33000	33000	33000	33000	33000
Chasis	300	2700	2700	2700	2700	2700	2700	2700	3300	3300	3300	3300	3300
Motor	300	2700	2700	2700	2700	2700	2700	2700	3300	3300	3300	3300	3300
Shirt Hanger	10	90	90	90	90	90	90	90	110	110	110	110	110
Hanger Stand	100	900	900	900	900	900	900	900	1100	1100	1100	1100	1100
Steamer System	750	6750	6750	6750	6750	6750	6750	6750	8250	8250	8250	8250	8250
Pulley System	300	2700	2700	2700	2700	2700	2700	2700	3300	3300	3300	3300	3300
Stand Up Brackets	20	180	180	180	180	180	180	180	220	220	220	220	220
EMO Button	50	450	450	450	450	450	450	450	550	550	550	550	550
EMO Bracket	20	180	180	180	180	180	180	180	220	220	220	220	220
Caster Wheel	20	180	180	180	180	180	180	180	220	220	220	220	220
LEDs	100	900	900	900	900	900	900	900	1100	1100	1100	1100	1100
Water Tank System	800	7200	7200	7200	7200	7200	7200	7200	8800	8800	8800	8800	8800
Automated Globe Valve	20	180	180	180	180	180	180	180	220	220	220	220	220
Acrylic cover	100	900	900	900	900	900	900	900	1100	1100	1100	1100	1100
Fittings	5	45	45	45	45	45	45	45	55	55	55	55	55
Sensor	100	900	900	900	900	900	900	900	1100	1100	1100	1100	1100
Bolts and Nuts	5	45	45	45	45	45	45	45	55	55	55	55	55
Total Purchases		54000	54000	54000	54000	54000	54000	54000	66000	66000	66000	66000	66000
Unit to sell + Unit to Produce for back up)		2+9	2+9	2+9	2+9	2+9	2+9	2+11	2+11	2+11	2+11	2+11	2+11

Ending Inventory	Price (RM)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actuator	3000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000
Chasis	300	600	600	600	600	600	600	600	600	600	600	600	600
Motor	300	600	600	600	600	600	600	600	600	600	600	600	600
Shirt Hanger	10	20	20	20	20	20	20	20	20	20	20	20	20
Hanger Stand	100	200	200	200	200	200	200	200	200	200	200	200	200
Steamer System	750	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500
Pulley System	300	600	600	600	600	600	600	600	600	600	600	600	600
Stand Up Brackets	20	40	40	40	40	40	40	40	40	40	40	40	40
EMO Button	50	100	100	100	100	100	100	100	100	100	100	100	100
EMO Bracket	20	40	40	40	40	40	40	40	40	40	40	40	40
Caster Wheel	20	40	40	40	40	40	40	40	40	40	40	40	40
LEDs	100	200	200	200	200	200	200	200	200	200	200	200	200
Water Tank System	800	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600
Automated Globe Valve	20	40	40	40	40	40	40	40	40	40	40	40	40
Acrylic cover	100	200	200	200	200	200	200	200	200	200	200	200	200
Fittings	5	10	10	10	10	10	10	10	10	10	10	10	10
Sensor	100	200	200	200	200	200	200	200	200	200	200	200	200
Bolts and Nuts	5	10	10	10	10	10	10	10	10	10	10	10	10
Total Ending Inventory		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Cost of Goods Sold													
Beginning		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Add: Purchases		54000	54000	54000	54000	54000	54000	54000	54000	54000	54000	54000	54000
Less: Ending Inventory		12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000	12000
Total Cost of Goods Sold		54000	54000	54000	54000	54000	54000	54000	54000	54000	54000	54000	54000
Less: GST (6%)		3240	3240	3240	3240	3240	3240	3240	3240	3240	3240	3240	3240
Total Cost of Goods Sold after GST		50760	50760	50760	50760	50760	50760	50760	50760	50760	50760	50760	50760

### Appendix 17: Estimated Overhead Cost

Employees Salary of 4NTechnologies LLP						
	2018		2019		2020	
	Monthly Salary	Annual Salary	Monthly Salary	Annual Salary	Monthly Salary	Annual Salary
Top Management	RM	RM	RM	RM	RM	RM
General Manager	6,000	72,000	6,600	79,200	7,260	87,120
Marketing Manager	6,000	72,000	6,600	79,200	7,260	87,120
Finance Manager	6,000	72,000	6,600	79,200	7,260	87,120
Human Resource Manager	6,000	72,000	6,600	79,200	7,260	87,120
Operation Manager	6,000	72,000	6,600	79,200	7,260	87,120
Executives						
Marketing Executive	2,200	26,400	2,420	29,040	2,662	31,944
Finance Executive	2,200	26,400	2,420	29,040	2,662	31,944
Human Resource Executive	2,200	26,400	2,420	29,040	2,662	31,944
Logistics Executive	2,200	26,400	2,420	29,040	2,662	31,944
Operation (Assembly)						
Electrical Engineer	5,000	60,000	5,500	66,000	6,050	72,600
Electronic Engineer	5,000	60,000	5,500	66,000	6,050	72,600
Mechanical Engineer	5,000	60,000	5,500	66,000	6,050	72,600
Technician						
Electrical Technician	2,000	24,000	2,200	26,400	2,420	29,040
Electronic Technician	2,000	24,000	2,200	26,400	2,420	29,040
Mechanical Technician	2,000	24,000	2,200	26,400	2,420	29,040
<b>Total</b>	<b>59,800</b>	<b>717,600</b>	<b>65,780</b>	<b>789,360</b>	<b>72,358</b>	<b>868,296</b>

**Appendix 18: Goods and Services Tax****Jabatan Kastam Diraja Malaysia**

PUSAT PEMROSESAN GST  
 Aras 1, Blok A, KOMPLEKS KASTAM WPKL,  
 JALAN SS 6.3, KELANA JAYA,  
 47300 PETALING JAYA  
 SELANGOR

4N Technologies LLP  
 88-A Lintang Bayan Lepas 9,  
 Tmn Perindustrian Bayan Lepas,  
 Fasa 4, 11900 Penang, Malaysia.

Ruj Kami:  
 Tarikh:  
 No. CBP:  
 Stesen:

Tuan,

**KEPUTUSAN PERMOHONAN ARU KEMUDAHAN SKIM PEDAGANG  
 DILULUSKAN DI BAWAH SEKSYE 71 AKTA CULAI BARANG DAN  
 PERKHIDMATAN 2014**

Perkara di atas dirujuk:

Dimaklumkan bahawa permohonan tuan telah diluluskan. Maklumat kelulusan adalah seperti berikut :

Jenis Kemudahan : Skim Pedagang Diluluskan

No. Rujukan Kemudahan : SPL1411710976

Tarikh Kuatkuasa :

Tempoh Kelulusan :

Kelulusan ini adalah tertakluk kepada Seksyen 71 Akta Cukai Barang dan Perkhidmatan 2014, Peraturan 92-Peraturan Cukai Barang dan Perkhidmatan 2014 dan syarat-syarat yang ditetapkan seperti di lampiran(jika ada)..

Sila hubungi talian telefon atau alamat emel seperti yang tertera di atas untuk keterangan lanjut.

Sekian, terima kasih.

**“ BERKHIDMAT UNTUK NEGARA ”**

**Ketua Pengarah Kastam**

**Jabatan Kastam Diraja Malaysia**

## Calculation of GST

Year	Details	Value	Rate	Output Tax (a)	Input Tax (b)	(a-b)
2018	<b>Revenue</b>					
	Sales	900,000	6%	54,000		
	<b>Less: Expenditure</b>					
	Purchases	228,000	6%		13,680	
					<b>Total GST Payable (2018)</b>	<b>40,320</b>
2019	<b>Revenue</b>					
	Sales	1,800,000	6%	108,000		
	<b>Less: Expenditure</b>					
	Purchases	432,000	6%		25,920	
					<b>Total GST Payable (2019)</b>	<b>82,080</b>
2020	<b>Revenue</b>					
	Sales	3,000,000	6%	180,000		
	<b>Less: Expenditure</b>					
	Purchases	720,000	6%		43,200	
					<b>Total GST Payable (2020)</b>	<b>136,800</b>
<b>Total Output Tax (c)</b>				342,000		
<b>Total Input Tax (d)</b>					82,800	
<b>Net GST Payable (c) – (d)</b>					<b>259,200</b>	



### Appendix 19: Comparison of Potential Location to Rent

Location	Rental	Land Size (s.f.)	Built-up area (s.f.)	Description
Bayan Lepas	RM10,000	42,013	11,410	FTZ single semi-detached storey factory, basic facilities ready. Near airport. Suitable for electronic industries
Butterworth	RM20,000	27,500	20,000	Mak Mandin factory suitable for heavy duty industry.
Georgetown	RM45,000	25,500	20,538	Suitable for commercial tenants that requires to operate 24/7 operations, high-tech firms, R&D companies, software designers, service centres to call centres and for high-tech high-value storage

## Appendix 20: Fire Certification Application

### PERAKUAN PEMASANGAN PERALATAN SISTEM KEBOMBAAN DAN ELEMEN STRUKTUR

Kepada,

Pengarah  
Jabatan Bomba dan Penyelamat Malaysia, Kuala Lumpur  
Jalan Maharajalela  
**50648 KUALA LUMPUR**

Tuan,

Nama Projek : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Alamat : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

No. Fail Bomba : \_\_\_\_\_

Bahawasanya adalah diakui dan disahkan sistem-sistem kebompaan, dinding pengasing, dinding pangsang, dinding dua pihak dan pemasangan peralatan mencegah serta melawan kebakaran di projek sepertimana tersebut di atas telah disempurnakan mengikut piawaian-piawaian UBBL atau piawaian-piawaian yang diperakui oleh Jabatan Bomba dan Penyelamat, Malaysia di tempat-tempat yang tercatat di dalam pelan yang disemak oleh Jabatan Bomba dan Penyelamat, Malaysia serta berpandukan kepada keperluan-keperluan yang ada dalam surat-surat Jabatan Bomba dan Penyelamat, Malaysia yang berkaitan dengan projek tersebut.

Terima kasih.

Saya yang benar,

Tandatangan : \_\_\_\_\_

Nama : \_\_\_\_\_

Status Profesion : \_\_\_\_\_

Nama Firma/Syarikat : \_\_\_\_\_

Tarikh : \_\_\_\_\_

COP

- **Perlu di cetak di atas kertas berwarna biru.**
- **Perlu di isi oleh arkitek dan/atau jurutera M&E jika berkaitan.**

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[FP 1 (Rev) 1993]

# Application for a Fire Certificate

Fire Precautions Act 1971

To the Chief Executive of the Fire Authority\* (See Notes 7 and 9)

I hereby apply for a fire certificate in respect of the premises of which details are given below. I make the application as, or on behalf of, the occupier/owner of the premises

Signature .....

Name and Initials Mr/Mrs/Miss .....  
(in block capitals)

If signing on behalf of a company or some other person, state the capacity in which signing

.....

Address .....

Telephone Number ..... Date .....

## To be completed by the Applicant:

### 1. Postal Address of the Premises

--

### 2. Name and address of the owner of the premises (in the case of premises in plural ownership, the names and addresses of all owners should be given) (See Notes 7 and 9)

--

### 3. Details of the premises

(if the fire certificate is to cover the use of two or more sets of premises in the same building, details of each set of premises should be given on a separate sheet) (See Note 9)

(a) Name of occupier (and any trading name if different)	Mr/Mrs/Miss
(b) Use(s) to which premises put	
(c) Floor(s) in building on which premises situated (eg basement(s), ground floor, first floor, etc.)	

\*In the case of Crown premises substitute H.M. Inspector of Fire Services

- (d) Number of persons employed to work in the premises ..... ☐
- (e) Maximum number of persons at work or it is proposed will work in the premises at any one time (including employees, self employed persons and trainees):
- (i) Below the ground floor of the building ..... ☐
- (ii) On the ground floor of the building ..... ☐
- (iii) On the first floor of the building ..... ☐
- (iv) In the whole of the premises ... ☐
- (f) Maximum number of persons other than persons at work likely to be in the premises at any one time ..... ☐
- (g) Number of persons (including staff, guests and other residents) for whom sleeping accommodation is provided in the premises:
- (i) Below the ground floor of the building ..... ☐
- (ii) Above the first floor of the building ..... ☐
- (iii) In the whole of the premises ... ☐

**4. If the premises consist of part only of a building, the uses to which the other parts of the building are put (on a floor by floor basis)**

--

5. (a) Total number of floors (excluding basements) in the building in which the premises are situated ..... ☐
- (b) Total number of basements in that building ..... ☐
6. Approximate date of construction of the premises ..... ☐

**7. Nature and quantity of any explosive or highly flammable materials stored or used in or under the premises (See Note 8)**

Materials	Maximum quantity stored	Method of storage	Maximum quantity liable to be exposed at any one time
	(continue on a separate sheet if necessary)		

**8. Details of fire fighting equipment available for use in the premises (See note 10)**

Nature of equipment	Number provided	Where installed	Is the equipment regularly maintained?
(a) Hosereels			Yes/No
(b) Portable fire extinguishers			Yes/No
(c) Others (specify type eg sand/ water buckets, fire blanket)			Yes/No
	(continue on a separate sheet if necessary)		

**Bahagian Pencegah dan Keselamatan Kebakaran  
Jabatan Bomba dan Penyelamat Malaysia**

**BORANG SENARAI SEMAK PERMOHONAN PEMERIKSAAN**

Nama projek : \_\_\_\_\_

No. Fail : \_\_\_\_\_

Senarai Semak Rujukan dan Dokumen :  
(Tandakan / jika lengkap dan TB jika tiada berkaitan)

- |   |                          |
|---|--------------------------|
| 1. Pelan Arkitektural telah diperaku.   | <input type="checkbox"/> |
| 2. Pelan M & E telah diperaku.  | <input type="checkbox"/> |
| 3. Borang Bayaran Pemeriksaan PU (A) 207 bersama bayarannya.                            | <input type="checkbox"/> |
| 4. Perakuan Pemasangan, Sistem Kebompaan & Elemen Struktur daripada Arkitek.            | <input type="checkbox"/> |
| 5. Perakuan Pemasangan, Sistem Kebompaan & Elemen Struktur daripada Jurutera M & E.     | <input type="checkbox"/> |
| 6. Lampiran C1, C2, C3 dan salinan Perakuan Bahan JBPM Senarai seperti pada Lampiran 1. | <input type="checkbox"/> |
| 7. Borang A (pemasangan semburan automatik).  | <input type="checkbox"/> |
| 8. Borang B (pemasangan tetap dan sistem penggera kebakaran).                           | <input type="checkbox"/> |
| 9. Salinan resit H13 untuk APA dan nyatakan jumlahnya.                                  | <input type="checkbox"/> |

**UNTUK DIISI OLEH PSP / SP SEBAGAI PEMOHON**

Dengan ini saya memperakukan bahawa semua dokumen yang ditanda ( / ) dikemukakan dan segala keperluan bagi tujuan pemeriksaan telah dipatuhi.

Tandatangan : ..... Tarikh : .....

Nama PSP/SP : .....

Nama dan Alamat Syarikat : .....

..... No. Telefon : .....

<b>SEMAKAN JBPM</b>	<b>TERIMA/ TOLAK *</b>
---------------------	------------------------

Ulasan Pegawai Penyemak : .....

Nama Pegawai Penyemak : ..... Tandatangan : .....

Tarikh : .....

1.	Lampu tanda KELUAR	<input type="checkbox"/>
2.	Lampu kecemasan	<input type="checkbox"/>
3.	Pintu rintangan api	<input type="checkbox"/>
4.	Fire damper	<input type="checkbox"/>
5.	Fire roller shutter	<input type="checkbox"/>
6.	Cement snad brick	<input type="checkbox"/>
7.	Bahan-bahan kelas O	<input type="checkbox"/>
8.	Firestop	<input type="checkbox"/>
9.	Drywall construction	<input type="checkbox"/>
10.	Hollow concrete block	<input type="checkbox"/>
11.	Lift landing door (fire rated)	<input type="checkbox"/>
12.	Smoke detector	<input type="checkbox"/>
13.	Heat detector	<input type="checkbox"/>
14.	Manual call point	<input type="checkbox"/>
15.	Alarm bell	<input type="checkbox"/>
16.	Fire resistant cable	<input type="checkbox"/>
17.	Hose reel	<input type="checkbox"/>
18.	Sprinkler head	<input type="checkbox"/>
19.	Fire resistant duct	<input type="checkbox"/>
20.	Smoke curtain	<input type="checkbox"/>
21.	Smoke extractor system	<input type="checkbox"/>
22.	Fire alarm panel	<input type="checkbox"/>
23.	Clean agent system/gas	<input type="checkbox"/>



NAMA PENUH MAJIKAN (HURUF BESAR)  
FULL NAME OF EMPLOYER (CAPITAL LETTERS)

### (C) MAKLUMAT PERNIAGAAN / DETAILS OF BUSINESS

ALAMAT PERNIAGAAN BUSINESS ADDRESS																					
POSKOD POSTCODE						NEGERI STATE															
ALAMAT BERDAFTAR (SEKIRANYA BERBEZA DENGAN PERNIAGAAN) REGISTERED ADDRESS																					
POSKOD POSTCODE						NEGERI STATE															
ALAMAT SURAT MENYURAT MAILING ADDRESS																					
POSKOD POSTCODE						NEGERI STATE															
E-MAIL EMAIL																					
NAMA PEGAWAI NAME OF OFFICER																					
NO. MyKad / POLIS / TENTERA / PASPORT / SIJIL WARGANEGARA MYKAD / POLICE / MILITARY / PASSPORT / CITIZENSHIP CARD NO.																					
JAWATAN DESIGNATION																					
NO. TELEFON 1 TELEPHONE NO. 1											NO. TELEFON 2 TELEPHONE NO. 2										
NO. TELEFON BIMBIT MOBILE TELEPHONE NO.											NO. FAKSIMILI FAX NO.										

### (D) MAKLUMAT PEMILIK / PENGARAH SYARIKAT / RAKAN KONGSI / PEMEGANG JAWATAN UTAMA BUSINESS OWNER DETAILS

NAMA PEMILIK SYARIKAT OWNER'S NAME																				
JAWATAN DESIGNATION																				
NO. MyKad/PASPORT MYKAD/PASSPORT NO.																				
WARGANEGARA CITIZENSHIP																				

### (E) NAMA DAN ALAMAT TEMPAT PERNIAGAAN LAIN ATAU CAWANGAN OTHER BUSINESS OR BRANCH NAME AND PLACE OF BUSINESS

NAMA NAME	ALAMAT ADDRESS

NOTA: JIKA RUANGAN TIDAK MENCIKUP, SILA GUNAKAN KERTAS LAIN DAN SERTAKAN LAMPIRAN BERSAMA PERMOHONAN INI.  
NOTE: IF THE ROWS PROVIDED ARE NOT SUFFICIENT, PLEASE FILL IN A SEPARATE PAPER AND ATTACH WITH THIS FORM.

Sila hubungi Pusat Pengurusan Perhubungan KWSP 03 – 8922 6000 untuk sebarang pertanyaan berkaitan permohonan ini.  
Please contact Call Management Centre 03 – 8922 6000 for any query on this application.

V16122016



NAMA PENUH MAJIKAN (HURUF BESAR) \_\_\_\_\_  
 FULL NAME OF EMPLOYER (CAPITAL LETTERS)

#### (F) MAKLUMAT MAJIKAN ORANG GAJI DOMESTIK / DETAILS OF EMPLOYER OF DOMESTIC SERVANT

NAMA MAJIKAN EMPLOYER'S NAME	<div></div>	
NO. MyKad/PASPORT MyKad/PASPORT NO.	<div></div>	
ALAMAT KEDIAAMAN/ PERNIAGAAN RESIDENTIAL / BUSINESS ADDRESS	<div></div>	
POSKOD POSTCODE	NEGERI STATE	<div></div>
NO. TELEFON RUMAH HOME TELEPHONE NO.	NO. TELEFON PEJABAT OFFICE TELEPHONE NO.	<div></div>
NO. TELEFON BIMBIT MOBILE TELEPHONE NO.	NO. FAKSIMILI FAX NO.	<div></div>
SAYA SUDAH DIDAFKARKAN SEBAGAI SEORANG MAJIKAN NO. RUJUKAN MAJIKAN KWSP SAYA ADALAH I AM REGISTERED AS AN EMPLOYER AND MY REGISTRATION NUMBER IS	<div></div>	BILANGAN ORANG GAJI DOMESTIK NO OF DOMESTIC SERVANTS <div></div>

#### (G) MAKLUMAT ORANG GAJI DOMESTIK / DETAILS OF DOMESTIC SERVANT

NOTA : JIKA RUANGAN TIDAK MENCIKUP, SILA GUNAKAN KERTAS LAIN DAN SERTAKAN BERSAMA PERMOHONAN INI  
 NOTE : IF THE SPACE PROVIDED IS NOT SUFFICIENT, PLEASE FILL IN A SEPARATE PAPER AND ATTACH WITH THIS FORM

NAMA ORANG GAJI DOMESTIK NAME OF DOMESTIC SERVANT	<div></div>
NO. MyKad/PASPORT MyKad/PASPORT NO.	<div></div>
TANDATANGAN ORANG GAJI DOMESTIK SIGNATURE OF DOMESTIC SERVANT	TARIKH DATE

#### (H) PENGESAHAN MAJIKAN / DECLARATION OF EMPLOYER

NOTA : RUANGAN INI PERLU DILENGKAPKAN BAGI SEMUA JENIS PENDAFTARAN MAJIKAN.  
 NOTE : THIS SECTION MUST BE COMPLETED FOR ALL REGISTRATION TYPES OF EMPLOYERS

1. SAYA MENGESAHKAN BAHAWA SEMUA MAKLUMAT DAN DOKUMEN YANG DIBERIKAN ADALAH SAIH DAN BENAR  
 I, THE UNDERSIGNED DO HEREBY DECLARE THAT ALL THE INFORMATION GIVEN IN THIS APPLICATION AND SUPPORTING DOCUMENTS ARE CORRECT AND TRUE

TANDATANGAN MAJIKAN / WAKIL MAJIKAN  
 SIGNATURE OF EMPLOYER/ REPRESENTATIVE OF EMPLOYER

JAWATAN  
 DESIGNATION

COP RASMI ORGANISASI  
 OFFICIAL STAMP OF BUSINESS

TARIKH  
 DATE

Sila hubungi Pusat Pengurusan Perhubungan KWSP 03 – 8922 6000 untuk sebarang pertanyaan berkaitan permohonan ini.  
 Please contact Call Management Centre 03 – 8922 6000 for any enquiry on this application.

V16122016

3



## Appendix 23: SOCSO Rate (Lampiran A)

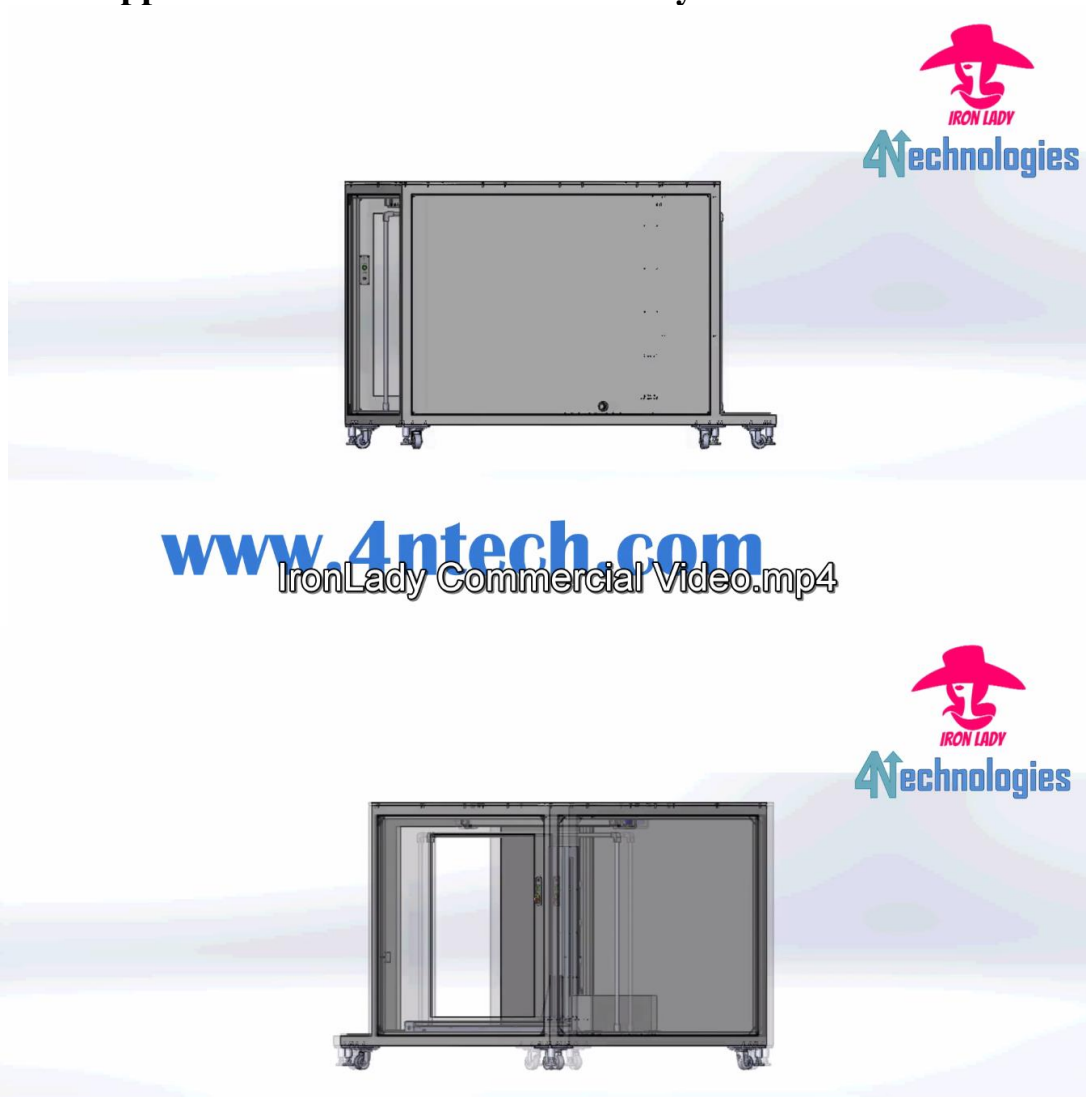
### LAMPIRAN A

BIL	GAJI BULANAN		(JENIS PERTAMA)			(JENIS KEDUA)
			BENCANA PEKERJAAN DAN ILAT			BENCANA
			SYER MAJIKAN	SYER PEKERJA	JUMLAH CARUMAN	PEKERJAAN SAHAJA
		RM	RM	RM	RM	JUMLAH CARUMAN OLEH MAJIKAN SAHAJA
1.	Gaji hingga	30/-	0.40	0.10	0.50	0.30
2.	Apabila gaji melebihi tetapi tidak melebihi	30/-	0.70	0.20	0.90	0.50
3.	Apabila gaji melebihi tetapi tidak melebihi	50/-	1.10	0.30	1.40	0.80
4.	Apabila gaji melebihi tetapi tidak melebihi	50/-	1.50	0.40	1.90	1.10
5.	Apabila gaji melebihi tetapi tidak melebihi	70/-	2.10	0.60	2.70	1.50
6.	Apabila gaji melebihi tetapi tidak melebihi	70/-	2.95	0.85	3.80	2.10
7.	Apabila gaji melebihi tetapi tidak melebihi	100/-	4.35	1.25	5.60	3.10
8.	Apabila gaji melebihi tetapi tidak melebihi	100/-	6.15	1.75	7.90	4.40
9.	Apabila gaji melebihi tetapi tidak melebihi	140/-	7.85	2.25	10.10	5.60
10.	Apabila gaji melebihi tetapi tidak melebihi	140/-	9.65	2.75	12.40	6.90
11.	Apabila gaji melebihi tetapi tidak melebihi	200/-	11.35	3.25	14.60	8.10
12.	Apabila gaji melebihi tetapi tidak melebihi	200/-	13.15	3.75	16.90	9.40
13.	Apabila gaji melebihi tetapi tidak melebihi	300/-	14.85	4.25	19.10	10.60
14.	Apabila gaji melebihi tetapi tidak melebihi	300/-	16.65	4.75	21.40	11.90
15.	Apabila gaji melebihi tetapi tidak melebihi	400/-	18.35	5.25	23.60	13.10
16.	Apabila gaji melebihi tetapi tidak melebihi	400/-	20.15	5.75	25.90	14.40
17.	Apabila gaji melebihi tetapi tidak melebihi	500/-	21.85	6.25	28.10	15.60
18.	Apabila gaji melebihi tetapi tidak melebihi	500/-	23.65	6.75	30.40	16.90
19.	Apabila gaji melebihi tetapi tidak melebihi	600/-	25.35	7.25	32.60	18.10
20.	Apabila gaji melebihi tetapi tidak melebihi	600/-	27.15	7.75	34.90	19.40
21.	Apabila gaji melebihi tetapi tidak melebihi	800/-	28.85	8.25	37.10	20.60
22.	Apabila gaji melebihi tetapi tidak melebihi	800/-	30.65	8.75	39.40	21.90

## LAMPIRAN A

BIL	GAJI BULANAN	(JENIS PERTAMA)				(JENIS KEDUA)
		BENCANA PEKERJAAN DAN ILAT				BENCANA PEKERJAAN SAHAJA
			SYER MAJIKAN	SYER PEKERJA	JUMLAH CARUMAN	JUMLAH CARUMAN OLEH MAJIKAN SAHAJA
		RM	RM	RM	RM	RM
23.	Apabila gaji melebihi tetapi tidak melebihi 1,800/-	1,800/-	32.35	9.25	41.60	23.10
24.	Apabila gaji melebihi tetapi tidak melebihi 1,900/-	1,900/-	34.15	9.75	43.90	24.40
25.	Apabila gaji melebihi tetapi tidak melebihi 2,000/-	2,000/-	35.85	10.25	46.10	25.60
26.	Apabila gaji melebihi tetapi tidak melebihi 2,100/-	2,100/-	37.65	10.75	48.40	26.90
27.	Apabila gaji melebihi tetapi tidak melebihi 2,200/-	2,200/-	39.35	11.25	50.60	28.10
28.	Apabila gaji melebihi tetapi tidak melebihi 2,300/-	2,300/-	41.15	11.75	52.90	29.40
29.	Apabila gaji melebihi tetapi tidak melebihi 2,400/-	2,400/-	42.85	12.25	55.10	30.60
30.	Apabila gaji melebihi tetapi tidak melebihi 2,500/-	2,500/-	44.65	12.75	57.40	31.90
31.	Apabila gaji melebihi tetapi tidak melebihi 2,600/-	2,600/-	46.35	13.25	59.60	33.10
32.	Apabila gaji melebihi tetapi tidak melebihi 2,700/-	2,700/-	48.15	13.75	61.90	34.40
33.	Apabila gaji melebihi tetapi tidak melebihi 2,800/-	2,800/-	49.85	14.25	64.10	35.60
34.	Apabila gaji melebihi tetapi tidak melebihi 2,900/-	2,900/-	51.65	14.75	66.40	36.90

## Appendix 24: Screenshot of IronLady Introduction Video



## Appendix 25: Resume of Management Team

### Resume of General Manager

#### A. Personal Particular

Name : Lim Chung Jian  
 Gender : Male  
 Age : 35  
 IC Number : 821013-07-5157  
 Date of Birth : 13 October 1982  
 Race : Chinese  
 Marital Status : Married  
 Religion : Buddhist



#### B. Contact Info

Mailing Address : 1, Taman Birch, Taman Jesselton Height, 10450, Penang  
 Contact Number : 016-5124013  
 E-mail Address : [chungjian15@gmail.com](mailto:chungjian15@gmail.com)

#### C. Academic Qualification

##### I. Primary School

Institution : Sekolah Jenis Kebangsaan (Cina) Wen Khai  
 Duration : 1989-1994

##### II. Secondary School

Institution : Chung Ling High School  
 Duration : 1995-1999

##### III. Pre- University

Institution : Kolej Tunku Abdul Rahman (KTAR)  
 Course : Foundation in Science  
 Duration : 2000-2001

##### IV. Bachelor Degree

Institution : Universiti Tunku Abdul Rahman (UTAR)  
 Course : Bachelor of Engineering (Hons) Mechatronics Engineering  
 Duration : 2002-2005

##### V. Master Degree

Institution : The University of Melbourne  
 Course : Master of Business Administration (M.B.A) (Hons)  
 Management  
 Duration : 2006-2007  
 CGPA : 3.43

**D. Past Working Experience**

Company : National Instruments Corporation in Austin, Texas, USA  
Position : Operation Executive, then Operation Manager  
Duration : 5 years

Company : Pensonic Holdings Berhad  
Position : Deputy General Manager  
Duration : 5 years

**E. Personal Strength**

- ✓ Good time management
- ✓ Leadership skill
- ✓ Adaptability
- ✓ Friendly and helpful
- ✓ Good communication skills

**F. Relevant Skill**

Language Proficiency

English:	Spoken & Written
Chinese:	Spoken & Written
Malay:	Spoken & Written

## Resume of Finance Manager

### G. Personal Particular

Name : Sai Jia Yan  
 Gender : Female  
 Age : 22  
 IC Number : 950728-08-6222  
 Date of Birth : 28<sup>th</sup> July 1995  
 Race : Chinese  
 Marital Status : Single  
 Religion : Buddhist



### H. Contact Info

Mailing Address : LC 267, Pekan Baru, Malim Nawar, 31700, Perak  
 Contact Number : 016-5665265  
 E-mail Address : [saijiayan@gmail.com](mailto:saijiayan@gmail.com)

### I. Academic Qualification

#### VI. Primary School

Institution : Sekolah Jenis Kebangsaan (Cina) Ying Sing  
 Duration : 2002- 2007

#### VII. Secondary School

Institution : Sekolah Menengah Kebangsaan Malim Nawar  
 Duration : 2008 – 2012

#### VIII. Pre- University

Institution : Universiti Tunku Abdul Rahman (UTAR)  
 Course : Foundation in Art  
 Duration : 2012-2013

#### IX. Bachelor Degree

Institution : Universiti Tunku Abdul Rahman (UTAR)  
 Course : Bachelor of Commerce (HONS) Accounting  
 Duration : 2014-2017  
 CGPA : 3.2621

### J. Extra- Curricular Activities

Universiti Tunku Abdul Rahman

- ✓ Complete workshop on Effective Time Management 2015
- ✓ Complete workshop on Taking Responsibility: Take Charge! 2015
- ✓ Complete workshop on Developing Your Public Speaking 2015
- ✓ Complete workshop on Power! Managing Your Debts Effectively 2016



- ✓ Participant of ASEAN Young Entrepreneurs Summit (AYES) 2016
- ✓ Complete talk on Leadership vs Management: How to Manage A Company and Reflect to The Public
- ✓ Committee Member of event in University (Eg: UTAR Mass Communication Week)
- ✓ Helper of event in university

#### **K. Past Working Experience**

Company : Plentifield Marketing Sdn Bhd  
 Duration : 2012 January to 2012 April

Company : CRRC Rolling Stock Center (M) Sdn Bhd  
 Duration : 2016 October to 2016 December

#### **L. Personal Strength**

- ✓ Punctual
- ✓ Able to learn something new
- ✓ Adaptability
- ✓ Approachable
- ✓ Able to interact and communicate with other

#### **M. Relevant Skill**

Language Proficiency	Written	Spoken
English	7	6
Malay	5	5
Mandarin	8	8

Other Dialects: Hakka, Cantonese

**Resume of Marketing Manager****A. Personal Particular**

Name : Ng Sau Kuen

Gender : Female

Age : 32

IC Number : 19850820-05-5218

Date of Birth : 20<sup>th</sup> August 1985

Race : Chinese

Marital Status : Single

Nationality : Malaysian

Religion : Buddhist



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**B. Contact Info**

Mailing Address : 104, Green Street Homes, Seremban 2, 70300, N.S.

Contact Number : 016-661 3339

E-mail Address : queeniengsk@gmail.com

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**C. Academic Qualification****1. Primary School**

Institution : SJK© Pei Hua

Duration : 1992-1998

**2. Secondary School**

Institution : SMK Chan Wa

Duration : 1999-2004

### 3. Bachelor Degree

Institution : McGill University

Duration : 2005-2008

Course : Bachelor of Engineering ( Minor In Marketing )

### 4. Master Program

Institution : University Malaya

Duration : 2009-2011

Course : Master in Engineering ( Mechanical )

## D. Extra-Curricular Activities

### SJK(C) Pei Hua

- ✓ Head of class for three years
- ✓ Champion in Dancing Competition
- ✓ Champion for three years in English speaking competition

### SMK Chan Wa

- ✓ Head of Counselling Society
- ✓ Awarded as Model Student for three years
- ✓ Take part in Dancing competition in national stage
- ✓ Third Runner Up in Marathon in Negeri Sembilan

### McGill University

- ✓ Completed Soft Skill as 100 pointed awarded
- ✓ Secretary In Mass Communication Week
- ✓ Chairperson in Talent Time January 2016

## E. Past Working Experience

Company : Pensonic Group

Duration : January 2012-January 2014

Company : Panasonic

Duration : March 2014-September 2016

#### F. Personal Strength

- ✓ Passion
- ✓ Good Learner
- ✓ Able to communicate in four language
- ✓ Good Leadership
- ✓ Friendly

---

#### G. Relevant Skills

Language Proficiency	Written	Spoken
English	7	9
Malay	8	6
Mandarin	9	9
Cantonese	4	9

---

#### H. Reference

Name	:Dr.Nurliyana BInti Maludin
Company	: Universiti Tunku Abdul Rahman
Position	: Lecturer
Contact	: 05-468 8888 ext : 4758
Email	:nurliyana@utar.edu.my

**Resume of Operation Manager****I. Personal Particular**

Name : Lim Chai Yan  
 Gender : Female  
 Age : 32  
 IC Number : 850608-10-5716  
 Date of Birth : 8<sup>th</sup> June 1985  
 Race : Chinese  
 Marital Status : Single  
 Nationality : Malaysian  
 Religion : Buddhist

**J. Contact Info**

Mailing Address : 28, Jalan 4, Taman Ria, 45500 Tanjong Karang, Selangor.  
 Contact Number : 018-9666526  
 E-mail Address : chaiyan\_0608@hotmail.com

**K. Academic Qualification****5. Primary School**

Institution : SJK (C) Tanjong Karang  
 Duration : 1992-1997

**6. Secondary School**

Institution : SMJK Yoke Kuan  
 Duration : 1998-2002

## 7. Bachelor Degree

Institution : Universti Tunku Abdul Rahman (UTAR)

Duration : 2003-2007

Course : Bachelor of Business Administration (Hons)  
Entrepreneurship

## 8. Master Program

Institution : University of London

Duration : 2007-2010

Course : Master of International Business Administration  
(MSc)

---

**L. Extra-Curricular Activities**

## i. Sekolah Jenis Kebangsaan (Cina) Tanjong Karang

- ✓ Assistant of Head Prefect
- ✓ Champion for Malay speech competition and singing competition
- ✓ Champion of Malay essay writing contest
- ✓ State player of chess competition

## ii. Sekolah Menengah Jenis Kebangsaan Yoke Kuan

- ✓ Assistant of Head Prefect
- ✓ Taekwondo black belt holder
- ✓ Head of Department of Buddhist Society
- ✓ Runner up of singing competition

## iii. Universiti Tunku Abdul Rahman (UTAR)

- ✓ Complete workshop on Developing Your Public Speaking Skills in 2015
  - ✓ Complete workshop on Asean Young Entrepreneurs Summit in 2016
  - ✓ Mentor of Peer Mentoring Programme in university
  - ✓ Committee members of event in university (Eg: Interaction Night)
  - ✓ Helpers of event in university
  - ✓ Members of club and society
-

**M. Past Working Experience**

Company : Philips Malaysia Sdn Bhd

Duration : January 2011-January 2015

Position : Operation Manager

**N. Personal Strength**

- ✓ Enthusiastic
- ✓ Responsible
- ✓ Self-discipline
- ✓ Critical thinker
- ✓ Eagerness to learn something new
- ✓ Friendly, able to communicate well with others
- ✓ Approachable, easily making good working relationships

**Relevant Skills**

Language Proficiency	Written	Spoken
English	7	8
Malay	8	8
Mandarin	9	9
Other Dialects	: Cantonese, Hokkien	

**O. Reference**

Name : Dr. Nurliyana Binti Maludin

Company : Universiti Tunku Abdul Rahman

Position : Lecturer

Contact : 05-468 8888 ext : 4758

Email : nurliyana@utar.edu.my

## Appendix 26: Company Identification Card

**4Ntechnologies**



Lim Chung Jian  
Employee ID: 4N001

*Together, we achieve better.*

**4Ntechnologies**



Sai Jia Yan  
Employee ID: 4N004

*Together, we achieve better.*

**4Ntechnologies**



Lim Chai Yan  
Employee ID: 4N002

*Together, we achieve better.*

**4Ntechnologies**



Ng Sau Kuen  
Employee ID: 4N003

*Together, we achieve better.*



## Appendix 27: Company Business Card

 <p><b>LIM CHUNG JIAN</b> GENERAL MANAGER</p> <p>Tel: +604-6461888 Fax: +604-6468516 cjlim@4ntech.com 88-A Lintang Bayan Lepas 9,Tmn Perindustrian Bayan Lepas, Fasa 4, 11900 Penang , Malaysia. www. 4ntech.com</p>	 <p><b>LIM CHAI YAN</b> OPERATION MANAGER</p> <p>Tel: +604-6461888 Fax: +604-6468516 cyanlim@4ntech.com 88-A Lintang Bayan Lepas 9,Tmn Perindustrian Bayan Lepas, Fasa 4, 11900 Penang , Malaysia. www. 4ntech .com</p>
 <p><b>NG SAU KUEN</b> MARKETING MANAGER</p> <p>Tel: +604-6461888 Fax: +604-6468516 queenleng@4ntech.com 88-A Lintang Bayan Lepas 9,Tmn Perindustrian Bayan Lepas, Fasa 4, 11900 Penang , Malaysia. www. 4ntech.com</p>	 <p><b>SAI JIA YAN</b> FINANCE MANAGER</p> <p>Tel: +604-6461888 Fax: +604-6468516 jennysai@4ntech.com 88-A Lintang Bayan Lepas 9,Tmn Perindustrian Bayan Lepas, Fasa 4, 11900 Penang , Malaysia. www. 4ntech .com</p>

## Appendix 28: Manufacturing License



AKTA PENYELARASAN PERINDUSTRIAN, 1975

**LESEN PENGILANG**

INDUSTRIAL CO-ORDINATION ACT, 1975

**MANUFACTURER LICENSE**

No Siri:

No. Lesen:

PADA MENURUT AKTA PERYELARASAN PERINDUSTRIAL, 1975

Saya memberi lesen kepada **4NTECHNOLOGIES Limited Liability Partnership**

untuk bertindak sebagai PENGILANG BERLESEN mulai dari 1 JANUARI 2016

ditempat pengilangan beralamat **88-A, Lintang Bayan Lepas 9, Taman Perindustrial**

**Bayan Lepas** bagi keluaran yang dinyatakan di bawah ini dan tertakluk kepada syarat yang dilampirkan bersama ini:

Keluaran:

Bertarikh pada: 20 Februari 2016

		<h1 style="color: red;">Majlis Bandaraya Pulau Pinang</h1>				No Siri:	
		<h2>Lesen Premis Perniagaan</h2>					
No. AKAUN	98765432112		NO. BILL :				
NAMA	4NTECHNOLOGIES LLP		NO.VOTE :				
ALAMAT	88-A LINTANG BAYAN LEPAS 9, TAMAN PERINDUSTRIAN BAYAN LEPAS,FASA 4						
ALAMAT	4NTECHNOLOGIES LLP						
PERNIAGAAN	88-A LINTANG BAYAN LEPAS 9, TAMAN PERINDUSTRIAN BAYAN LEPAS,FASA 4						
NO	BUTIR-BUTIR LESEN		KUANTITI	KELUASAN(m2)			
1	KERJA ELEKTRIK @ MEKANIK-PEMROSESAN(201-300)		1	556.3			
2	MELINTANG TIDAK BERLAMPU						
	<b><u>No: Permit Iklan Tetap</u></b> NO. NO. PERMIT 1 NOMBOR PERMIT INI HENDAKLAH DICATIT DALAM PAPAN-PAPAN IKLAN YANG DILULUSKAN						
CETAK	DILULUSKAN PADA	LESEN SAH	LESEN TAMAT				
31/1/2017	31/1/2017	1/6/2017	12/31/2020				

## Appendix 29: Company's Documentations

### Project Assembly Checklist

[illegible]

Project Report

<b>PROJECT REPORT</b>								
						Date:		
Prepared By:						Signature:		
Project Title:						Project No:		
						Customer:		
P.O. No:						Job No:		
Project Engineer:						Project Team:		
Buy-Off Status :								
Passed								
Areas to be improved :								
1								
2								
3								
4								
Future Development :								
1								
2								
3								
Conclusions :								
Review by:						Signature:		Date:

## Purchase Order



## Purchase Order

4N Technologies LLP

Vendor:

[www.4ntech.com](http://www.4ntech.com)

Vendor's Address

PO No : 2018-01-0001

88-A Lintang Bayan Lepas 9,

Date: 01/01/2018

Tmn Perindustrian Bayan Lepas

Fasa 4, 11900, Penang, Malaysia

Tel: +604-6461888

Tel: +604-0101010

Fax: +604-6468516

Fax: +604-0202020

GST ID: 000381468248

Item	Description	Code No.	Qty	UOM	Delivery Date	CUR	UNIT Price	Amount	Discounted Ar	GST	NET AMT
1											
2											
3											

Term of payment

Freight Term

Ship Via

Ship Date(E.T.O.)

Arrival Penang/Msia

Instruction

\*Please quote Requestor's name on DO

Note: This is a computer generated Purchase Order. No signature is required

Remark:

	Name	Date	Initial
Requestor			
Engineering Manager			
Engineering Director			
Buyer			

## Quotation Sheet



## Quotation

4N Technologies LLP

[www.4ntech.com.my](http://www.4ntech.com.my)

88-A Lintang Bayan Lepas 9, Tmn Perindustrian Bayan Lepas,

Fasa 4, 11900 Penang, Malaysia.

Tel: +604-6461888 Fax: +604-6468516

GST ID: 000381468248

Bill To:

Customer's Address

Contact:

Ship To:

Customer's Address

Contact:

No: **Q18010001**

Date: 1 Jan 2018

Delivery Order: DO 0001

Purchase Order: 2018-01-0001

Work Order: W0001

Job No: J0001

Payment Term: 50% Upon PO

Shipment Term: EXWORK

Forwarder:

Tracking:

	Item	Quantity	Unit Price	Amount (RM)
1				
2				
3				
4				
5				
			Sub-Total	-
			GST	-
			Total (Currency)	-
Exchange Rate @ 0.0000			Sub-Total	-
			GST	-
			Total (RM)	-

Note : This is a computer generated invoice. No signature is required.

## Bank Details for Payment

Bank Name : Hong Leong Bank Berhad

Bank Address : 15-G-1 Bayan Point, Medan Kampung Relau, 11900 Penang, Malaysia

Account Media : 4N Technologies LLP










Account Number: 0728 0240 888

Swift Code :HLBBMYKL

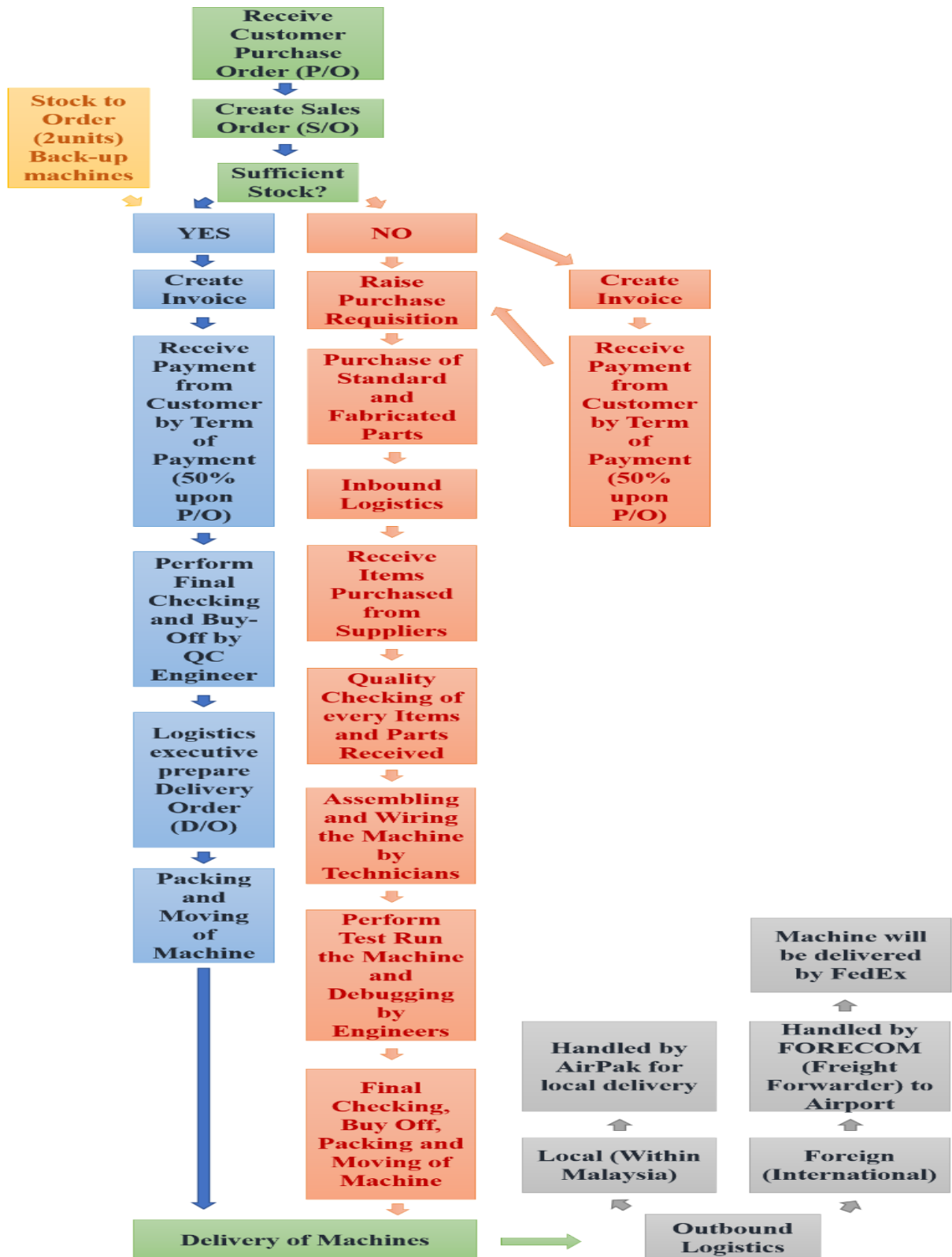





## Appendix 30: Company's Business Model Canvas

<b>Key Partners</b>  <p><u>Suppliers</u></p> <ul style="list-style-type: none"> <li>-Standard parts suppliers</li> <li>-Sensors suppliers</li> <li>-Motors suppliers</li> <li>-Fabricated parts suppliers</li> </ul> <p><u>Logistics companies</u></p> <ul style="list-style-type: none"> <li>-Courier Services</li> <li>-Freight Forwarders</li> <li>-Packing and Moving Services</li> <li>-Local and International Shipping</li> </ul>	<b>Key Activities</b>  <ul style="list-style-type: none"> <li>-Assembly Line</li> <li>-Quality checking</li> </ul>	<b>Value Propositions</b>  <ul style="list-style-type: none"> <li>-Increase efficiency in ironing clothes</li> <li>-Increase productivity</li> <li>-Provide convenience to the targeted customers</li> <li>-Save cost</li> </ul>	<b>Customer Relationships</b>  <ul style="list-style-type: none"> <li>-2 years of warranty</li> <li>-After-sales service</li> <li>-Free installation</li> <li>-Free product demonstration</li> <li>-Calculation of ROI</li> <li>-Client's Complaint form</li> <li>-Hotline for customer service</li> <li>-Company website</li> </ul>	<b>Customer Segments</b>  <ul style="list-style-type: none"> <li>-Laundry Shops</li> <li>-Clothing Boutiques</li> <li>-Apparel Manufacturers</li> </ul>	<b>Key Resources</b>  <p><u>Tangible assets</u></p> <ul style="list-style-type: none"> <li>-4N Technologies LLP office</li> <li>-Employees</li> </ul> <p><u>Intangible assets</u></p> <ul style="list-style-type: none"> <li>-Trademark</li> <li>-Patent</li> </ul>	<b>Channels</b>  <ul style="list-style-type: none"> <li>-Exhibition</li> <li>-Online platform</li> <li>-4N Technologies LLP office</li> </ul>		<b>Cost Structures</b> <p><u>Assembly costs</u></p> <ul style="list-style-type: none"> <li>-Purchase of semi-completed materials</li> </ul> <p><u>Operating costs</u></p> <ul style="list-style-type: none"> <li>-Rental</li> <li>-Employees' salaries</li> </ul> <p><u>Marketing costs</u></p> <ul style="list-style-type: none"> <li>-Advertising</li> <li>-Promotion</li> </ul>	<b>Revenue Streams</b>  <ul style="list-style-type: none"> <li>-Selling of IronLady</li> <li>-Selling of machine spare parts</li> <li>-Maintenance</li> </ul>	
--	--	--	--	---	---	---	--	---	---	---

### Appendix 31: Company's Manufacturing Flow



## Appendix 32: International Exhibition Nomination Form



**金鹰奖**  
**GOLDEN EAGLE AWARD**

2016 国际金鹰奖提名表格  
MALAYSIA  
100 MOST PROMISING  
ENTREPRENEURS 2016

**国际金鹰奖提名表格**  
**NOMINATION FORM**  
(GEA 2016 - INTERNATIONAL EAGLE)

CLOSING DATE / 截止日期:  
**31/7/2016**

Please tick (✓) the award you intent to nominate for:

☐ Foreign Enterprises 外国企业      ☐ Malaysian Corporates 本地企业

**A. COMPANY BACKGROUND**

Company Name : \_\_\_\_\_ Company Name in Chinese (if any) : \_\_\_\_\_

Address : \_\_\_\_\_

Postcode : \_\_\_\_\_

Telephone Number : \_\_\_\_\_ Facsimile Number : \_\_\_\_\_

Email Address : \_\_\_\_\_ Website Address : \_\_\_\_\_

Registration Number : \_\_\_\_\_ Date of Registration (dd/mm/yy) : \_\_\_\_\_

Managing Director / Chief Executive Officer : \_\_\_\_\_

No. of Staff (Executive level and above) : \_\_\_\_\_ No. of Staff (Non-Executive) : \_\_\_\_\_

Type of ISO Certification : \_\_\_\_\_ (Please submit photocopy)

Award Previously Received : \_\_\_\_\_ (Please submit photocopy)

\* Kindly provide us with a CD of your respective COMPANY LOGO and Picture of MD/CEO in Adobe Illustrator/PDF format along with a COLOURED DIGITAL print.

**B. CORE BUSINESS**

1. What industry do you operate in? (Please tick (✓) where appropriate)

☐ Real Estate and Construction    ☐ Trading    ☐ Manufacturing    ☐ Service Sector  
☐ Telecommunication and ICT    ☐ Wholesale    ☐ Distribution    ☐ Retail  
☐ Others (Please specify) \_\_\_\_\_

2. Please describe the major raw materials/components used in your products / services, and their country (ies) of origin. What percentage of this is local?

\_\_\_\_\_

3. Principal activities (Core Business)

\_\_\_\_\_

4. Brief description of your company not more than 100 words. (Please provide company profile/brochure, if available)

English

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Chinese

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**C. OWNERSHIP AND CAPITAL STRUCTURE**

1. Latest paid up capital.

2. Is your company a subsidiary? ☐ Yes ☐ No

2a. If 'YES', please state your parent company

2b. Address of parent company

2c. Is your parent company listed? ☐ Yes ☐ No

2b. If 'YES', please indicate the percentage of equity your parent company has in your organization

3. Please attach your Management Organization Chart

4. For shareholders with more than 5% share in the company, please provide the following information:  
(Please attach separate sheet if space provided is insufficient)

INDIVIDUALS			
Shareholder's Name (Mr/Mrs/Ms)	Nationality	Designation in Company	%Share

COMPANIES		
Company's Name	Country of Registration	%Share

**D. FINANCIAL INFORMATION**

Please submit the latest full set audited financial statements for financial years 2013, 2014, 2015 or 2016.  
(Those companies with financial year ended 31 Jan, 29 Feb, 31 Mar, 30 Apr, 31 May or 30 June may submit their audited financial statements for financial year 2016.)

AUDITED FINANCIAL STATEMENTS				
	2013	2014	2015	2016
Financial year end date				
(a) Total turnover amount from overseas *				
(b) Total turnover amount from local *				
Annual turnover ( a+b ) *				
Net profit before tax				
Total assets				
No. of employees excluding directors				
Shareholder's fund				

\* Certification from a company auditor verifying the information.

**E. MANAGEMENT OUTLOOK**

In not more than 500 words, please provide a brief description of Company's vision and mission and the initiatives the Company has put in place to achieve such vision/mission.


**F. OTHER INFORMATION**

In not more than 500 words, please provide information on the Company's major technical/product innovation, market presence and strategies, competitive advantages, information technology usage, etc that has helped the Company in creating value and critical success factors for its business.


Note: Nominees are asked to provide product brochures, corporate video tapes, copies of promotional materials and technical literature which will enable the judges to appreciate the success of the Company's endeavours.

**G. DECLARATION**

(To be completed by the Managing Director/Chief Executive/Financial Controller or equivalent)

I declare that the facts stated in this application together with the accompanying information are true and correct and have satisfied the eligibility criteria.

I agree:

- The publication of financial figures provided in the nomination upon request;
- Provide my company's audited financial statements and other relevant information as accompaniment to my nomination;
- Abide by the guidelines regarding the usage of the Golden Eagle Award logo; and
- Abide by the decision of the judges

Name (Mr/Mrs/Ms):

--

Designation:

--

Signature

Date :

--

Company Stamp

--

**PERSON IN CHARGE TO BE CONTACTED FOR FURTHER INFORMATION**

Name : (Mr/Mrs/Ms)	Designation :
Contact Number :	Email :

BREAKING RAGING WAVES,  
INITIATING NEW CHAPTERS

惊涛骇浪  
翻新篇章

### 金鹰奖2016提名表格

- 表格须填写清楚
- 所有空格均需填写，或以N/A取代
- 空间如有不足，请另用白纸填写
- Please type or print clearly.
- All blanks are to be filled completely and accurately. Please denote N/A where appropriate.
- You may provide information on a separate sheet of paper if space provided is insufficient.
- All information in the nomination form will be treated with strictest confidence.
- 所有提供资料，均会严格保密
- 手续费为1,000美金或马币4,000令吉，包括GST消费税，电汇至以下银行帐户。一切手续费，恕不退还。
- Processing fee: A Non-Refundable fee of USD1,000.00 or RM4,000.00, inclusive of GST, is charge for processing each nomination. All payment should be made by bank draft or telegraphic transfer using the following details.

Account holder : Nanyang Siang Pau Sdn Bhd  
Bank name : Public Bank Bhd  
Bank address : 146 Jalan Ampang,  
50450 Kuala Lumpur, Malaysia  
Account number : 3123188610  
Swift code : PBBEMYKL

### 填写要点及自我检核表 DOCUMENT CHECKLIST FOR NOMINATION

<input type="checkbox"/> <b>Cheque 支票</b>
<input type="checkbox"/> <b>( A ) Company Background 公司背景</b> • 公司 LOGO • 董事经理/总执行长照片及全名 ( Format : High resolution: 300dpi – Adobe PDF / AI )
<input type="checkbox"/> <b>( B ) Core Business 主要业务简介</b> 需以英文与中文填写公司业务性质、产品或服务资料。如有公司宣传册，请一并附上
<input type="checkbox"/> <b>( C ) Ownership &amp; Capital Structure 公司拥有权及资本结构资料</b> 需填写公司的实收资料，是否附属公司。另需附上公司组织结构图及填上各股东或控股公司名字及有关资料。
<input type="checkbox"/> <b>( D ) Latest 3 Years Financial Statements 3年财务报表</b> 需填写过去三年的财务业绩，如总收入、税前盈利等。并需附上三年的经审计的财务报表。
<input type="checkbox"/> <b>( E ) Management Outlook 公司展望</b> 以不超过500字，写出公司的愿景、使命及其倡议的执行计划。
<input type="checkbox"/> <b>( F ) Other Information 其他资料</b> 以不超过500字，写出公司主要的技术、产品创新、市场策略、竞争能力、科技资讯的运用，与其他可为公司增值及成功因素等。
*备注：提名公司如有产品说明书、企业影片、宣传资料等，可一并附上，作为对公司成就的评审用途。

#### \*Privacy Notices 隐私权保护声明:

We are fully committed to protecting the personal information provided by you, in accordance with the Malaysian Personal Data Protection Act 2010 ("PDPA").  
对于您或公司的个人资料，我们谨遵马来西亚2010年颁布的个人资料保护法令规定。

Please submit completed nomination form together with your payment, relevant supporting documents and information to:

GEA Secretariat | 金鹰奖秘书处: NANYANG SIANG PAU SDN BHD

No. 1, Jalan SS7/2, 47301 Petaling Jaya Selangor Darul Ehsan.

Tel : +603-7872 6888 | Fax : +603-7872 6921 / 9001 | Mobile : +6013-367 8960 (Mr Yeap) | Email : ges@nanyang.com.my | Web : www.goldeneaglesward.com

