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# Introduction

Small and Medium Business portray an important role in Malaysia's economy. SMI contributes about 97.3% of overall industry in this country.<sup>1</sup>

SMI is one of the economic contributors in developing the growth of Malaysia's economy. For Malaysia, the value added by SMI displays an essential role in order to maintain the encouraging achievement.

Through the OSHMP 2020 Master Plan, among the objectives identified and taken immediate action are the reduction of death rate to 4.36/100,000 workers, the reduction rate of accidents to 2.53/1,000 workers...





The Gross Domestic Product (GDP) towards Malaysia's economy has increased to 33.1 percent, which is an addition of 0.5 percent beginning the year of 2012. The continuous growth of SMI contribution to GDP shows the importance of this industry in generating the country's economy.

Through the OSHMP 2020 Master Plan, among the objectives identified and taken immediate action are the reduction of death rate to 4.36/100,000 workers, the reduction rate of accidents to 2.53/1,000 workers, as well as the increasing report rate in disease and work poisoning which is 30% by the year 2020.<sup>2</sup>

The SMI 2020 Strategic Plan focuses on the manufacturing sector of SMI. This plan is specifically created for Small and Medium Industry (SMI) since there is a lack of compliance regarding occupational safety and health which has caused high increase of accidents. A factor of insufficient financial provision also becomes the main factor of SMI lacking in commitment in occupational safety and health growth. In conjunction with awareness towards the importance of occupational safety and health, the needs to implement the compliance support to assist SMI must be taken into consideration in any planned programmes.

In an effort to support OSHMP 2020, the Strategic Plan for Small and Medium Industry (SMI) has set up its vision which is Applied Preventive Culture at Work Place and its mission, OSH Management Enhancement at Work Place. This strategy framework for SMI Strategic Plan 2020 is planned from the identified programmes of OSHMP 2020.

Strategic Plan for Small and Medium Industry (SMI) has set up its vision which is Applied Preventive Culture at Work Place...

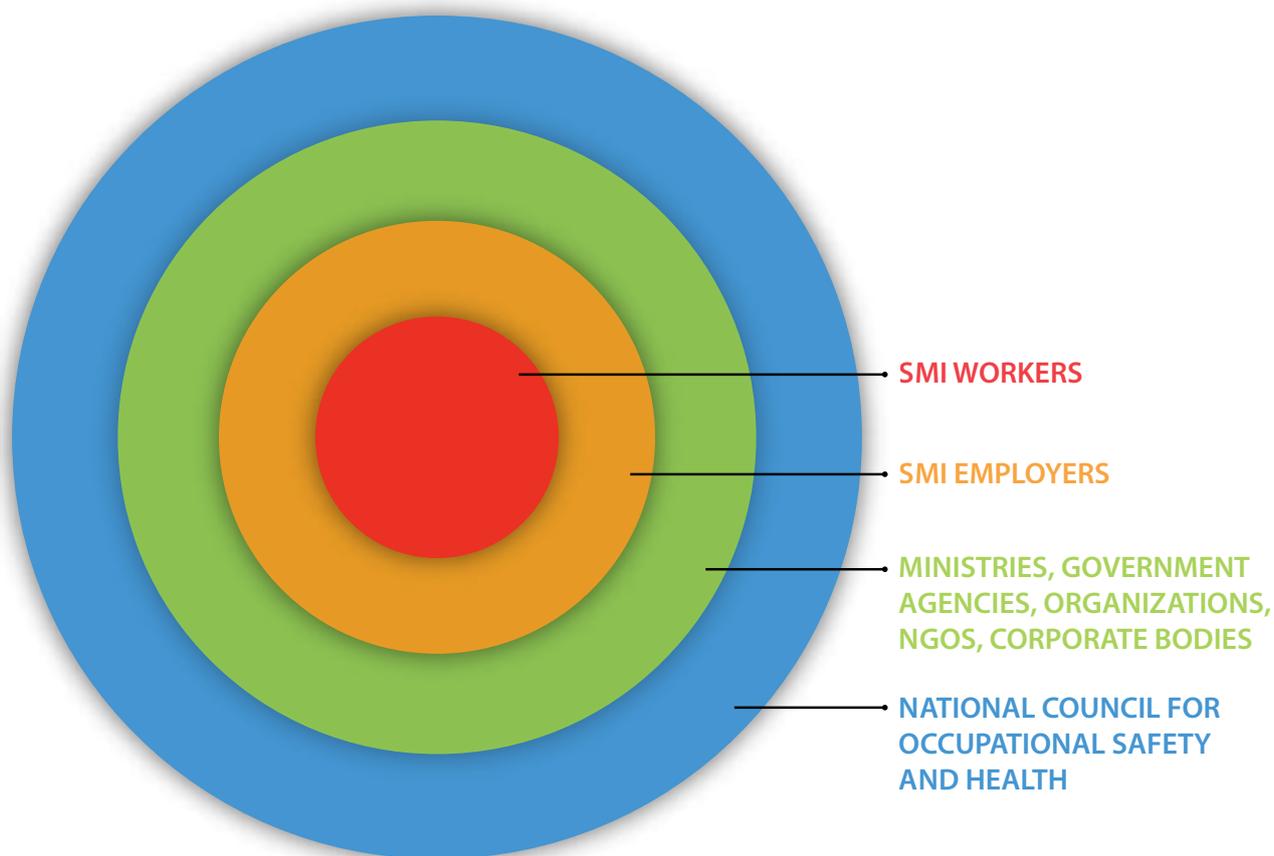
As the prime mover and the catalyst towards effective OSH practice in Malaysia, Department of Occupational Safety And Health (DOSHA) will coordinate, monitor and measure the SMI Strategic Plan 2020 goal achievement and is committed to the success of all planned programmes. The identified programmes in reducing the work accident and disease among SMI, among others are by enhancing awareness, responsibility and commitment of employers as well as employees towards OSH, to upgrade the comprehensiveness of OSH administration system and management and affording collaboration efforts with other related agencies.

<sup>1</sup> SME Corporation – 2010

<sup>2</sup> Quote from the welcoming speech of DOSHA Director General, OSHMP 2020

## OSH 2020 Strategic Plan Scope

This strategic plan is a holistic plan which supports the 2020 Occupational Safety and Health Master Plan (OSHMP 2020). In this regard, the strategic plan covers the national interests to strengthen SMI towards its contribution to national policy achievement. The scope and involvement of this plan is led widely by the National Council for Occupational Safety and Health (NCOSH) and covers various government ministries and agencies, organizations, non-governmental organizations, corporate bodies, SMI employers and SMI workers. (See Diagram 1).



**Diagram 1:** SMI 2020 Strategic Plan Scope and Involvement

# Strategic Planning Model

This plan of Strategic Planning which is specific for SMI sector is a support document for OSHMP 2020. (See Diagram 2).

The plan known as SMI 2020 Strategic Plan brings up mission of OSHMP 2020 to become a vision for this plan whereas the strategies of OSHMP 2020 which perfectly fit with the SMI focus is brought up to become a mission for this SMI 2020. Through the cascading of vision and mission, this will ensure the entire path of country's Occupational Safety and Health policy is synchronised.

The OSHMP 2020 programmes which are relevant with SMI surrounding have been elevated to become the SMI 2020 strategies.

## The strategies for SMI 2020 are as followed:



This model was designed through an OSH compliance study among SMI which was done in June 2016 until September 2016. The summary and conclusion of the level of OSH compliance is shown in Attachment 1.

The activities and programmes which support the above strategies were identified as the solution and improvement actions. Through these activities and programmes, the performance indicator for each activity and programme or KPI (Key Performance Indicator) was set up. Every outcome of any activities or programmes is measurable according to target.

# Strategic Planning Model



Diagram 2: Strategic Planning Model

# Types of Strategies

In this strategic plan, there are three (3) types of strategies used:

-  **Short Term Strategy** (Focus Strategy)
-  **Tactical Strategy**
-  **Long Term Strategy** (Strategic Initiative)

Activities and programmes planned in SMI 2020 will represent all of these three (3) mentioned strategies.



## Short Term Strategy (Focus Strategy)

In the Focus Strategy, current routine programme is regularly analysed. This programme is a current step to achieve the short term strategy goal (1 year). Programme in the 'Compliance Support' such as 'WISE', 'Door to Door', 'Continuous Registration', 'Umbrella' and others which are currently implemented by DOSH, are the programmes included in focus strategy that will be continued further. However, the qualitative findings showed that improvement has to be projected in order to improve the existing programmes by providing the following initiatives.<sup>3</sup>

- Continuous sponsorship and promotion towards SMI
- Adjusted grading and rating of SMI
- Effective communication and registration method
- The effectiveness of report by/to SMI
- Data base and centralised information
- To study the service charge imposed on SMI
- Simplified documents and encouraging the paperless concept.
- To integrate acts of FMA 1967 and OSHA 1994
- Preparation of guided module and training for SMI and officers
- Specific and suitable check list which are relevant with SMI categories
- The uniformity of criteria and the inspection standard



## Tactical Strategy

In tactical strategy, activities and programmes are designed as part of improvement efforts involving physical areas such as organizational structure, information management system, equipment acquisition, infrastructure renovation, improved supply chain and any other physical matters in organization and operation management.



## Long Term Strategy (Strategic Initiative)

The long term strategy looks at the surrounding which could influence the organization. It also observes growth that is related to various aspects such as economy, socio-cultural, technology, politics, legal, competition, market and supply. Organization will observe the impact which affect the functions, responsibilities, roles and service outcomes.

The identified activities and programmes are expected to achieve the long term objectives in between three (3) to five (5) years.

<sup>3</sup> Pre-Study on 25 Subject Matter Experts (SME) consist of officers from SMI Section, DOSH on 14 – 15 June 2016 at Port Dickson, Negeri Sembilan.

# Vision

## Applied Preventive Culture at Work Place

Prevention safety and health culture refers to a culture in which the right to a safe and healthy working environment is respected at all levels, where government, employers and workers actively participate in securing a safe and healthy working environment through a system of defined rights, responsibilities and duties, and where the principle of prevention is accorded the highest priority.<sup>4</sup>

### General Principles of prevention:<sup>5</sup>

- a. Avoiding risk;
- b. Evaluating the risks which cannot be avoided;
- c. Combating the risks at source;
- d. Adapting the work to the individual, especially as regards the design of workplace, the choice of work equipment and the choice of working and production methods, with a view, in particular, to alleviating monotonous work and work at a predetermined work-rate and to reducing their effect on health;
- e. Adapting to technical progress;
- f. Replacing the dangerous by the non-dangerous or the less dangerous;
- g. Developing a coherent overall prevention policy which covers technology, organisation of work, working conditions, social relationships and the influence of factors relating to the working environment;
- h. Giving collective protective measures priority over individual protective measures; and
- i. Giving appropriate instructions to employees.



## Mission

## OSH Management Enhancement at Work Place

A high commitment is required from the employer in order to increase knowledge in risk management field which is related to danger at the work place. Occupational safety and health related training need to be conducted at each level of an organization, which starts from top management right down to the employees. Employers and employees with good OSH knowledge and skill may definitely increase the level of OSH legal compliance and will further guarantee the success of OSH programme at work place.<sup>6</sup>

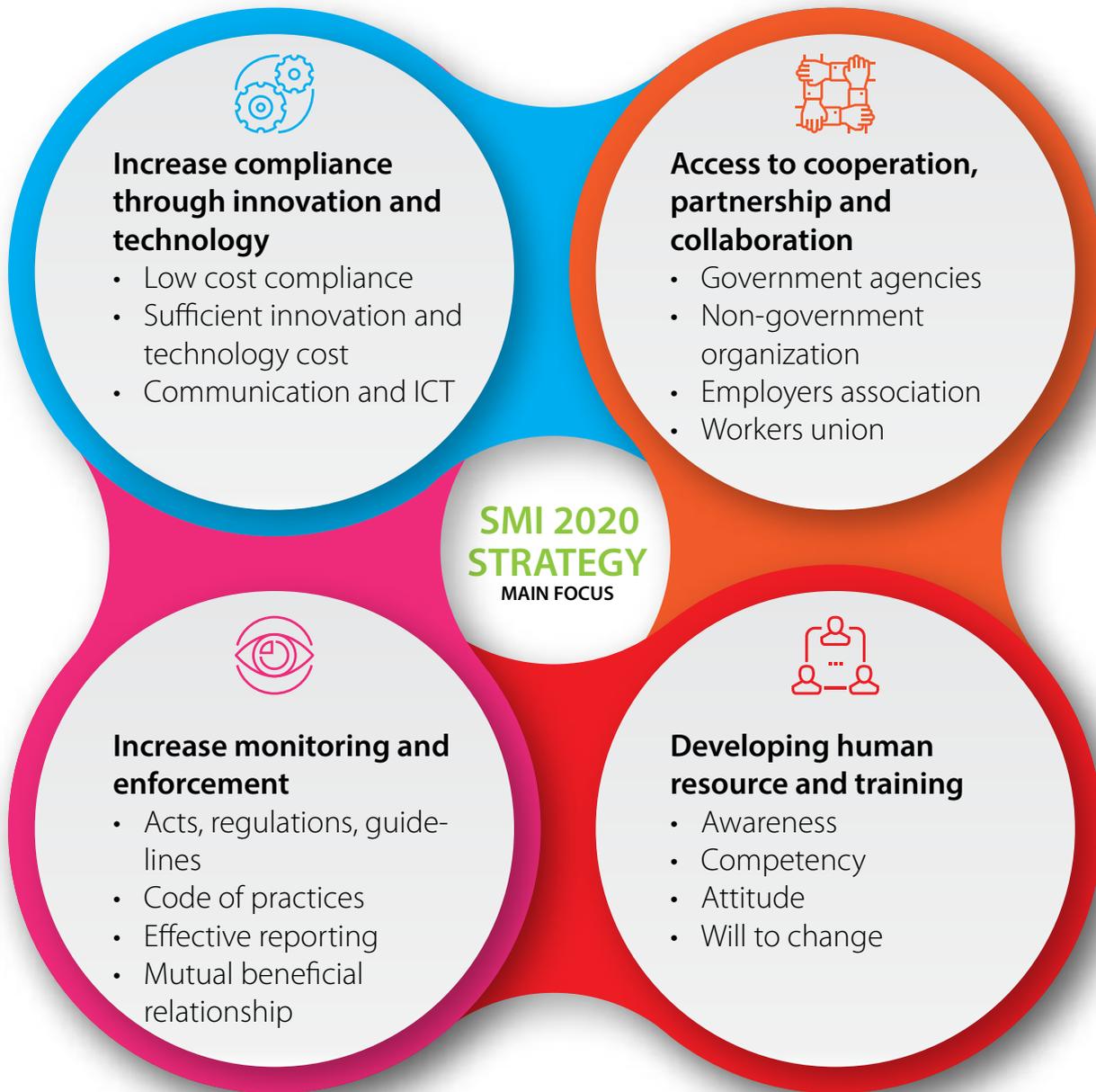
<sup>4</sup> ILO Convention No. 187

<sup>5</sup> COUNCIL DIRECTIVE on 12 June 1989 regarding introduction to the steps of encouraging upgrade on workers safety and health at working premise (89/391/EEC)

<sup>6</sup> OSHMP 2020

# Main Focus

In drafting effective programmes that will ensure the achievement of short term, tactical and long term strategy goals, SMI 2020 Strategic Plan gives main focus to four (4) items as stated in Diagram 3.



**Diagram 3:** SMI 2020 Strategic Plan Main Focus

# Critical Success Factors

Critical Success Factors – CSF is the main outcome which is referred from strategy. In SMI 2020 Strategic Plan, CSF focuses on six (6) strategies set up in the plan. Each of this strategy will be the basis to draft out suitable activity and programme in order to achieve targeted outcome of every individual critical success factor. See Diagram 4.

Continuous monitoring and measurement must be done to determine the entire achievement of every CSF which has been set in the plan. The CSFs for SMI 2020 are as followed:



## 1. Increased OSH Knowledge and Skill

Employers and representatives from employers association, OSH related organization and other stakeholders must ensure knowledgeable and skilful human resources are provided to implement and control the manufacturing operation which align with OSH requirements in assisting them through needed initiative.

### Among considered initiatives are:

- The preparation of **skill guidelines** by Department of Occupational Safety And Health (DOSH) which is suitable with the SMI manufacturing category.
- **Communication** between Department of Occupational Safety And Health (DOSH) and manufacturer which is centrally done and help in providing knowledge and Occupational Safety And Health (OSH) implementation information.
- **OSH Awareness campaign** will be actively organised among employer and employees through collaboration efforts between related agencies and employers association.



## 2. Effective of OSH Compliance Support

Support from financial institutions and corporate as well as monitoring and advisory services from Department of Occupational Safety And Health (DOSH) or employers association representatives, OSH related association and other stakeholders offering support, motivation and encouragement to SMI. With all these supports given to SMIs, they are expected to manage their operation with Good Manufacturing Practices and guarantee good OSH management for their employees toward a safe and healthy work place.

### To overcome problems related to capital, skill, knowledge and experience faced by SMI, these initiatives are being taken which include:

- The preparation of **Good SMI Manufacturing Practice Standard** which is suitable with the manufacturing category and due recognition by Department of Occupational Safety And Health (DOSH).
- **Acquisition of Machine, Equipment, Tool and PPE** of manufacturing which fulfil and satisfy safety criteria to lessen the risk of accidents and mishap at the work place.
- **Financial Assistance Incentive** for SMI who has achieved the best compliance level set by Department of Occupational Safety And Health (DOSH). This will help SMI to obtain additional capital to upgrade the manufacturing operation.



### 3. Preventive Culture Effectively Promoted

Prevention principle is given the most important priority among SMIs. The prevention culture starts with awareness, responsibility and commitment between employer and employees. Employees' rights to earn occupational safety need to be respected. Employees need to be involved and encouraged to participate in OSH activity in order to enhance their OSH knowledge and skill.

#### Among considered initiatives are:

- **OSH promotion and campaign** through social and mass media with the collaboration of government agencies and organization as well as employers association.
- **Monitoring of SME-IMAGE Programme** (combination of 5S concept and occupational safety) by productivity enhancing agency or similar, making it as one of the important conditions for SMI to receive training incentive and encouragement from other agencies.
- **Continuous Reporting** by SMI regarding promotional status and internal campaign which will lead to the increase of awareness and OSH standard implementation.



### 4. Established OSH Innovation

SMI is urged to practice the innovative and creative approach towards safety management in their operation.

Among the early step taken to expose the workers to innovative and creative initiative is through training. Next is to give opportunity to the existence of cross-functional team which commence the OSH innovation and creativity based project.

Employer will need to support the effort and outcome of innovative and creative team in order to boost up their excellence in quality invention especially in the areas of operation management, infrastructure, engineering and process control. This will contribute to the creation of safe and healthy work place.

#### Among considered initiatives are:

- Preparation of **innovative and creative program guideline** for SMI sector.
- Preparation of **consultation platform, training and competition** among the SMIs that will enhance the knowledge and skill in implementing effective innovative and creative programme.



## 5. Effective OSH Enforcement

Department of Occupational Safety And Health (DOSH) is the prime mover and catalyst towards the success of safe work practice in SMI.

Self-Regulation approach is deployed by SMI to focus on standard safety practice and not about enforcement by Department of Occupational Safety And Health (DOSH).

Great emphasis must be afforded in enhancing the understanding of all parties regarding requirements of Acts, Regulations, Guidelines and Code of Practices related to OSH.

Either to enforcement staff or employer and SMI workers as well as association, each of them must be able to interpret accurately the legal aspects of OSH.

The implementation of Compliance Support programmes will be continued with improvement actions taken through this strategy.

### Among considered initiatives are:

- Preparation of easy gained information by all users to increase OSH knowledge and awareness which is related to legislative need.
- Preparation of OSH practitioners training and test platform in SMI sector and enforcement staff through free online services. This will enhance standardised understanding of OSH legislative among all parties.
- Setting up the reporting method by SMI as well as simplified and effective inspection, licensing and implementation methods from the enforcement agencies.



## 6. Increased Quantity and Quality of OSH Practitioners in SMI Sector

Every SMI is required to appoint at least one worker as the manufacturer representative (Occupational Safety and Health Coordinator – OSH-C) who will manage OSH affairs.

Among the OSH-C responsibilities is to report the OSH status to Department of Occupational Safety And Health (DOSH), administrating OSH document, promoting the OSH culture and taking related action. Responsibilities, roles and the authorities of OSH-C will be defined and detailed.

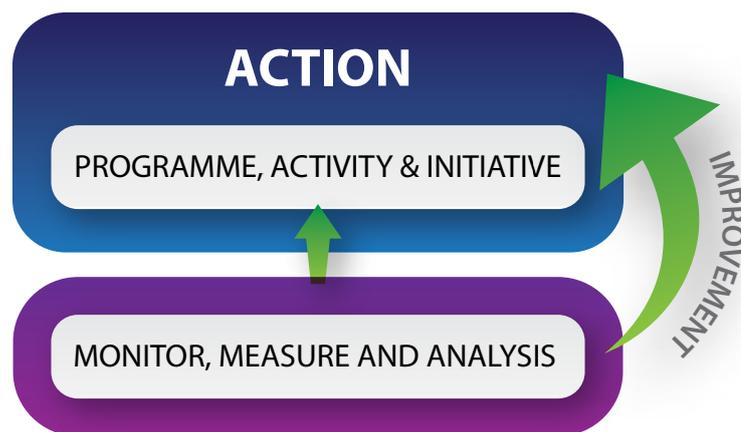
OSH-C recognition and registration criteria will be set. OSH-C will be supervised in terms of his/her competency as in accordance with the guideline issued by Department of Occupational Safety And Health (DOSH).

This strategy will in future produce more OSH practitioners for SMI sector.

### **The quality of OSH practitioners will be supervised and enhanced from time to time through these initiatives:**

- Preparation of OSH-C registration guideline
- Preparation of OSH-C skill guideline

# CRITICAL SUCCESS FACTOR



**Diagram 4:** Critical Success Factor

# Action Plan



Increased OSH  
Knowledge and  
Skill



Preventive  
Culture Effectively  
Promoted



Effective of OSH  
Compliance  
Support



  
Established OSH  
Innovation

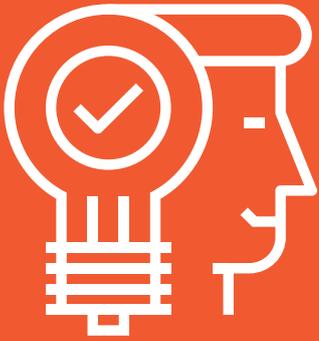
  
Increased Quantity  
and Quality of  
OSH Practitioners  
in SMI Sector



  
Effective OSH  
Enforcement







# Increased OSH Knowledge and Skill



## Strategy Priority

- **Access to information by organization and union** to assist on understanding the burden faced by SMI to implement the philosophy of working safe.
- Improve **communication** method between SMI, association representatives and Department of Occupational Safety And Health (DOSH) in order to overcome each problem effectively through digital approach and increase the current **MYKKP** capacity.
- Developing the **human capital** of SMI workers in terms of OSH knowledge and skill to ensure SMI sector will be a safe work place.



## General KPI

- Ensuring OSH Knowledge and Skill among SMI is increasing From Time To Time through Effective Outcome of Specific Programme Which Is Planned until the End of 2020.



## Specific KPI

- Ensuring each programme and activity to appoint Occupational Safety and Health Coordinator (OSH-C) for SMI among SMI nation-wide to achieve the targeted quantity.
- Ensuring each Occupational Safety and Health Coordinator (OSH-C) is given adequate training as set up in Occupational Safety and Health Coordinator (OSH-C) training plan for SMI Sector.
- Ensuring skill and effectiveness of Occupational Safety and Health Coordinator (OSH-C) of SMI being analysed of their achievement using the assessment criteria which has been set up at each specified level.
- Ensuring SMI information is according to specific manufacturing category and received from entire nation from time to time and is regularly updated in the Department of Occupational Safety And Health (DOSH) data base at determined interval.
- Ensuring that training and enhancing of OSH knowledge campaign among SMI workers are organised together with related agency according to the stated OSH Annual Training Plan.
- Ensuring the interactive website digital system (Department of Occupational Safety And Health (DOSH) Portal or Enhanced MYKKP) is smoothly operated through users' support which is increasing from time to time.
- Ensuring SME-OSCECOM is smoothly operated at all Department of Occupational Safety And Health (DOSH) state offices and Headquarters through users' support which is increasing from time to time.



Among Actions Taken

Among Main Deliverables

Target Duration

**Safety Coordinator Appointment and Skill**

Appointment of Occupational Safety and Health Coordinator (OSH-C) by SMI employer

Discussion between SMI and Stakeholders Representatives to be summarized

Q1, 2017

Increase skill of OSH-C

OSH-C training module developed

Q1, 2017

Monitoring the effectiveness of OSH-C

Performance check list for OSH-C developed

Q4, 2017

**Cooperation and collaboration with Stakeholders Representatives for SMI Registration and Training**

To get cooperation from related agencies and employers association in order to retrieve SMI data

Specific registration for SMI implemented

Q1, 2017

Collaboration between related agencies and employers association established

2017-2020

SMI information base created

Q3, 2017

Actively organizing campaign and implementation of training among SMI employer and employees

Collaboration between agencies and employers association created

2017 -2020

**Enhancing the Communication Effectiveness between SMI and Stakeholders Representatives**

Building up the **Digital Interactive Website** structure at **Department of Occupational Safety And Health (DOSH) portal or enhanced MYKKP;**

Restructuring of Department of Occupational Safety And Health (DOSH) SMI Section

Q1, 2017

and

Digital Interactive Website or **Enhanced MYKKP** and **SME-OSCECOM** are ready to be used and system user will be given a briefing and pilot programme launched

Q1, 2018

Enhancing of Department of Occupational Safety And Health (DOSH) SMI Section as **One Stop Centre for Coaching and Monitoring (SME-OSCECOM)** as the SMI reference centre to obtain comprehensive SMI guideline and information

Digital Interactive Website or **Enhanced MYKKP** and **SME-OSCECOM** operating completely and smoothly for all users

Q2, 2018





# Effective of OSH Compliance Support

## Strategy Explanation

Assistance from financial institutions and corporate as well as monitoring and advisory services from Department of Occupational Safety And Health (DOSH) or employers association representatives, OSH related association and other stakeholders offering support, motivation and encouragement to SMI. With all these supports given to SMIs, they are expected to manage their operation with Good Manufacturing Practices and guarantee good OSH management for their employees toward a safe and healthy work place.

**To overcome problems related to capital, skill, knowledge and experience faced by SMI, these initiatives are being taken which include:**

- The preparation of **Good SMI Manufacturing Practice Standard** which is suitable with the manufacturing category and due recognition by Department of Occupational Safety And Health (DOSH).
- **Acquisition of Machine, Equipment, Tool and PPE** of manufacturing which fulfil and satisfy safety criteria to lessen the risk of accidents and mishap at the work place.
- **Financial Assistance Incentive** for SMI who has achieved the best compliance level set by Department of Occupational Safety And Health (DOSH). This will help SMI to obtain additional capital to upgrade the manufacturing operation.



# Effective of OSH Compliance Support



## Strategy Priority

- Access to **collaboration** between loan agency, grant and fund to help ease SMI burden in terms of infrastructure-friendly operation so that the work safe philosophy can be led by them.
- Focusing on **innovation and technology** approach in terms of upgrading machine specifications, equipment and manufacturing tools to ensure the operation is safe.
- OSH management through prevention at all levels of sources can be practised effectively.
- Developing the national standard of SMI which is recognised by Department of Occupational Safety And Health (DOSH) and is specifically based on manufacturing category.
- Developing collaborated assessment method with government agency on SMI performance with addition to OSH criteria.



## General KPI

- Ensuring OSH Compliance Support among SMI is Effective through the Outcome of Specific Programme Which Is Planned until the End Of 2020.



## Specific KPI

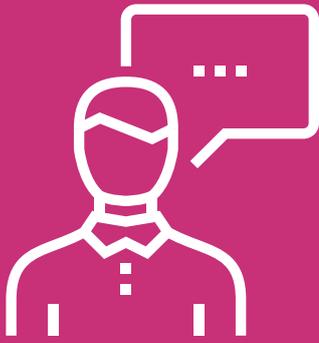
- Ensuring *SME-OSHMS* Standard which is successfully developed to achieve the amount of users among SMI nation-wide as scheduled.
- Ensuring the SME-AUDIT capacity and ability assessment programme which is implemented throughout the entire country successfully increase the overall SMI grade level.
- Ensuring all SMI which require fund assistance and/or product marketing assistance from participating agencies is helped to gain good OSH grade achievement.
- Ensuring the implementation of *PUWER* by all enforcement officers of Department of Occupational Safety And Health (DOSH).



Among Actions Taken	Among Main Deliverables	Target Duration
<b>OSH Standard and Accreditation According to SMI Category</b>		
Preparing OSH SMI Standard Management Guideline Document based on manufacturing category <b>SME-OSHMS</b> through collaboration between SMI Association, Department of Occupational Safety And Health (DOSH), NIOSH and SOCSO  Capacity Assessment Program and SMI Manufacturer Capability ( <b>SME-AUDIT</b> ) in collaboration with <b>SME Corp</b>	<b>SME-OSHMS</b> document prepared	Q4, 2018
	Training and promotion of practising of standard <b>SME-OSHMS</b> among SMIs	Q1, 2019
	Assessment guideline with added assessment criteria of OSH compliance in <b>SCORE</b> programme (SME Competitiveness Rating For Enhancement) and <b>SEAP</b> program (SME Expert Advisory Panel) is provided	Q1, 2017
<b>Collaboration between Lenders and Government Fund to finance OSH-Friendly Equipment</b>		
Getting the collaboration between lenders organization and government finance to help gain capital expenditure (capex) for acquisition of OSH-friendly infrastructure and product marketing among SMI	Discussion between Department of OSH and fund lenders summarised	Q3, 2017
	Plan and fund support collaboration procedure provided	Q1, 2018
	Fund support collaboration through MoU finalized	Q2, 2018
<b>Engineering Intervention to Enhance Machine, Equipment, Tool and PPE Safety Specifications</b>		
Developing <b>Provision And Use Of Work Equipment Regulation (PUWER)</b> and <b>Safety Mark Scheme</b>	<b>Provision And Use Of Work Equipment Regulation (PUWER)</b> developed	Q4, 2018
	<b>Safety Mark Scheme</b> developed	Q1, 2018







# Preventive Culture Effectively Promoted



## Strategy Priority

- Access to agency, organization and association **collaboration** to help lead the work safe philosophy by assisting the promotion of preventive culture implementation at work place.
- Closing up the **joint venture** between SMI manufacturer and training service provider and support for SME-IMAGE Programme in order to get sponsorship and service discount for training.
- Building up the criteria and reporting format to report the compliance status and OSH culture promotional activity at factory.



## General KPI

- Ensuring The OSH Implementation Of Preventive Culture Promotion Among SMI Is Effective Through The Specific Programme Outcome Which Is Planned Until The End Of 2020.



## Specific KPI

- Ensuring the established *SME-OSH Report* Programme successfully achieve the targeted amount of user nation-wide as scheduled.
- Ensuring the training programme organised by the training provider to empower *SME-OSH Report* among *Occupational Safety and Health Coordinator (OSH-C)* reaches the targeted amount of participants as scheduled.
- Ensuring the promotion materials to enhance the preventive culture which are supported by related agencies are provided in every OSH programme and campaign planned each year.
- Ensuring the established *SME-IMAGE* programme in collaboration with MPC is successfully participated by SMI through the increased amount of participation.



Among Actions Taken

Among Main Deliverables

Target Duration

**OSH Report by SMI through SME-OSH Online Report**

Preparing **Report Guideline Document** for compliance status and OSH prevention promotion through **SME-OSH**

**SME-OSH Report** Guideline Document developed

Q1, 2017

**SME-OSH Report** training module for conventional and online developed

Q2, 2017

Train the OSH-C by training provider to understand the OSH criteria and method through **SME-OSH**

Training provider ready to implement **SME-OSH Report** training using the set Module

Q2, 2018

Safety Coordinator is provided with **SME-OSH Report** training

Q3, 2018

**Promotion of Awareness through Stakeholders Initiative**

Preparing **promotion materials** and identifying high impact methods through collaboration

High impact promotion materials are developed through latest methods and effectively done with the collaboration of the stakeholders.

2017 -2020

Getting cooperation from agencies, employers association and workers union for the purpose of promoting public and workers awareness towards the importance of OSH

Stakeholders sponsor the public and workers awareness promotion regarding OSH

2017 -2020

**SME- IMAGE Programme for SMI**

Creating **SME-IMAGE** programme as the platform of readiness and premise safety as well as factory operation

**SME-IMAGE** guideline programme with MPC cooperation developed

Q4, 2017

Implementing the **SME-IMAGE** programme by SMI through consultation and cooperation from MPC, SME Corp, HRDF, agencies and other stakeholders

**SME-IMAGE** programme in collaboration with stakeholder, MPC, SME Corp , HRDF and other agencies implemented

2018-2020





# Established OSH Innovation

## Strategy Explanation

SMI is urged to practice the innovative and creative approach towards safety management in their operation.

Among the early step taken to expose the workers to innovative and creative initiative is through training. Next is to give opportunity to the existence of cross-functional team which commence the OSH innovation and creativity based project.

Employer will need to support the effort and outcome of innovative and creative team in order to boost up their excellence in quality invention especially in the areas of operation management, infrastructure, engineering and process control. This will contribute to the creation of safe and healthy work place.

### Among considered initiatives are:

- Preparation of **innovative and creative program guideline** for SMI sector.
- Preparation of **consultation platform, training and competition** among the SMIs that will enhance the knowledge and skill in implementing effective innovative and creative programme.



# Established OSH Innovation



## Strategy Priority

- The joint venture between manufactures and MPC has created a collaboration in gaining consultancy service and creative and innovative training specifically towards OSH aspect to create a safe work place.
- Using Psycho-social approach to create innovative idea by public at large and employees.
- Enhancing OSH compliance through generating specific idea towards hazard detection and risk management which caused by the aspects of process, engineering, acquisition and others.



## General KPI

- Ensuring OSH Innovation among SMI is Continuously Produced through Specific Outcome Programme Planned until the End Of 2020.



## Specific KPI

- Ensuring Creative and Innovative Programme's courses developed in collaboration with MPC, is run on SMI participant as scheduled annually.
- Ensuring the amount of Creative and Innovative Programme handled by SMI nationwide is increasing every year.
- Ensuring innovative awareness enhancement programme towards public and employees is organised through competition and campaign as scheduled.



Among Actions Taken	Among Main Deliverables	Target Duration
<b>SMI Innovative and Creative Programme Coordination</b>		
Preparing Innovative and Creative Guideline Document for SMI Sector	Discussion with MPC and related agency summarised	Q1, 2019
	Discussion with SMI association, MPC and related agency summarised	Q1, 2019
Involving SMI with the Innovative and Creative Programme	Information distribution and programme guideline document for SMI provided	Q2, 2019
	Briefing to SMI regarding the implementation of Innovative and Creative Programme done	Q2, 2019
Organising psycho-social programme, compiling and sharing of innovative and creative programme	Innovative and Creative Competition among SMI manufacturers organised	Q1, 2020
	Short video competition about the effort of enhancing OSH organised	Q1, 2020







# Effective OSH Enforcement



## Strategy Priority

- Gaining easy access to OSH legislative information by providing one stop centre so that OSH legislative impact on employees and employer is made known.
- Enhancing the **competency** of OSH representative, SMI manufacturer and enforcement officer regarding OSH legislative through training and examination. This will make the OSH representative and manufacturer much more alert and ready to manage a safe work place.
- Enforcement is based on **self-regulation** through OSH status reporting by SMI OSH representative using enforcement and effective simplified inspection method



## General KPI

- Ensuring OSH Enforcement among SMI is Effective through the Specific Outcome Programme Scheduled until the End Of 2020.



## Specific KPI

- Ensuring the *digital interactive* website system is operated smoothly through users' support which increase from time to time.
- Ensuring *SME-OSCECOM* is operated smoothly at all state offices of Department of Occupational Safety And Health (DOSH) and Headquarters through users' support which increase from time to time.
- Ensuring Department of Occupational Safety And Health (DOSH) officers are given scheduled training to achieve the expertise level of *subject matter expert* according to the stated criteria.
- Ensuring SMI is able to gain information regarding OSH inspection through OSH check list which is comprehensive and specific following the industrial category from the OSH online portal which is updated from time to time.
- Ensuring OSH enforcement on high risk industry is through the latest enforcement approach and the use of *Enforcement Uniformity Model (EUM)* every time.



Among Actions Taken

Among Main Deliverables

Target Duration

**Enhancing the OSH Enforcement Criteria**

Empowering Department of Occupational Safety And Health (DOSH) SMI Section as **One Stop Centre for Coaching and Monitoring (SME-OSCECOM)** to be the reference centre for SMI to gain comprehensive OSH guideline and information

Department of Occupational Safety And Health (DOSH) SMI Section restructured

Q1, 2017

Digital Interactive Website or **Enhanced MYKKP** and **SME-OSCECOM** ready to be used and system user are given a briefing and pilot programme launched

Q1, 2018

Digital Interactive Website or **Enhanced MYKKP** and **SME-OSCECOM** fully operating for all users and running smoothly

Q2, 2018

Enhancing of Department of Occupational Safety And Health (DOSH) staff knowledge and skill as **Subject Matter Expert**

Training Module to create **Subject Matter Expert** among officers of Department of OSH SMI section developed

Q1, 2017

**Effective Inspection Method**

Developing **OSH Check List** which is more comprehensive and easy

Simplified Department of Occupational Safety And Health (DOSH) inspection check list approved

Q1, 2017

Check list for users is published in Digital Interactive Website or **Enhanced MYKKP**

Q2, 2017

Identifying high risk SMI factories through the latest Department of Occupational Safety And Health (DOSH) approach and implementation of **Enforcement Uniformity Model (EUM)**

Department of Occupational Safety And Health (DOSH) current enforcement documents updated

Q1, 2017

OSH is enforced through **EUM**

Q2, 2017 – 2020



A cluster of circular icons in the bottom left corner. From top to bottom, the icons are: a yellow key, a teal pie chart, a white circle containing the number '84' above a factory icon, and a red circle containing a white icon of a person wearing a hard hat.



# Increased Quantity and Quality of OSH Practitioners in SMI Sector

## Strategy Explanation

Every SMI is required to appoint at least one worker as the manufacturer representative (Occupational Safety and Health Coordinator – OSH-C) who will manage OSH affairs.

Among the OSH-C responsibilities is to report the OSH status to Department of Occupational Safety And Health (DOSHA), administrating OSH document, promoting the OSH culture and taking related action. Responsibilities, roles and the authorities of OSH-C will be defined and detailed.

OSH-C recognition and registration criteria will be set. OSH-C will be supervised in terms of his/her competency as in accordance with the guideline issued by Department of Occupational Safety And Health (DOSHA).

This strategy will in future produce more OSH practitioners for SMI sector.

**The quality of OSH practitioners will be supervised and enhanced from time to time through these initiatives:**

- Preparation of OSH-C registration guideline
- Preparation of OSH-C skill guideline



# Increased Quantity and Quality of OSH Practitioners in SMI Sector



## Strategy Priority

- Developing Occupational Safety and Health Coordinator (OSH-C) competency systematically from time to time.



### General KPI

- Ensuring The Quantity and Quality of OSH Practitioners in SMI Sector is increasing through Specific Outcome Programme Planned until the End Of 2020.



### Specific KPI

- Ensuring each programme and activity in appointing an *Occupational Safety and Health Coordinator (OSH-C)* for SMI among SMI nationwide achieves the targeted amount every year.
- Ensuring each *Occupational Safety and Health Coordinator (OSH-C)* is given planned training.
- Ensuring skill and effectiveness of *Occupational Safety and Health Coordinator (OSH-C)* for SMI is analysed for their achievement using the selected criteria which has been set up at every determined level.



Among Actions Taken

Among Main Deliverables

Target Duration

**Safety Coordinator Appointment and Skill**

Appointing of Occupational Safety and Health Coordinator (OSH-C) by employer

Discussion between SMI and Stakeholders Representatives summarised

Q1, 2017

Enhancing OSH-C **skill**

OSH-C training module developed

Q1, 2017

Monitoring the **effectiveness** of OSH-C

OSH-C performance check list developed

Q4, 2017





# Attachment

# OSH Compliance Study

## STUDY TITLE

Strategic Plan Development to Increase the Level of Occupational Safety and Health Compliance in Small and Medium Industry Sector (SMI 2020)



### Study Duration:

June 2016 - September 2016



### Study Scope:

Manufacturer and SMI Sector workers nation-wide; Department of Occupational Safety And Health (DOSH) Officers from SMI Section; and Government Agency Representatives, Associations and Organizations



### Study Methodology:

See Diagram 1 below



Diagram 1: OSH Compliance Study Methodology



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## Study Conclusion:

Study was done through the combination of quantitative and qualitative method. In the pre-study stage, qualitative finding from respondents consisting of SMI section officers from Department of Occupational Safety And Health (DOSH) have identified solution recommendation to problems occurred in OSH Compliance Support (*"Compliance Support"*, *"Door To Door"*, *"Umbrella"*, *"Continuous Registration"*, *"WISE"*, *"Fast Track"* and others) and other problems related to OSH compliance by SMI manufacturers. Therefore three (3) categories of OSH compliance factors have been summarised, which are:

- System and Equipment
- Awareness Level
- Monitoring and review

In the quantitative method, random survey was done on 740 respondents (92.5% respondents representing SMI with 5 workers and more while the rest of 7.5% represented micro manufacturer with less than 5 workers) all over Malaysia involving employer and employees of SMI sector. The survey was done beginning 25 July 2016 until 11 August 2016 using questionnaire consists of 5 parts, which are:

1. Respondent Information and Organization OSH Compliance
2. Compliance Factors For OSH.
3. Recommendations to Assist Compliance For OSH.
4. Collaboration Recommendation to Assist OSH Compliance (Example of Collaboration: HRDF, SME Bank, MPC, SOCSO, NIOSH, Custom Department and others).
5. Improvement Recommendation for OSH.

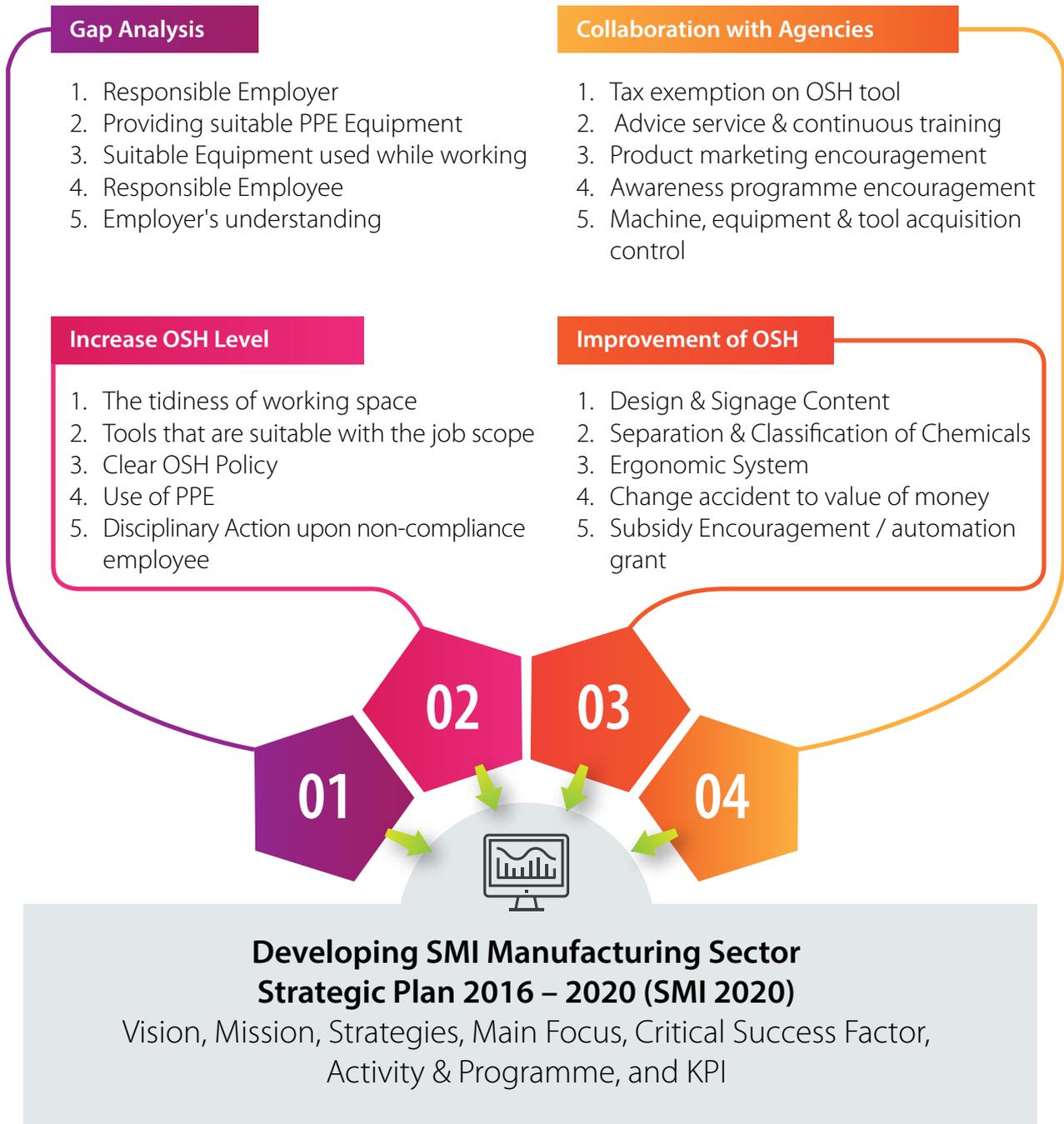
Meanwhile the qualitative method was done on 16 August 2016 until 2 September 2016, and the study finding from the quantitative method was strengthened with the finding from the interview mentioned:

1. 16 selected experts from factories and agencies for the first stage
2. 10 selected invited experts from factories and stakeholders agencies for the second stage
3. 13 selected experts from Department of Occupational Safety And Health (DOSH) for the third and the final stages.

The study concluded that there was no significant differences on the findings from qualitative compared to the finding from the quantitative except for qualitative finding which have supplied detailed information about problem solution proposals towards the studied factors. See Diagram 2 for study finding conclusion.<sup>1</sup>

<sup>1</sup> Study considered 5 highest variables for each study field objective which are study objective 1), 2), 3) and 4)

# OBJECTIVE FOR STUDY TO INCREASE OSH COMPLIANCE LEVEL IN **SMI MANUFACTURING SECTOR**



**Diagram 2:** Study Objective and Study Finding Conclusion





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