

SPEECH BY
PROF DR MOHAMED IBRAHIM ABDUL MUTALIB
VICE CHANCELLOR OF UNIVERSITI TEKNOLOGI PETRONAS FOR
UTP QUALITY DAY 2018
Tuesday, 26 June 2018
Chancellor Hall, Chancellor Complex, UTP

Bismillahirrahmanirrahim

Yang Berbahagia Tan Sri Sidek Hassan
Pro Chancellor Universiti Teknologi PETRONAS

And Yang Berbahagia Puan Sri Dato' Wan Norlina Wan Hussin

UTP Executive Management Committee and Senate Members
Faculty and Staff of UTP
Ladies and Gentlemen.

Assalamualaikum warahmatullahi wabarakatuh
Salam Sejahtera and a very good afternoon.

Alhamdulillah, let us thank Allah subhanahu wa ta'ala for it is with His blessings that we are able to gather here this afternoon for our annual UTP Quality Day. I am glad that we finally manage to conduct Quality Day after the postponement due to the general election.

First and foremost, I would like to wish everyone in the hall today Selamat Hari Raya Aidilfitri and Maaf Zahir Batin. I hope that everyone is having a wonderful Raya celebration thus far. I would also like to record my deepest appreciation to our guests of honour today, Yang Berbahagia Tan Sri, our Pro Chancellor and his wife, Yang Berbahagia Puan Sri for making time to grace our Quality Day. Yang Berbahagia Tan Sri has been with us since morning, for the special lecture and now Quality Day and will continue tonight at the Employee Recognition Night.

We are all here to celebrate one of the most important events on the university calendar. It is an occasion where we formally recognise successes through the various awards. Today is the day we finally recognise and honour our staff who have made significant contribution to the university in various aspects through various awards. They have continuously reaffirmed their commitment and enthusiasm in embracing and practicing the highest quality culture at the workplace. This year, we have maintained some similar awards as recognised in previous years but we have also introduced new awards. The new awards are Teaching and Learning Award that comprises Effective Education Delivery Award and Innovative Teaching Award. In Innovative Teaching Award, there are two more awards which are Innovative Educator Award and SoTL (Scholarship of Teaching and Learning) Practitioner Award. In addition to that, this year we have rebrand Mesra Award to People's Choice Award.

Let me take this opportunity to congratulate the winners who are honoured today. Your determination, commitment, resolve and drive are inspirational. You challenge each of us to reflect on how we can do more to improve

what we do. I hope you will motivate others to also excel and further incorporate the Five Quality Principles (- Conformance to requirement, - Prevention, - Right things right time every time, - Proactive leadership at all levels, - Price of non-conformance) in the way you work. My greatest hope is to see all of us inculcate the culture of Accountability within the realm of PETRONAS Cultural Beliefs (Results Matter, Own It!, Focused Execution, Nurture Trust, Tell Me and Shared Success).

Ladies and Gentlemen,

This year's Quality Day, with the theme "Integrity Leading to Quality" is apt to reflect this continued commitment. Integrity in the workplace is the most important quality for an organisation's long time survival and existence in business. It is one of the most important work ethics in order to achieve work of high quality. We must not forget that the foundation of our efforts must be built upon a sound character. Where there is strength in character, you will have integrity, accountability, responsibility. Where there is soundness in character, you will see truth and humility, transparency and trust. All these are the elements that guard our actions. We also need to strengthen the university's value-driven education approach.

We need to understand the agenda at hand, and intuitively demonstrate the necessary behaviours to get things moving in a cohesive manner. Sometimes we might not want to take a certain opportunity/chance just so we can preserve the 'integrity' of our performance ratings, but in the process we lose the chance to better ourselves in many ways. The whole point is not about failure, but seeing each challenge as an opportunity to be

better than before. In the words of Eleanor Roosevelt, the longest-serving First Lady in the USA, “You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do”. We must all remember that all of us contribute to the day-to-day of the university’s results. Some of us might not see it as directly as others, but believe me we all contribute in our own way.

Ladies and Gentlemen,

This year, we started with a new structure in our organisation. The new structure was designed for a flatter, leaner and more efficient structure that is necessary for us to be more agile and be better. I hope that by now, we are all aware of who’s who and who’s where. This is important as these merging of units and departments under strategic and operational respectively will create a better focus for the university to move forward. It is hoped by adopting a structure that is best fit to business requirements and by placing the right people at the right positions would provide clearer path for growth and progression throughout the organisation. I trust that all of you are full of courage, optimism, and positivity to embrace this change. Since the university embarked on its quality journey in the year 1999, which was more than 21 years ago, we have never looked back.

At the heart of an organisation is the people who have made our achievements possible. You are those people, and this afternoon I would like to take this opportunity to thank each and every one of you for your invaluable contribution to the University’s success story. Let me emphasize the need for us to remain committed to our vision and mission. We must

continue to remain united and loyal to the organisation, always act professionally, take ownership in what we do, and continuously uphold our values. There will no doubt be hurdles and challenges along the way and what is required from all of us now is a change in mindset and attitude. Quality begins from the mind right to what we believe in our heart.

It will be a long and hard journey but with perseverance and persistence, this university will remain unique in its outlook, distinctive in its reputation and become a priceless icon to all including PETRONAS and the nation. Together we can achieve our aspiration in achieving Global Prominence.

Thank you. Wassalamualaikum warahmatullahi wabarakatuh.