

Sustainability Report

Product & Service Responsibility - Customer Satisfaction



Related UNSDGs:



WHY IS THIS IMPORTANT?

Protasco’s success relies on the ongoing trust and confidence customers place in the excellence of our products and services, along with the value we provide. Our operations encompasses construction, property development, maintenance, education, clean energy, engineering & consultancy services and trading & manufacturing. Leveraging on our synergistic ecosystem of services, we enhance the quality, safety, and sustainability of our offerings by sharing skills and knowledge across these diverse sectors.

OUR APPROACH

The Board and Management closely monitor excellence of our products and services, along with the value they provide and its substantial impact on our business performance. Clear KPIs have been established for all BUs, focusing on stakeholders’ satisfaction from customers, authorities, and suppliers/contractors.

To ensure customers’ continued confidence in Protasco, we have put in place a robust set of quality management systems to enhance the integrity of our products and services:

Nos	Business Units	Quality Management System	Companies
1.	Education	ISO9001	Infrastructure University Kuala Lumpur (IUUKL)
2.	Engineering & Consultancy Services	ISO9001	Ikram Engineering Services Sdn Bhd
			Ikram Paves Sdn Bhd
		ISO 17025	Ikram Paves Sdn Bhd
		ISO 17065	Ikram QA Services Sdn Bhd
		CIDB G3/SPKK	Ikram Engineering Services Sdn Bhd
		CIDB G7	Kumpulan Ikram Sdn Bhd
		BEM	Ikram Premier Consulting Sdn Bhd
		BAM	Ikram Engineering Consulting Sdn Bhd
3.	Maintenance	ISO9001	Empayar Indera Sdn Bhd
		Roadcare (M) Sdn Bhd	
4.	Construction	ISO9001	
		ISO 14001	HCM Engineering Sdn Bhd
		ISO 45001	
5.	Trading & Manufacturing	ISO9001	Protasco Trading Sdn Bhd

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Roadcare (M) Sdn Bhd, Empayar Indera Sdn Bhd, Protasco Trading Sdn Bhd, Ikram Engineering Services Sdn Bhd, HCM Engineering Sdn Bhd, Ikram Paves Sdn Bhd and Ikram Education Sdn Bhd have ensured, through their ISO9001 certification, the establishment of comprehensive policies, processes, and procedures necessary for delivering products and services that meet customer and regulatory requirements, ultimately leading to enhanced customer satisfaction.

ISO 17025 accreditation demonstrates that a laboratory belonging to Ikram Paves Sdn Bhd has implemented a satisfactory quality management system and possesses the capability and competence to deliver accurate testing and calibration results.

HCM Engineering Sdn Bhd, which provides support to Maintenance and Property Development and Construction Segments, ensures the robustness of its operations not only with ISO9001 but also with ISO 14001 (aiming to enhance environmental performance by promoting more efficient resource utilisation and waste minimisation) and ISO 45001 (aiming to reduce occupational injuries and illnesses among employees). Through these quality management systems, the company safeguards all aspects related to people and the environment, ensuring safety during operations while delivering the best quality products and services to its customers.

In order to provide potential employers with quality and market-ready graduates, our Education BU, IUKL secures various additional accreditations beyond the mandatory programme accreditation by the Malaysian Qualifications Agency (MQA). Some of these additional accreditations come from the Board of Engineers Malaysia (BEM) and the Washington Accords for its Engineering Programme, as well as the Board of Architects Malaysia (BAM) along with other relevant bodies related to programmes provided by the Education Segment.

OUR PERFORMANCE

Customer Satisfaction Survey

Given our diverse businesses with distinct customer definitions and through surveys conducted according to their respective quality management systems, the Board ensures that a minimum target score of 70% is set uniformly across all businesses, and efforts should be directed toward continual improvement.

As of FY2023, the Group has reported an average score of 86% compared to 80% in FY2022.

Product & Service Responsibility	FY2023	FY2022	FY2021
Numbers of product/service-related complaints received	7,457	N/A	N/A
Numbers of complaints that has been dealt (Customer relationship management (grievance mechanism))	7,412	N/A	N/A
Customer Satisfaction Score	86%	80%	N/A

We are continuously taking efforts to document complaints related to environmental, health, and safety aspects at the Group level. We have enhanced our data capture methods to provide readers with a clearer insight into our commitment and dedication to addressing feedback from our valued customers, who are crucial stakeholders.

In the table above, the data collected in FY2021 primarily emphasised product compliance by some of the BUs to ensure customer satisfaction. However, in FY2022, the customer satisfaction score was consolidated at the group level across all BUs. This method of data collection will continue as described above. Moving forward, detailed feedback categorised by various aspects will be provided.

Quality Assessment System in Construction

As part of our commitment to improve our workmanship quality, we strive to exceed the average national Quality Assessment System in Construction (QLASSIC) score of 72% for both our landed housing and stratified building previously. We are pleased to report that we have consistently exceeded this average score. In FY2023, there has not been any score as the projects under the Property Development and Construction segments are still in progress.