



USER'S MANUAL

(UPDATED ON 22/4/2020)

ONLINE PROCESS IMPROVEMENT REGISTER

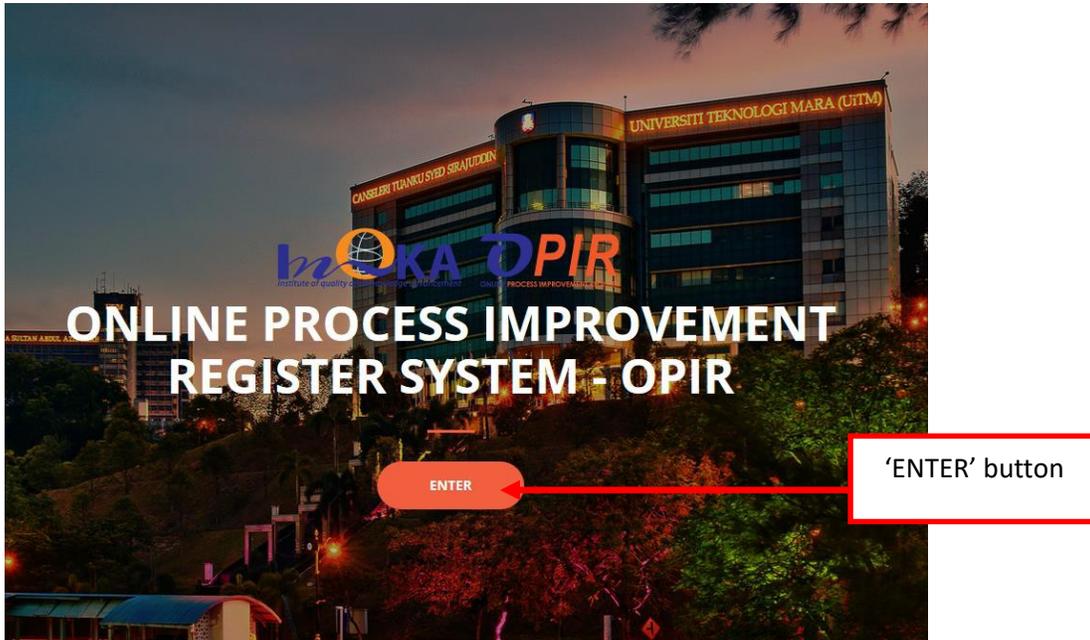
OPIR 2.0

SYSTEM ACCESS

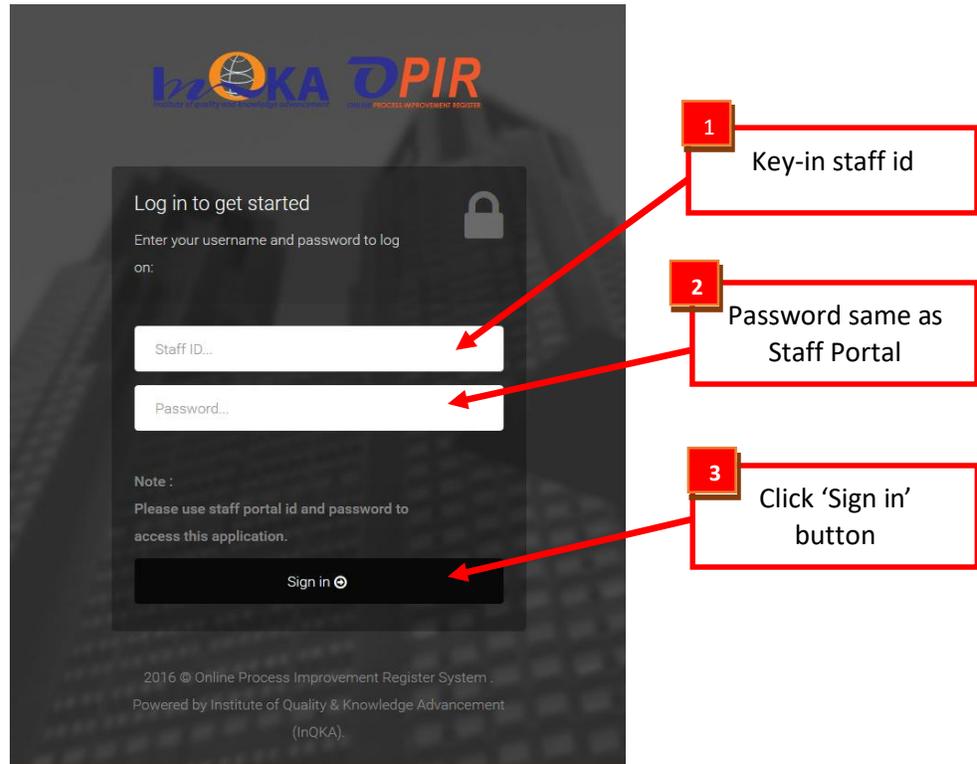
1. For system access, user can browse through the internet by using the following URL:

<http://opir.uitm.edu.my>.

2. Screen as shown below will appear on the screen



3. Click on the ENTER button, the log-in screen will appear.



4. Once the account is verified, the main screen 'My Dashboard' will appear.

'My Dashboard' screen.

2020 Onwards

TOTAL NUMBER OF PROCESSES
3
Process registered

TOTAL NUMBER OF PROCESSES FOR IMPROVEMENT
2
Process for Improvement

The total number of the process registered.

Current Stage of Process for 2020 Onwards

DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU (3 PROCESSES)

10 records per page

NO.	PROCESS NAME	SUBMITTED	SELECTED FOR ASSESSMENT
1	TEST LAST FOR FINAL		
2	TEST LAST FOR FINAL		
3	TEST		

The list of the process registered.

OPERATIONAL EXCELLENCE TRAINER (OE TRAINER)

Process Registration

1. To register a new process, select 'Process Registration' then click on 'Register Process' menu. The 'REGISTER PROCESS' screen will appear.

The screenshot shows the 'REGISTER PROCESS' interface. On the left is a sidebar menu with 'Process Register' selected. The main content area is titled 'REGISTER PROCESS' and 'STEP 1: PROCESS REGISTRATION'. It contains a form with the following fields:

- PROCESS ID: PB20200014
- GROUP OF DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- RESPONSIBLE DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- PROCESS GROUP: -- PLEASE SELECT --
- PROCESS NAME: (empty text box)
- DESCRIPTION: (empty text area)

At the bottom right of the form is a green 'SAVE' button. Four numbered callouts provide instructions:

1. Select 'Process Register' then 'Register Process' (points to the sidebar menu).
2. 'Register Process' screen will appear. (points to the form area).
3. Key in all the required fields. (points to the form fields).
4. Click 'Save'. (points to the 'SAVE' button).

Edit Current Process

1. To edit the details of the process registered, select 'Process Register' then click on 'List Processes' menu. The 'LIST OF PROCESSES' screen will appear.
2. Click the 'Edit' button under the action of the process field.

The screenshot displays the PIR ONLINE PROCESS IMPROVEMENT REGISTER interface. The sidebar menu on the left includes options like 'My Dashboard', 'Dashboard', 'Users', 'Process Register', 'Register Process', 'List Processes', 'Process for Improvement', 'Processes List', 'Admin OE', 'Report', 'Menu', 'Settings', 'Unit Registration', 'OE Report', 'Performance of Selected Process', 'Assessment', 'Assessment (Admin OE)', 'Score Verification (Head of Panel)', and 'Department's Report'. The main content area is titled 'LIST OF PROCESSES - 2020 ONWARDS' and features search filters for 'PROCESS ID', 'YEAR' (set to 2020), 'PROCESS GROUP', and 'RESPONSIBLE OF DEPARTMENT'. A 'SEARCH' button is located below these filters. Below the filters, it states 'TOTAL OF PROCESS: 1 PROCESSES'. A table lists the process details, and a red callout points to the 'Edit' button in the 'ACTION' column of the first row.

NO.	PROCESS ID	PROCESS NAME	REGISTERED BY	STATUS	ACTION
1	PB20200007	TEST	FAUZILAH BINTI IDRIS	REGISTERED PROCESS	Delete Edit

3. This screen will appear.

The screenshot displays the 'EDIT PROCESS' interface. The header includes the OPIR logo and the text 'ONLINE PROCESS IMPROVEMENT REGISTER'. The user's name 'Fauzilah' is visible in the top right. A sidebar on the left lists various navigation options. The main content area is titled 'STEP 1 : PROCESS EDIT' and contains the following form fields:

- PROCESS ID: PB20200007
- GROUP OF DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- RESPONSIBLE DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- PROCESS GROUP: ACADEMIC PROCESS
- PROCESS NAME: TEST
- DESCRIPTION: DESCRIPTION DESCRIPTION 2020

Annotations on the screenshot include:

- A red box with the number '3' pointing to the 'DESCRIPTION' field, with the text 'Edit the required field'.
- A red box with the number '4' pointing to the 'EDIT' button, with the text 'Click 'EDIT' button.'

Process for Improvement

After the processes have been registered by the OE trainer, the next step is to update the current process for improvement. There are 6 steps required for this section which are:

- a. Step 1 - Process Registration (update)
- b. Step 2 - Excellence Team Registration
- c. Step 3 - Planning and Initiative
- d. Step 4 - OE Outcomes
- e. Step 5 - Impact
- f. Step 6 - Process Excellence and Unity

1. Step 1: Process Registration

- i. Select 'Process for Improvement', then click on 'Update improve Process' menu. The 'LIST OF UPDATE IMPROVED PROCESS INFORMATION' menu will be displayed.
- ii. For searching, choose the Process ID, Year, Process Group or Responsible Department and hit the 'search'.

1

1. Select 'Process for Improvement'
2. Click 'Update Improved Process'

2

Choose the Fields then Click 'Search'.

3

The selected process will be displayed.

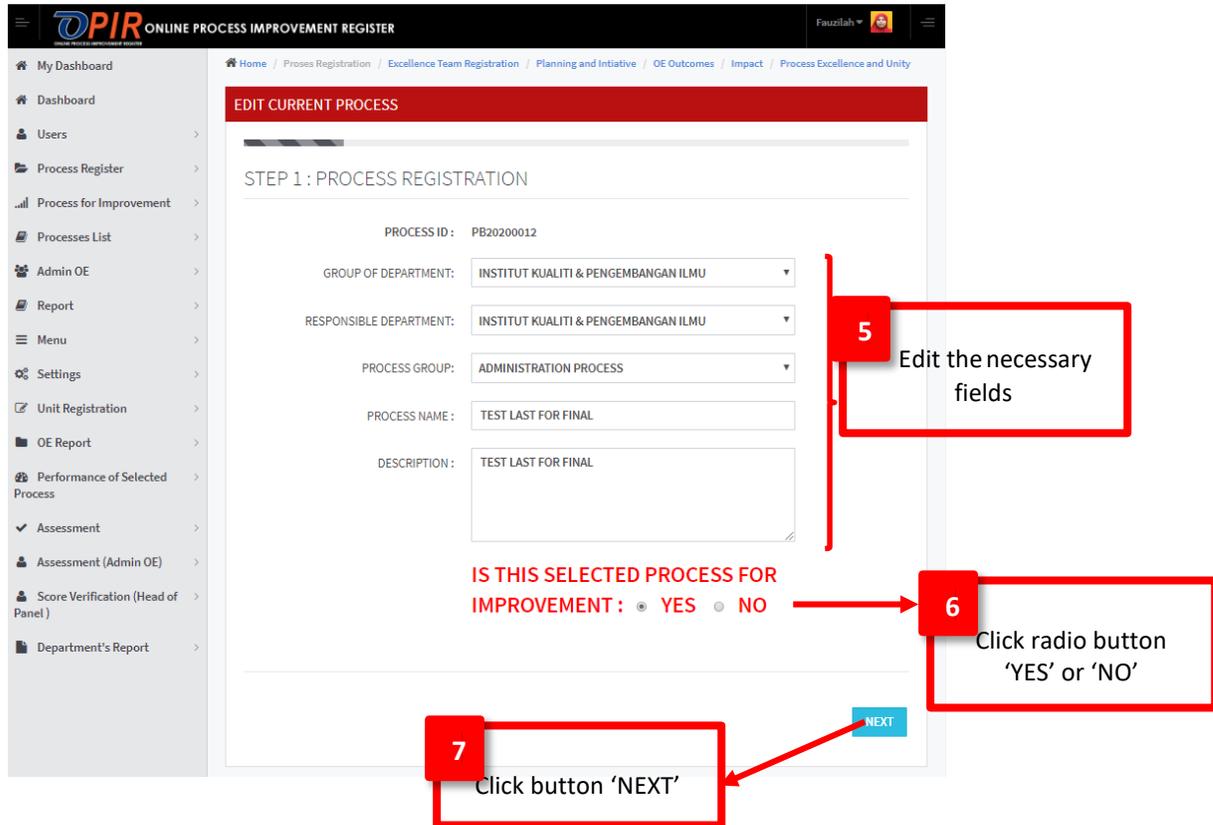
4

Click 'Update'

NO.	PROCESS ID	PROCESS NAME	REGISTERED BY	STATUS	ACTION
1	PB20200012	TEST LAST FOR FINAL INSTITUT KUALITI & PENGEMBANGAN ILMU	FAUZILAH BINTI IDRIS	PROCESS FOR IMPROVEMENT	UPDATE VIEW
2	PB20200010	TEST LAST FOR FINAL INSTITUT KUALITI & PENGEMBANGAN ILMU	FAUZILAH BINTI IDRIS	CARRY FOWARD FOR IMPROVEMENT	UPDATE Delete VIEW
3	PB20200007	TEST INSTITUT KUALITI & PENGEMBANGAN ILMU	FAUZILAH BINTI IDRIS	REGISTERED PROCESS	UPDATE Delete VIEW

Showing 1 to 3 of 3 entries

- iii. Click the *'Update'* button under the *'Action'* table field. The *'Current Process Performance'* screen will appear.
- iv. Then fill the entire necessary fields. Click radio button *'YES'* or *'NO'* to select Process for Improvement and hit *'Next'* button.



2. Step 2: Excellence Team Registration

- i. Continue filling the necessary fields at step 2 'Excellence Team Registration'. Click 'ADD TEAM MEMBER' button. The following screen will appear.

Home / Proses Registration / Excellence Team Registration / Planning and Initiative / OE Outcomes / Impact / Process Excellence and Unity

EDIT CURRENT PROCESS

STEP 2 : EXCELLENCE TEAM REGISTRATION

PROCESS ID : PB20200012
PROCESS NAME : TEST LAST FOR FINAL
GROUP OF DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
RESPONSIBLE DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
PROCESS GROUP : ADMINISTRATION PROCESS
PROCESS NAME : TEST LAST FOR FINAL
DESCRIPTION : TEST LAST FOR FINAL

LIST OF TEAM MEMBERS

ADD TEAM MEMBER

10 records per page

NO.	STAFF ID	NAME	ROLE	TRAINING ATTENDANCE	TRAINING DATE	ACTION
No data available in table						

Showing 0 to 0 of 0 entries

BACK NEXT

8 Detailed proses information will be displayed.

9 Click 'Add Team Member'

DPiR ONLINE PROCESS IMPROVEMENT REGISTER

Home / Current Process Performance / Excellence Team Registration / Add Team Members

ADD TEAM MEMBER

STAFF ID: **SEARCH**

Please insert staff id.

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10 1. Key in 'Staff Id'
2. Hit 'Search' button.

- ii. Key in the 'Staff ID' and click 'SEARCH' button. All the detailed information will be displayed. Update the required field.

The screenshot shows the 'ADD TEAM MEMBER' form in the OPIR system. The form is titled 'ADD TEAM MEMBER' and is located in the 'Excellence Team Registration / Add Team Members' section. The form contains the following fields and buttons:

- STAFF ID: 199416 (with a 'SEARCH' button)
- Please insert staff id.
- NAME: FAUZILAH BINTI IDRIS
- GROUP OF DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- EMAIL ADDRESS: fauzilah416@salam.uitm.edu.my
- ROLE: -- PLEASE CHOOSE --
- ATTEND TRAINING?: YES NO
- TRAINING DATE: [Calendar icon]
- SUBMIT button
- CANCEL button

Red callout boxes with numbers 11, 12, 4, and 5 point to the search results and the submit button:

- 11: Points to the search results area.
- 12: Points to the 'SUBMIT' button.
- 4: Detailed information will be displayed.
- 5: Update the information.

iii. Click **'Submit'** button. The member registered will be displayed in the **'TEAM MEMBER LIST'** table.

The screenshot displays the 'EDIT CURRENT PROCESS' page in the PIR system. The page is titled 'STEP 2 : EXCELLENCE TEAM REGISTRATION'. Below the title, there are several fields for process details:

- PROCESS ID : PB20200012
- PROCESS NAME : TEST LAST FOR FINAL
- GROUP OF DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
- RESPONSIBLE DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
- PROCESS GROUP : ADMINISTRATION PROCESS
- PROCESS NAME : TEST LAST FOR FINAL
- DESCRIPTION : TEST LAST FOR FINAL

Below these fields is the 'LIST OF TEAM MEMBERS' section. It includes an 'ADD TEAM MEMBER' button, a search bar, and a table with the following data:

NO.	STAFF ID	NAME	ROLE	TRAINING ATTENDANCE	TRAINING DATE	ACTION
1	199416	FAUZILAH BINTI IDRIS	HEAD	YES	16/04/2020	Edit Delete

The table shows 'Showing 1 to 1 of 1 entries'. At the bottom of the page, there are 'BACK' and 'NEXT' buttons. A red box labeled '13' highlights the table, and another red box labeled '14' highlights the 'NEXT' button with the text 'Click 'Next''.

iv. To register more than one (1) excellence members, continue step (i).

3. Step 3: Planning and Initiative

i. Click 'Next' button, the screen shown below will be appear. The steps required are as follows:

STEP 3 : PLANNING AND INITIATIVE

PROCESS ID : PB20200012
PROCESS NAME : TEST LAST FOR FINAL
GROUP OF DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
RESPONSIBLE DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
PROCESS GROUP : ADMINISTRATION PROCESS
PROCESS NAME : TEST LAST FOR FINAL
DESCRIPTION : TEST LAST FOR FINAL

DETAILED INFORMATION

NO.	CRITERIA	REPORT	EVIDENCE
1	a) Information / Report on customer's feedback through Analysis Report.	<input type="text"/>	PDF <input type="button" value="Upload file"/>
2	b) Team Involvement contribution and benchmarking activities that are carried out at other departments/units	<input type="text"/>	<input type="button" value="Upload file"/>
3	c) Methods of identifying the cause and problem solving (reports, meeting, discussion)	<input type="text"/>	<input type="button" value="Upload file"/>

15

Update all required criteria

1. Update Report
2. Upload the file.

16

Click 'Next'

4. Step 4: OE Outcomes (50%)

- i. The screen 'OE Outcomes (50%)' will appear.
- ii. Fill all required fields, then click 'Next'.

EDIT CURRENT PROCESS

STEP 4 : OE OUTCOMES (50%)

PROCESS ID : FB20200012
PROCESS NAME : TEST LAST FOR FINAL
GROUP OF DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
RESPONSIBLE DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU
PROCESS GROUP : ADMINISTRATION PROCESS
PROCESS NAME : TEST LAST FOR FINAL
DESCRIPTION : TEST LAST FOR FINAL

DETAILLED INFORMATION

NO.	CRITERIA	REPORT	MEASUREMENT			EVIDENCE
			BEFORE	CURRENT	AFTER	PDF
1	a) Customer Satisfaction: Customer Satisfaction Analysis Report - 00001 (type of measurement: %)		0 %	0 %	0 %	Upload file
2	b) Happiness Index : Analysis of Happiness index performed based on the registered process - 00002 (type of measurement: %)		0 %	0 %	0 %	Upload file
3	c) Cost Saving: Total cost saving after process improvement proven by Financial Analysis- 00003 (type of measurement: RM)		RM 0	RM 0	RM 0	Upload file
4	d) Manpower Saving: Total no of manpower saving after process improvement proven by Financial Analysis- 00004 (type of measurement: No of manpower)		No of manpower	No of manpower	No of manpower	Upload file
5	e) Time Saving : Total of time saving to complete the process cycle- 00005 (type of measurement: Day, Hour, Minute)		0 DAY	0 DAY	0 DAY	Upload file

BACK ← NEXT

17

- Update all required fields:
1. Report
 2. Measurement
 3. Upload evidence

18

Click 'NEXT'

5. Step 5: Impact (20%)

- i. Continue filling the necessary fields at step 5 'Impact (20%)' and hit 'Next' button.

The screenshot displays the 'EDIT CURRENT PROCESS' page for 'STEP 5: IMPACT (20%)'. The form contains the following fields:

- PROCESS ID: PB20200015
- PROCESS NAME: TEST LAST FOR FINAL
- GROUP OF DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- RESPONSIBLE DEPARTMENT: INSTITUT KUALITI & PENGEMBANGAN ILMU
- PROCESS GROUP: ACADEMIC PROCESS
- PROCESS NAME: TEST LAST FOR FINAL
- DESCRIPTION: TEST LAST FOR FINAL

Below these fields is a 'DETAILED INFORMATION' table with two rows:

NO.	CRITERIA	REPORT	EVIDENCE
1	a) Improvement on department achievement (Current Achievement Record)	<input type="text"/>	PDF <input type="button" value="Upload file"/>
2	b) The ability of the process to be implemented across UITM (Implementation Report)	<input type="text"/>	<input type="button" value="Upload file"/>

At the bottom of the form, there are 'BACK' and 'NEXT' buttons.

19

Update all required fields:
1.Report
2.Upload evidence

20

Click 'NEXT'

6. Step 6: Process Excellence and Unity

- i. The screen shown as below will appear. Key-in all related field and click 'Next'.
- ii. Once finished, the process status will be updated to 'CARRY FORWARD FOR IMPROVEMENT'.

EDIT CURRENT PROCESS

STEP 6 : PROCESS EXCELLENCE AND UNITY (BONUS 10%)

PROCESS ID : PB20200015

PROCESS NAME : TEST LAST FOR FINAL

GROUP OF DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU

RESPONSIBLE DEPARTMENT : INSTITUT KUALITI & PENGEMBANGAN ILMU

PROCESS GROUP : ACADEMIC PROCESS

PROCESS NAME : TEST LAST FOR FINAL

DESCRIPTION : TEST LAST FOR FINAL

DETAILED INFORMATION

NO.	CRITERIA	REPORT	MEASUREMENT	EVIDENCE (PDF)
1	a) Internal and external recognition - Certificates, Award Credits, Cups, Invitations		<input checked="" type="radio"/> Local <input type="radio"/> International	<input type="button" value="Upload file"/>
2	b) Collaboration with outsiders (Faculty, University and Industry) - Minutes of Meeting, Letter of Appointment			<input type="button" value="Upload file"/>
3	c) IP Registration - IP Certificate		Certificate No. : <input type="text"/>	<input type="button" value="Upload file"/>
4	d) Income Generation		RM: <input type="text"/>	<input type="button" value="Upload file"/>

21

Update all required fields

22

Click 'SAVE'

List of Update Improved Process Information

- i. The detail information saved will be listed in the 'Update Improved process information'.
- ii. The process status will be updated to:
 - a) 'CARRY FORWARD FOR IMPROVEMENT' - Selection for Past Year Process
 - b) 'PROSES FOR IMPROVEMENT' - Selection for Current Process
- iii. The Head of Quality Unit (KUK) can updated the process until InQKA's team do the assessment.

The screenshot displays the 'UPDATE IMPROVED PROCESS INFORMATION' form in the PIR system. The form includes fields for PROCESS ID, YEAR (set to 2020), PROCESS GROUP, and RESPONSIBLE OF DEPARTMENT, with a SEARCH button. A red box highlights the form fields with the number 23 and the text 'Select the fields'. Below the form, a table lists 5 processes. The table has columns for NO., PROCESS ID, PROCESS NAME, REGISTERED BY, STATUS, OLD PROCESS ID, and ACTION. The STATUS column for the first two rows is highlighted with a red box.

NO.	PROCESS ID	PROCESS NAME	REGISTERED BY	STATUS	OLD PROCESS ID	ACTION
1	PB20200017	TEST LAST FOR FINAL INSTITUT KUALITI & PENGEMBANGAN ILMU	FAUZILAH BINTI IDRIS	CARRY FOWARD FOR IMPROVEMENT	PB20190918	UPDATE, Delete, VIEW
2	PB20200015	TEST LAST FOR FINAL INSTITUT KUALITI & PENGEMBANGAN ILMU	FAUZILAH BINTI IDRIS	CARRY FOWARD FOR IMPROVEMENT	PB20190918	UPDATE, Delete, VIEW
3	PB20200012	TEST LAST FOR FINAL INSTITUT KUALITI & PENGEMBANGAN ILMU	FAUZILAH BINTI IDRIS	PROCESS FOR IMPROVEMENT	PB20190918	UPDATE, Delete, VIEW
4	PB20200010	TEST LAST FOR FINAL INSTITUT KUALITI & PENGEMBANGAN ILMU	FAUZILAH BINTI IDRIS	CARRY FOWARD FOR IMPROVEMENT	PB20190918	UPDATE, Delete, VIEW