



CILTM NEWS

THE CHARTERED INSTITUTE OF
LOGISTICS & TRANSPORT MALAYSIA

FEATURES

19TH CILTM VIRTUAL CONVOCATION 2021

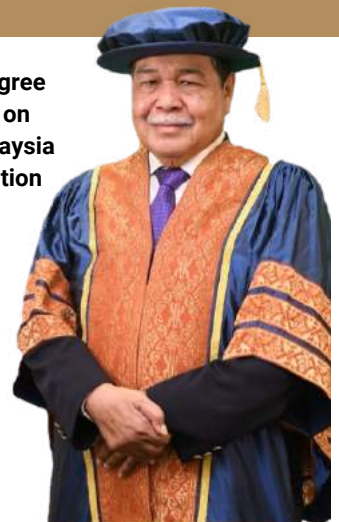
MIGHT - CILTM - DPPMP
MoU EXCHANGE CEREMONY AND WEBINAR

CILTM DINNER CEREMONY 2021

CONGRATULATIONS

YBHG. DATO' TS. (DR.) ABD.
RADZAK BIN ABD. MALEK FCILT

Recipient of Honorary Degree
of Doctor of Philosophy on
10th & 11th Universiti Malaysia
Kelantan (UMK) Convocation
Ceremony.





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PRESIDENT'S
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Assalamualaikum W.B.T. and Happy New Year to everyone. I hope everyone is spending quality time with their family this holiday season before we start the new year. To those affected by the severe flood faced by some parts of our nation, I truly hope you get the help you needed. If one thing this flood has thought us, it's that Malaysians are truly united especially when we need each other the most.

The year 2021 is better than 2020 in many ways than one. Majority of the citizens are already fully vaccinated. We are learning to live with the Corona virus COVID-19 as we do with other viruses in the past. Though the pandemic is still not over; we are actively building back our lives as it was halted more than a year through out 2020 to 2021 as we went to 3 series of total lockdown or MCO. Some of us had it worse than others, while some are lucky enough to flourish during this difficult time.

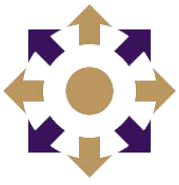
As for CILT Malaysia, which is lucky for the endless support from its members and friends, we manage to achieve a number of interesting and promising collaborations. We are now the Industry Lead Body (ILB) under the Ministry of Transport and Ministry of Human Resources. As a premier Professional Organization for Logistics and Transport, it is our duty to assist the government in policies involving Logistics and Transport to ensure the prosperity of our industries as Logistics and Transport are the back bone of trade and commerce that will help alleviate the country's economy.

We also signed MOUs with Malaysia Industry-Government Group for High Technology (MiGHT) and Halal Development Corporation (HDC). MiGHT is active in helping organizations on improving and making good networks between the organization and various other organizations and Government Agencies. We should capitalize on the relationship between MiGHT and CILTM to get ahead of others by implementing new technologies with the support from the government. I would like ideas from members of CILTM especially the Corporate Members on how this collaboration with MiGHT can help them in their businesses.



For the collaboration with HDC we will focus on events and training for clients and partners inside and outside of Malaysia. The global Halal Industry is expected to grow to USD 2.6 trillion by 2024. Halal Logistics is one of 11 key sectors of Halal Industry expected to grow exponentially these coming years. We will capitalize on this by working closely with HDC to export our Malaysian Halal Logistics brand together with JAKIM's Halal brand globally. We can connect relevant authorities to help members of CILTM in their Halal Ventures.

On top of that we are also discussing cooperation with multiple Government Agencies, Universities, Port Authorities and NGOs which I believe will be beneficial to members of CILT Malaysia. Among others, we have started collaborations with SIRIM, MATRADE, Malaysia Green Technology Corporation (MGTC), Asia Pacific University (APU), PEKEMA (on Electric Vehicle i.e. EV), North Port Klang and Lumut Port. These are among other collaborations that we have established in 2021. We hope to see more beneficial cooperation with other entities in 2022. We also hope to see more international cooperation where the opportunities are endless.



For our Education Sector, we plan to add new Training Providers namely Universiti Islam Melaka, Universiti Tun Hussein Onn and Asia Pacific University. In total currently we have more than 27 Training Providers all over Malaysia which is a good progress considering current events. Going forward, with the prospect of Logistics and Transport propelled further due to the New Normal that evolved our way of doing business, I believe there will be new areas of Logistics and Transport that will change the whole industry. With the implementation of digitalization, IOT, Artificial Intelligence and so on, there will be a new competition to be more sustainable and efficient. We have to adapt to the current time and the future if we expect to be relevant in the next 10 to 20 years. We celebrate the new Training Providers while working together with our long-term partners that have been with us for so long to grow together. There are areas of specialization that our current training providers might want to focus on and we should assist them in any way we could.

Industrial Revolution 4.0 is the hot topic that people have been talking about for the past few years. What it means for our Logistics and Transport Industry is that we have to get with the time and apply the new technology to improve our own business and industry. Using technology to handle inventories, GPS System to manage our fleets, Operation Data stored in the Clouds for easy access and management, and who knows, maybe a green mobility solution that will replace the more traditional machines. Apart from that there will be numerous innovation that will involve in our industry. All we need is a little imagination and the sky is the limit. Look into your processes, look into your business model, including marketing and e-commerce platform and you will see what you lack and how you can improve yourself. Currently the government is encouraging implementation of new technology and innovation to our businesses. I would like to advice everyone to look for those opportunities by the government and take advantage of it. Make use of our collaboration with organizations like MiGHT and MIDA to assist in the process to implement those new technologies.

CILT Malaysia is committed to assist every member of CILT so that we can grow together in this trying time. In doing so, we need members to reach to CILT Malaysia and give inputs on what they need that could help with their ventures. I hope EXCO of the chapters of every state can give valuable input as different states have different specialty that we can focus on. I believe there is opportunities in all the activities done by CILTM if we all look hard and smart enough. Let's aim globally and not just locally.

With the advancement that we have achieved with E-Commerce there is so many things we can do now that seems impossible just 10 years ago. There is no locality on the web, every market is a global market. Let us make use of these facts and aim higher. After all, if we reach for the moon, we will at least reach the sky.

Last but not least, thank you to the council members, WiLAT, Next Gen and CILT Ventures Sdn. Bhd., a wholly owned company of CILTM, for your support and thank you for being resilient in this trying time we are facing. We are all one big family and we should always help each other in facing such an unprecedented event as this pandemic. I believe as long as we all are willing to work together, we will overcome this hurdle and come out stronger than before. Happy New Year to everyone. Please be safe and take care.

“STRONGER TOGETHER”

**DATO' MUHAMMAD MUHIYUDDIN BIN
ABDULLAH
CILT MALAYSIA PRESIDENT**



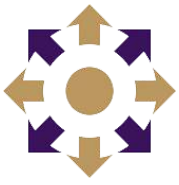
Firstly, I am delighted to wish all the members of the Chartered Institute of Logistics and Transport (CILT) around the world a 'Happy New Year 2022'. The rapid progress of logistics and transportation globally has directly and indirectly involved the participation of the Chartered Institute of Logistics and Transport Malaysia (CILTM). Hence, the CILTM News produced by CILTM highlights the achievements and success stories over the last year on the logistics, transport and community service activities conducted by CILTM.

Apart from that, collaboration and cooperation that were forged with other agencies in innovation, research and smart partnership in logistics and transportation are included in this edition. For the next edition, the Virtual CILTM Convocation 2020/2021 and Dubai International Expo 2021 will be our highlights. I would wish to extend my sincere gratitude to everyone involved and contributed to preparing this News edition. Lastly, let us stay 'Stronger Together' to continue promoting CILT and CILTM to the global world.

Thank you and stay safe. Happy New Year 2022!

ASSOC. PROF. TS. DR. JESSICA ONG HAI LIAW CMILT
CHAIRMAN OF CILTM CORPORATE COMMUNICATION
DIRECTOR OF CILTM NEWS





HEAD OF SECRETARIAT

The most special thing about the New Year is that it is a new start of everything. Wishing you a fantastic and fabulous year ahead. May you make the upcoming year a successful one with your hard work, dedication and achievements. Happy New Year 2022.

SHARIFAH SALWA BINTI ABU BAKAR CMILT



EDITOR IN CHIEF



The year 2021 has cast its curtain with 1001 stories and experiences. Our sympathy and concern for all Malaysians who were affected or lost due to the Covid-19 pandemic and the floods that hit us. I am also honored to record my heartfelt CONGRATULATIONS to this editorial team on the successful publication of the December 2021 Newsletter edition. The new touches and frameworks hopefully be a starting point to a greater success in the future. For all, Happy New Year 2022 and let's be Stronger Together!

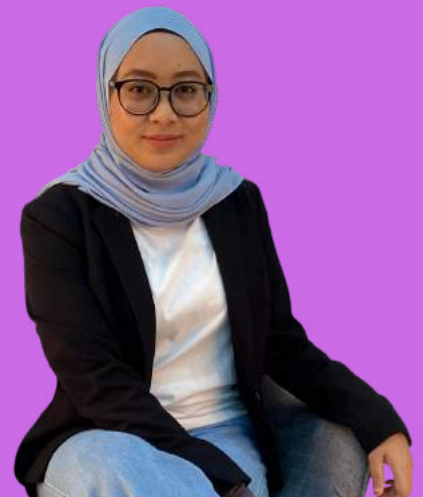
AHMAD ALIF AMRI BIN AHMAD KAWAZI

ASSISTANT EDITOR IN CHIEF

Even in these difficult times, we must keep our courage and pray for better tomorrows. As we bid adieu to 2021, here's hoping that the new year brings all of us peace and happiness. As the world continues to fight the pandemic, I wish for strength and good health for all of you.

HAPPY NEW YEAR 2022!

SITI NUR AMIRA BINTI KIPOL





CREATIVE EDITOR

It's such an honored for me to be apart of this editorial team for the successfulness of the December 2021 Newsletter Edition. I wish all Happy New Year 2022!



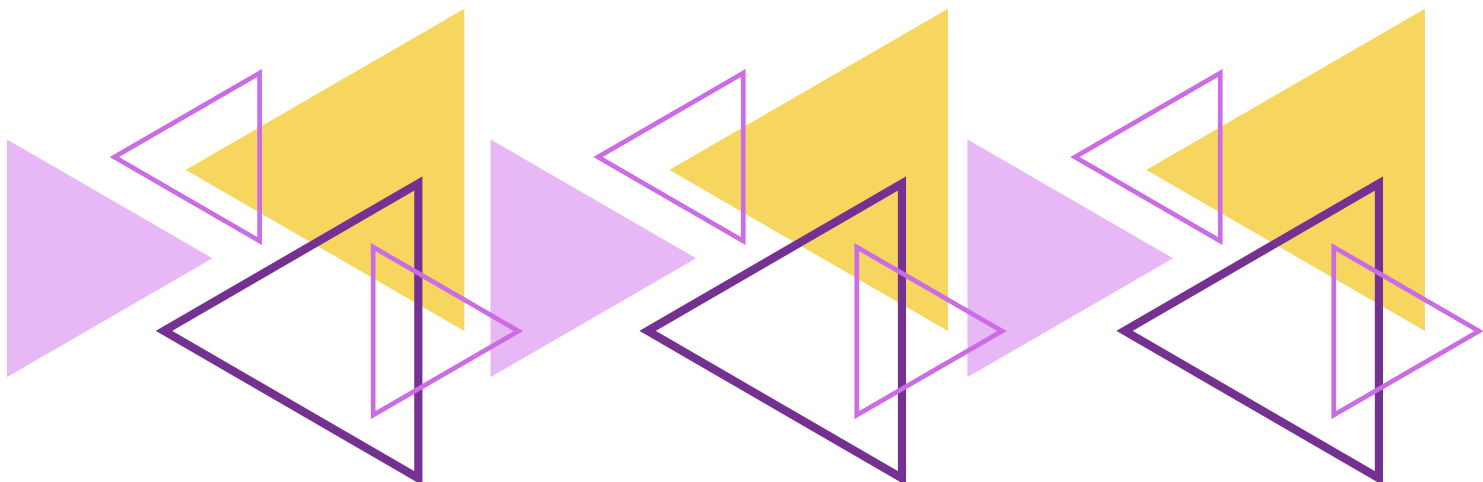
SHUHAIMAH BINTI SAEDON



LANGUAGE EDITOR

Together we face 2022 smarter to be willing to face what ever challenges we face. Selamat Tahun Baharu 2022. May the new year bless you with wealth, happiness and prosperity.

RABI'AHTULADAWYAH BINTI MD. SALEH





The Chartered
Institute of Logistics
and Transport

GREETINGS

20
22

**HAPPY NEW
YEAR!**



THE CHARTERED INSTITUTE OF
LOGISTICS & TRANSPORT
MALAYSIA



The Chartered
Institute of Logistics
and Transport

GREETINGS





The 19th CILTM Convocation of The Chartered Institute of Logistics and Transport in Malaysia (CILTM)

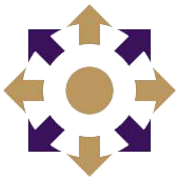
was held virtually at Shah Alam Convention Centre (SACC). CILT is the leading global membership organization for everyone who works in supply chain, logistics and transport industry. The Institute's Qualifying Examinations are internationally recognised professional transport and logistics qualification of a high educational standard.

CILTM has been appointed as the National Industrial Lead Body (ILB) for the Logistics & Transport Sector. This is an exclusive and privileged appointment by Department of Skills Development (DSD), under Ministry of Human Resource which aims to supports the national aspiration to develop and upgrade the competency skills and capabilities of personnel working in the Logistics & Transport Sector in Malaysia. CILT Malaysia's Accredited Academic Program is a stamp of quality given to academic programs in the fields of logistics, transport and supply chain management. A total of **512 graduates** were awarded professional recognition, while **19 graduates from 15 institutions were received the Best Student Awards**. Among the 19 top recipients, two graduates were awarded the prestigious President's Award for their excellent academic performance this year.

The universities and colleges which participated in the convocation inclusive of Universiti Malaysia Terengganu, Universiti Malaysia Kelantan, UNIKL MIMET, UNIKL MITEC, Universiti Utara Malaysia, UCSI University, Universiti Tunku Abdul Rahman, UiTM, Kolej Professional Mara Bandar Penawar, Universiti Pertahanan Nasional Malaysia, Meritus University, Politeknik Sultan Haji Ahmad Shah, AK Academy, United Vision Academy and Royal Malaysia Navy.

The ceremony was graced by the CILT International President Dato Ts. Abd. Radzak bin Abd. Malek FCILT in attendance of Dato' Muhammad Muhiyuddin bin Haji Abdullah CMILT the President of CILT Malaysia and CILTM Management Councils.





TRIPARTITE PARTNERSHIP IN DEVELOPING AND ACCELERATING PERAK SUSTAINABLE GREENPRINT



The Malaysian Industry - Government Group for High Technology (MIGHT), The Chartered Institute of Logistics and Transport (CILTM) dan Dewan Perniagaan dan Perindustrian Melayu Perak (DPPMP) inked a Memorandum of Understanding (MOU) to establish partnership for the implementation of potential initiatives under Perak Sustainable Greenprint 2030 and other avenues such as Industry 4.0, Sustainable Cities and Halal Industry.



The MOU aims to drive state direction towards sustainable and emulate the best practices to the other states. It will integrate the resources and expertise in developing current and future strategic industries and accelerating Perak towards sustainable and green.

"BESIDES THAT, THE GOAL IS TO ACCELERATE PERAK TOWARDS SUSTAINABILITY AND GREEN. THIS INITIATIVE WILL ENHANCE MALAYSIA IN BECOMING A SUSTAINABLE, COMPETITIVE AND COMMUNITY -CENTRIC GLOBAL POWER BY 2030,"

This initiative will enhance Malaysia in becoming globally sustainable, competitive and societal-centric powerhouse by 2030. This tripartite partnership requires each partner roles to play. MIGHT to provide industry and technology facilitation via strategic intervention and smart partnership for potential initiatives with various stakeholders. CILTM will provide strategic advisory in the areas of transport and logistic services for sustainable development.

DPPMP will widen this collaboration with the support from local industry players as potential strategic partner from various capacity such as Agrobases, Halal, Eco and Virtual Tourism, Fabrication, Green Entrepreneur Training, and SME Equipment Financing for Factory and Warehouse. The MOU was signed by President & Chief Executive Officer of MIGHT, Datuk Dr. Mohd. Yusoff bin Sulaiman, Dato' Muhammad Muhiyuddin bin Abdullah, President of CILTM and Hj. Amirudin bin Tan Sri Tajudin, Deputy Chairman of DPPMP.



CILTM DINNER CEREMONY 2021

The Chartered Institute of Logistics and Transport (CILTM) hosted a dinner on 13 November 2021 at the Shah Alam Convention Center (SACC).

During the ceremony, 19 people were awarded The Chartered Fellowship (FCILT) presented by CILT International President, Dato 'Ts. Abd. Radzak bin Abd. Malek FCILT.

Among the FCILT recipients are Dato' Muhammad Muhiyuddin bin Abdullah, President of CILT Malaysia and Dato' Mohammad Medan bin Abdullah, Chief Executive Officer of Bintulu Port Holdings Berhad.



In addition, the council also announced and presented certificates to four new Affiliate Corporate Membership, three University & Training Centres Programs for renewal Accredited Recognition and three New Accredited University & Training Centre Programs.



The ceremony also presented the President's Award to two recipients, namely Mr Kavivarman a/l Manimaran, Bachelor of Science (Honours) in Logistics and Maritime Transportation from Universiti Pertahanan Nasional Malaysia (UPNM) and Encik Muhammad Dzulhakiem bin Alias, Diploma in Integrated Logistics Management of Kolej Professional MARA Bandar Penawar.

The dinner was also graced with a singing performance by CILTM Corporate Communications members and to celebrated all committee members as well as secretariat staff of the 19th Virtual Convocation 2021 and Dinner Committee Members.



The Chartered Institute of Logistics & Transport Malaysia (CILTM) Perak Section has collaborated with various Institutions of Higher Learning and logistics agencies in organizing a series of webinars discussing various topics to the importance of transportation and logistics in Malaysia.

1

UTAR Logistics and International Shipping Society (UTAR LIS) and CILTM Perak Section have organized a webinar entitled Malaysia aviation logistics during the Covid-19 pandemic. The objective of this webinar is to create experience sharing from industry with the university regarding the topic of aviation logistics. The program which was held on 26th June 2021 was attended by a total of 248 participants. Among the speakers who shared their experience and expertise was Log. Phuah Ching Ching (Business Development Management H&M (M) Sdn. Bhd.), Mohammad Radzuan bin Mazlan (Department Secretary, Aviation Section, Ministry of Transport Malaysia), Dr. Hazariah binti Mohd Noh, (Lecturer Universiti Kuala Lumpur Malaysian Institute of Aviation Technology (UniKL MIAT)). Ts. Dr. Mohd Azam bin Din, UTAR lecturer, acted as the moderator.



Industrial Talk
Aviation Logistics

Date: 26 June 2021
 Time: 2pm-4pm
 (Kuala Lumpur/Singapore Time)
 Platform: MS Team (f70yxp4)
 (Only for UTAR Students)
 Facebook Live
 (For External Participation)
 --https://www.facebook.com/UTARLIS

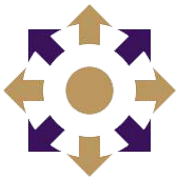
This webinar is discussing on the aviation logistics during Covid-19 pandemic and sharing the experience from players of the aviation industry.

 Dato' Ts. Abdul Razrak Malek FCILT, CILTM International President	 Dato' Muhammad Mithiyuddin, CMILT Chairman, CILTM Perak	 Dr. Lim Tuck Meng Dean, FSc UTAR	
 Mrs. Phuah Ching Ching BD&CS Manager, H&M (M) Sdn Bhd PR Committee (Corporate Affairs), LogM	 Mr. Mohamad Radzuan Mazlan Aviation Section, Ministry of Transport Malaysia	 Dr. Hazariah Mohd Noh MILT, UniKL MIAT	 Ts. Dr. Mohd Azam Din CMILT, FSc, UTAR

Panel 1 Panel 2 Panel 3 Moderator

USSDC Point Rewarded Register here

Contact us:
 Lee Xuan Chi 011-1088 6919
 Khoo Xin Ru 011-1190 6376



Webinar on Halal Logistics and Practices: How it is implemented in internally within supply chains? Was held on 28th August 2021 via the Zoom Meeting online app. The webinar featured three panel members who are experts in their respective fields, namely Mr. Zaniil Hairiz bin Harus and Mr. Mohd. Sofian bin Muhammad Yusuf from CJ Century Logistics Sdn. Bhd. and Assoc. Prof. Ts. Dr. Adam Mohd Saifuddin from Universiti Utara Malaysia (UUM) while the moderator for this webinar is Pn. Nurulfaraiza binti Ariffin, Faculty of Science, UTAR. The two-hour webinar talked about the operational of Halal practices such as internal operations, enforcement, training, and the future of Halal logistics practices. The webinar was attended by 140 participants consisting of students, academic staff, and professionals. President of CILT Malaysia, YBhg. Dato` Muhammad Muhiyuddin bin Abdullah gave an opening remark at the beginning of the webinar.





3

Faculty of Science UTAR in collaboration with CILTM Perak Section has held a webinar through the Microsoft Teams application on 24th July 2021 entitled Import and Export Documentation for Global Trade- What need to know? The webinar which was attended by 92 participants consisting of students, alumni, and academic staff of UTAR aims to expose the undergraduate students from UTAR, members of CILTM and any interested parties on the requirement for global trade especially in matters related to import and export documentation. A total of three expert penalists were featured namely Log. Louis Ng (AMD Microelectronic Sdn. Bhd. Penang), Ms. Jehosheba Jepakumar (Wellcall Hose (M) Sdn. Bhd. Perak) and Liew Pei Yee (Shimano Singapore Ltd. Singapore). Ts. Khairul Rizuan Suliman from UTAR also acted as the webinar moderator. Opening remarks were delivered by YBhg. Dato` Muhammad Muhiyiddin Abdullah, President.

4

A webinar on Maritime Economics Potential at State of Perak: Moving Forward was organized by CILTM in collaboration with UTAR and UniKL MIMET. This webinar provided information to participants of maritime businesses and economics activities as well as support from the government to these activities. The program conducted through the Zoom Meeting application was held on 25th September 2021 and was attended by 149 participants. Among the industry experts included in this webinar are Hj. Mubarak Ali Gulam Rasul (CEO of Lumut Port), Dato` Che Mansor bin Md Rejab (Director of Great Marine Shipyard), Ms. Silvara Junus (Director of SE Aquatech Sdn. Bhd.) and Assoc. Prof. Cdr. Dr. Aminuddin bin Md. Arof (Retired) (Head of Postgraduates Studies UniKL MIMET). Opening remarks were delivered by Dato` Muhammad Muhiyuddin bin Abdullah, President of CILT Malaysia.





5

On 13th November 2021, CILTM Perak Sections, CILTM Next Generation and UTAR held a Webinar on “Procurement Challenges During Covid-19 Pandemic: What can we learn from it?”. This webinar aims to expose the participants on the importance, challenges, and future of procurement activity (post-Covid 19 era) to the participants. The webinar which lasted for 2 hours through Microsoft Teams brought three panelists, namely, Izuan Amir bin Mohamed Isa (Head of Technical Venture, Air Selangor Holdings Bhd.), Dr. Loo Puai Keong, Warren (Commodity Manager, Intel Corp., Penang) and Dr. Suzari bin Abdul Rahim (Senior Lecturer, Graduate School of Business (GSB), Universiti Sains Malaysia). Meanwhile, Mohan Selvaraju (Lecturer, UTAR) acted as moderator. The webinar also invited Hj. Amirudin bin Tan Sri Tajuddin (Chairman of CILTM Perak Section) to deliver opening remarks.

WEBINAR:
"PROCUREMENT CHALLENGES DURING COVID19 PANDEMICS: WHAT CAN WE LEARN FROM IT?"
THIS WEBINAR DISCUSS ON THE PROCUREMENT CHALLENGES FROM INDUSTRY AND ACADEMIC PERSPECTIVE.

PANEL 1.
EN. IZUAN AMIR BIN MOHAMED ISA
AIR SELANGOR HOLDINGS

PANEL 2.
DR. WARREN LOO, CMILT.
INTEL CORP.

PANEL 3.
DR. SUZARI BIN ABDUL RAHIM
UNIVERSITI SAINS MALAYSIA

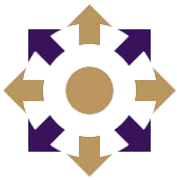
MR. MOHAN SELVARAJU, CMILT.
UNIVERSITI TUNKU ABDUL RAHMAN
MODERATOR

HJ. AMIRUDIN BIN TAN SRI TAJUDDIN, CMILT.
CHAIRMAN, CILTM (PERAK SECTION)
OPENING REMARKS

DATE: 13 NOVEMBER 2021 (SATURDAY)
TIME: 1500 - 1700 HRS
PLATFORM: MSTEAM

REGISTER AT:





6

CILTM PRIHATIN : AWARENESS OF WORLD MENTAL HEALTH

CILTM One Task Force has organized a CSR program on 15th October 2021 at Jalan Silang, Kuala Lumpur. A Humanitarian Logistics for Homeless & Urban Poor | CILTM Prihatin: Awareness of World Mental Health was joined by 20 members of the CILTM One Task Force who went down to the field to help homeless people around the city. This CSR program is jointly organized by CILT Malaysia, Philanthropi Fakir Gelandangan (FFG) and Women in Logistics and Transport (WiLAT).



CILTM ONE TASK FORCE
 HUMANITARIAN LOGISTICS FOR HOMELESS & URBAN POOR

CILTM PRIHATIN :
AWARENESS OF WORLD MENTAL HEALTH

15 OCTOBER 2021 (FRIDAY) 9.00PM | JALAN SILANG, KUALA LUMPUR (OPPOSITE MCDONALDS)

STRONGER TOGETHER

JOINTLY ORGANIZED BY : The Chartered Institute of Logistics and Transport | Philanthropi Fakir Gelandangan | Women in Logistics and Transport





7

CILTM'S CSR (FLOOD RELIEF PROJECT)

Date : 31st December 2021

Time : 4.00 pm

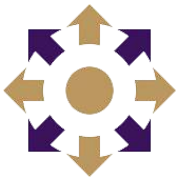
**Venue : PPS Bukit Lanchong
Selangor**

Kalau meniup seruling bambu,
Siapa yang ikut akan terbuai;
Kalau hidup saling membantu,
Mana yang kusut akan selesai.

Our heart goes out to those victims who have suffered in the aftermath of severe floods in Selangor recently.

During this unprecedented time, we have extended a helping hand to our brothers and sisters who are in dire need of help. Many thanks to our CILTM's secretariat, Next Gen, WILAT and volunteers from Meritus University and UNIKL MIAT who have been involved in today's CSR project. Thank you once again for your kindness, generosity and time.



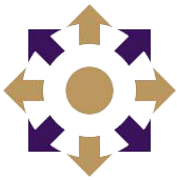


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CILT MALAYSIA SIGNED LOI WITH KUIM

CILT Malaysia together with Kolej Universiti Islam Melaka (KUIM) has signed a Letter of Intent (LOI) to ensure cooperation between the two parties can be established more closely and strongly in the future, especially in the field of education related to courses and expertise in logistics and transportation. CILTM was represented by YBhg. Dato` Muhammad Muhiyuddin bin Abdullah while KUIM was represented by Vice Chancellor, Prof Dr Abdul Razak bin Ibrahim.





THE RELATIONSHIP BETWEEN TOTAL QUALITY MANAGEMENT AND SUPPLY CHAIN MANAGEMENT IN MILITARY ORGANISATION



LIEUTENANT COLONEL TS. WONG WAI LOONG CMILT

ASSOCIATE PROFESSOR TS. DR. JESSICA
ONG HAI LIAW CMILT

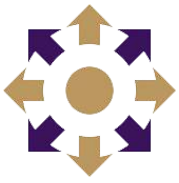


INTRODUCTION

In today's business, organisations must make use of the resources of their whole supply chain to be successful in the intensely competitive marketplace. Supply chain management (SCM) has become a useful and strategic tool for organisations to achieve a competitive advantage (Ramayah, 2019). Since Total Quality Management (TQM) principles are useful in helping organisations achieve business excellence, they should also be able to assist organisation's supply chains to achieve excellent performance. TQM is concerned with total involvement from an organisation in satisfying customers competitively (Zaharuzaman et al., 2016). In practice, TQM has been applied in various organisations and giving rise to an enlarged scope of application in the military context. Since most military organisations are experiencing dynamic and challenging SCM to sustain operations, the TQM methodology can be instituted in all branches of the armed forces as a means of achieving increased efficiency. While the benefits of TQM have been realised in private industry, it is also apparent that the TQM fits the military's SCM environment to enable military logisticians to provide continuous sustainability to their front liners.

UNDERSTANDING TOTAL QUALITY MANAGEMENT AND SUPPLY CHAIN MANAGEMENT

TQM can be defined as the management of initiatives and procedures that are aimed at achieving the delivery of quality products and services (Kim, 2016). The basic characteristics of TQM are to include strategic planning, leadership commitment, employee involvement, human resources management and customer focus (Agus, 2011). TQM is one of the most popular and durable management concepts which includes a collection of principles and techniques.



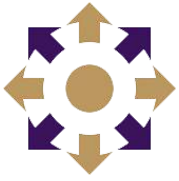
In today's environment, there is a growing recognition in the military organisation and that a holistic strategy is needed to bring competitive advantage in the SCM and this can be achieved by the adaptation of TQM which is not just concerned with services, process development and customer delivery but also with the relationship with managerial processes.

In addition, the contribution of all employees no matter where ever they work in the organisation processes and best practices that over time have been proven effective. SCM is considered as a complete set of business processes that includes every party in the business. SCM is defined as the process of integrating the supply and demand management, not only within the organisation, but also across all the various members and channels in the supply chain so they work together most efficiently and effectively (Keawkunti et al., 2020).

Quality should be integrated into every stage of SCM to boost military logistics performance. Without quality in SCM, the ultimate goal of customer satisfaction cannot be achieved because military supplies may not be delivered on time, damaged and the logistics centres are unable to satisfy frontline requirements (Escorcia et al., 2019). Besides, the interlinking between TQM and SCM required many resources because of the enlarged scope that contained the internal functions as well as the operations of external parties. There are five dimensions of TQM namely strategic planning, leadership commitment, employee involvement, human resource management and customer focus that are most relevant to the military context. Hence, these five TQM dimensions will be discussed further on how this can be related to SCM in military organisations.

STRATEGIC PLANNING

Strategic planning can be defined as the process, which involves the top management of an organisation in planning its future by designing many required procedures and operations to achieve organisation goals (Ahmad et al., 2013). It is one of the elements that determine the successful TQM programme which comes to play before the actual implementation of TQM to provide an enabling platform to be executed through the organisation (Hussain, 2015). From the principles of TQM, it is clear that strategic planning is another core element of TQM. For that reason, it can be considered that strategic planning defines the course and direction that organisations take in realising their goals and objectives. Hence, in the military strategy for logistics, the success is much attributed to its strategic planning. It is further stressed that logistics planning in the military has a relationship with strategic planning in the realisation of the SCM objectives.



LEADERSHIP COMMITMENT

Leadership commitment is cited as the most dominant and acknowledged dimension of TQM programme (Daud et al., 2012). According to Bhardwaj (2013), the success of an organisation is largely determined by the ability of leaders to utilise both human and social capital to create a competitive advantage. The organisation's leadership contributes towards the successful implementation of the TQM. On the other hand, the literature on TQM recognises the importance of leadership commitment where leadership plays an important role in SCM activities. Chetthamrongchai (2019) suggests that leadership commitment is the most crucial and critical prerequisite for SCM success. Leadership commitment offers the focal points for the hopes, energies, and people's aspirations in organisations that implement TQM. The leadership in the military is largely based on teamwork spirit, effective communication, participative decision-making process and effective personnel empowerment. Military leaders play a vital role during the implementation of quality management systems in SCM. They provide vision, purpose and direction to subordinates and foster SCM performance. Hence, this suggests that leadership commitment is the driving force toward the successful implementation of SCM.

EMPLOYEE INVOLVEMENT

Employee involvement is viewed as a way to allow employee participation, the commitment on the part of the management to allow employees to participate in decision-making and reflect a culture change (Hana, 2019). Employee involvement is seen as a way to empower employees to take part in solving problems and making decisions in an organisation. Employee involvement motivates employees to work towards achieving the TQM objectives. Okeudo (2012) mentioned that empowered and trained employees are likely to recognise the achievement of SCM. It makes employees feel that they form an important part of the SCM process. In the military, the objective of employee involvement is to encourage constructive thoughts and creative thinking among personnel. Creativity enables subordinates to have the ability to apply administrative and technical innovative ideas to explore opportunities in SCM. By doing so, the military logisticians can meet frontline needs and meet total quality standards. Hence, this suggests that employee involvement is the driving force toward the successful implementation of SCM.



HUMAN RESOURCE MANAGEMENT (HRM)

In an increasingly competitive environment today, HRM has become the main pillar that contributes to the TQM programme. As such, organisations are trying their level best to develop their human resources to transform them into a sustainable competitive advantage (Chetthamrongchai, 2019). On the other hand, HRM is said to be the key determinant of successful innovation, as the human element is integrated into the development of the organisation (Daud et al., 2012). Numerous benefits are linked to an effective HRM, such as effective training, an improvement in processes and at the same time attracting and retaining capable employees. Through the implementation of various HRM practices in the military, such as training, subordinates will know what is essential and required to be performed, thus motivating them to learn during training. With better training in SCM, the failure rate can also be lowered thus achieving better overall SCM performance. Additionally, when subordinates feel empowered and involved in SCM, this will also provide them an avenue to be more innovative. For that reason, it can be considered that HRM defines the course and direction that military organisation takes in realising their SCM goals and objectives.

CUSTOMER FOCUS

Presently, it has become a significant component for a company to establish a close relationship with the customers as it serves to have a positive influence on organisation's performance (Lado et al., 2011). As such, most scholars and practitioners have switched their focus to the core capabilities of the organisation, which is to learn about the wants and requirements of their customers and attend to them (Kafetzopoulos, 2015). In other words, when information regarding customer needs is collected and shared, an organisation can be more sensitive towards their needs, respond accordingly and be prepared to respond rapidly. As in the military SCM, their internal customer is their front liners and the suppliers are their external customers. One of the ways for the military organisations to learn is through the feedback provided by their internal customers, where most of their frontline feedback is directed to the top leaders for them to provide direction and problem-solving. The importance of paying attention to the frontlines has been proven to be a great way to ensure sustainable and successful military operations. Due to this, it can be considered that customer focus defines the course and direction that military organisation takes in realising their SCM goals and objectives.



DISCUSSION

Based on the above reviews, we can observe that strategic planning, leadership commitment, employee involvement, human resource management and customer focus are related to SCM in the military. In most military logistics establishments, focusing on the planning processes, integration of other planning processes with the strategic plan and having clear goals provide an effective and efficient SCM. Flexibility in decisions was needed to mitigate operational, technological and financial issues that impact SCM performance. Moreover, supply chain options were often given priority during strategic planning because most military organisations need to focus on war fighting and sustainability. With the adaptation of TQM, the military organisations were more likely to achieve an optimum SCM performance.

Leadership commitment influenced SCM in military organisations because having a strong commitment and encouragement from top leaders were essential for SCM performance. Besides, the allocation of adequate resources by top leaders can assist to improve quality in SCM. The significance of leadership commitment also implied that the top leaders viewed the importance of quality as a way to boost SCM. Employee involvement is essential in improving SCM in military organisations. The leaders must be able to formulate a comprehensive plan to incorporate the subordinates into the SCM activities. Along the chain of command, subordinates are encouraged to provide thoughts and critical thinking to improve SCM activities. HRM has a vital influence on SCM in military organisation because providing effective training and training resources to subordinates were important in ensuring quality in SCM.

The positive impact of HRM on SCM at military organisations can be seen in the quality of the subordinate's work and their active involvement in SCM activities. Customer focus could positively influence SCM by improving supply chain capabilities and performance. Communicating frontline requirements to the operating bases can produce a successful SCM because when the leaders understand frontline needs, they could satisfy them easily thus leading to greater performance in their roles and tasks. Besides, following up with frontlines could assist them to receive prompt responses which allow logistics depots to reset their standards to fit the needs and expectations of the frontline. Having a customer focus also implied that military organisations can actively seek ways to improve SCM performance.



CONCLUSION

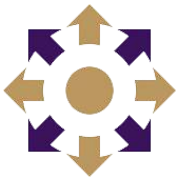
TQM is an integrated set of practices and management philosophies that emphasises strategic planning, leadership commitment, employee involvement, human resources management and customer focus. TQM can be regarded as the systematic management approach for the SCM in military organisations. It is aimed at improving SCM performance by integrating long-term planning, leaders, employees, human resources and customers in the military context. Military organisations seek to reach the optimum level of SCM and support frontlines with all the logistics requirements to generate improved performance and a more suitable environment for their subordinates to work better and harder. This arises from the fact that military organisations are aware that a better SCM performance can lead to successful missions and operations.

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As my Presidency comes to an end, I have been reflecting on my time at the head of this venerable organisation. My term has coincided with a difficult time for the Institute, and for the wider world. Covid-19 has impacted all parts of our lives, changing the way we work, and the way we engage with society. Despite these challenges, there have been many positives. The Institute has weathered the storm and is well placed to carry on into the future.

At the beginning of my Presidency, I outlined five key areas to focus on: sharing best practice, inclusivity and care for every member, expansion into unchartered territories, sustainability and the green agenda, and digitalisation. I am proud of the way we have overcome many difficulties to deliver in each of these areas.

Although not originally part of my plans as President, crisis management quickly became my main focus. Through strong and clear communications, teamwork, and dedication, the International Office of CILT executed a series of plans that mitigated much of impact of the pandemic, allowing members to stay in touch and informed throughout 2020 and 2021.

It was a time of great uncertainty, and we quickly realised it was more important than ever that we communicate effectively with our members. With face-to-face meetings, seminars, conventions, lectures and other branch activities all suspended, we needed to find other ways to engage with our members and offer ongoing value to their association with CILT.

It was also apparent that one of the most important things we could do was to help coordinate our industry's response to Covid-19. Our good reputation allowed us to be authoritative communicators, whilst our wide network of members and friends could be used to connect professionals at the local and international level, enabling the sharing of ideas and new best practice, and providing a space for collaboration.



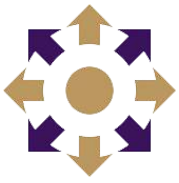


These topics were communicated to members in a series of 'calls for research', and I am both grateful and impressed at the breadth and depth of response from around the world. Through the efforts of individuals and branches from all parts of our international family, we were able to create 10 Covid Response Bulletins containing nearly one hundred best practice response articles from members in 25 countries across 5 continents. Alongside this work, we upgraded our direct communications, expanding our use of the branch network and our social media presence. We also began our first series of Zoom webinars, creating 16 pieces of recorded content now housed on our YouTube channel.

At a time when many countries were in lockdown, when businesses were struggling to cope with the demands being placed upon them, and many people were isolated, these bulletins, webinars and other communications helped to keep our global family connected and support branches where Covid was preventing activity.

We adapted our marketing and communications strategy, developing a series of best practice bulletins and webinars to support members across the world. I initiated 5 areas of research on the following topics: immediate business response, the supply chain response to shortages in medicines and food, safe practices in passenger transport networks, global shipping and the supply chain – the short and long-term response, and finally business continuity and the ongoing management of risk.

Although the pandemic was and is still very much with us, after some months we were able to begin widening the scope of our operations, moving from reactive to proactive actions, and ensuring the urgent did not crowd out the important. Inclusivity and care for every member was clearly the key area we needed to focus on, and with many still working from home, we chose to lean more heavily on our communications, concentrating on the idea of 'One family, keeping everyone informed'. 2021 saw the launch of the Events section on the international website. Since inception, the Events section has featured over 130 separate events on a wide range of topics from Covid-19 to sustainability, digitalisation, and the future of our profession. This was followed by the Articles and Publications section, which has grown to house 68 articles since its launch in June. I have every hope that with the support of our expert membership, these sections will continue to grow, becoming a valuable resource for our CILT family.



In the same vein, we established a programme of regional meetings, allowing all country branches in a region to come together for mutual support, networking, and the sharing of best practice. We have now been through 4 rounds of meetings per region, and this programme will carry on in 2022, helping to keep the Institute stronger together.

Although unable to meet face-to-face, our members were still able to take part in several international gatherings, including the Central Asia Trade Forum, and the China International Logistics Development Conference.

We also worked hard to achieve consistent representation of a single global brand across our communications, extending and refining our Brand Guidelines documents, and leading a thorough brand audit of our branch network. This ongoing work is vitally important, and I am sure you will all play your part in the months ahead.

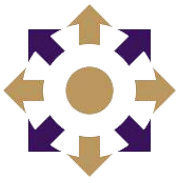
Despite the great challenges we have faced, the Institute has kept moving forward, and I am very pleased to say continued to grow, expanding our reach and our message to new territories around the world. During my presidency we have established two new branches, first in Korea, and latterly in Rwanda. I congratulate everyone involved in the creation and support of these endeavours, and I wish them every success for the future.



WiLAT has also continued to go from strength to strength, creating 13 new chapters in the last two years. The establishment of WiLAT chapters in Bangladesh, Madagascar, Egypt, Turkey, Indonesia, Oman, Fiji, Kazakhstan, Korea, Seychelles, Caribbean, La Cote d'Ivoire, and Rwanda has helped grow WiLAT membership to well over 3,000. Enabling more women in our industry is not just socially important, but good business, and with a further 17 countries ready to establish new chapters, I am certain the industry will continue to see great benefit in the coming years.

WiLAT launched their Capacity Building Centre in June, and alongside their newsletter, Facebook and LinkedIn presences, this creates a compelling membership offering for any woman working in the logistics and transport industry worldwide.

The nurturing of talent has always been a key part of CILT's mission, and alongside WiLAT, I have been greatly pleased to see the strides forward being made by our Next Generation Network. With a new leadership structure of regional vice-chairs in place, and improved offering, positioning and identity work underway, I can say the future of the Institute is in safe hands, and there is much more to come in 2022.



On the subject of our future, nothing is more important than the future of our planet, and our industry's role in protecting and sustaining the world we all share. In February 2021 we launched our Green Technology and Sustainability campaign, featuring a strong programme of member-led imagery, as well as articles, bulletins and a series of webinars featuring experts from around the world such as Professor Alan McKinnon and Professor Becky Loo. I am proud of our work in this area, and grateful to all members and experts who gave up their time and effort to enhance our understanding of this vital part of our shared future. Sustainability and the green agenda come with many challenges, but also many opportunities. We as an Institute must continue this work, and make sure our profession is well placed to meet those challenges and help create a sustainable future for all.

We completed the campaign cycle for 2021 with a focus on Digitalisation and Industry 4.0. Launched in September, this campaign focused on the technologies advancing more rapidly than any innovation in our history, disrupting societies and transforming the way we learn and communicate, the way we work, even the way we think. Just as with the Sustainability campaign, our Digitalisation campaign created a bulletin offering views of the future from all parts of our CILT family and beyond. We also published a webinar series, including interviews with leading thinkers such as Professor Dr Rod Franklin, Professor Ed Sweeney, and Gamu Matarira.

In total, across the two campaigns, CILT published nearly 30 hours of recorded content, alongside 59 articles representing the experience of members in 20 countries across 5 continents. I would like to take this opportunity to thank everyone who contributed to both the Digitalisation and Sustainability publications. You can read our International Green Technology and Sustainability Bulletin [here](#) and our International Digitalisation and Industry 4.0 Bulletin [here](#) and watch all our recorded content [here](#) on our International YouTube Channel.

I would also like to thank the many international members who sent in photographs, images, and statements to be used in our campaign graphics and as part of the awareness campaigns across social media. We are proud to be a global family and being able to show our diversity and togetherness has been a great strength of our campaigns this year. Part of the mission of CILT is to equip our members with the tools and knowledge they need to succeed in the logistics and transport industry. I am proud of the work we have all done in helping to achieve this through the Digitalisation and Sustainability campaigns, and I am deeply grateful to everyone who has played a part in making this work a success.





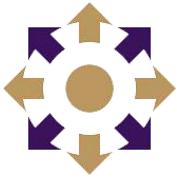
Lest we forget, we have to protect and stand up for the ideas and the beliefs that make CILT the unique organisation it is. We are not just a profession but a family, and we must ensure nothing and no-one jeopardises that special bond. Our strength is our unity – Stronger Together.

Looking to the future, I am sure that CILT will continue to flourish. Both WiLAT and the Next Generation Network are making great strides and I know 2022 will be a great year for both. The new year will also see the further development of the International Business Forum, creating another strong component of our offering, and one I am certain will greatly benefit members and branches.

It has been a great honour to lead the Chartered Institute of Logistics and Transport. I encourage you all to keep supporting each other, and supporting your branches. I am proud to say that together we are shaping the future of logistics and transport. My sincere thanks for your support throughout these last two years, and my best wishes for the future to you all.

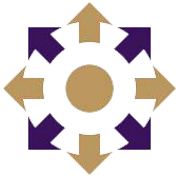
Dato' Ts. Dr. Abd. Radzak Abd. Malek
International President





LIST OF AFFILIATE CORPORATE MEMBER AS AT 31ST DECEMBER 2021

NO	NAME OF ORGANISATION
1	SANKYU (MALAYSIA) SDN. BHD.
2	NORTHPORT (MALAYSIA) BHD.
3	HARTASUMA SDN. BHD.
4	WESTPORTS MALAYSIA SDN. BHD.
5	TRANSPORT EVENTS MANAGEMENT SDN. BHD.
6	KUANTAN PORT CONSORTIUM SDN. BHD.
7	FACULTY OF BUSINESS MANAGEMENT, UNIVERSITI TEKNOLOGI MARA
8	TITIMAS SHIPPING & TRADING SDN. BHD.
9	NETHERLANDS MARITIME UNIVERSITY COLLEGE
10	UNIVERSITI UTARA MALAYSIA
11	UNIKL MIMET
12	UNIVERSITI MALAYSIA KELANTAN
13	EAE FREIGHT & FORWARDING SDN. BHD.



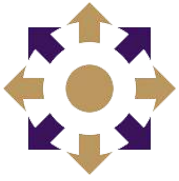
LIST OF AFFILIATE CORPORATE MEMBER AS AT 31ST DECEMBER 2021

NO	NAME OF ORGANISATION
14	AK VENTURES BERHAD
15	DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA
16	UNIVERSITI SAINS MALAYSIA
17	MALAYSIAN ACADEMY OF SUPPLY CHAIN & LOGISTICS MANAGEMENT
18	POLITEKNIK NILAI
19	HM INTERNATIONAL SDN. BHD.
20	SABAH PORTS SDN. BHD.
21	EPTC SOLUTIONS
22	ALLIANCE INTERNATIONAL SHIPPING SDN. BHD.
23	UNIVERSITI PERTAHANAN NASIONAL MALAYSIA
24	UNIVERSITI TUNKU ABDUL RAHMAN
25	UNIVERSITY COLLEGE OF TECHNOLOGY SARAWAK
26	TUNKU ABDUL RAHMAN UNIVERSITY COLLEGE



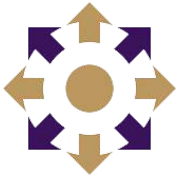
LIST OF AFFILIATE CORPORATE MEMBER AS AT 31ST DECEMBER 2021

NO	NAME OF ORGANISATION
27	KPX SDN. BHD.
28	CLLB SDN. BHD.
29	BORDERAIL LOGISTICS SDN. BHD.
30	PARA LOGISTICS SDN. BHD.
31	LUMUT MARITIME TERMINAL SDN. BHD.
32	GENIUS FUTURE EDUCATIONAL CENTRE SDN. BHD.
33	HARBOUR-LINK LOGISTICS SDN. BHD.
34	MALAY CHAMBER OF COMMERCE & INDUSTRY PERAK
35	NITTSU TRANSPORT SERVICE (M) SDN. BHD.
36	KONSORTIUM PELABUHAN KEMAMAN SDN. BHD.
37	SREE KNOWLEDGE PROVIDER SDN. BHD.
38	UNIVERSITI TUN HUSSEIN ONN MALAYSIA
39	KOLEJ PROFESIONAL MARA BANDAR PENAWAR



LIST OF AFFILIATE CORPORATE MEMBER AS AT 31ST DECEMBER 2021

NO	NAME OF ORGANISATION
40	UNITED VISION ACADEMY SDN. BHD.
41	GLENHILL LOGISTICS SDN. BHD.
42	POLITEKNIK KOTA KINABALU
43	SAITO UNIVERSITY COLLEGE
44	MALAYSIA RAIL LINK SDN. BHD.
45	KEMENTERIAN PENGANGKUTAN MALAYSIA
46	UNIVERSITI MALAYSIA SABAH



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SOCIAL MEDIA



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