## ASSA Recognition Award

1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognise ASSA member organisations' achievements.

1.2 The criteria and categories for the ASSA Recognition Award are as follows.

| No. | Categories of Recognition | Description of the Categories |
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| 1. | Innovation Recognition Award | Creation of an innovative technology, product or service which has led to improvements in services or products. |
| 2. | Transformation Recognition Award | A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation. |
| 3. | Customer Service Recognition Award | Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service. |
| 4. | Continuous Improvement Recognition Award | Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation. |
| 5. | Strategic Communication Recognition Award | Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels. |
| 6. | Information Technology Recognition Award | Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance. |
| 7. | Insurance Coverage Recognition Award | Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs. |
| 8. | Financial Literacy Recognition Award | Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement. |
| 9. | Investment Governance Recognition Award | Organisations that have reflected specific issues relating to the management of funds of social security institutions' objectives, ranging from the investment of benefits provided and also addressing issues on the adequacy of the fund. |

Project **TESSA: Automating Pension Services**

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| **CATEGORY** | : | Information Technology Recognition Award |
| **ORGANISATION** | : | Kumpulan Wang Persaraan (Diperbadankan) [KWAP]<br>Malaysia |
| **CONTACT PERSON** | : | Mohd Faizal Mohd Yusof<br>Director<br>Corporate Strategy Department |
| **NAME OF PROJECT** | : | **TESSA: Automating Pension Services** |
| **OBJECTIVE AND NATURE OF PROJECT** | : | KWAP aims to automate business processes that are critical but also repetitive and labour intensive. These processes involve:<br>1. processing large amounts of data; and<br>2. generating documents.<br>These processes demand a substantial workload, manpower, and resources, all of which are constrained and come at a significant cost. The implementation of RPA starts with the processes in pension services and expanded to other processes.<br>The goal of this project is to automate these business processes using a technology that can mimic human actions and intelligence. The decision to implement RPA technology in KWAP (TESSA) was driven by its seamless integration with the current digital ecosystem and its scalability for implementation in other business processes.<br>Through the utilization of this cutting-edge technology, the project sets its sights on diminishing the duration, frequency of errors, expenditures, and human effort required for these procedures. Simultaneously, it strives to enhance precision, swiftness, adherence to regulations, and safeguarding measures. Moreover, the project aspires to elevate employee contentment and bolster business outcomes by liberating their time and resources for more impactful value-generating initiatives. |
| **WHY IT SHOULD BE RECOGNISED** | : | Pension services performance is measured monthly via the Service Level Agreement (SLA) set by the Government of Malaysia. The monthly pension services process is comprised of sets of critical but tedious task that involves processing and mailing files.<br>The current process is inefficient, costly, and error-prone. To meet the SLA, certain processes require employees to work overtime. |

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| | | The desired state is to achieve a **fast, accurate, and easy process** that can deliver excellent service to the pensioners and empower the staffs to focus on more valuable and creative tasks.<br><br>The implementation of TESSA has proven highly effective in enhancing specific business processes, particularly in terms of **process efficiency and overall productivity.** In general, by implementing RPA, KWAP has able to increase the SLA level while reducing the amount of labour hours required for processing. KWAP has managed to address several challenges on selected Use cases as follows:<br><br>i. **Lower operational risk:** Eliminates or reduces the rate of human errors, providing a lower level of operational risk.<br>ii. **Improve internal processes**: Improve productivity on selected processes due to faster standard internal processing, reporting and other internal activities.<br>iii. **Reduce cost:** Cost savings on overtime and reassigning of resources for selected task or process taken over by robot.<br>iv. **Strengthen Compliance**: Reduce manual data edits, increase quality of data, reduce compliance risks, and simplify audits through digital log files.<br>v. **Enrich Employee: I**mprove employee satisfaction and business results by focusing on higher value-added activities. |
| **SUMMARY OF THE PROJECT** | : | The RPA Project commenced in 2020 with two (2) pilot use cases. The first RPA implementation successfully went live in May 2021; hence the RPA has been expanded gradually to other business processes.<br><br><u>Pilot Case Implementation</u><br><br>Selecting the processes suitable for RPA implementation necessitates the team to establish a set of criteria. The criteria includes processes that are:<br><br>1. Rules-based and consistent.<br>2. Manual and repetitive.<br>3. Involving systematic churning of voluminous data.<br>4. Commence by trigger<br>5. Experiencing significant error rates<br>6. Involving manual calculation of results, where one error leads to another.<br>7. Odd-Hour jobs: Seasonal work overloads, round the clock tasks (e.g., resolving complaints, orders etc)<br>8. Highly regulated and requires audit proofs for compliance.<br>9. Involving various systems that need checks at each connection point. |

10. Involving many resources and multi-step processes.
11. Mature and stable processes.

The pilot results of the implementation of RPA have led to application of automation to other processes with similar criteria. Below is the summary of the results of the pilot implementation:

1. Enhance employee labor efficiency through the automation of data processing and document generation.
2. More processes can be streamlined and structured as certain processes were taken over by bots.

<u>Scaling up the automation</u>

Following the successful implementation of the pilot case, KWAP has opted to extend the utilization of RPA to encompass any suitable use case. The identification of other cases was done through crowdsourcing.

The team has strategised an effective change management plan to secure buy-ins and to cultivate ideas for improvement of RPA. As of now, nine (9) use cases have been automated using RPA as follows:

| Pension Services | IT | Value-added |
|---|---|---|
| 1. Monthly Pension Batch Payment (Pilot)<br>2. Printing of Pension Approval Letters and Pension Cards (Pilot)<br>3. Daily Pension Payment (Electronic Fund Transfer) | 4. Daily System Health Monitoring on Pension System Application<br>5. Helpdesk Support on Users Password Reset for Pension Application System<br>6. Daily System Health Monitoring on eHemodialisis System<br>7. Daily System Health Monitoring on Portal Semakan Maklumat Pesara<br>8. Helpdesk Support on Pension Application System Change Deployment | 9. Employees Daily Health Self Declaration (MCO) |