

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)



CEO OFFICE

OCC JOURNAL MEETING PROCEDURE

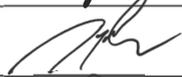
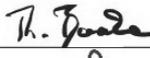
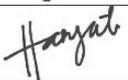
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Release

Released:	Thomas Baake	Chief Executive Officer	02/08/2023	
Checked:	Jayaraj Savarimuthu	Maintenance	01.08.2023	
Checked:	Abdul Halim Baharom	Infrastructure	31.07.2023	
Checked:	Norazman bin Abu Hassan	Rolling Stock	28.07.2023	
Checked:	Noel Devan	Systems	28 July 2023	
Checked:	James L Boudville	Operations	28.7.23	
Checked:	Norhandee Nordin	Operations - Transportation	27.07.2023	
Checked:	Omar Zakir	Operations - Control Centre	27.07.23	
Checked:	Sukhbir Singh	Safety & Security	26.07.23	
Checked:	Raefendy Ismail	Material Management	25.07.2023	
Checked:	Gan Lee Hong	Procurement	25.07.23	
Checked:	Mohd Hisham Badasary	Project & Engineering	24/07/2023	
Checked:	Thomas Baake	CEO Office	24/07/2023	
Checked:	Mohd Azim Abdullah	CEO Office	20.07.23	
Author:	Haryati Khalil	CEO Office	20 July 2023	

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

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1 Purpose

This document provides general information to the Organisation on conducting and managing the OCC Journal Meeting.

2 Scope, Distribution & Access

This procedure shall be made available to relevant parties through EDMS and applies to the selected Chairperson and member mentioned in this procedure.

3 Abbreviation, Definitions, and Reference

E-MAS	ERL Maintenance Support Sdn Bhd (Co. Reg. No: 199901023674 [498475-T])
KRU	Kompleks Rel Udara
CEO	Chief Executive Officer
HOD	Head Of Department
MR	Management Representative for Quality and Environment
OCC	Operations Control Centre
OCC J	Operations Control Center Journal
SAP	System Application Product
EDMS	Electronic Documentation Management System
SAS, MTN, etc	Department code as per E-MAS Organisation chart

4 Procedure

4.1 Operations Control Center Journal Meeting

OCC J is a document created in SAP to capture daily notifications on activities, events, operations deviations, maintenance requirements, incidents, and accidents. If the SAP system fails to record the content inputs, OCC will record the journal in an alternative media and transfer the data back to SAP when it is operational. The data being recorded are known as Notifications. Notifications with effect on the service performance and other relevant notifications are tabled and discussed in the OCC J Meeting on the next working day.

Any changes/deviation to the OCC J Meeting process reflecting the current situation or Management decision shall be adopted accordingly.

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4.2 Schedule and Venue

Monday to Friday : 0900- 0930 hrs.

Venue : Rhein-Main Meeting Room, unless otherwise informed

Alternatively, the OCC J can be arranged to be held online via Zoom or other relevant online meeting platforms.

The Chairman shall e-mail the OCC J to all members if he is not available to chair the meeting.

For any changes to the meeting time or venue, the Chairman will inform participants accordingly.

4.3 Members

Attendance by a representative of the Departments listed below are mandatory and optional for observers

Chairman : A selected representative from the CEO Office Department
Members : SAS, OPS, SYS, RST, PNE, INF, PRC, and MMT
Observers : CEO and HOD

4.4 Agenda

The typical agenda for the meeting are:

- a) Review and discuss selected notifications
- b) Follow up on outstanding notifications
- c) Acknowledge and discuss concerns raised by attendees

4.5 Process

Prior to the meeting, members are required to access and review notifications in the OCC J related to their Department. The Management expects members to provide answers for matters raised when addressing specific notifications related to the Department's concerns.

Typically, the Chairman will review the OCC J for a specific day and focus on unattended issues, failures, unresolved issues, stock issues, and clarifying unclear statements. The Chairman is generally seeking clarification, explanation, or an action plan of interest to Management. Members who are unable to provide information on the day shall provide it via e-mail to the Chairman, or next OCC J meeting, or a later follow-up date as agreed beforehand.

There are no minutes of meeting; however, action to resolve issues of concern is taken up by the relevant Department or assigned by Management/ Chairman.

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4.6 Follow up

After the meeting, necessary follow up action will be taken up by the relevant Department. The Chairman may track the follow-up actions via discussions, e-mails, and/ or follow up at the next OCC J Meeting.

The Chairman will only follow up on open notification for one month; if the failure requires more time to be resolved, the respective Department is responsible for ensuring that the failure is closed or addressed as soon as possible.

4.7 Record Keeping

The relevant representative's pertinent information is written down against the highlighted notifications daily are available in the MR shared folder for easy retrieval during the meeting.

5 Summary

In line with the process approach practiced by E-MAS, this procedure documents the process for conducting the daily OCC J meeting and continual improvements.

Appendices

Nil