

MD'S Message



Ladies and Gentlemen,

I understand that at a recent meeting, it was acknowledged that Roadcare is one of the better concessionaires in the FRM exercise. I would like to congratulate all the management and staff on this very important recognition. Let us take it as an encouragement for us to work harder and smarter.

We should also heed the advice given by JKR's Deputy Director General I, YBhg Dato' Dr Wahid Omar, in his rare interview, granted to *Suara Roadcare* (see Cover Story). I believe his sincere remarks should galvanize our thoughts and actions, to enable the company to perform even better.

In other words, even though Roadcare's concession is for fifteen years, we should not take things for granted. We should always be mindful of our **ISQ** (Image, Safety, Quality) approach, both individually and as a team.

The interdependent nature of our business compels us to develop a sound long-term win-win partnership with all stakeholders, including shareholders and employees. How we treat our

suppliers, clients, subcontractors, road users etc...and how we build goodwill and trust, will determine the extent to which we will succeed or otherwise.

We do not want to be left behind. As such, we are embarking on a number of initiatives to rectify certain weaknesses and consolidate our strengths further. The English Drive (see Special report) and Knowledge Management journey are two examples. We are one of the first local engineering companies to do these. I believe as you participate and contribute, you will soon find out that both English and Knowledge Management are the way forward for you and your families. In the process, *God Willing*, you will be able to become a true K-Professional, thus giving your company a good head start too! **SR**

Wassalam and Regards,

Dato' Ir Haji Hasnur Rabiain Ismail
Managing Director.