

**IMPACTS OF SOLID WASTE ACT ON WASTE COLLECTION AND PUBLIC CLEANSING:
ALAM FLORA'S PREPARATIONS TO MEET THE KPI**

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Abstract

Solid Waste and Public Cleansing Management Act 2007(Act 672), which has been gazetted on 30 August 2007, has been enforced starting 1st September 2011. Concession Agreement (CA) between the Federal Government and three appointed concessionaires for three regions within Peninsular Malaysia were signed on 19 September 2011. Alam Flora is the concession company for Central and Eastern region which covers Kuala Lumpur, Putrajaya, Pahang, Terengganu and Kelantan states. Throughout the 22-year concession period, Alam Flora shall undertake and provide collection and public cleansing management services in accordance with Key Performance Indicators (KPI) as set out in the CA. The KPI implementation throughout the concession area will be staggered starting from 1 September 2011 until year 2014. Total Primary and Secondary KPI for both collection and cleansing are 21 and 54 respectively. The breakdown of KPIs by category and type of services are as follows:

KPI categories	Primary	Secondary
Collection	6	18
Cleansing	15	36
Total	21	54

Collection - Primary KPIs

- *Focuses on basic services requirement such as suitable collection vehicle, no leachate spillage, meeting collection schedule/frequency and waste disposal at approved facilities.*

Collection - Secondary KPIs

- *Addresses the quality aspects relevant to provision of uniforms, bins and vehicles, no waste spillage and traffic obstruction during collection and transportation, follow SOPs and complaints management.*

Cleansing - Primary KPIs

- *Focuses the basic services requirement such as meeting cleansing schedule and frequency, proper waste storage after cleansing services being carried out, waste disposal at approved facilities, no leachate spillage during and after cleansing services, work specification for all cleansing services,*

Cleansing - Secondary KPIs

- *Addresses the quality aspects relevant to each scope of cleansing services, provision of uniforms, bins and vehicles.*

Major preparations by Alam Flora which relate to KPI compliance include the following:

- (i) Establish solid waste database
- (ii) Revised Standard Operating Procedures (SOPs) relevant to KPI
- (iii) Purchase new collection vehicles with improved specifications
- (iv) Purchase bins and prepare bins distribution plan
- (v) Carry out staff training and recruitment
- (vi) Plan for contractors management and development
- (vii) Conduct Operations Planning and optimization for new “scheme” system
- (viii) Develop new or upgrade current workshop and depot
- (ix) Develop new Corporate Identify (CI) for vehicles, staff uniform and facilities
- (x) Carry out public awareness and publicity on service level
- (xi) Implement more effective supervision and monitoring system
- (xii) Establish centralised complaints management system
- (xiii) Conduct Safety and Health Programs

It is very critical to meet all KPIs at all times because a demerit value penalty(DVP) will be imposed on each KPI which could lead to withdrawal of scheme area/cleansing zone if 25 DVP collected within any 12 consecutive calendar months in a particular Scheme Area or Cleansing Zone. The utmost important would be to perform quality services that meet public expectation and assist the Government to avoid any unclean environment relevant to the scope of services specified in the CA.