






CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD.


EVENT PLANNING & MANAGEMENT

Co-X/SMD/SOP02

Revision No.: 00

Effective Date: 1st November 2022

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1.0 OBJECTIVE

The objective of this procedure is to ensure that the provisioning of products and services for events are planned, controlled and documented.

2.0 SCOPE

This procedure applies to contracted event planning and control activities.

3.0 DEFINITION


- 3.1 Co-X : Convention & Exhibition (Putrajaya) Sdn. Bhd.
- 3.2 PICC : Putrajaya International Convention Centre
- 3.3 FMD : Facility Management Department
- 3.4 EO : Event Order
- 3.5 F&B : Food & Beverages
- 3.6 HOD : Head of Department
- 3.7 SP : Sales Personnel

4.0 RESPONSIBILITIES

- 4.1 Convention Services Section Head shall:
 - 4.1.1 Conduct review of customer requirements, event planning and execution control.
 - 4.1.2 Ensure customer requirements are communicated to relevant department such as Security, Facility Management, F&B Operation etc.

5.0 REFERENCE

- 5.1 ISO 9001:2015
 - Clause 8.1 – Operational planning and control
 - Clause 8.5.1 – Control of production and service provision
 - Clause 8.5.6 – Control of Changes

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6.0 PROCEDURE

1.1 Criteria

- 1.1.1 All confirmed event files where a Letter of Acceptance / Deposit has been issued shall be handed over to Convention Services Section on weekly basis.
- 1.1.2 A weekly Event Coordination meeting shall be held together with all relevant departments.

1.2 Handover List


- 1.2.1 The handover files are prepared to capture the general information and specific client requirement and shall have the following documents before handed to the Convention Services Section:
 - 1.2.1.1 Basic Checklist Event Order.
 - 1.2.1.2 Handover note / background information / history of the event.
 - 1.2.1.3 Final signed Letter of Acceptance with initial deposit payment, with any special requirements or conditions.
 - 1.2.1.4 Minimum F&B rate and attendance confirmed for Banquet, Meeting & Seminar events.
 - 1.2.1.5 Any special discount, special rate or special arrangement or VIP attendance shall be detailed in a client brief / profile during handover.
- 1.2.2 It is the prerogative of the Convention Services Section to mutually accept any files that do not have the full documentation as required above.
- 1.2.3 Should there be any outstanding documents after the file handover, Convention Services Section has given approval to submit the documents within three (3) working days to complete the file.

1.3 Rejection

- 1.3.1 If the handover files do not meet the above requirements, the file shall be return to respective SP in charge of the event to amend.

1.4 Client Notification

- 1.4.1 Upon assignment of file to Convention Services Section, SP shall either arrange a meeting with the client to introduce the assigned Event Management personnel or at least send an email notification / introduction to client.

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- 1.4.2** Whenever customers make changes to a confirmed order, the Handover File is updated. In the event a change in order results in additional costs, the SP will issue an amended EO and acknowledge by the customer.

1.5 Event Planning and Resources Provisioning

- 1.5.1** Convention Services Section Head shall communicate by disseminate customer's requirement and event information to relevant departments for their respective planning and execution.
- 1.5.2** Required Resources (F&B): F&B personnel checks to ensure that all necessary resources such as food and beverages required for the event is available. When the resources required are unavailable or are insufficient, or when there is a need to increase inventory, the F&B personnel organizes to obtain the resources.
- 1.5.3** Required Resources (Security): Security HOD shall ensure Security personnel are adequate to cover the event.
- 1.5.4** Required Resources (Infrastructure): Facility personnel shall ensure customer's requirement on AV systems etc. is available, maintained, controlled and in working condition. Where necessary, FMD shall purchase or rent the required resources as specified by the customers.
- 1.5.5** Required Resources (Manpower): Relevant departmental HOD shall ensure necessary manpower required for the event is adequate. They may request for additional manpower from other sources such as part timers, trainees, external manpower resources providers etc.

1.6 Control of Change

- 1.6.1** In the event changes is required by the customer, Convention Services personnel shall review and update the amended EO. Written consent or approved EO by the customer is required before any amendment is commenced.
- 1.6.2** In the event that a change required by the customer resulted in additional cost, Convention Services personnel shall conduct calculation of the extra cost incurred and issue a new EO to the customer. The particular task shall not proceed until the customer approved the amended EO.


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7.0 RECORDS

7.1 FBMS Event Order (EO)

8.0 APPENDIX / ATTACHMENT

8.1 Process Flow

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PROCESS FLOW

