



“Prevention is better than detection. We must do everything correctly right from the start, instead of searching and trying to solve the problems later on”

Aaron Pang
Quality Control Manager

Aaron Pang, 39, is an Electronics & Electrical Engineering graduate that has over 17 years of experience in Quality Assessment, Quality Control and Quality Management Systems in various industries.

1. What kind of work do you do to ensure that Gemilang buses meet a destination country’s transport authority statutory and regulatory requirement?

For the purpose of complying with a destination country’s transport authority requirements, I am in charge of developing a set of documents that we call the Quality Control Plan.

This document, which compiles all of the statutory and regulatory requirements, helps align all Gemilang employees to ensure that every conditions are met before we deliver our buses to the destination country.

2. How do you develop the Quality Control Plan, does it involve research or visiting the country itself?

The information comes from a wide range of sources, which includes sales, marketing technical, R&D and engineering departments. All these information are then compiled and updated into the Quality Control Plan.

We do not need to travel and visit the destination country; instead, the destination country’s road transport authority will pay a visit to our production site to check on our quality and compliance. Some parties that we have welcomed in Gemilang include road transport authorities from Australia, Singapore, Malaysia, Dubai and the United States of America.

3. Do you have a team that assists you on this?

At the production site, I am the sole person in charge of controlling and ensuring the requirements are met. Although of course, I do require all of the working departments to be supportive and cooperative with me to ensure that the project is executed to perfection. After that, the final approval or ‘green light’ to deliver to the destination country lies with me.

4. What are some of the biggest challenges in your line of work and how do you overcome them?

The biggest challenge is influencing everyone in the company to have the same quality mindset. As a Quality Control Manager, this is one of my most important duties and I perform this by conducting training from top to bottom across all levels of management and production. Group discussions are also frequently held, which serve as a refresher and reminder to meet customers’ satisfaction as well as each country’s safety and regulations.

5. What are some of the common requirements that buses need to comply in those destination countries?

Most countries adopt or follow the standard UN regulations, so if our buses meet those requirements, there is usually no problem to deliver and accept our products. There are only slightly different adjustments required for the United States and some other countries. Some common examples include the Safety-Belt Anchorage, which ensures that there is sufficient protection in the case of any road accidents; and the Audible Warning Device (a.k.a. the driver’s horn), where 87 to 112 decibels is the standard to ensure the awareness and safety of passengers and vehicles in the vicinity of the bus.

6. What are some of the uncommon requirements that certain destination countries have?

There aren’t any special or uncommon requirements as public transport safety has evolved quite significantly over the years, although there are some countries that are stricter than others.



7. How did you pick up this expertise? Did you learn it while working in Gemilang or did some of your previous experiences help?

It is my first time working in a bus and bus body manufacturing company, so I mostly learned about public transport safety and regulations here. Although previously, I did have working experience in automotive and electronics companies which are required to comply with certain regulations too. Therefore, for most of my career I have been involved in ensuring that different kinds of products are able to meet their respective quality and safety standards.

8. If there is someone/a company that is interested to pick up this expertise, what skills must they acquire?

I think that values such as attitude and understanding the weight of responsibility is a must-have in this role. Ultimately, my work as a Quality Control Manager is directly responsible for the safety of public transport users as well as other road users. Besides that, I am also a member of the International Register of Certificated Auditors (IRCA) as a ISO9001 Lead Auditor which qualifies me to perform the work that I do here.

9. Can you share with us some of your favorite quotes in regard to your work in Gemilang?

“Product Safety comes first, there must be no compromises.” Gemilang is involved in making buses, which is one of the most important public transport across the world. If there are any problems with our products, it will endanger drivers, passengers and other road users. We are very focused on this, and we are motivated to execute our work to perfection.

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