

COMPANY OF THE YEAR



Best Practices Criteria for World-Class Performance



Addressing Unmet Needs

Visionary Scenarios Through Mega Trends

Implementation of Best Practices

Leadership Focus

Financial Performance



Price/Performance Value

Customer Purchase Experience

Customer Ownership Experience

Customer Service Experience

Brand Equity

The company demonstrates a strong overall performance

“The Malaysian Company of the Year Award in the emerging hospital industry is awarded to Sunway Medical Centre Velocity.

SMCV has expanded its services and established a few Centers of Excellence, namely Women & Children Centre, Orthopedic Centre, Neuro Centre, and Heart & Lung Centre. The hospital focuses on these specialty areas to better serve the patient community. The leadership team aims to make the hospital a one-stop center for all the healthcare needs of the community.

SMCV strongly believes that digital technology adoption will be key to its future growth, especially for workflow efficiencies.

In addition, SMCV is the 1st hospital in Malaysia to commit to Race to Zero, a global campaign led by the United Nations to achieve net-zero greenhouse gas emissions by 2050.

- Bhaskar Vittal, Industry Principal

Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.