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Don't take anything at face value

This week, integrated facilities management services provider GFM Services Bhd managing director Ruslan Nordin shares his views with SunBiz

SUCCESS: THE INSIGHT STORY

How has your life experience made you the leader you are today?

Being trained as an engineer, I take calculated risks in executing my plans. The key to success is to surround oneself with great talent.

How has your previous employment experience aided your current position?

I actually planned my employment to facilitate my foray into business. Hence, I have also worked in various industries and functions such as engineering, operations, finance, marketing to augment my management and leadership skills.

What have the highlights and challenges been during your tenure at GFM Services?

To see the company grow from a three-man operation to a 530-strong company in a nascent industry.

The challenge is to educate the market on Facility Management, which is in its infancy in Malaysia.

How do you maintain work/life balance?

I exercise (brisk walking) and like to read a lot on all subjects.

How has mentorship made a difference in your professional and personal lives?

Made a lot of difference by being mentored either directly or from watching and reading about great leaders.

What do you



want to accomplish in the next five years?

I want to grow GFM Services into a 'iB' market capitalisation company.

Best piece of advice you ever received on your career?

Focus on my strengths.

Most-admired business leader? Why?

Steve Jobs for his single-mindedness in wanting to change the world.

How do you stay abreast of issues affecting your industry?

Read everything. Not only on the industry. Connecting the dots.

What was your biggest failure and how did you learn from it?

I did not do too well academically. But I have a very inquisitive mind and I never take anything at face value.

What man-made innovation confounds you? Why?

The motor car. It gives great pleasure and mobility.

Malaysia's greatest brand. AirAsia?

A must-read for every business owner/manager is?

Michael E. Porter's *Competitive Strategy*.