

ABSTRACTS

The effects of cable joint failures are felt both in the area of customers dissatisfaction and losses to Tenaga Nasional Berhad. Losses due to these failures are quite substantial. However, customer dissatisfaction and the erosion of confidence are much more important.

This study tries to find out the causes of cable joint failures and their impact on availability of supply and profitability. Once the causes of cable joint failures are known, alternatives are sought to minimise their occurrences.

Recommendations put forwards in this study are alternatives that Tenaga Nasional Berhad may choose to adopt to minimise cable joint failures.