



## Building an Effective Credit Risk Management

January 9 - 10, 2019 | 9.00am - 5.00pm | Shah Alam Convention Centre

### FACILITATOR

**Dr Steven Liew** is a fellow member of the Chartered Institute of Management Accountants, UK and is a Chartered Accountant by profession. He has an Asia Pacific Executive MBA (for Senior Executives) from the National University of Singapore and a PhD in International Finance with Rushmore University of USA. Dr Liew had worked in the private sector, ranging from family-run businesses to professionally-managed multi-national corporations in South Asia and the ASEAN region. He has accumulated more than 28 years of working experience in senior financial and operational management positions spearheading the profitability and growth of companies. As a registered Trainer with Pembangunan Sumber Manusia Berhad, Dr Steven Liew had conducted various seminars for corporate clientele including Association of Credit Management Malaysia, Chartered Institute of Management Accountants, Malaysia Institute of Management, Malaysia Institute of Accountants, Institute of Bank-Bank Malaysia, Nestle, IQPC Worldwide Pte Ltd, Singapore, Lexis Nexis, Proton Edar Malaysia, Brunei Investment Agency, Small Medium Industries Development Corporation, Ministry of Development, Brunei, BICPA Asean Management, Brunei, Risda Group of Companies, Sales & Marketing Training Forum, Sri Lanka, Giant Retail Sdn Bhd, Telekom Brunei & Ministry of Foreign Affairs, Malaysia, Sabah Electricity Sdn Bhd, Bank Islam Brunei Darussalam, Continental Sime Tyre, Sime Darby, Sony Malaysia Sdn Bhd, Perodua Sdn Bhd, Credit Guarantee Corporation (M) Bhd, Fujixerox, UDA Holdings, SPNB, Diners Club, Elk Desa Capital Bhd, Antah Schindler and UCSI. He is currently providing management consultancy and training specialising in Leadership, Strategic Planning, Sales Management, Budgeting, Accounting, Finance, Cost Reduction, Credit Management and Loan Recovery.

### ADMINISTRATIVE DETAILS

Dates : **January 9– 10, 2019**

Time : 9.00 am – 5.00 pm

Venue : **Shah Alam Convention Centre**

No. 4 Jalan Perbadanan 14/9

40000 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,300 per participant

Non Members – RM1,600 per participant

*(Fees include course materials, Certificate of Attendance, lunch and refreshments)*

**\* Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

### OBJECTIVES

- Recognise the steps of credit risk management and build an effective credit team
- Recognise the importance of converting losses into profit making
- Understand the importance of good credit management practice from top management and all aspects of the business
- Review organisation's credit policy and identify areas for improvement
- Understand practical debt recovery approaches and legal debt recovery strategies
- Identify the tools to manage credit risk
- Recognise the tips for making collection calls that get results

### CONTENTS

- Credit Evaluation, Monitoring and Prediction Business Failure Using Z Score
- Apply Comprehensive Company Wide Collection Credit Risk Model (case study)
- Debt Collection and Recovery Best Practices
- Steps of Credit Risk Management
- Converting Losses into Profit Making (case study)
- Tools to Manage Credit Risk
- Building an Effective Credit Team
- Legal Debt Procedure
- Credit Case Studies and Group Discussion

### WHO SHOULD ATTEND

Entrepreneurs, Bankers, Accountants, Finance Managers, Business Managers, Marketing Managers, Credit Analysts, Credit Controllers and Recovery Officers

### IN-HOUSE TRAINING AVAILABLE

For further enquiries, please contact:

Siti Nazihah / Azrini

**FMM Institute**

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Visit us at: [www.fmm.edu.my](http://www.fmm.edu.my)

# REGISTRATION FORM

## Building an Effective Credit Risk Management

January 9 - 10, 2019 (Wednesday - Thursday)

Shah Alam Convention Centre

**The Manager**  
**FMM Institute**  
Tel: 03-62867200  
Fax: 03-62776712

Please tick (✓) accordingly:  
PSMB Scheme:  SBL  Non Contributor  
Require vegetarian meal:  Yes  No

Dear Madam,  
Please register the following participant(s) for the above programme:  
(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

2. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

3. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_

being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_