



Managing Critical Roles of Warehouse Supervisor

November 21 - 22, 2018 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Pn Siti Zaleha Ismail possesses a MBA from UKM, a BBA (Hons) in Retail Management and a Diploma in Banking, both from UiTM. She has more than 15 years of working experience in the fields of training and development, retail, purchasing and procurement. She began her career with Guardian Pharmacy as a Retail Executive and moved on to PLUS Expressway Bhd as the Management Executive (Contract & Procurement) and grew steadily to be the Assistant Manager of Purchasing and Inventory. After leaving PLUS Expressway, she moved on to an Oil and Gas Services Company as the Head of Department/Deputy Senior Manager Group Human Resources. Pn Siti has been actively involved in public training since 2003 and her areas of expertise include Organisational Development/Change Management, Training & Development, Purchasing, Supply Chain Management, Logistic Management and Retail Management. She was the Internal Trainer for PLUS Expressway and has conducted numerous purchasing and inventory related for its employees. On top of that, she was also invited to conduct training on Mind Aviation/Motivational and Cross Cultural, Gender & Religion for National Service Programme. She is also a part-time Lecturer for Open University Malaysia and Institute Putra, Malacca.

OBJECTIVES

- Describe the critical roles of warehouse supervisor
- Recognise required skills and competencies to perform at supervisory level
- Identify competency gap
- Improve or close the competency gap

CONTENTS

- **Introduction**
 - Warehouse Management Vs Warehouse Operations
 - Warehouse Supervisor Critical Roles and Job Requirements
 - Warehouse Supervisor Skills and Competencies Requirements
 - Warehouse Supervisor Training Needs
- **Leadership**
 - Managing Self
 - Managing Others
 - Managing Business & Change
- **Communication**
 - Coaching and Mentoring
 - Information Sharing
 - Presentation Skills
 - Negotiation Skills
 - CRM and SRM
- **Operational Effectiveness**
 - Capacity Planning
 - Warehouse Operations
 - Inventory Planning and Management
- **Performance Management**
 - Goal Setting, Strategic and Operational Plan
 - Team Performance and Feedback
 - Performance Measurement and Performance Evaluations
 - Reward and Recognition
 - Managing Non-Performance and Difficult People

ADMINISTRATIVE DETAILS

Dates : **November 21 - 22, 2018**

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 1,200 per participant

Non Members – RM1,500 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**

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.

WHO SHOULD ATTEND

Store/Warehouse Supervisors, Storekeepers and potential Warehouse Supervisors

IN-HOUSE TRAINING AVAILABLE

For further enquiries, please contact:

Siti Nazihah / Azrini

FMM Institute

Tel: 03-62867200 Fax: 03-62776712

Email: training@fmm.org.my

Visit us at: www.fmm.edu.my

REGISTRATION FORM

Managing Critical Roles of Warehouse Supervisor

November 21 - 22, 2018 (Wednesday-Thursday) Shah Alam Convention Centre

The Assistant Manager

FMM Institute

Tel: 03-62867200

Fax: 03-62776712

GST Registration No.001764515840

Please tick (✓) accordingly:

PSMB Scheme: SBL Non Contributor

Require vegetarian meal: Yes No

Dear Sir/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.: _____ GST Registration No.: _____