



FMM INSTITUTE TRAINING PROGRAMMES May & June 2017

FMM Institute is pleased to forward you a list of our training programmes scheduled for May and June 2017.

Below are the programmes to be held at **Shah Alam Convention Centre**:

PROGRAMMES	PSMB Scheme	Dates
<u>Management & Personal Development</u>		
▪ The Many Hats of the Production Manager	SBL	May 18 – 19
▪ Sharpen Your Negotiation and Influencing Skills for Business Success [NEW]	SBL	May 29 – 30
▪ Winning Strategies for Talent Management and Succession Planning	SBL	Jun 5 – 6
▪ Developing Competencies to Deal With Difficult People and Situations	SBL	Jun 7 - 8
<u>Customer Service, Sales and Marketing</u>		
▪ Customer Service Excellence: Leveraging for Business Growth	SBL	May 17 – 18
<u>Human Resources & Industrial Relations</u>		
▪ Absenteeism at Workplace: How to Handle and Manage Frequently-Absent Employees	SBL	May 16
<u>Financial Management</u>		
▪ Managing Credit in Uncertain Period [NEW]	SBL	May 17 – 18
<u>Export Management</u>		
▪ Letters of Credit (LC) Operations and Trade Financing [NEW]	SBL	May 17 – 18
▪ Cargo Claims in Practice: Sea, Air and Land	SBL	May 23

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operations and Logistics</u>		
▪ Managing and Improving Warehouse Operations: Practices for Effective Performance	[NEW] SBL	May 3 – 4
▪ Material Planning and Control for Operational Efficiency	[NEW] SBL	May 3 – 4
▪ Decision-Making in Warehousing	[NEW] SBL	May 15 – 16
▪ Operasi Stor dan Gudang	[REVISED] SBL	May 17 – 18
▪ Effective Logistics Operations Management	SBL	Jun 7 – 8
▪ Warehouse Management in the 21 st Century: Improving Efficiency of the Supply Chain System	SBL	Jun 14 – 15
<u>Quality System and Productivity Management</u>		
▪ Value Stream Mapping and Analysis	SBL	May 17 – 18
▪ 7 Alat QC dan Pelaksanaan QCC	SBL	May 22 – 23
▪ ISO 14001:2015 EMS Lead Auditing Training	SBL	May 22 – 23
▪ Cost Reduction and Increase Productivity Through 5S (Mandarin)	[NEW] SBL	Jun 14 – 15
<u>Maintenance and Technical</u>		
▪ HVAC Maintenance	[NEW] SBL	May 3 – 4
▪ Penyelenggaraan Asas untuk Juruteknik	SBL	May 15 – 16
▪ Effective Implementation of Total Productive Maintenance (TPM)	[NEW] SBL	May 22 – 23
▪ Autonomous Maintenance (AM)	[NEW] SBL	Jun 14 – 15
<u>Industrial Safety</u>		
▪ Behaviour-Based Safety and Safety Performance Measurements	SBL	June 14 – 15
<u>Supervisory Skills</u>		
▪ Effective Supervisory and Management Skills	SBL	May 17 – 18
<u>Communication</u>		
▪ Writing Persuasive Business/Projects Proposals	[NEW] SBL	May 15 – 16

For further information, please contact Pn Siti Nazihah or Pn Azrini at tel: 03-62867200 or e-mail us at siti_nazihah@fmm.org.my or azrini@fmm.org.my.

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