



FMM INSTITUTE TRAINING PROGRAMMES September 2018

FMM Institute is pleased to forward you a list of our training programmes scheduled for September 2018.

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

PROGRAMMES	PSMB Scheme	Dates
<u>Management & Personal Development</u>		
▪ Developing Competencies to Deal with Difficult People and Situations	SBL	Sep 3 – 4
▪ Sharpen your Negotiation and Influencing Skills for Business Success	SBL	Sep 5 – 6
▪ Managing Your Time Monster [NEW]	SBL	Sep 19
▪ Coaching and Mentoring Skills	SBL	Sep 24 – 25
<u>Customer Service, Sales and Marketing</u>		
▪ Professional Selling Skills: Practical Guide for Success	SBL	Sep 19 – 20
▪ Sales Negotiation: Skills to Close Deal	SBL	Sep 24 – 25
▪ Customer Service Excellence: Win and Keep Customers	SBL	Sep 26 – 27
<u>Human Resource & Industrial Relations</u>		
▪ Practical Approach to Create Impact and Inspire Performance at Workplace	SBL	Sep 3 – 4
▪ Misconduct, Effective Investigation and Prosecution for Domestic Inquiry	SBL	Sep 19 – 20
<u>Financial Management</u>		
▪ How to Prepare and Maintain Full Set of Accounts	SBL	Sep 5 – 6

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operations and Logistics</u>		
▪ Warehouse Management in the 21 st Century: Improving Efficiency of the Supply Chain System	SBL	Sep 3 – 4
▪ Cost Reduction Strategies for the Manufacturing Industry: Putting Strategy into Execution	SBL	Sep 5 – 6
▪ Warehouse Productivity and Audit [NEW]	SBL	Sep 27 – 28
<u>Quality System and Productivity Management</u>		
▪ ISO 14001:2015 Environmental Management System (EMS) Requirements	SBL	Sep 3 – 4
▪ Green Technology and Energy Efficiency [NEW]	SBL	Sep 4
▪ Productivity Workshop: 5S Implementation at Workplace	SBL	Sep 5 – 6
▪ Value Stream mapping and Analysis	SBL	Sep 19 – 20
▪ Kaizen: Create a Culture of Continuous Improvement [NEW]	SBL	Sep 27 – 28
<u>Industrial Safety</u>		
▪ Occupational First Aid Skills and Cardiopulmonary Resuscitation (CPR) Programme	SBL	Sep 3 – 4
▪ CLASS Regulations 2013: Implementation and Compliance Workshop	SBL	Sep 19
<u>Maintenance and Technical</u>		
▪ Technical Troubleshooting and Decision Making for Maintenance	SBL	Sep 5 – 6
<u>Communication</u>		
▪ The Art of Effective Communication [NEW]	SBL	Sep 5
▪ FMM Certificate in English Language for Business Communication (40hours)	SBL	Sep 8 – Nov 18

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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