



FMM INSTITUTE TRAINING PROGRAMMES January & February 2018

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

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

PROGRAMMES	PSMB Scheme	Dates
<u>Management & Personal Development</u>		
▪ Executive Development Programme: Formula to Reach Your Potential [NEW]	SBL	Jan 22 – 23
▪ Creative Thinking and Decision Making: Making the Right Choices and Overcoming Obstacles with Creativity	SBL	Jan 24 – 25
▪ Developing Impactful Skills from Engineer to Leader [NEW]	SBL	Feb 5 – 6
▪ Essential Skills for Managerial Success	SBL	Feb 21 – 22
▪ Coaching and Mentoring Skills	SBL	Feb 26 – 27
<u>Customer Service, Sales and Marketing</u>		
▪ The Art of Marketing: Promote Your Products to Reach the Target Customers Effectively	SBL	Feb 26 – 27
<u>Human Resource & Industrial Relations</u>		
▪ HR for Non HR Managers [NEW]	SBL	Jan 22 – 23
▪ Conducting Training Needs Analysis (TNA) and Evaluating Training Effectiveness	SBL	Feb 7 – 8
▪ Behavioural Interviewing Skills [NEW]	SBL	Feb 26 – 27
<u>Financial Management</u>		
▪ Managing Fraud and Credit Operations [NEW]	SBL	Jan 22 – 23
▪ Collecting Difficult Accounts: Action Plan for Success	SBL	Feb 5 – 6

PROGRAMMES	PSMB Scheme	Dates
<u>Export Management</u>		
▪ Import, Export Procedures, Documentations and INCOTERMS 2010	SBL	Feb 5 – 6
<u>Industrial Safety</u>		
▪ Accident Prevention and Investigation at Workplace [NEW]	SBL	Jan 10 – 11
▪ How to Develop an Effective Safety and Health Committee	SBL	Jan 17 – 18
▪ Occupational Health and Safety Leadership – A Paradigm	SBL	Jan 24 – 25
▪ Behaviour –Based Safety and Safety Performance Measurements	SBL	Feb 6 – 7
▪ Emergency Response Plan, Response Team, Evacuation Drill and Chemical Spills Clean-Up [NEW]	SBL	Feb 12 – 13
▪ Hazard Identification and ERP for Safety and Health Committee	SBL	Feb 27 – 28
<u>Production, Operations and Logistics</u>		
▪ Shop Floor Control and Management	SBL	Jan 10 – 11
▪ Supply Chain Management: Best Practices	SBL	Jan 17 – 18
▪ Managing Suppliers for Competitive Advantage [NEW]	SBL	Jan 17 – 18
▪ Decision-Making in Warehousing		Feb 7 – 8
▪ Planning and Control for Production Efficiency		Feb 7 – 8
▪ Operasi Stor dan Gudang		Feb 12 – 13
▪ Effective Logistics Operations and Management		Feb 26 – 27
<u>Quality System and Productivity Management</u>		
▪ Total Quality Management [NEW]	SBL	Jan 24 – 25
▪ Achieving Zero Defects Through Poka Yoke [NEW]	SBL	Feb 7 – 8
▪ ISO 14001:2015 Environmental Management System (EMS) Lead Auditing Training	SBL	Feb 19 – 20
<u>Supervisory Skills</u>		
▪ Motivasi, Hubungan Kemanusiaan, Pengurusan Masa dan Menangani Pekerja Bermasalah [NEW]	SBL	Jan 23 – 24
▪ Effective Supervisory Management Skills	SBL	Feb 26 – 27
<u>Communication</u>		
▪ Technical Communication in Emails, Reports & Minutes Writing [NEW]	SBL	Feb 12 – 13

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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