



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
▪ 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
▪ Hone Your Negotiation Skills for Business Success [NEW]	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>Industrial Safety</u>		
▪ Hazard Identification, Risk Assessment and Risk Control (HIRARC)	SBL	May 3 - 4
<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
▪ 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>Supervisory Skills</u>		
▪ Effective Supervisory 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.

Visit us at www.fmm.edu.my