



FMM INSTITUTE (SARAWAK) BRANCH  
(475427-W)

# TRAINING CALENDAR 2026



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**Certificate**

- Occupational Safety and Health Coordinator (OSH-C) 15/20/23/29/33
- FMIM Certificate in Boilerman 20/26
- FMM Certificate in Steam Engineer 21/29



# **FMM's Vision**

Making Malaysian industries globally competitive

## **FMM Institute's Vision**

To be the leading organisation in providing a comprehensive range of training programmes and advanced learning opportunities with educational excellence in industry practices and technology in tandem with the nation's surge towards developed nation status

## **Our Quality Policy**

Total commitment to service excellence and quality



# FMM Institute Profile

**FMM Institute Sarawak Branch Office** was officially opened on October 1, 2003 located at Level 5 (South), Wisma STA, No.26 Jalan Datuk Abang Abdul Rahim, 93450 Kuching, Sarawak. It has two training room that can accommodates a total of 36 participants. We cover the whole region of Sarawak to meet and match the training demand and to provide adequate knowledge of industrial skills and management techniques of the industry.

FMM Institute, a subsidiary company of the Federation of Malaysian Manufacturers, was established to provide industry –relevant skills training for the manufacturing and services sector for the continuing development of the human capital. It was incorporated on January 12, 1999. The Institute on average conducts 1,000 programmes and trains 18,000 participants in various categories of programmes nationwide annually. This will create a pool of manpower trained in all aspects of industrial skills and management capabilities to face the challenges as the country moves into the status of an industrialized nation.

In line with its primary objective to develop the potential and enhance the skills of personnel at every level of industry, FMM Institute offers a wide range of functional corporate training programmes to cater to the needs of the manufacturing and services sectors.

Training programmes can be specially customized to meet the training needs of industries and be conducted on in-house basis. Programme outlines and objectives are discussed with the companies and trainers will be selected to develop the programmes accordingly. All in-house programmes are packaged to be cost effective for companies with no compromise on the quality of the programmes and the desired results.

FMM Head Office is housed in Wisma FMM located at Bandar Sri Damansara, Kuala Lumpur with fully equipped training facilities, including an IT laboratory and a business information center/library. FMM Institute has a total of ten Branches Office nation-wide. It has a large seminar room that accommodates 250 participants, 10 modern training rooms with a total seating capacity of 250 participants and two IT laboratories that can accommodate a total of 40 participants.

# FMM Institute – Network

## SARAWAK BRANCH OFFICE

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# Training Schemes

## Human Resource Development Corporation

Employers who are registered with Pembangunan Sumber Manusia Berhad (PSMB) are eligible for training grants through the various schemes available under the HRDF. The schemes are as follows:

- **HRD Corp Claimable Courses**

FMM Institute will claim the course fee directly from the employer's account with HRD Corp. The employer does not require paying the training fees to the training provider to reduce the employer's burden. Application must be submitted by employers before training date commencement.



# Customised In-House Programmes

## In-House Training

FMM Institute offers training courses to be conducted at your premise on dates of your choice as in-house training. This mode of training is cost effective and can be customised to meet your training objectives.

All FMM Institute's training programmes can be offered on in-house basis.

The benefits of FMM Institute in-house training:

- Customized to meet objectives
- Cost effectiveness
- Enhance team dynamics
- Experience facilitators with relevant industry experience
- Flexible scheduling
- On site practical sessions

All programmes are claimable under the HRD Corp Claimable Courses scheme.

## Popular In-House programmes:

### Quality Systems and Productivity Improvement

- Failure Mode and Effects Analysis (FMEA)
- Statistical Process Control (SPC)
- Systematic On-Job-Training (OJT) 1: Training Manual Preparation
- Systematic On-Job-Training (OJT) 2: Effective Training and Coaching Skills
- Systematic On-Job-Training (OJT) 3: Effective Training Evaluation Techniques
- Competent OJT Trainer Module 4 - Presentation Skills
- ISO / TS 16949:2009 Internal Quality Audit
- Measurement System Analysis (MSA)
- Train the Trainer
- Awareness, Understanding and Implementation of ISO 9001:2015 QMS Requirements
- ISO / TS 16949: 2009 Requirements
- IATF16949:2016 Awareness
- Understanding and Implementing APQP and PPAP
- Kaizen for Continuous Improvement
- Quality Control Techniques for QC
- Kursus Kesedaran Sistem Pengurusan Kualiti ISO9001:2015

## **Industrial Safety and Environmental Management**

- Chemical Safety and Introduction of CLASS Regulations and GHS
- Chemical Safety, Waste and Chemical Spillage Management
- Roles and Duties of an Effective Occupational Safety & Health Committee
- Step-by-Step Process towards Effective Compliance of OSHA 1994 Regulations
- Machine Safety and Lockout Tagout
- Introduction of CLASS Regulations and GHS
- Hazard Identification Risk Assessment and Risk Control (HIRARC)
- Occupational Emergency First Aid Skills & CPR
- Workplace Hearing Conservation
- Towards Transforming Safety and Health
- Safety and Health Committee
- Predictive and Preventive Maintenance at Workplace
- Mastering Safe Forklift Operation
- Accident Prevention at Workplace
- Understanding Ergonomics in the Workplace
- Behaviour Based Safety & Performance Measurements
- Emergency Preparedness & Response, Chemical Spills & Fire Drill
- Safety and Health laws and Regulations for Management
- Basic Fire Fighting Course
- High Risk Activities Including Working at Height, Hot Work and Permit to Work
- Changing The Workplace Safety and Health Committee
- Occupational First Aid & Cardiopulmonary Resuscitation (CPR) programme
- Occupational Safety and Health Management System
- Hearing Loss Prevention (Hearing Conservation)
- Accident Prevention & Investigation at Workplace
- Workplace Inspection for Workers
- Working Safely at Height
- Confines Space Awareness

### **Supervisory and Motivational Skills**

- Essential Supervisory Skills
- Building Dynamic Leaders
- Leadership Skills for Managers
- Positive Work Attitude
- Effective Supervisory Management Skills
- Effective Workplace & Relationship – getting Things Done & Have Fun at the Same Time
- Executive Supervisory Skills Development
- Leaders for The New Era : Emotional Intelligence

### **Maintenance and Technical**

- Switchgear, Operation, Maintenance and troubleshooting
- Main Switchboard & Sub-Switchboard, Maintenance and Troubleshooting
- Electrical Maintenance and Audit
- Predictive & Preventive Maintenance Moving Towards Zero Failures

### **Certificate Programmes**

- FMM Certificate in Boilerman
- FMM Certificate in Steam Engineer
- FMM Certificate in Safety and Health Officer
- FMM Certificate in Warehouse Management
- FMM Certificate in Internal Combustion Engine Driver
- FMM Certificate in Procurement and Inventory Management

### **Communication & Clerical Development**

- Effective Communication Skills at Workplace
- Excellent Telephone Techniques
- Effective Office Administration & Clerical Skills
- Interpersonal Skills at the Workplace
- English for Customer Service
- Analytical Thinking and Problem Solving Skills
- English for Professional Business (Emailing, Memo & Report Writing)
- Customer Satisfaction for Quality Service

### **Operations, Logistics and Export Management**

- Effective Store Warehouse & Inventory Management
- INCOTERMS 2010
- Supply Chain Management Skills
- Warehouse Safety
- Operasi Stor & Gudang
- Perancangan dan Pengawalan Inventori
- Sore and Warehouse Operation
- Bank Letter of Credit Operations, Incoterms and Trade Financing
- Effective Stock Taking & Stock Control

### **Human Resource and Industrial Relations**

- Misconduct In Employment
- Menangani Ketidakhadiran & Pekerja Bermasalah
- Training Needs Analysis & Developing Competency Matrix
- Developing & Writing Effective KPIs
- Behavioural Based Interview Technique for Effective Selection
- Drafting Employment Contracts, HR Letters and Documents

### **Management and Personal Development**

- Creative Thinking and Problem Solving
- Strengthening Your Skills In Influencing, Persuasiveness & Rapport Building
- The Delicate Art of Giving Feedback : A Guide for Managers and Supervisors
- Office Administration & Management Skills – What You Do Not Know

# JANUARY 2026

## IMPLEMENTING ISO 9001:2015 QUALITY MANAGEMENT SYSTEM REQUIREMENTS AMENDMENT:2024

5 – 6 January 2026

Member: RM 1,134

Non-Member: RM 1,350

ISO 9001:2015 has and will continue to have profound effect on every organization in almost every industry. In today's business, consistent satisfaction of ever-increasing customer expectations is the only hope for long term survival. ISO 9001:2015 QMS is a world class methodology to achieve this. This course gives a basic understanding of the requirements that are needed to obtain value from your organization's implementation of ISO 9001:2015 Quality Management System.

## ROLES AND RESPONSIBILITIES OF EHS COMMITTEE MEMBERS

12 – 13 January 2026

Member: RM 1,134

Non-Member: RM 1,350

The two days program provides the audience an understanding at the same time grasping the mandatory requirements under OSHA 1994 and elements covered under the ISO 45000 2018 and the setting of a safety committee at work place besides the role and functions of such a committee.

## SUPPLY CHAIN AND LOGISTICS MANAGEMENT

15 – 16 January 2026

Member: RM 1,134

Non-Member: RM 1,350

Traditionally Company's operation consisted of SEPARATE functional roles such as: Procurement, sourcing, purchasing, warehousing, inventory, and transportation. Sometime later these were integrated into LOGISTIC Management which coordinated the physical flow of goods which coordinated the physical flow of goods. Business Today; these functions are part of a larger, strategic framework called Supply Chain Management (SCM), which oversees the entire flow from supplier to customer. Therefore, SCM is strategic and integrative, while the others such as Warehouse and Inventory are functional and transactional activities that operate within the supply chain.

## THE PERSUASIVE PROFESSIONAL: MASTERING COMMUNICATION, INFLUENCE, AND NEGOTIATION

19 – 20 January 2026

Member: RM 1,134

Non-Member: RM 1,350

In today's collaborative and fast-paced professional environment, technical expertise is only half the equation for success. The ability to communicate with clarity, influence outcomes without authority, and negotiate win-win agreements is what truly sets top performers apart. This comprehensive program moves beyond theory to provide you with a practical toolkit of proven techniques. You will progress from mastering the fundamentals of effective dialogue to deploying advanced strategies in complex negotiation scenarios. Through a highly interactive format of exercises, simulations, and real-world application, you will build the confidence and skill to persuade, engage, and achieve mutually beneficial results in any professional situation.

## DEALING EFFECTIVELY WITH POOR PERFORMERS, ABSENTEEISM & PROBLEMATIC EMPLOYEES

28 – 29 January 2026

Member: RM 1,134

Non-Member: RM 1,350

Managing problematic employees effectively at the workplace is very crucial for an organization. This programme educates those in the leadership roles on the basics of handling disciplinary matters. It stresses on the corrective and punitive modes of discipline handling. One rampant phenomenon among companies in Malaysia is in terms of discipline. Disciplinary issues like late coming, excessive medical leaves, abusing break time, not following SOPs or PPE requirements, absenteeism are very common. All these issues are a cost to an organization. However, this is not an unmanageable problem. It can be reduced by, good people management strategies. This programme also addresses poor performers and how to improve performance.

# FEBRUARY 2026

## OCCUPATIONAL FIRST AID AND CARDIOPULMONARY RESUSCITATION (CPR)

2 – 3 February 2026

Member: RM 1,134

Non-Member: RM 1,350

Prevention is still one of the best methods against accidents at the workplace. However, even the best preventive efforts sometime fail, and it is therefore prudent to prepare for such eventualities. It has been shown that proper initial handling of the accident victims contributes significantly to the outcome and often determines if a life could be saved. This programme will impart the basic practical knowledge of First Aid, and it includes a session on cardiopulmonary resuscitation (CPR).

## THE PROFESSIONAL SUPERVISOR

5 – 6 February 2026

Member: RM 1,134

Non-Member: RM 1,350

This intensive two-day workshop is designed to transform supervisors from task-managers into proactive, people-focused leaders. Participants will learn practical tools and techniques to enhance communication, improve team performance, solve problems efficiently, and lead with confidence in a dynamic work environment.

## OCCUPATIONAL SAFETY AND HEALTH COORDINATOR (OSH-C)

9 – 11 February 2026

Member: RM 1,188

Non-Member: RM 1,512

In line with the Strategy 6 SME 2020, to enhance the number of Occupational Safety and Health practitioner, each of SMEs Company is required to appoint at least one employee as a “Trained Person for Occupational Safety and Health Coordinator (OSH Coordinator)

## PREDICTIVE AND PREVENTIVE MAINTENANCE AT WORKPLACE (PPM)

12 – 13 February 2026

Member: RM 1,134

Non-Member: RM 1,350

The two days program covering the elements of Predictive and Preventive Maintenance and giving an in depth understanding with a road map for effective implementation.

## WAREHOUSE AND INVENTORY MANAGEMENT

24 – 25 February 2026

Member: RM 1,134

Non-Member: RM 1,350

Effective Warehousing and Inventory Management fulfil company's external and internal customers' needs. The warehouse keeps all the company's current assets either in the form of raw materials, work in progress, finished goods and etc.... It is a common knowledge that warehousing and Inventory Management contribute to the costs, benefits and quality of the current assets. Company sometimes losses profitability due to ineffective Warehousing and Inventory Management.



# MARCH 2026

## PRODUCTIVITY WORKSHOP: 6S IMPLEMENTATION

4 – 5 March 2026

Member: RM 1,134

Non-Member: RM 1,350

All organisations are facing increasing competition, rising costs and an increasingly demanding customer base. It is essential that an effective productivity and quality improvement strategy is in place to ensure that our organisation succeed in the market place. Although very basic, 6S (or similar) systematic housekeeping system will help build a solid foundation to build other improvement activities. Proper implementation of 6S also helps transform the workforce and build a culture of ownership and improvement. Unfortunately, many companies in Malaysia pay only minimum attention to systematic housekeeping and the result is waste of scarce resources. This training adopts a hand-on workshop approach so that an optimum level of skill transfer happens during the training. An implementation kit (Red Tag, Checklists & Implementation Blue-print) is provided so that trainees can jump-start their implementation process.

## BEHAVIOUR BASED SAFETY FOR SUPERVISORS

11 March 2026

Member: RM 561.60

Non-Member: RM 626.40

This program is designed in such a way that it takes a person into himself recognizing the importance of himself and the importance of protecting oneself and those under his Supervision. This program also guides the Management Employees on means of maintaining good behaviours among their subordinates and encourages changes in Employees with Negative Behaviour.

## NOISE MANAGEMENT UNDER NEW OSH NOISE REGULATION

16 March 2026

Member: RM 561.60

Non-Member: RM 626.40

The one-day program that provides the participants an understanding of Occupational Safety and Health (Noise Exposure) Regulations 2019 and the adherence to Key Safety Behaviours (KSB) in understanding Noise Management at workplace.

## **CHEMICAL SAFETY, WASTE AND CHEMICAL SPILLAGE MANAGEMENT**

**18 – 19 March 2026**

Member: RM 1,134

Non-Member: RM 1,350

The use of chemicals and the production of waste in developed and developing countries have been increasing significantly during the past three decades. It is no doubt that chemicals and their wastes will continue to play an important role in the arena of industries. However, both these chemicals and their waste will pose danger in case we are not able to manage them properly. The aim of this training is three fold: one is to educate the participants on chemical safety, on the importance and the proper manner of Waste Management according to Environmental Quality Regulations on Schedule Wastes and finally on the method of controlling and managing chemical spillage.

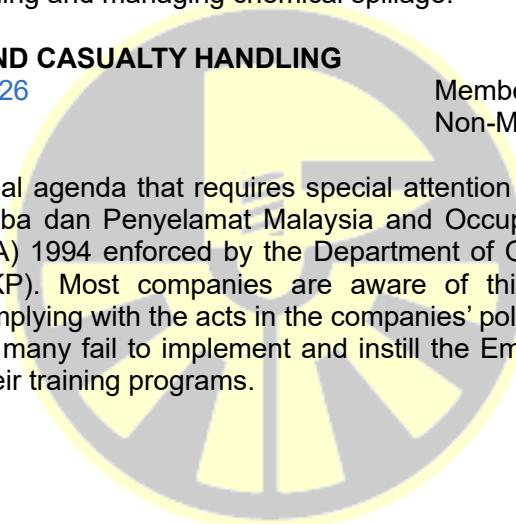
## **FIRE SAFETY AND CASUALTY HANDLING**

**30 – 31 March 2026**

Member: RM 1,134

Non-Member: RM 1,350

FIRE is one crucial agenda that requires special attention in accordance with the Jabatan Bomba dan Penyelamat Malaysia and Occupational Safety and Health Act (OSHA) 1994 enforced by the Department of Occupational Safety and Health (JKKP). Most companies are aware of this and include the importance of complying with the acts in the companies' policies. However, due to some reasons many fail to implement and instill the Emergency Response Plan as one of their training programs.



# APRIL 2026

## BASIC ELECTRICAL WIRING WORKSHOP FOR BEGINNERS

1 – 2 April 2026

Member: RM 1,134

Non-Member: RM 1,350

In this hands-on learning experience, we aim to demystify the world of wires, outlets, switches, and circuits, offering a practical understanding of electrical components commonly found in residential and commercial settings.

## TEKNIK-TEKNIK MENANGANI DISIPLIN DAN PEKERJA BERMASALAH UNTUK PENYELIA & KETUA OPERATOR

13 – 14 April 2026

Member: RM 1,134

Non-Member: RM 1,350

Sesebuah organisasi bergantung kepada pekerja untuk mencapai kejayaan. Pekerja yang bermotivasi, berkesan dan cekap memainkan peranan yang amat penting ke arah kejayaan. Tetapi pada hakikatnya ada pekerja yang bermasalah dan kurang bermotivasi di tempat kerja. Penyelia memainkan peranan penting untuk cuba mengubahsuai sikap pekerja yang bermasalah.

## OCCUPATIONAL SAFETY AND HEALTH COORDINATOR (OSH-C)

13 – 15 April 2026

Member: RM 1,188

Non-Member: RM 1,512

In line with the Strategy 6 SME 2020, to enhance the number of Occupational Safety and Health practitioner, each of SMEs Company is required to appoint at least one employee as a "Trained Person for Occupational Safety and Health Coordinator (OSH Coordinator).

## FMM CERTIFICATE IN BOILERMAN

20 – 23 April 2026

Member: RM 1,944

Non-Member: RM 2,592

The FMM Certificate in Boilerman is specially developed to upgrade the Theoretical Operational Skills of the current workforce in handling Steam Boilers in various sectors. The Certificate programme will provide the knowledge to upgrade the skills of Boiler Supervisors, Operators, Assistants and Apprentice on matters relating to Operations, Mounting & Fittings, Inspections and Maintenance of Boilers at the workplace.

## **POSITIVE WORK ATTITUDE, SELF MOTIVATION & PEAK PERFORMANCE**

**27 – 28 April 2026**

Member: RM 1,134

Non-Member: RM 1,350

In today's challenging business environment, executives are expected to overcome mental barriers, excel and perform beyond expectations. Human factor and human performance are very complex and challenging issues but they are also the most critical for massive success and achievement.

Positive Work Attitude, Self Motivation and Peak Performance is a set of ideas, emotions and actions that cause an individual to respond constructively to negative circumstances and make the best of those situations. Our mindsets impact how we make sense of the world and how we make sense of ourselves.

This course is structured to impart essential knowledge as well as build dynamic executives who are able to produce the desired results for the organization in terms of achievements and growth. It adequately prepares executives for the "baptism of fire". This course is geared to ingrain into the participants the key techniques, strategies and skills required to meet the challenges spawned by the advent of information technology and current changes.

## **PENGURUSAN BAHAN KIMIA & SISA DI TEMPAT KERJA**

**29 – 30 April 2026**

Member: RM 1,134

Non-Member: RM 1,350

Bahan kimia berbahaya tidak dapat dikenal pasti melalui warna atau bau. Oleh itu, kaedah selamat dalam mengendalikan bahan kimia perlu difahami supaya risiko tersebut dapat dikurangkan. Mengikut Akta Keselamatan dan Kesihatan Pekerjaan 1994, pekerja yang terlibat dengan bahan kimia berbahaya perlu menghadiri kursus ini sekurang-kurangnya sekali setiap dua tahun. Pekerja yang terdedah atau mungkin terdedah kepada bahan kimia berbahaya perlulah mengetahui risiko kepada kesihatan yang berhasil daripada pendedahan bahan kimia yang dikendalikan dan langkah pencegahan yang patut diambil.

# MAY 2026

## FMM CERTIFICATE IN STEAM ENGINEER

4 – 7 May 2026

Member: RM 1,944

Non-Member: RM 1,350

The 4-day programme on Boiler / Steam Plant Operations and Management focuses on establishing correct practices in Steam Plant Operations. This programme also provides guidance in boiler maintenance procedures. Overall, the programme will escalate the knowledge base of participants to become better Operator and Technicians in their own plant. You will gain the practical KNOW-HOW you need and more importantly, confidence to operate steam plant successfully

## MAINTENANCE & OPERATION OF SEWAGE TREATMENT PLANT

11 – 12 May 2026

Member: RM 1,134

Non-Member: RM 1,350

Participants will understand the importance for an “Effective understanding of Maintenance & Operation of Sewerage Treatment Plant. Types of Sewerage Treatment Plant in the Industry. Regulations to be adhered and Standards to be followed. Parameters to be measured.

## KPI FOR LEADERS

13 – 14 May 2026

Member: RM 1,134

Non-Member: RM 1,350

Most management in Malaysia today, only see KPI & KRA as a tool to ensure their people deliver the expected results within the agreed time frame. But unfortunately, many did not realize that KPI is not just a performance management system. KPI system that properly designed for organizational development will certainly provide good option for Human Resource Development, Succession Planning and Business Productivity Improvement. These 2 days program will be a think tank session for strategies and managers to get hold of high-end knowledge on formulating framework for business growth.

## **STRATEGIC PROCUREMENT MANAGEMENT**

**18 – 19 May 2026**

Member: RM 1,134

Non-Member: RM 1,350

This two-day training is aimed to provide learners a complete grasp of strategic procurement management. It focuses on aligning procurement strategies with business goals, strengthening supplier relationships, and improving procurement procedures in order to increase value and efficiency.

## **COMPETENT OJT TRAINER – MODULE 2: EFFECTIVE TRAINING AND COACHING SKILLS**

**21 – 22 May 2026**

Member: RM 1,134

Non-Member: RM 1,350

Highly skilled workforce is an essential component in any company's strategy to be competitive, locally and internationally. The current scenario of abundant cheap labor force in many Asian (especially ASEAN) countries makes Malaysian industry unable to compete for market share and foreign investment. One of the ways to regain labour competitiveness, is to make our workforce highly competent. Unfortunately, On-Job-Training has been largely left to the shop floor personnel and is often conducted in an ad-hoc and unsystematic manner. This severely limits effectiveness of OJT. Moreover, ISO9001-2008 quality management system requires the employees to be competent to perform his specific duty. This means that we need a system to train the employee, competent trainers, effective training materials and an evaluation to test competency. This training is designed to train experienced and skilled Shop-floor personnel and develop them into Competent trainers. This training is divided into three Competency based modules.

Module 1: Task analysis & Preparation of Training Manual

Module 2: OJT Coaching Skills

Module 3: Presentation skills (Optional)

Module 4: OJT Evaluation methods

For each module trainee is required to demonstrate his competence. Those who complete all four modules successfully will be presented with "Competent OJT Trainer" certificate. Please note it is not necessary that the participants attend all four modules in sequence as each module is designed as a stand-alone unit. However, to derive full benefit of this training, Competent OJT Trainers is recommended to attend all four modules.

# JUNE 2026

## **CHEMICAL HANDLING SAFETY AND SPILL MANAGEMENT**

**10 – 11 June 2026**

Member: RM 1,134

Non-Member: RM 1,350

The two days program that provides the participants an understanding of safety rules and regulations and the adherence to Key Safety Behaviours (KSB) in handling and understanding Chemical Safety at workplaces and chemical spill management.

## **MANUFACTURING COST CONTROL AND REDUCTION STRATEGIES**

**15 – 16 June 2026**

Member: RM 1,134

Non-Member: RM 1,350

Cost is the ultimate measurement of business competitiveness. Management's performance is measured by profitability, return on the capital employed and the returns to the investors eventually. Manufacturing and operations costs determined the above-mentioned.

## **OCCUPATIONAL SAFETY AND HEALTH COORDINATOR (OHS-C)**

**23 – 25 June 2026**

Member: RM 1,188

Non-Member: RM 1,512

In line with the Strategy 6 SME 2020, to enhance the number of Occupational Safety and Health practitioner, each of SMEs Company is required to appoint at least one employee as a "Trained Person for Occupational Safety and Health Coordinator (OSH Coordinator).

## **PENGENDALIAN DAN PENGURUSAN GUDANG – OPERASI & KAWALAN INVENTORI**

**29 – 30 June 2026**

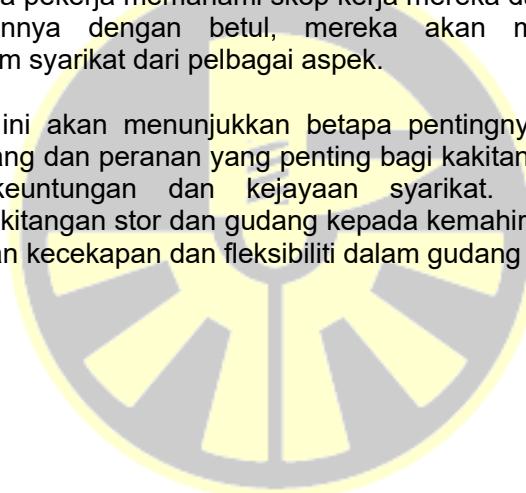
**Member: RM 1,134**

**Non-Member: RM 1,350**

Organisasi hari ini menghadapi pelbagai cabaran untuk menurunkan kos, meningkatkan kepentasan operasi dan memenuhi kehendak pelanggan. Ketiga-tiga objektif ini boleh dicapai melalui pengurusan stor yang berkesan. Pengurusan stor yang cekap memainkan peranan yang amat penting dalam memperbaiki dan meningkatkan daya-saing sesuatu perniagaan.

Kursus ini juga akan memberi tumpuan kepada memperbaiki prestasi pekerja stor dan gudang, khususnya dalam persekitaran perniagaan yang kian mencabar. Apabila pekerja memahami skop kerja mereka dan tahu bagaimana untuk melakukannya dengan betul, mereka akan membantu kepada peningkatan dalam syarikat dari pelbagai aspek.

Program 2 hari ini akan menunjukkan betapa pentingnya pengendalian & pengurusan gudang dan peranan yang penting bagi kakitangan gudang dalam meningkatkan keuntungan dan kejayaan syarikat. Kursus ini akan mendedahkan kakitangan stor dan gudang kepada kemahiran yang diperlukan untuk mewujudkan kecekapan dan fleksibiliti dalam gudang



# JULY 2026

## ENVIRONMENT ASPECT & IMPACT ASSESSMENT

1 – 2 July 2026

Member: RM 1,134

Non-Member: RM 1,350

This course outlines the principles, processes and techniques used for the assessment and management of environmental aspects and the significance of these in environmental management systems. Delegates will learn to identify and evaluate environmental aspects using selected techniques and how to manage significant environmental aspects.

## ESSENTIAL MANAGEMENT SKILLS

6 – 7 July 2026

Member: RM 1,134

Non-Member: RM 1,350

Undoubtedly the world has changed drastically forever as a result of Covid-19. In its aftermath there is a big shift in thinking, attitude, emotions and behavior as people begin to react and respond due to a perceived new reality. Almost overnight within the blink of an eye, we have to learn to adjust, readjust, adapt, change and cope with an unfamiliar, unprecedented situation. All of this has negatively affected the mindsets of the work force leading to a major drop in productivity in the new norm.

Our minds and bodies need to recharge, refresh and recover. There is no point talking, commenting and discussing about problems and lack of motivation. All you need is a practical, hard hitting, high impact course jam packed with workable techniques, tools and strategies to cope, calm down, rejuvenate and propel productivity and performance. And this is what this course is all about!!

Many of the happiest, most successful, well adjusted people are those who have learned to lead and manage themselves in a positive and balanced way. You need one training program that covers it all while still maintaining high training effectiveness. You need to master these critical skills quickly and to be able to apply them immediately! This program is designed around key core skills you need in order to be effective, proactive and a high, peak performer. For every skill taught there is a practical session so that you can successfully apply what was just taught. Add value to your performance and productivity.

## **FMM CERTIFICATE IN BOILERMAN**

**13 – 16 July 2026**

Member: RM 1,944

Non-Member: RM 2,592

The FMM Certificate in Boilerman is specially developed to upgrade the Theoretical Operational Skills of the current workforce in handling Steam Boilers in various sectors. The Certificate programme will provide the knowledge to upgrade the skills of Boiler Supervisors, Operators, Assistants and Apprentice on matters relating to Operations, Mounting & Fittings, Inspections and Maintenance of Boilers at the workplace.

## **EMOTIONAL INTELLIGENCE & CRUCIAL CONVERSATIONS**

**20 – 21 July 2026**

Member: RM 1,134

Non-Member: RM 1,350

EQ is one tool that builds self-awareness and self-regulation to enhance social skills and build relationships. In our daily working life, we are often involved with the context of crucial conversations. Crucial conversations if not handled well can damage relationships. Utilizing Transactional Analysis and EQ during crucial conversations will help to maintain relationships.

## **NEGOTIATION FOR PROCUREMENT PROFESSIONALS**

**23 – 24 July 2026**

Member: RM 1,134

Non-Member: RM 1,350

This two-day course aims to provide procurement professionals with the crucial negotiation skills and strategies required for successful procurement results. Attendees will discover effective methods for negotiating with suppliers, handling conflicts, and securing advantageous agreements that correspond with organizational goals.

## **INCREASING SALES THROUGH EFFECTIVE SALES NEGOTIATION**

**27 – 28 July 2026**

Member: RM 1,134

Non-Member: RM 1,350

Negotiation is an important skill for sales professionals as this will allow them to get better deals. Situations of negotiations include small contracts to big contracts amount. Whether the negotiation is simple or complex, similar principles of negotiation apply. As such, this training seeks to help participants to better negotiate so that the solutions will be a win-win for all parties involved.

# AUGUST 2026

## PREDICTIVE AND PREVENTIVE MAINTENANCE FOR EFFECTIVE MAINTENANCE MOVING TOWARDS ZERO FAILURES

3 – 4 August 2026

Member: RM 1,134

Non-Member: RM 1,350

Where traditional maintenance management programs depend on routine servicing of all machinery and fast response to unexpected failures, a predictive maintenance program schedules specific maintenance tasks as they are actually preventing and extending equipment life usefulness. To understand a predictive maintenance management program, traditional management techniques should first be considered in order to reduce machine failures. When a machine breaks down, fix it. The “If it ain’t broke, don’t fix it” method of maintaining plant machinery has been a major part of plant maintenance operations.

## OPERATIONAL EXCELLENCE: DRIVING PRODUCTIVITY & EFFICIENCY IN MANUFACTURING

3 – 4 August 2026

Member: RM 1,134

Non-Member: RM 1,350

In today's highly competitive global market, manufacturing excellence is not just an advantage—it's a necessity. This intensive two-day training program is designed to equip participants with the fundamental principles and practical tools to systematically identify waste, streamline processes, and enhance overall productivity on the shop floor. We move beyond theory, focusing on actionable strategies rooted in Lean Manufacturing and continuous improvement methodologies. Participants will learn to see their operations through a new lens, diagnose inefficiencies, and implement sustainable solutions that lead to measurable improvements in output, quality, and cost-effectiveness.

## DATA ANALYSIS SKILLS FOR EFFECTIVE DECISION-MAKING FOR MANAGERS

5 – 6 August 2026

Member: RM 1,134

Non-Member: RM 1,350

The extra value that data analytics can provide professionals as a decision-support tool in management decision-making will be highlighted in this course on data analysis for managerial decision-making. It will demonstrate how operational decision-making, policy information, and strategic initiatives can all

be aided by data analysis. The main goals of this course on data analysis for managerial decision-making are to validate data analysis findings, highlight the uses of data analysis in management practice, and explain how quantitative reasoning fits into management decision-making. Increased confidence in applying evidence-based information to support managerial decision-making will eventually result from exposure to data analysis.

## **MEASUREMENT SYSTEM ANALYSIS (GR&R) AND CALIBRATION TRAINING**

**10 – 11 August 2026**

Member: RM 1,134

Non-Member: RM 1,350

Just as a manufacturing process may have variations and defects, the process of measuring and obtaining data may also have variation. The right kinds of gauges need to be selected and used correctly. Many people assume that measurement is accurate as long as the gauge is calibrated. In reality even calibrated measurement systems can provide wrong readings due to excessive variations due to other factors.

## **7S AWARENESS AND PRACTICAL APPLICATIONS AT FACTORY WORKPLACE**

**18 – 19 August 2026**

Member: RM 1,134

Non-Member: RM 1,350

The current rapid global changes resulting in competitiveness in business sectors, it's not possible for organizations to remain silent to changes around. To be vigilant and have an open mind with changes to meet future challenges for survival, today's organizations must embark on proactive efforts or continual improvements to what is currently done. The success stories of outstanding companies relies very much on quality and cost that is built into every aspects of the operations(TQM) and Lean manufacturing.7S is a popular tool used in Lean manufacturing and its primary benefits.

The application of 7S or Good Housekeeping is a total program that lays not only the core foundation for the company but also to be part and parcel of the company's corporate culture. A well-organized workplace motivates people both on shopfloor and your customers. 7S program is highly effective at removing hazards and wastes from your workplace and creating a cleaner and healthier workplace. The program will take the participant through the theoretical and practical application of the 7S at workplace.

# SEPTEMBER 2026

## NEGOTIATION AND INFLUENCING MASTERY: STRATEGIES FOR EFFECTIVE OUTCOMES

1 – 2 September 2026

Member: RM 1,134

Non-Member: RM 1,350

Negotiation is a critical skill in every business interaction, as professionals constantly negotiate with colleagues, clients, and partners. Effective negotiation requires the right mindset and mastery of key elements such as preparation, clear objectives, communication, strategies, and handling objections. Given the complexity of expectations and emotions involved, this workshop offers a structured, research-based approach to improve negotiation outcomes. Participants will gain practical tools, techniques, and strategies to enhance their negotiation style, sharpen interpersonal skills, and build confidence through hands-on exercises and team-based scenarios. Designed for both beginners and experienced negotiators, the course emphasizes pre-negotiation planning and real-world application to ensure lasting proficiency.

## FMM CERTIFICATE IN STEAM ENGINEER

7 – 10 September 2026

Member: RM 1,944

Non-Member: RM 2,592

The 4-day programme on Boiler / Steam Plant Operations and Management focuses on establishing correct practices in Steam Plant Operations. This programme also provides guidance in boiler maintenance procedures. Overall, the programme will escalate the knowledge base of participants to become better Operator and Technicians in their own plant. You will gain the practical KNOW-HOW you need and more importantly, confidence to operate steam plant successfully.

## OCCUPATIONAL SAFETY AND HEALTH COORDINATOR (OSH-C)

21 – 23 September 2026

Member: RM 1,188

Non-Member: RM 1,512

In line with the Strategy 6 SME 2020, to enhance the number of Occupational Safety and Health practitioner, each of SMEs Company is required to appoint at least one employee as a "Trained Person for Occupational Safety and Health Coordinator (OSH Coordinator).

## ISO 14001:2015 EMS REQUIREMENT

28 – 29 September 2026

Member: RM 1,134

Non-Member: RM 1,350

This training course will be presented with detailed explanation of the requirements for ease of understanding. It is useful for users of the standard as well as new users with first time exposure to the Environmental management system (EMS).



# OCTOBER 2026

## DIGITAL TRANSFORMATION IN WAREHOUSE OPERATIONS

5 – 6 October 2026

Member: RM 1,134

Non-Member: RM 1,350

This comprehensive two-day course is designed to provide participants with an in-depth understanding of digital transformation in warehouse operations. It covers the latest technologies, tools, and strategies for optimizing warehouse processes through digital innovation. Participants will learn how to implement digital solutions, improve efficiency, and drive performance in their warehouse operations.

## DIGITAL MARKETING – A STEP FORWARD IN ELEVATING YOUR BUSINESS

7 – 8 October 2026

Member: RM 1,134

Non-Member: RM 1,350

This program seeks to help participants to understand more about social media, the framework used and the tools. With this understanding, companies will be better positioned to take advantage of the advancement in digital marketing.

## TRADE FINANCE AND CONTRACTUAL PERFORMANCE SECURITY INSTRUMENTS LETTER OF CREDIT; WARRANTY BOND, RETENTION GUARANTEE

12 – 13 October 2026

Member: RM 1,134

Non-Member: RM 1,350

Trade finance is used to finance trade transactions especially international trade. The use of trade finance helps to mitigate or reduce trade risks between sellers and buyers, whereas contractual performance security instruments, are used to provide financial assurance to the beneficiary (often the employer) that the other party (the contractor) will complete the work as agreed. If the contractor defaults, the security can be enforced / activated and used to cover losses or complete the project.

## PRODUCTIVITY WORKSHOP: 5S IMPLEMENTATION

14 – 15 October 2026

Member: RM 1,134

Non-Member: RM 1,350

All organisations are facing increasing competition, rising costs and an increasingly demanding customer base. It is essential that an effective productivity and quality improvement strategy is in place to ensure that our organisation succeed in the market place. Although very basic, 5S (or similar) systematic housekeeping system will help build a solid foundation to build other improvement activities. Proper implementation of 5S also helps transform the workforce and build a culture of ownership and improvement. Unfortunately, many companies in Malaysia pay only minimum attention to systematic housekeeping and the result is waste of scarce resources.

This training adopts a hand-on workshop approach so that an optimum level of skill transfer happens during the training. An implementation kit (Red Tag, Checklists & Implementation Blue-print) is provided so that trainees can jump-start their implementation process.

## OCCUPATIONAL FIRST AID AND CARDIOPULMONARY RESUSCITATION (CPR)

21 - 22 October 2026

Member: RM 1,134

Non-Member: RM 1,350

Prevention is still one of the best methods against accidents at the workplace. However, even the best preventive efforts sometime fail, and it is therefore prudent to prepare for such eventualities. It has been shown that proper initial handling of the accident victims contributes significantly to the outcome and often determines if a life could be saved. This programme will impart the basic practical knowledge of First Aid, and it includes a session on cardiopulmonary resuscitation (CPR).

## 10 PRACTICAL STRESS MANAGEMENT TOOLS & EQ TOWARDS BETTER MENTAL HEALTH

26 – 27 October 2026

Member: RM 1,134

Non-Member: RM 1,350

Stress kills! As such it is very crucial to learn how to manage stress. Being able to manage stress leads to overall effective self-management. EQ is one tool for self-management which in turn contributes to manage stress as well. Both Stress Management and Emotional Intelligence leads towards better mental health.

# NOVEMBER 2026

## OCCUPATIONAL SAFETY AND HEALTH COORDINATOR (OSH-C)

2 - 4 November 2026

Member: RM 1,188

Non-Member: RM 1,512

In line with the Strategy 6 SME 2020, to enhance the number of Occupational Safety and Health practitioner, each of SMEs Company is required to appoint at least one employee as a "Trained Person for Occupational Safety and Health Coordinator (OSH Coordinator).

## CRITICAL & ANALYTICAL THINKING & PROBLEM SOLVING

11 – 12 November 2026

Member: RM 1,134

Non-Member: RM 1,350

Critical and Analytical Thinking is the process of objectively evaluating information to make sound judgments based on facts and context rather than personal bias or assumptions. These skills are vital across all industries and career levels, enabling individuals to work independently or collaboratively to solve issues such as inefficiencies or management challenges. This workshop equips participants with practical tools and techniques for problem-solving, including root cause analysis, fishbone diagrams, SCAMPER, and solution evaluation, while emphasizing the identification and elimination of underlying issues. Through hands-on exercises, demonstrations, and simulations, attendees will gain a deeper understanding of these methods and learn to apply them effectively to generate ideas and resolve workplace problems efficiently.

## LEADERSHIP & SUPERVISORY & IMPROVEMENT

16 – 17 November 2026

Member: RM 1,134

Non-Member: RM 1,350

This course is to transform and to increase managers', HODs, and executives' leadership skills in an organization, and to build confidence among all. In today's changing environment it is extremely important for leaders to possess excellent skills in leadership, motivation, team development and human relations. The results are excellent performance with an excellent work force. An organization which is to succeed in the future is one which can obtain high commitment from all their employees.

## LEADERSHIP IN SUPPLY CHAIN MANAGEMENT

26 – 27 November 2026

Member: RM 1,134

Non-Member: RM 1,350

This comprehensive two-day course is designed to equip participants with the essential leadership skills required to excel in supply chain management. It covers strategic planning, team management, communication, and the latest trends in supply chain leadership. Participants will learn how to lead effectively, drive innovation, and ensure the smooth operation of their supply chains.



# DECEMBER 2026

## PROGRAM PEMULIHAN PENDENGARAN DI TEMPAT KERJA

1 – 2 December 2026

Member: RM 1,134

Non-Member: RM 1,350

Kita dikelilingi oleh bunyi bising di hampir semua bidang kehidupan moden. Orang ramai tidak suka bunyi yang kuat atau bunyi yang kuat. Telinga kita adalah struktur halus dan kompleks yang mudah rosak. Walaupun pendengaran adalah salah satu daripada lima deria kita dan sangat berharga, kita cenderung untuk mengetahui sedikit mengenainya dan sangat cuai untuk menjaganya. Kehilangan pendengaran selalunya sangat perlahan sehingga kita tidak tahu bahawa ia akan berlaku. Bunyi bising adalah salah satu bahaya industri yang perlu diuruskan dengan baik. Program ini akan memberikan maklumat mengenai bunyi bising, kesannya kepada manusia dan cara mengurangkan pendedahan.

## EXCELLENT PERFORMANCE THROUGH AUTONOMOUS MAINTENANCE

7 – 8 December 2026

Member: RM 1,134

Non-Member: RM 1,350

Stabilize shop floor conditions and reduce sudden equipment breakdowns.

## HANDLING COMPLAINTS, CONFLICTS & DIFFICULT CUSTOMERS

14 – 15 December 2026

Member: RM 1,134

Non-Member: RM 1,350

Handling difficult customers is a challenging task that requires shifting perspective from viewing them as troublemakers to recognizing them as dissatisfied customers whose concerns need resolution. Negative experiences often go unreported to companies, but unhappy customers share their dissatisfaction widely, damaging credibility and sales opportunities. This workshop emphasizes the importance of managing emotions, avoiding defensive reactions, and applying effective techniques to resolve issues professionally and quickly. By learning strategies to handle complaints and conflicts, participants can boost confidence, improve job performance, and reduce stress, ultimately turning challenging interactions into opportunities for positive outcomes.

## **HIRARC IMPLEMENTING WITH ISO 45001:2017 REQUIREMENTS**

**14 – 15 December 2026**

Member: RM 1,134

Non-Member: RM 1,350

The course will take the participants through Hazard identification process, recognizing the Hazards in the work process. Then walk the participants through each step of the HIRARC implementation with practical workshop.





## TRAINING SCHEDULE FOR YEAR 2026

### (FMM INSTITUTE) (475427-W) SARAWAK BRANCH

Date	Title	Fees (RM)		Scheme Name
		Members	Others	
5-6 January	Implementing ISO 9001:2015 Quality Management System Requirements Amendent:2024	1,134.00	1,350.00	HRD Corp Claimable Courses
12-13 January	Roles and Responsibilities of EHS Committee Members	1,134.00	1,350.00	HRD Corp Claimable Courses
15-16 January	Supply Chain and Logistics Management	1,134.00	1,350.00	HRD Corp Claimable Courses
19-20 January	The Persuasive Professional: Mastering Communication, Influence, and Negotiation	1,134.00	1,350.00	HRD Corp Claimable Courses
28-29 January	Dealing Effectively With Poor Performers, Absenteeism & Problematic Employees	1,134.00	1,350.00	HRD Corp Claimable Courses
2-3 February	Occupational First Aid and Cardiopulmonary Resuscitation (CPR)	1,134.00	1,350.00	HRD Corp Claimable Courses
5-6 February	The Professional Supervisor	1,134.00	1,350.00	HRD Corp Claimable Courses
9-11 February	Occupational Safety and Health Coordinator (OSH-C)	1,188.00	1,512.00	HRD Corp Claimable Courses
12-13 February	Predictive and Preventive Maintenance at Workplace (PPM)	1,134.00	1,350.00	HRD Corp Claimable Courses
24-25 February	Warehouse and Inventory Management	1,134.00	1,350.00	HRD Corp Claimable Courses
4-5 March	Productivity Workshop: 6S Implementation	1,134.00	1,350.00	HRD Corp Claimable Courses
11 March	Behaviour Based Safety for Supervisors	561.60	626.40	HRD Corp Claimable Courses
16 March	Noise Management Under New OSH Noise Regulation	561.60	626.40	HRD Corp Claimable Courses

18-19 March	Chemical Safety, Waste and Chemical Spillage Management	1,134.00	1,350.00	HRD Corp Claimable Courses
30-31 March	Fire Safety and Casualty Handling	1,134.00	1,350.00	HRD Corp Claimable Courses
1-2 April	Basic Electrical Wiring Workshop for Beginners	1,134.00	1,350.00	HRD Corp Claimable Courses
9-10 April	Workshop on Using the QCC Tools to Enhance Company's Productivity and Quality	1,134.00	1,350.00	HRD Corp Claimable Courses
13-14 April	Teknik-Teknik Menangani Disiplin Dan Pekerja Bermasalah Untuk Penyelia & Ketua Operator	1,134.00	1,350.00	HRD Corp Claimable Courses
13-15 April	Occupational Safety and Health Coordinator (OSH-C)	1,188.00	1,512.00	HRD Corp Claimable Courses
20-23 April	FMM Certificate in Boilerman	1,944.00	2,592.00	HRD Corp Claimable Courses
27-28 April	Positive Work Attitude, Self Motivation & Peak Performance	1,134.00	1,350.00	HRD Corp Claimable Courses
29-30 April	Pengurusan Bahan Kimia & Sisa Di Tempat Kerja	1,134.00	1,350.00	HRD Corp Claimable Courses
4-7 May	FMM Certificate in Steam Engineer	1,944.00	2,592.00	HRD Corp Claimable Courses
11-12 May	Maintenance & Operation of Sewage Treatment Plant	1,134.00	1,350.00	HRD Corp Claimable Courses
13-14 May	KPI for Leaders	1,134.00	1,350.00	HRD Corp Claimable Courses
18-19 May	Strategic Procurement Management	1,134.00	1,350.00	HRD Corp Claimable Courses
21-22 May	Competent OJT Trainer - Module 2: Effective Training and Coaching Skills	1,134.00	1,350.00	HRD Corp Claimable Courses
10-11 June	Chemical Handling Safety and Spill Management	1,134.00	1,350.00	HRD Corp Claimable Courses

15-16 June	Manufacturing Costs Control and Reduction Strategies	1,134.00	1,350.00	HRD Corp Claimable Courses
23-25 June	Occupational Safety and Health Coordinator (OSH-C)	1,188.00	1,512.00	HRD Corp Claimable Courses
29-30 June	Pengendalian dan Pengurusan Gudang-Operasi & Kawalan Inventori	1,134.00	1,350.00	HRD Corp Claimable Courses
1-2 July	Environmental Aspect & Impact Assessment	1,134.00	1,350.00	HRD Corp Claimable Courses
6-7 July	Essential Management Skills	1,134.00	1,350.00	HRD Corp Claimable Courses
13-16 July	FMM Certificate in Boilerman	1,944.00	2,592.00	HRD Corp Claimable Courses
20-21 July	Emotional Intelligence & Crucial Conversations	1,134.00	1,350.00	HRD Corp Claimable Courses
23-24 July	Negotiation for Procurement Professionals	1,134.00	1,350.00	HRD Corp Claimable Courses
27-28 July	Increasing Sales Through Effective Sales Negotiation	1,134.00	1,350.00	HRD Corp Claimable Courses
3-4 Aug	Predictive and Preventive Maintenance for Effective Maintenance Moving Towards Zero Failures	1,134.00	1,350.00	HRD Corp Claimable Courses
3-4 Aug	Operational Excellence: Driving Productivity & Efficiency in Manufacturing	1,134.00	1,350.00	HRD Corp Claimable Courses
5-6 Aug	Data Analysis Skills for Effective Decision-Making for Managers	1,134.00	1,350.00	HRD Corp Claimable Courses
10-11 Aug	Measurement System Analysis (GR&R) and Calibration Training	1,134.00	1,350.00	HRD Corp Claimable Courses
18-19 Aug	7S Awareness and Practical Applications at Factory Workplace	1,134.00	1,350.00	HRD Corp Claimable Courses
1-2 Sept	Negotiation and Influencing Mastery: Strategies For Effective Outcomes	1,134.00	1,350.00	HRD Corp Claimable Courses

7-10 Sept	FMM Certificate in Steam Engineer	1,944.00	2,592.00	HRD Corp Claimable Courses
21-23 Sept	Occupational Safety and Health Coordinator (OSH-C)	1,188.00	1,512.00	HRD Corp Claimable Courses
28-29 Sept	ISO 14001:2015 EMS Requirement	1,134.00	1,350.00	HRD Corp Claimable Courses
5-6 Oct	Digital Transformation in Warehouse Operations	1,134.00	1,350.00	HRD Corp Claimable Courses
7-8 Oct	Digital Marketing - A Step Forward in Elevating Your Business	1,134.00	1,350.00	HRD Corp Claimable Courses
12-13 Oct	Trade Finance and Contractual Performance Security Instruments Letter of Credit, Warranty Bond, Retention Guarantee	1,134.00	1,350.00	HRD Corp Claimable Courses
14-15 Oct	Productivity Workshop: 5S Implementation	1,134.00	1,350.00	HRD Corp Claimable Courses
21-22 Oct	Occupational First Aid and Cardiopulmonary Resuscitation (CPR)	1,134.00	1,350.00	HRD Corp Claimable Courses
26-27 Oct	10 Practical Stress Management Tools & EQ Towards Better Mental Health	1,134.00	1,350.00	HRD Corp Claimable Courses
2-4 Nov	Occupational Safety and Health Coordinator (OSH-C)	1,188.00	1,512.00	HRD Corp Claimable Courses
11-12 Nov	Critical & Analytical Thinking & Problem Solving	1,134.00	1,350.00	HRD Corp Claimable Courses
16-17 Nov	Leadership & Supervisory & Self Improvement	1,134.00	1,350.00	HRD Corp Claimable Courses
26-27 Nov	Leadership in Supply Chain Management	1,134.00	1,350.00	HRD Corp Claimable Courses
1-2 Dec	Program Pemulihan Pendengaran Di Tempat Kerja	1,134.00	1,350.00	HRD Corp Claimable Courses
7-8 Dec	Excellent Performance Through Autonomous Maintenance	1,134.00	1,350.00	HRD Corp Claimable Courses

14-15 Dec	Handling Complaints, Conflicts & Difficult Customers	1,134.00	1,350.00	HRD Corp Claimable Courses
14-15 Dec	HIRARC Implementing With ISO45001:2017 Requirements	1,134.00	1,350.00	HRD Corp Claimable Courses

**\*Fees include Service Tax of 8%, course materials, lunch, refreshments and Certificate of Attendance  
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