



**FMM INSTITUTE**  
(CENTRE FOR PROFESSIONAL DEVELOPMENT)  
**SELANGOR & KUALA LUMPUR**

# 2026 TRAINING CALENDAR



03-5569 2950



FMM\_INSTITUTE\_SELANGORKL@FMM.ORG.MY

## **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 through continuous improvement*

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## FMM INSTITUTE – PROFILE

FMM Institute, a subsidiary company of the Federation of Malaysian Manufacturing, was established to provide industry-relevant skills training for the manufacturing and services sectors 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 nation-wide annually.

In line with its primary objective to develop the potentials 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 customised to meet the training needs of industries and be conducted on in-house basis. In-house programmes are packaged to be cost effective for companies with no compromise on the quality of the programmes and the desired learning outcomes.

The Institute believes in lifelong learning. The range of Certificate and Professional Development programmes offered provides the opportunity for working personnel to gain qualifications to upgrade themselves for career advancement.

The Selangor & Kuala Lumpur Branch is housed in Hicom Glenmarie Industrial Park, Shah Alam with fully-equipped training facilities. FMM Institute has a total of nine Branches nation-wide.

## FMM Institute – Network

### **Selangor & Kuala Lumpur Branch**

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 40150 Shah Alam, Selangor Darul Ehsan  
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<b>Programmes</b>	<b>Contact Persons</b>
Public	Siti Nazihah Azrini
Customised In-House	Fatahiyah Wan Zawani
Certificate	Nabill Azrini / Wan Zawani

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## TRAINING SCHEME

### **Human Resource Development Corporation (HRD Corp.)**

Employers who are registered with Pembangunan Sumber Manusia Berhad (PSMB) are eligible for training grants through the scheme available under the HRD Corp.

### **HRD Corp Claimable Courses**

FMM Institute will claim the course fee directly from the employer's account with HRD Corp. However, ***approval from HRD Corp is required prior to commencement of programme by completing the SBL-KHAS online application form. Employers must provide the approved grant identification number to FMM Institute prior to commencement of programme.***

# **CUSTOMISED IN-HOUSE TRAINING PROGRAMMES**

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's in-house training:

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

All programmes are claimable under the HRD Corp Claimable Courses (Formerly known as SBL-KHAS Scheme).

## **Popular In-House Programmes:**

### Management and Personal Development

- Creative Thinking Problem Solving and Decision Making
- Essential Skill for Managerial Success
- Executive Development Programme: Formula to Reach Your Potential
- Developing Leadership Strengths
- Positive Work Attitudes and Behaviours
- Strategic Thinking, Planning and Management
- Lead By ATTRACTION
- Boosting your Leadership through Teamwork

### Customer Service, Sales and Marketing

- Customer Centric Mindset
- Successful Selling Skills – Creating Sales Warriors
- Art of Sales
- 80/20 Sales & Marketing: Guide to Working Less & Getting More
- Be a Sales Professional
- The Phone Champion Program

### Human Resource and Industrial Relations

- Understanding the Employment Act 1955 and Industrial Relations Act 1967
- Sexual Harassment Prevention at Workplace
- A Practical Approach to Effective Investigation & Prosecution for Domestic Inquiries
- Effective Discipline Management and Domestic Inquiry
- Developing and Implementing Key Performance Indicators (KPI) and Key Result Area (KRA)
- Managing Poor Performer and Difficult Employee
- Handling Misconduct and Disciplinary Procedures

### Financial Management

- Finance for Non-Financial Managers and Executives

### Export Management

- Shipping Documentation, Procedures & Incoterms 2020
- Mastering INCOTERMS 2020
- Customs Documentation, Ruling, Facilities & Licensed Manufacturing Warehouse (LMW)
- Import Export Management

### Production, Operations and Logistics

- How to Improve Stock Accuracy and Conduct Stock Check
- Pengurusan Operasi Stor dan Inventori yang Efektif

- Material Planning and Control (MPC)
- Effective Warehouse Safety and Hazard
- Planning and Control for Production Efficiency
- Manufacturing Lead Time Reduction Strategy
- Lean Application in Organization for Efficiency
- Kaizen Principles
- Inventory Management

Quality Systems and Productivity Improvement

- 5S Implementation and Auditing at Workplace
- Quality Improvement using 7 QC tools
- Understanding of ISO 9001: 2015 Requirements
- ISO 9001:2015 Quality Management System (QMS) Internal Auditor Training
- Understanding EMS ISO 14001: 2015 Requirements
- Eliminate Quality Problems Using 8D Approach
- Total Productive Maintenance: Concept and Principles
- Analyzing Data Using Statistical Approach (Basic to Medium)
- Root Cause Analysis and Problem-Solving Technique

Industrial Safety and Environmental Management

- Effective Safety and Health Committee Training
- FORKLIFT SAFETY TRAINING: Awareness and Key Safety Behaviours
- Operating Reach Truck Safely
- Overhead Crane Safety Training
- Hazard Identification, Risk Assessment and Risk Control (HIRARC)
- Chemical Safety and Noise Management at Workplace
- Basic Occupational First Aid & CPR AED Programme
- Understanding Latest Occupational Safety & Health (Amendment) Act 2022
- Hearing Conservation Program

Maintenance and Technical

- Basic Electricity, Electrical Safety and Troubleshooting for Non-Electrical Personnel
- Maintenance Cost Control, Reductions and Energy Saving activities
- Technical Troubleshooting and Decision Making for effective Maintenance towards Zero Losses
- Total Productive Maintenance: Concept and Principles

Supervisory Skills

- Kursus Motivasi, Kepimpinan, Hubungan Kemanusiaan dan Pembentukan Kumpulan Kerja
- Membina Penyelia yang Berkesan dan Berprestasi
- Sikap Kerja Positif
- Meningkatkan Keberkesan Diri
- Effective Supervisory Management Skills
- Kepimpinan dan Kemahiran Motivasi untuk Ketua Operator
- Mempelbagaikan Kemahiran Kerah Kecemerlangan Prestasi Kerja
- Menguasai Pemikiran dan Budaya Kerja Cemerlang

Communication

- Effective Communications and Personal Grooming Course
- Effective Communication Towards Efficient Problem Solving and Decision Making
- Strengthening Communication Skills and Strategies at the Workplace
- Kemahiran Berkommunikasi & Pembentukan Kerja Cemerlang

Information and Communication Technology

- Analyzing and Visualizing Data with Power BI
- Microsoft Excel Intermediate Level
- Microsoft Excel Advanced Training

# **CORPORATE TRAINING PROGRAMME**

# 1. MANAGEMENT

## Scheduled Corporate Training Programmes (In-House Available)

### 1.1 Creative Thinking, Problem Solving and Decision Making

#### Objectives

- Evaluate ideas objectively and solve problems more effectively and make dramatically better decisions
- Explore real-world examples of why critical thinking is so important in business
- Practice critical thinking skills to generate ideas and solutions
- Choose the right techniques to recognise assumptions, evaluate arguments and draw conclusions
- Identify 8 barriers to effective critical thinking and ways to spot a weak argument
- React with curiosity instead of emotion and get a roadmap for developing your critical thinking skills
- Transform your thinking into practical business solutions and turn existing problems into opportunities
- Focus on pinpointing problems, identifying root causes and their outcomes
- Apply proven techniques to improve systems, products and processes for greater productivity

#### Contents

- Recognising the Value of Using Critical Thinking in Business
- A Critical Thinking Process
- Applying Critical Thinking Tools and Skills in Business Situations
- Problem Solving Process
- Techniques for Analysing Environment
- Techniques for Identifying Problems – Testing Probable Causes
- Individual Techniques for Generating Alternatives
- Group Techniques for Generating Alternatives
- Deploying Your Decision and Decision Analysis
- How to Implement Parallel Thinking
- How to Use the 6 Thinking Hats

#### Who Should Attend

All who want to learn to be a solution provider for their companies and to be able to provide creative input/ideas at the workplace.

<b>Dates:</b> April 6-7, September 9-10		
<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

### 1.2 Effective Supervisory Management Skills

#### Objectives

- Improve proficiency in 6 key skill areas
- Identify skill strengths and weaknesses
- Understand the keys to effective planning, prioritising and coaching
- Build productive relationships with other colleagues
- Build advanced communication skills to be effective supervisors
- Use the model of feedback system
- Align with corporate goals of a result-driven culture
- Have a follow-up Personal Action Planner to continuously practice and apply techniques and skills learned

#### Contents

- Putting Your Priorities to Work
- The Four Quadrants of Time Management
- Leadership
- Coaching
- Effective Communication Skills
- Interpersonal Skills
- Types of Personalities

- Teamwork and Managing Change
- Application to Workplace

Who Should Attend

Heads of Department, Executives, Officers, Supervisors, Potential Supervisors and others whose duties include supervision of a group of subordinates

<b>Dates:</b> January 7-8, August 12-13	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

### 1.3 Effective Leadership and Communication Skills

**NEW**

Objectives

- Learn people management skills through a proper understanding of the Leadership Grid
- Match their Leadership Style (LS) to their staff Development Level.
- Put into practise the 2 leadership behaviours of supporting and directing in leading their staff
- Listen in an active and empathic way to facilitate staff concerns.
- Choose to be assertive when communicating

Contents

- **Introduction: Essentials Of People Management**
  - 5 Wrong Things We Focus On
  - 5 More Effective Things We Should Focus On
- **Leadership Style Diagnosis**
  - Analyse leadership situations and decisions
  - Your dominant style
- **Leadership 1**
  - Monitoring staff development levels
  - Follower diagnosis
- **Leadership 2**
  - Leadership behaviours influence results
  - Leadership Behaviour 1
- **Analysis Of Your Interpersonal Communication Competence**
  - point questionnaire
  - Analysis of your communication competence
- **People Communication Skills**
  - The essence of leadership
  - Listening Skills
- **Effective Interpersonal Communication Styles**
  - The Assertion Theory
  - Why is this important?
- **Techniques Of Communication**
  - Confrontative assertion
  - Golden rules in confrontation

Who Should Attend

Heads of Department, Officers, Managers, Potential Supervisors and others whose duties include supervision of a group of subordinates

<b>Dates:</b> March 11-12, October 12-13	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

## 1.4 Membina Penyelia Yang Berkesan dan Berprestasi

### Objectives

- Menjadi penyelia yang berkesan dalam menjalankan tugas sehari-hari
- Memahami tugas sebagai ketua yang kemampuan berfikir dan bertindak dengan profesional
- Mempelajari cara-cara penyerahan tugas yang terbaik bagi menghindari berlakunya konflik antara ahli kumpulan, ketua dan organisasi

### Contents

- Konsep Penyeliaan dan Kepimpinan Dalam Organisasi
- Membina Diri Sebagai Penyelia Cemerlang
- Pengurusan Motivasi Pekerja
- Penyerahan Tanggungjawab Yang Berkesan
- Pengawalan Produktiviti dan Kualiti Kerja
- Kemahiran Bekerja Dalam Kumpulan
- Hubungan Kemanusiaan dan Komunikasi
- Menangani Masalah dan Perubahan Di Tempat Kerja

### Who Should Attend

Supervisors, Team Leaders and others whose duties include supervision of a group of subordinates

<b>Dates:</b> April 8-9, December 2-3	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

## 1.5 Project Management Foundation

**NEW**

### Objectives

- Gain insights to support and lead project teams effectively
- Enhance your ability to align projects with strategic objectives
- Improve project success rates through informed leadership

### Contents

- Introduction to Project Management Concepts – Project Life Cycle and essential Body of Knowledge
- The Role of Management in Project Success
- Project Compliance / Governance and Executive Sponsorship
- Aligning Projects with Organizational Strategy (Predictive & Agile)
- Risk Awareness and Resource Allocation
- Case Studies: Lessons from Successful and Challenging Projects

### Who Should Attend

Project managers, Team Leaders, Engineers, Supervisors and Technical Leads and Staffs who involved in Projects.

<b>Dates:</b> February 4-5, August 4-5	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

## 1.6 Project Management Essential (Predictive and Agile)

**NEW**

### Objectives

- Master essential project management tools and techniques
- Effectively manage stakeholders and project communication
- Navigate project challenges and changes confidently
- Apply learning through interactive case studies and simulations

### Contents

- Advanced Project Planning and Scheduling
- Resource Optimization and Conflict Resolution
- Stakeholder Engagement and Communication Strategies
- Managing Project Changes and Risks
- Introduction to Agile and Adaptive Project Approaches
- Performance Measurement and Reporting
- Use of Project Management Software Tools
- Case Studies and Simulations for Hands-On Learning

### Who Should Attend

Project managers, Team Leaders, Engineers, Supervisors and Technical Leads and Staffs who involved in Projects.

<b>Dates:</b> May 5-6, November 3-4	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

## 1.7 Leadership and People Management Proficiencies

### Objectives

- Understand the fundamentals of today's leadership requirements and its applications at the workplace
- Lead, manage and motivate their subordinates to achieve the departmental performance objectives
- Demonstrate excellent leadership qualities and be able to lead and influence peers, and co-workers to meet the departmental and organisational goals
- Identify various leadership styles and select the most appropriate styles based on workplace situations

### Contents

- The Nature of Leadership
- Successful Leadership Dynamics
- Today's Leadership Challenges
- The Situational Leadership Model
  - Four Stages of the Followers Readiness
  - Four Leadership Styles
  - Leadership Style Selection Criteria
  - Application of the Situational Leadership
- Case Study on Situational Leadership
- Successful Team Leadership Strategies
- Leadership Action Plan Development

### Who Should Attend

Heads of Department and Managers

<b>Dates:</b> January 26-27, July 13-14	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

*\*Fees quoted are inclusive of 8% Service Tax*

*(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 2. PERSONAL DEVELOPMENT

### Scheduled Corporate Training Programmes (In-House Available)

#### 2.1 Kepimpinan dan Kemahiran Motivasi untuk Ketua Operator

##### Objectives

- Faham bahawa mereka adalah baris pertama pihak pengurusan kepada operator
- Faham tanggungjawab mereka sebagai pemimpin
- Membina pengetahuan, kemahiran dan sikap untuk memimpin operator
- Belajar dua kelakuan kepimpinan, dan menggunakan apa yang dipelajari di tempat kerja
- Berkomunikasi dengan cara yang berkesan
- Belajar cara untuk membina semangat
- Membina sikap positif

##### Contents

- Tanggungjawab Penyeliaan
- Kepimpinan dalam Penyeliaan
- Cara Berkomunikasi dengan Berkesan
- Hubungan Kemanusiaan
- Menggerakkan Prestasi Kerja
- Penyeliaan Prestasi Kerja

##### Who Should Attend

Ketua Operator dan Penyelia

<b>Dates:</b> January 19-20, August 19-20	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350      Non-Members RM1,566		
<b><i>In-House Training Available</i></b>		

#### 2.2 Building Self Confidence for Excellence

**NEW**

##### Objectives

- Change your approach to the way you carry yourself and work with others
- Build the confidence in one's abilities and skills
- Give yourself the special lift in confidence and be a beacon of hope

##### Contents

###### **I. Understanding the Importance of Creating Confidence**

- Valuing the Different Aspects of Confidence
- Self-Discovery: Coat of Arms
- Breaking the Circle of Failure

###### **II. Practical Steps in Building Your Confidence**

- Boosting Your Communication Abilities and Skills
- Fostering Excellent Social and Business Behaviour
- Developing Excellent Mind-set

###### **III. The Art of Building Confidence**

- Managing Personality Differences
- Developing Win-Win Situations for People
- Facing Reality and Reinforcing Responsibility

###### **IV. Lead On: Fulfil Your Dreams**

- Motivating Self and Others
- Applying Success Matrix and Goal Setting
- Building Moral Courage to Excel in Everything You Do

#### Who Should Attend

All level of Employees

<b>Dates:</b> April 8-9, November 16-17	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566		
<b><i>In-House Training Available</i></b>			

### 2.3 Business English at Work

**NEW**

#### Objectives

- Improve Communication skills though better English.
- Acquire effective techniques for communicating through writing and verbally better.
- Give better corporate image

#### Contents

- Introduction and Overview
- Written Communication Basics
- Creative Communication
- Communicating with Confidence

#### Who Should Attend

Suitable for Managers, Asst. Managers, Officers and operational staff

<b>Dates:</b> February 5, September 29	<b>Duration:</b> 1 day	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 7
<b>*Fees:</b> FMM Members RM1,026	Non-Members RM1,242		
<b><i>In-House Training Available</i></b>			

### 2.4 Kursus Asas Pengawal Keselamatan yang Berkesan

**NEW**

#### Objectives

- pengetahuan dan kemahiran kerja yang diperlukan untuk meningkatkan potensi serta tahap professional untuk pengawalan harta benda sesuatu organisasi.
- Memudahkan kakitangan Keselamatan memahami pengetahuan asas tanggungjawab terhadap kerja-kerja harian.
- Dapat memberi keyakinan positif dalam tugas-tugas sehari-hari serta memberi keyakinan masyarakat terhadap pegawal-pegawal yang menjaga keselamatan sesuatu premis.

#### Contents

- Asas Keselamatan
- Hak-Hak Kakitangan Keselamatan dan Undang-Undang
- Teknik-Teknik Asas Pemeriksaan
- Teknik Rondaan dan Patrol Checklist
- Amalan Etika Pekerjaan dan Profesyen Keselamatan
- Komunikasi & Tatacara Mengendali Telefon
- Sistem Keselamatan
- Penyiasatan Asas (Basic Investigation)
- Proses Penulisan Laporan

#### Who Should Attend

This course is very suitable for serving security personnel in the industrial sector. The course is tailored to

suite both new security personnel and also seniors who aspire to be trained as a form of career development process.

<b>Dates:</b> March 9-10, October 14-15	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

## 2.5 Positive Work Attitude and Behaviour

**NEW**

### Objectives

- Create a positive & empowering work environment
- Analyze & resolve issues by creating & adopting the “attitude advantage”
- Uncover your mental blueprint - change! & install winning programs
- Check & control your Little Voice is NOT sabotaging your work success
- 

### Contents

- Power Of A Positive Attitude
- The Controlling Forces That Direct Your Life – Mental Blueprint/Map
- Change Management - Breaking Bad Habits
- Eliminate Unempowering Thoughts & Emotional Scars
- Creating Positive Internal & External Language
- Energy Management
- The Secret Of The Law Of Attraction/Law Of Focus

### Who Should Attend

For all staff at all levels of the organization. From sales, purchasing & customer service personnel to production, technical, quality control to administrative & front line employees.

<b>Dates:</b> January 21-22, July 22-23	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

*\*Fees quoted are inclusive of 8% Service Tax  
(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

### 3. CUSTOMER SERVICE, SALES AND MARKETING

#### Scheduled Corporate Training Programmes (In-House Available)

##### 3.1 Client Handling Skills

###### Objectives

- Articulate the organisation's brand image
- Promote and manage professional customer relationship
- Equip the customer service professionals with effective techniques and skills to provide service beyond expectation
- Create a Customer-Driven Culture and make Customer Service Excellence as part of the organisation culture
- Manage and handle customer interactions and relationship
- Practice managing difficult situations

###### Contents

- Your Brand DNA
- What People Want: Know Their Expectations
- Everyday People: Understanding Different Communication Styles
- Read Our Lips: Using Client Centric Language
- Total Troubleshooting: Dealing with Difficult Clients
- Reaching Out: Making the Most of Communication
- The Clinic: What We Can Do Better

###### Who Should Attend

Customer Service Representatives, Sales Professionals, Sales and Customer Service Supervisors and Managers, Marketing Professionals and Managers, front line workers and anyone who comes into contact with customers

<b>Dates:</b> January 22-23, July 9-10	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

##### 3.2 Stay Ahead of Market Trends – Solutions for Brand Insights

###### Objectives

- Understand the market environment and their competitors
- Identify the right strategies to compete in the market
- Identify new markets to grow the business

###### Contents

- Understand your Business Environment
- Understand Market Trends
- Strategic Market Development Framework
- 5 Major Marketing Strategies
- Mixing your Major Strategies
- Develop Branding Strategy

###### Who Should Attend

Sales/Marketing Managers and Sales/Marketing Executives

<b>Dates:</b> April 13-14, September 7-8	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

### 3.3 Be a Sales Professional

#### Objectives

- Build a healthy self-image of an achiever, to be competitive with self
- Understand current and future market trends and how it can affect sales
- Understand and meeting customers' needs as the foundation of successful selling
- Understand the ways to sell in the 21<sup>st</sup> century
- Adapt to a changing environment and modify their selling strategies accordingly
- Build a better relationship with customers

#### Contents

The mindset of a sales professional

- Why are you in business?
- What is your challenge as a sales professional?
- Who is responsible for success – I, me myself
- 12 characteristics of sales professionals

Personality Profiling

- What is your personality type?
- Self-assessment of personality types
- The 4 types of personalities
- Selling to the different personalities

Sales planning & monitoring

- What are your sales KPIs?
- 21 box method
- Converting prospects to client
- Customer Profiling

The selling system

- Why a systematic approach to selling
- Introduction to the 7-step selling process model
- Generate leads into your data bank
- Approaching potential customers

Presenting your products and services

- Why structuring
- Structuring a presentation – FFB & NSA
- Focus on the benefits and solutions
- Combining hot buttons with market & product knowledge

Handling objections

- Understand why prospects raise objections
- Common objections raised by prospects
- Techniques to handle objections

Closing

- The importance of closing
- Look out for buying signal
- Closing techniques

#### Who Should Attend

Sales Executives, Sales Managers, Marketing Managers and those who are in the selling profession.

<b>Dates:</b> May 6-7, October 19-20	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566	
<b><i>In-House Training Available</i></b>			

### 3.4 Demand Planning & Forecasting Training

**NEW**

#### Objectives

- To Improve forecast accuracy and reduce waste
- Improve key KPIs like inventory turns, cash flow, EBITDA, customer service and more
- Ensure customers get the products they want, when they want them
- Gain knowledge on an effective forecasting and planning process and drive transformational change at the company

#### Contents

- Strategic Planning & The Marketing Process
- Turbulent Environment (Vuca)
- Over View Of Big Data Mining & Artificial Intelligence
- Consumer Markets & Consumer Buying Behavior Business Markets & Business Buyer Behavior
- Targeting And Positioning For Competitive Advantage
- Gain An In-Depth Understanding Of Scenario Planning And The Fundamentals Of Operating In Uncertain Environments Of Demand & Sales
- Learn How To Navigate Instability And Uncertainty With Confidence And A Heightened Sense Of Agency By Exploring The Process Of Anticipation And Response.
- Pest Analysis Of The Business Environment
- Fundamental Of Makro & Mikro Environment
- Product Life Cycle Vs New Frontier In Turbulent Business Environment
- Planning Strategies For Demand Forecasting

#### Who Should Attend

Suitable for Planners and Marketing Teams

<b>Dates:</b> March 30-31, November 9-10	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350 Non-Members RM1,566		
<b><i>In-House Training Available</i></b>		

*\*Fees quoted are inclusive of 8% Service Tax*

*(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 4. HUMAN RESOURCE AND INDUSTRIAL RELATIONS

### Scheduled Corporate Training Programmes (In-House Available)

#### 4.1 Conducting Training Needs Analysis (TNA) and Evaluate Training Effectiveness

##### Objectives

- Identify the organisation's training needs through needs assessment
- Conduct an effective TNA to successfully identify suitable organisational, functional/technical, personal behavioural competencies and skills required to meet organisational vision
- Prepare strategic training plans for the organisation in order to improve competence and achieve more accurate results
- Develop a master plan of recommendations for future training strategies based on the TNA findings
- Apply the various evaluation techniques at key stages of training implementation plan
- Establish a process and evaluation procedure to manage the training effectiveness

##### Contents

- Training and Development Basics
- Training Needs Analysis (TNA) and the Formal TNA Process
- Three Levels of Needs Assessment
- Training Needs Assessment Steps and Techniques
- Evaluating Training Programmes
- Analysing the Present Quality Procedure for Training
- Understanding Work-Based Competency Plan (WBCP) as a Basis of Measurement
- Making Your Training Outcomes Visible

##### Who Should Attend

Trainers, Managers, Executives, Human Resource Development Specialists and others who make decisions about training and are involved in analysing, designing and implementing organisational training plans

<b>Dates:</b> February 9-10, July 15-16	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566	
<b><i>In-House Training Available</i></b>			

#### 4.2 Understanding Employment Act 1955 with its Amendments

##### Objectives

- Identify the rights and obligation/responsibilities of the employees and employers
- Understand and implement provision of the Employment Act 1955
- Review and refresh all terms in the Employment Act 1955
- To raise awareness of participants on the importance of good labour management relations.
- To update participants with the latest amendments to the law

##### Contents

##### Legislation

- Scope of the Act
- Definition of Employee (***amendments to definitions – Section 2***)
- Contracts of Service
- Breach of Contracts

##### Termination & Dismissals

- Termination of Employment Contracts under S12
- Termination of Contract for special reasons under S14
- Breach of Contract under S15'

### **Payment & Deductions of Wages**

- *(Amendments: New Section 18A - Calculation of Wages for Incomplete Month's Work)*
- Time of Payment
- Limitation of Advances
- Lawful Deductions
- Mode of Payment of Wages

### **Maternity Protection (Amendments: Part IX & Section 37- Pregnancy and Maternity)**

- Maternity Leave
- *(Amendments: New Section 60FA – Paternity Leave)*
- Payment of Allowance
- *(Amendments: New Section 41A – Termination of Pregnant Employee)*

### **Rest Days, Hours of Work, Holidays and other Conditions of Service**

- Hours of Work *(Amendments: Section 60A & C – Working Hours)*
- Overtime Work
- Shift work *(Amendments: Section 4 (Appeals), 22,25,33 & Part VIII (Night work))*
- *(Amendments: Section 42, 44, Part XI & Section 57)*
- *(Amendments: Section 60K Substitution – Employment of Foreign Employee)*
- *(Amendments: New Section 60KA – Termination of Foreign Employee)*
- *(Amendments: New Part XII C – Flexible Working Arrangement)*
- *(Amendments: Section 69, 70, 73, 81 F & G)*
- *(Amendments: New Section 69F – Discrimination in Employment)*
- *(Amendments: New Section 81H – Sexual Harassment)*
- *(Amendments: Section 82, 84 & 86)*
- Rest Days/Work on Rest Days
- Public Holidays/Work on Public Holidays
- Annual Leave
- Sick Leave
- Ordinary Rate of Pay
- *(Amendments: New Section 87A – Court Order for Payments Due to Employee)*
- *(Amendments: New Section 90B – Forced Labour)*
- *(Amendments: Section 99A, 102)*

*(Amendments: New Section 101C – Presumption of Employment)*

### **Termination Lay Off and Retrenchments Benefits**

- Entitlement of Benefits
- Payment of Termination Benefits

### **Who Should Attend**

This programme is designed primarily for the Human Resource Managers, Personnel Managers & Executives

<b>Dates:</b> January 14-15, August 3-4	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566	
<b><i>In-House Training Available</i></b>			

#### 4.3 Managing Discipline and Poor Performance

##### Objectives

- Understand misconduct and the various levels of misconduct
- Understand different types of misconduct cases
- Laws and Procedure in handling sexual harassment
- Preparation of an appropriate 'disciplinary' letters and deliver verbal warnings
- Dealing with disputes and dismissal cases at the Industrial Relations Department
- Make decisions in line with principles set by the Industrial Court

##### Contents

##### **Module 1: Understanding Misconduct and Domestic Inquiry**

- Understanding Misconduct and its effect to the organization
- Code of Conduct for Industrial Harmony
- The need to discipline employee
- Difference between Domestic Inquiry and Industrial Court?
- Steps in Disciplinary Action and Appeal Process

##### **Module 2: Major, Minor and Gross Misconduct**

- Critical roles of handbooks, rules, and standard operating procedures
- Principles in drawing up rules and regulations
- What is major misconduct?
- How to classify major misconduct
- How minor misconduct becomes a major misconduct
- Type of misconduct that constitute to instant dismissal

##### **Module 3: Disciplinary Management**

- Purpose of workplace discipline
- Various levels of disciplinary action
- Principles of progressive discipline
- Informal disciplinary action
- Disciplinary counseling/coaching session

##### **Module 4: Drafting Verbal and Written Warning Letters**

- What the Industrial Relations Law has to say?
- What is 'caution'?
- Difference between verbal warnings and written warnings
- The content of verbal and written warnings
- What to write in a 'suspension' letter?
- Importance of warning letters

##### Who Should Attend

HR Managers, HR Executives, HR Assistants, Senior Managers, Heads of Department Line Managers

<b>Dates:</b> February 11-12, August 10-11	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350 Non-Members RM1,566		
<b><i>In-House Training Available</i></b>		

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(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 5. FINANCIAL MANAGEMENT

### Scheduled Corporate Training Programmes (In-House Available)

#### 5.1 Cost Accounting Technique for Cost Monitoring and Control

##### Objectives

- Enhanced their Costing skills in work and in knowledge for value innovation
- Initial corrective actions in their cost analysis for improvements.
- Manage all cost activities more effectively for cost down program
- Strengthening the organization's costing system
- Take continuous strategic role in retaining cost leadership within the industry.

##### Contents

- Introduction
- Cost Fundamental
- Cost Accounting for Materials
- Cost Accounting for Labor
- Cost Accounting for Overheads
- Job, Batch and Service Costing
- Process Costing Method
- Standard Costing (TARGET) and Variance Analysis for Continuous Improvement
- Marginal Cost - For Decision Making

##### Who Should Attend

Costing clerks & assistances, Costing Supervisors and Executives, Production Executives, Product, Marketing and Purchasing Executives, Management Accounting Executives, All new Accounting Staffs, any other personnel who are involved in the company's costing matters or are interested to learn about costings.

<b>Dates:</b> March 16-17, August 10-11	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1350		Non-Members RM1,566	
<b><i>In-House Training Available</i></b>			

#### 5.2 Finance for Non-Financial Managers and Executives

##### Objectives

- Enrich the fundamental knowledge and concept of Accounting and Finance in practice
- Informed of the Accounting Standard and Policies requirements in used.
- Master the documentation control in transaction processing.
- Strengthening the knowledge of various key Accounting and Financial Terms used in the Accounts and Financial Statements.
- Translate the content of the Financial Statement into management information for decision making.

##### Contents

- Introduction of Accounting and Finance and its various key terms use daily
- Financial Accounting Function
  - ✓ Accounting Transactions processing and its matching concept for internal control.
  - ✓ Difference between Capex and Opex.
  - ✓ Classifications of Opex – by Function and by Nature
  - ✓ Accruals, Provisions for Payable expenses, Prepayments, Depreciation & Amortization and Impairment adjustments
- Reading and understanding the different components in Financial Statements
  - ✓ Statement of Total Comprehensive Income
  - ✓ Statement of Financial Position
  - ✓ Statement of Cash Flow
  - ✓ Statement of Change in Equity
- Management Accounting Function

#### Who Should Attend

All Non-Financial Managers, Executives, Professionals and Personnel

<b>Dates:</b> April 13-14, September 9-10	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

### **5.3 Efficient Finance & Account Operations – Best Practices**

#### Objectives

1. Enrich the fundamental knowledge and concept of Effectiveness and Efficiencies
2. Identify the Accounting Standard and Policies requirements of treating each and every Accounting transactions.
3. Master the setting of Accounting and Finance functional Mission, Vision and Strategies
4. Systematically identify the areas that are having operating problems, weaknesses and inefficiencies, such as work duplication, non-value added process, etc.
5. Take timely corrective actions to overcome weakness and inefficiencies

#### Contents

- Module 1: Introduction
- Module 2: Effective AR Management
- Module 3: Effective Inventory Management
- Module 4: Effective Accounts Payable Management
- Module 5: Effective Fixed Assets Management
- Module 6: Efficient Accounting and Finance Function Operation in Financial Reporting
- Module 7: Budgeting and Budgetary Control Management

#### Who Should Attend

Accounts and Administrative Assistants, Accounts Executives & Accounts Supervisors, Finance Managers and Accountants, all other persons who are involved in and/or interested to reskill or enhance their practical accounting skills to support their business operations.

<b>Dates:</b> May 6-7, October 14-15	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

### **5.4 Credit Evaluation and Cash Collection**

**NEW**

#### Objectives

- Understand the meaning and reasons for Credit Management
- Appreciate the important of credit policy in defining the objectives, function and responsibilities of credit department to achieve maximum profitability from trading.
- Realize the need of credit assessment due to selective risk-taking in the interests of increasing overall profitability.
- Establish a Collection Policy that not only ensure recovery of debts, but also provide follow up procedures in monitoring and collection of debts
- Highlight Debt Collection Agencies and legal action process in debt collection

#### Contents

- Introduction
- Credit Management
- Important of Credit Assessment
- The C's of Business Credit

- Credit Scoring Methods and Report
- Prioritize Debts Recovery
- Case Study

Who Should Attend

Credit Assistants, Executives & Managers, Finance, Accounts & Admin. Executives & Managers, Senior Managers, Marketing Professionals in-charge of collection

<b>Dates:</b> February 9, July 16		
<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
* <b>Fees:</b> FMM Members RM1,026		Non-Members RM1,242
<b><i>In-House Training Available</i></b>		

*\*Fees quoted are inclusive of 8% Service Tax  
(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 6. PRODUCTION, OPERATIONS AND LOGISTICS, EXPORT MANAGEMENT

### Scheduled Corporate Training Programmes (In-House Available)

#### 6.1 Master INCOTERMS 2020

**NEW**

##### Objectives

- To determine at what point the buyer and seller have fulfilled their obligations.
- To define the respective roles, responsibilities and obligations of the seller and buyer.
- To be used in the sales agreement, contract or other method of transacting a sale between buyer and seller.
- To identify the coverage of Institute Cargo Clauses A, B, and C where they cover different amount of risks.

##### Contents

- What are Incoterms?
- Coverage of Incoterms
- Explanation and examples, and responsibilities and obligations of seller and buyer of each of the 11 Incoterms
- Cargo insurance policy types known as Institute Cargo Clauses A, B, C with different types of coverage of Loss or Damage for Marine Cargo, Land Cargo and Air Cargo.

##### Who Should Attend

Financial Controllers, Account Executives, Finance Executives, personnel involved in importing, manufacturing, exporting, shipping, freight forwarding, and trading concerns.

<b>Dates:</b> Jun 22, December 7	<b>Duration:</b> 1 day	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 7
<b>*Fees:</b> FMM Members RM1,026		Non-Members RM1,242	
<b><i>In-House Training Available</i></b>			

#### 6.2 Pengiraan dan Penilaian Stok

##### Objectives

- Understand the stock value from financial perspective
- Apply the systematic approach in conducting stock counting and valuation
- Determine value of stock in-hand through various valuation methods and introduce changes to increase stock efficiency
- Control and minimise the possible errors in stock counting and valuation

##### Contents

- Pengenalan
  - Stok vs Inventori
  - Tujuan Stok dan Inventori
- Ketepatan Stok
  - Definisi "Ketepatan Stok"
  - Faktor Yang Mempengaruhi Ketepatan Stok
  - Kesan "Stok Tidak Tepat"
- Pengiraan Stok
  - 2 Cara Pengiraan Stok
  - Langkah-Langkah dan Strategi Pengiraan Stok
  - Cadangan Kekerapan Pengiraan
  - Kelengkapan dan Dokumen Yang Terlibat
  - Individu Yang Terlibat
- Penilaian Stok
  - Nilaian dan Analisis

- Penyelarasan Stok
- Tahap Pencapaian Ekonomi (Economic Performance) Pegangan Stok
- Audit dan Laporan Penilaian Stok
- Kesilapan dalam Membuat Pengiraan Stok
  - Punca Kesilapan
  - Cara Mengatasi

Who Should Attend

Warehouse Executives/Officers, Administration Executives/Officers, Purchasing Executives/Officers, Warehouse Supervisors/controllers and Storekeeper

<b>Dates:</b> January 19-20, July 20-21	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

### 6.3 Warehouse and Inventory Operational Audit

**NEW**

Objectives

- Recognize the different types of warehouse audit
- Understand the advantage of warehouse and inventory operational audit
- Learn how to plan, implement and deliver warehouse and inventory operational audit
- Assess operational audit findings, response to audit report and plan for process improvement/enhancement

Contents

- Module 1 : Warehouse Performance
- Module 2 : Compliance, System, Financial & Operational Audit
- Module 3 : Warehouse Operations and Inventory Control
- Module 4 : Warehouse & Inventory Operational Audit - Planning
- Module 5 : Warehouse & Inventory Operational Audit - Implementation
- Module 6 : Responding to Warehouse & Inventory Operational Audit - Findings

Who Should Attend

Warehouse manager, officer and supervisor, Accounting & Finance Officer, Administration & HR Officer Internal auditor and who want to take an aggressive, hands-on approach to improve the current warehouse/storage/retail store operations through audit process.

<b>Dates:</b> March 18-19, September 22-23	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

### 6.4 Fundamental Supply Chain Management Workshop to Enhance Business Effectiveness

**NEW**

Objectives

- To Provide an Overview of Supply Chain Management For Beginner.
- To Create Awareness the Need of Stronger Relationships Between Functional Teams With Supply Chain Personnel.
- To Provide Insight the Strategic Role Play by Purchasers.
- To Create Awareness the Needs of JIT And Ways to Achieve JIT.

Contents

**An Overview Of Logistics**

- The Increased Importance Of Logistics.
- Activities In The Logistical Channel.

**Supply Chain Management**

- Supply Chain Management Process Framework.
- Barriers To Supply Chain Management Implementation.

- Supply Chain Integration.

#### **Procurement / Purchasing**

- Supplier Selection And Evaluation
- Global Procurement
- Supplier Development

#### **Demand Management, Order Management & Customer Service**

- Demand Forecasting Models And Issues.
- Order Management: Order Processing, Order Picking & Assembly, Order Delivery
- Managing Customer Service: Customer Profitability Analysis, Service Recovery, Measuring Customer Service Level.

#### Who Should Attend

All levels of employees from sales, purchasing, manufacturing, warehousing, logistics, and etc.

<b>Dates:</b> May 11, November 19	<b>Duration:</b> 1 day	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 7
<b>*Fees:</b> FMM Members RM1,026		Non-Members RM1,242	
<b>In-House Training Available</b>			

#### **6.5 A Guide to Production Efficiency in Manufacturing**

**NEW**

#### Objectives

- Understand what constitute production efficiency
- Learn to calculate key ratios
- Be able to implement practical solutions into your manufacturing line
- Understand the overall production process
- Learn How to improve yield
- Learn world class manufacturing practices implemented by top manufacturing facilities

#### Contents

- What is production efficiency?
  - Production efficiency as an economic concept
  - Production efficiency in a manufacturing context
- Factors affecting the efficiency of production
  - Internal & External Factors
- Methods and formulas for measuring production efficiency
  - Calculate efficiency based on capacity utilization
  - Track efficiency through OEE
- Track efficiency based on yield rate Strategies for increasing productivity and efficiency in production
  - Process Optimization
  - Lean Manufacturing
  - Supply Chain Optimization
  - Workforce Development
  - Proactive Maintenance
  - Technology Integration

#### Who Should Attend

Operation Supervisors, Engineers, Operation Technicians, Maintenance Personnel and Production Executives

<b>Dates:</b> April 8-9, October 7-8	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566	
<b>In-House Training Available</b>			

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*(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 7. QUALITY SYSTEMS AND PRODUCTIVITY IMPROVEMENT

### Scheduled Corporate Training Programmes (In-House Available)

#### 7.1 Lean Production System

**NEW**

##### Objectives

Participants will be able to

- Explain key benefits of Lean Production System.
- Explain the concept and application of the following Lean tools/technologies
  - 5S Housekeeping
  - 7W (Muda) Elimination
  - VSM (Value Stream Mapping)
  - GT Cell and Lean Layout
- Explain the 5 key concepts of Lean Production System
- Identify Waste Elimination and Lean implementation opportunities in the work place.

##### Contents

- The Productivity Challenge
- Lean Production: concept and meaning
- Concept of Value
  - Value
  - Muda Elimination(7 Waste)
  - Value Stream Basics
  - VSM Present State Map
  - VSM: Future State Map
  - Flow
  - Pull
  - Continuous Improvement – Towards Perfection
  - Production Simulation

##### Who Should Attend

Operators to Directors from Operations/Manufacturing, Logistics and Production Planning personnel, Technical and non-technical support personnel, Lean Transformation Leaders, Kaizen Department Staff, and all those who are interested in Lean Transformation.

<b>Dates:</b> January 19-20, July 22-23	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

#### 7.2 Teknik Kawalan Kualiti untuk QC

##### Objectives

- Explain the importance of prevention
- Explain concept of zero defect
- Conduct effective audit
- Collect data using checksheets
- Analyse data using Pareto diagrams
- Implement effective segregation for the production floor
- Read and understand AQL tables

##### Contents

- Apakah Kualiti
- Bagaimana Mencapai Kualiti
- Definisi Konsep 'Zero Defect'
- Peranan dan Tanggungjawab
- Sifat-Sifat QA/QC yang Cemerlang

- Mencegah dan Mengesan 'REHECTS'
- Pengumpulan Data
- Analisa Data
- Jadual AQL
- Analisa Berlapisan

Who Should Attend

This programme is highly recommended for QA/QC Inspectors, QA/QC Supervisors, QA/QC Auditors and Quality Checkers.

<b>Dates:</b> May 6-7, October 14-15	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350 Non-Members RM1,566		
<b><i>In-House Training Available</i></b>		

### 7.3 Production Planning and Control in Creating Sufficiency

Objectives

- Able to apply forecasting techniques for future demand
- Explain major functions in production planning and control
- Understand the JIT concept and Inventory Reduction System

Contents

- Overview of Production Planning
- Core Function in Production Planning
- Production Planning Stage
- Basic Production System
- Planning Parameters and Factors
- Production Planning Concept and Technique
- Forecasting
- Simple Forecasting Techniques
- Improvement Strategy
- Improvement Focus Area
- Productivity
- Capacity
- Material
- Productivity Focus Area
- JIT Concept
- Capacity Focus Area
- Inventory Reduction System

Who Should Attend

Managers, Executives, Supervisors and Leaders who are responsible for Manufacturing, especially from Production and Production Planning and Control functions. Others involved in planning and production control would also benefit from this programme.

<b>Dates:</b> February 25-26, August 3-4	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

## 7.4 Six Sigma Yellow Belt

### Objectives

- Understand the basic concept of Six Sigma and Variation
- Understand what is DMAIC
- Understand the roles and responsibility as a Yellow Belter
- Aware of basic tools and techniques in Six Sigma

### Contents

- Introduction to Six Sigma
- What is DMAIC
- What is a Yellow Belt
- Define & Measure (Understanding the Problem & Process)
- Analyze (Picking Your Battle)
- Improvement (Proving Ground)
- Control (Sustaining Improvement)
- DMAIC Review

### Who Should Attend

Line Leader, Technician, Supervisor, Executive and Engineer

<b>Dates:</b> July 20-21, November 11-12	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM 1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

## 7.5 ISO 9001:2015 Lead Auditor Training (QMS)

### Objectives

- Understand ISO 9001:2015 clause requirements
- Understand the principles, processes and techniques for effective auditing
  - Understand process approach to auditing, audit trail, auditing skills and techniques to conduct an effective audit prior to certification.
  - Gain knowledge on risks and opportunities associated with implementing a Quality Management System.
- Able to write audit reports and make decisive judgements
- Management of Internal Auditors and evaluation

### Contents

- Introduction
- Section 4: Quality Management System
- Section 5: Leadership
- Section 6: Planning for the QMS
- Section 7: Support
- Section 8: Operation
- Section 9: Performance Evaluation
- Section 10: Improvement
- Introduction to Auditing
- Auditing Skills and Techniques
- Audit Planning and Scheduling
- Group Auditing Exercise
- Audit Finding and Reporting
- Effective Audits
- Assessment

### Who Should Attend

All personnel from organizations planning ISO9001:2015 Certification, all personnel from organizations planning to upgrade from ISO9001:2008 and ideally suited for those with no formal ISO9001 training.

<b>Dates:</b> March 11-12, September 7-8	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350	<b>Non-Members</b> RM1,566	
<b><i>In-House Training Available</i></b>		

## 7.6 Understanding of ISO 9001: 2015 Requirements

### Objectives

- Understand the structure and key concepts of ISO 9001:2015.
- Interpret and apply the requirements of each clause effectively within their organization.
- Recognize the importance of risk-based thinking and process approach in implementing QMS.
- Support their organization's efforts towards achieving, maintaining, or improving ISO 9001 certification.

### Contents

- Introduction
- Understanding Section 4: Quality Management System
- Understanding Section 5: Leadership
- Understanding Section 6: Planning for the QMS
- Understanding Section 7: Support
- Understanding Section 8: Operation
- Understanding Section 9: Performance evaluation
- Understanding Section 10: Improvement
- Assessment and Test

### Who Should Attend

Department heads, supervisors, and process owners involved in quality management, personnel who are new to ISO 9001 or wish to refresh their understanding of the standard.

<b>Dates:</b> February 23, August 17	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 7
<b>Duration:</b> 1 day		
<b>*Fees:</b> FMM Members RM1,026	<b>Non-Members</b> RM1,242	
<b><i>In-House Training Available</i></b>		

*\*Fees quoted are inclusive of 8% Service Tax  
(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 8. INDUSTRIAL SAFETY

### Scheduled Corporate Training Programmes (In-House Available)

#### 8.1 Importance of HIRARC at the Workplace

##### Objectives

- Review effectiveness of safety and health programs.
- Able to carry out studies on accident trends
- Conduct internal audit
- Understand the importance of Hazard Analysis and Risk Control at workplace
- Assist in the creation of a conducive and safe workplace with low or no incidents.
- Reduction of incidents
- Improve in productivity and quality

##### Contents

- The legal requirements that they are required to understand which will have implication at the workplace – FMA 1967 & OSHA 1994
- Audit methodology
- Causes of Incidents at the workplace
- Determining and then Understanding Hazards at workplace
- Determining the risk arising from the hazard
- Classification of the hazards into high, medium or low risk
- The methodology in implementation of control measures as required legally
- Review the effectiveness of the control measures put in place.
- Creating and maintain a legal Register for the Hazards and Risk Control measures.

##### Who Should Attend

Managers, Supervisors, Safety Officers, Engineers, Safety Committee Members

<b>Dates:</b> Jun 8-9, December 9-10	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566	
<b><i>In-House Training Available</i></b>			

#### 8.2 Accident Prevention, Investigation and Report Writing

##### Objectives

- To list down accident prevent programs;
- To identify minor and major accidents including near misses;
- To identify the goal of accident investigation;
- To identify the direct, indirect, and root causes of accidents;
- To identify basic steps in accident investigation and
- To write accident investigation report correctly.

##### Contents

###### **What is an accident?**

- Types of accident

###### **Accident prevention programs**

- Management commitment
- Employee involvement
- Safe work practices
- Workplace hazard assessment

###### **Accident investigation**

- What to investigate and why
- Being prepared (policies/procedures, team, investigation kit)
- What to do first (providing medical care, dealing with the immediate risk)

- How to conduct an Investigation
  - a) Secure and evaluate the accident scene
  - b) Collect evidence and gather facts
  - c) Interview witnesses
- Analyze and find the "root cause"
- Write report and follow Up

Who Should Attend

Safety committee members, managers, supervisors, workers and contractors who may be involved in accident prevention program and investigation.

<b>Dates:</b> June 29-30, December 2-3	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

### 8.3 Handling Chemical and Hazardous Material

Objectives

- Have greater insight about relevant statutory requirements in chemical & hazardous material handling
- Have in-depth information and knowledge in the safe handling & storage capability of chemicals & hazardous material
- Be able to train other workers
  - i) in proper handling of chemical & hazardous material at workplace
  - ii) on storage capability knowledge

Contents

- Introduction & pretest
- Statutory requirement for chemical safety
- Chemical Risks to Health
- Occupational diseases in Malaysia
- How can workplace chemicals enter our body
- View chemical safety video 1
- How chemicals affect us
- Classification of chemical Hazards
- Common chemical groups that cause health risks
- Understanding Safety Data Sheet (SDS)
- Chemical storage compatibilities
- How to minimize the risks caused by chemicals
- View chemical safety video 2
- Manufacturer's chemical labels
- Chemical spill definition – minor and major spill
- Spill kit
- Chemical spill incident response checklist
- Practical spill exercises
- Group discussion & presentation
- Competency test

Who Should Attend

Those involves in handling chemicals and hazardous materials, namely skilled workers (technical) – QA, Maintenance team, Electrical team, Supervisors / Executives, Managers (Department head), Members of Occupational safety and health committee.

<b>Dates:</b> February 4-5, August 12-13	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b><i>In-House Training Available</i></b>		

## 8.4 An Effective Safety and Health Committee

### Objectives

- Understand the Occupational Safety and Health Act 1994 & OSH (Safety and Health Committee) Regulations 1996
- Identify the function of the Safety and Health Committee
- Identify the legal requirements, safety techniques and relevant standards

### Contents

- Intro and pretest
- Interpretation of Factory and Machinery Act 1967 & its regulations
- Interpretation OSHA 1994 and its regulations
- Interpretation of OSH (Safety & Health Committee) Regulation 1996
  - Composition and duties of safety & health committee
  - The criteria of an effective safety committee
- Formulation of safety & health policy
- Identify hazards at workplace – workplace inspection
- Workplace inspection or safety auditing
- Procurement and contractor management
- Workshop 1 – Group discussion & presentation
- Recap day 1
- The inaugural meeting and how to conduct Safety & Health Committee meeting
- Understanding causes of workplace accidents and identification of hazards
- Interpretation of OSH (NADOPOD) Regulation 2004 - Incident report and analysis
- Conduct an accident investigation
- Safety analysis and safety management
- Workshop 2 – Group presentation
- Post test & Course evaluation

### Who Should Attend

Managers (Department head), Members of Occupational Safety and Health committee including representatives from employees, Supervisors / Executives

<b>Dates:</b> May 11-12, November 16-17	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350		Non-Members RM1,566
<b>In-House Training Available</b>		

## 8.5 Kursus Penyelaras Keselamatan & Kesihatan Pekerjaan (OSH-Coordinator)

Approved by DOSH

### Objectives

- Provide in-depth professional knowledge of the purpose, objective and importance of OSH Coordinator in an organisation
- Enhance the legal knowledge pertaining to OSH Coordinator and be acquainted with necessary know-how and techniques for performing duties as OSH Coordinator
- Create and promote the safety culture in the work place, and provide the knowledge pertaining to OSH compliance and
- Provide the knowledge to manage and maintain the Occupational Safety and Health documents

### Contents

- Topic 1 - Reality of Small and Medium Industries in Malaysia
- Topic 2 - Introduction to Role and Function of the Department
- Topic 3 - Basic Management of OSH SMIs
- Topic 4 - Chemical Management
- Topic 5 - Introduction to Occupational Diseases

- Topic 6 - Work Related Road Safety
- Topic 7 - Hazard Identification, Risk Assessment and Risk Control
- Topic 7.1 - Practical Exercise on HIRARC
- Topic 8 - Material Storage and Handling
- Topic 9 - Work Station Design & Lighting
- Topic 10 - Productive Machine Safety
- Topic 11 - Premises and Work-Related Facilities

***Who Should Attend***

Safety and Health members, Human Resource Officers and Supervisors from various sectors of industries

**Intakes:** February , April, June

**Duration:** 3 days

**Scheme:** HRDCorp Claimable Courses

**Fees:** FMM Members RM1,026 (inclusive of 8% Service Tax)  
Non-Members RM1,350 (inclusive of 8% Service Tax)

**In-House Training Available**

*\*Fees quoted are inclusive of 8% Service Tax  
(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 9. TECHNICAL AND MAINTENANCE

### Scheduled Corporate Training Programmes (In-House Available)

#### 9.1 Basic Electricity for Non-Electrical Personnel

##### Objectives

- Explain the basic electricity terms
- Appreciate basic functioning of electrical devices and read electrical diagrams
- Carry out simple electrical maintenance activities in the plant components

##### Contents

- Electrical Fundamentals
  - Production & Distribution of Electricity
  - DC and AC
  - Voltage, Current and Resistance, Ohm's Law
  - Basic Electrical Circuits: Series/Parallel
- Plant Activities
  - Name Plate Details of Plant Equipment
  - Basic Operating Principles
  - Breakdown and Basic Repairs
  - Short Circuit and Overload Problems

##### Who Should Attend

Facility Technicians and those who are not trained in the Electrical Discipline

<b>Dates:</b> February 25-26, August 24-25	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

#### 9.2 Chiller and Cooling Tower Plant Optimization

##### Objectives

- To be able to understand the functioning of a chilled water plant consisting of chiller, cooling tower and associated piping and control system
- To be able to undertake plant monitoring and performance improvement tasks.

##### Contents

- Chillers in HVAC system
- Review of refrigeration cycle
- Chiller Technology
- Application topics:
  - Electrical basics for safety
  - Energy saving opportunities in chiller
  - Importance of chilled water pipe insulation
- Chilled water piping and pumps
- Chiller Audit
  - Performance assessment of the chiller Plant
  - IPLV, COP, EER, kW/ton
  - Chiller Plant Performance Modeling

##### Who Should Attend

Facility technicians and engineers responsible for the upkeep of the utility chilled water distribution.

<b>Dates:</b> April 22-23, November 23-24	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

### 9.3 Technical Troubleshooting and Decision-Making for Maintenance

#### Objectives

- Gain in-depth understanding of failures
- Understand the implication of high downtime
- Apply latest troubleshooting skills

#### Contents

##### **Understanding Problems**

- Autonomy of problems
- Sporadic vs chronic failures
- Impact of problems
- Categories of failures
- Failure consequences
- Current problem-solving approaches

##### **Troubleshooting Techniques**

- Using the right tools
- use of diagnostic instruments
- use of mechanical drawings
- use of circuit diagrams
- use of standards

##### **Physical troubleshooting**

- using the five senses
- why-why analysis

##### **Mind mapping process**

##### **P-M analysis**

- autonomy of chronic problems
- 8 steps of P-M analysis

##### **Decision Making for Maintenance**

##### **Maintenance “a reliability function”**

##### **Importance of good decision making**

##### **The decision-making process**

##### **6 key points for effective decision making available**

#### Who Should Attend

Technicians and Maintenance personnel

<b>Dates:</b> January 26-27, July 27-28	<b>Scheme:</b> SBL-KHAS	<b>CPD Hours:</b> 14
<b>*Fees:</b> FMM Members RM1,350	Non-Members RM1,566	
<b><i>In-House Training Available</i></b>		

*\*Fees quoted are inclusive of 8% Service Tax*

*(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 10. COMMUNICATION

### Scheduled Corporate Training Programmes (In-House Available)

#### 10.1 Smarten Up Your Communications

**NEW**

##### Objectives

- Equip participants with the tools and knowledge necessary to become a more effective communicator
- Develop Empathy through Listening skills
- Discover how to read non-verbal messages
- Learn skills to communicate confidently and completely
- Develop a positive impact in your communication
- Elevate awareness on your personal grooming how to present your best self through

##### Contents

- Introduction
- Module 1: Personal Grooming
- Module 2: Quality of Communication
- Module 3: Good Relationship Smoothens Communication
- Module 4: Heart to Heart Communications- Part 1
- Module 5: Heart to Heart Communications – Part 2
- Module 6: Creative Communications
- Module 7: Energizing your Communication to others

##### Who Should Attend

Supervisors, Executives, Assistant Managers and Managers

<b>Dates:</b> March 10-11, October 21-22	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350 Non-Members RM1,566		
<b><i>In-House Training Available</i></b>		

#### 10.2 Effective Business English and Etiquette

**NEW**

##### Objectives

- Use simple, clear, and effective English to express ideas and understand others.
- Overcome fear and hesitation in using English at the workplace.
- Convey a confident and professional image through both language and behaviour.
- Apply business etiquette and cultural awareness to build trust and respect.
- Communicate effectively through digital and in-person channels.
- Build confidence for continuous self-learning and personal growth.
- 

##### Contents

- **Communicating with Clarity and Confidence**  
Module 1 – Introduction: The Role of English in a Global Workplace  
Module 2 – Making a Positive and Lasting Impression  
Module 3 – Writing with Digital World Professional Impact  
Module 4 – Presenting Your Message Effectively
- **Connecting through Conversation and Conduct**  
Module 5 – Everyday Business Conversation  
Module 6 – Creative Communication  
Module 7 – Office Etiquette and Professional Conduct  
Module 8 – Review and Reflection

### Who Should Attend

Supervisors, executives, and junior to middle managers who wish to enhance their professional communication, confidence, and etiquette in both local and international business settings.

<b>Dates:</b> May 18-19, November 18-19	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Duration:</b> 2 days		
<b>*Fees:</b> FMM Members RM1,350      Non-Members RM1,566		
<b><i>In-House Training Available</i></b>		

*\*Fees quoted are inclusive of 8% Service Tax  
(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

## 11. CERTIFICATE PROGRAMMES

### 11.1 Certificate in Boilerman (Engine Drive Steam Boiler) (BM)

#### Objectives

- Enhance knowledge and upgrade the skills of personnel handling and operating steam Boilers in order to efficiently manage and handle steam boilers towards better work performance
- Create opportunities for career advancement
- Prepare participants to sit for the Boilerman Examinations conducted by Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP/DOSH)

#### Contents

- Acts and Regulations Related to Boilers
- Types of Steam Boilers
- Essential Fittings and Mountings
- Preparation for Mandatory Inspection
- Types of Test Related to Boilers
- Boiler Maintenance
- Boiler House/Room Requirements
- Construction of Boilers
- Water Treatment
- Boiler Commissioning and Accessories

#### **Who Should Attend**

At least 2 years of working experience as a Steam Engine or Steam Boiler Attendant (directly handling Boiler) or at least 3 years working experience as an Apprentice or Journeyman Fitter in a Steam Plant or Engineering Workshop (indirectly handling Boiler)

<b>Intakes:</b> TBA	
<b>Duration:</b> 4 days	<b>Scheme:</b> HRDCorp Claimable Courses
<b>Fees:</b> FMM Members RM2,052 (inclusive of 8% Service Tax) Non-Members RM2,592 (inclusive of 8% Service Tax)	
<b>In-House Training Available</b>	

### 11.2 FMM Certificate in Production Planning and Control

#### Objectives

- Understand the concepts and tools used in planning and operating an effective manufacturing system
- Understand the approaches and techniques needed to ensure the effectiveness and efficiency in daily production operations
- Develop potential team leaders in the manufacturing industry

#### Contents

- Planning and Control
- Production Planning Systems
- Material Requirement Planning
- Inventory Management
- Just-In-Time
- Supply Chain Management

- Maintenance Management and Major Losses
- TPM Development

Who Should Attend

Executives and Supervisors whose are involved in the planning, production and operations

<b>Intakes:</b> January, May, September, December	
<b>Duration:</b> 5 days	<b>Scheme:</b> HRDCorp Claimable Courses
<b>Fees:</b> FMM Members RM3,375 (inclusive of 8% Service Tax) Non-Members RM4,050 (inclusive of 8% Service Tax)	
<b>In-House Training Available</b>	

### 11.3 FMM Certificate in Warehouse Management

Objectives

- Define warehouse management and inter-departmental relationships
- Describe warehouse operations, warehouse storage systems and conventional storage methods
- Plan warehouse improvement programme
- Carry out warehouse measurements and effective stocktaking and facility development
- Organise warehouse in respect of manpower management and profitability

Contents

- Warehouse Management and Warehouse Operations
- Packing and Picking Operations
- Warehouse Measurement Techniques
- Warehouse Improvement and Effective Stocktaking
- Development of Facility and Warehouse

Who Should Attend

Executives, Officers, Clerks and those involved in areas of store and warehouse

<b>Intakes:</b> February 7-8, 14-15, & 21	
<b>Duration:</b> 5 days	<b>Scheme:</b> HRDCorp Claimable Courses
<b>Fees:</b> FMM Members RM3,375 (inclusive of 8% Service Tax) Non-Members RM4,050 (inclusive of 8% Service Tax)	
<b>In-House Training Available</b>	

### 11.4 FMM Certificate in Procurement and Inventory Management

Objectives

- Enable participants to understand the roles and functions of purchasing / procurement and inventory management in order to maximise profit and productivity
- Be equipped with the ability to find the right supplies at the best prices without sacrificing quality and service
- Develop skills and techniques in negotiation

Contents

- Overview of Purchasing
- Purchasing Modes and Organisation

- Procedures, documentation and records
- The Economics of Purchasing
- Sourcing
- Approaches to supply
- Costs, prices and value analysis
- Purchasing support tools
- Negotiation Techniques
- Outsourcing and contracts
- Computer-based purchasing systems
- Purchasing quality
- Inventory and least total cost logistics

Who Should Attend

Managers, Executives, Officers, Supervisors and Administrators who are involved in the procurement and inventory management

**Intakes:** April 4-5, 11-12 & 18

**Duration:** 5 days

**Scheme:** HRDCorp Claimable Courses

**Fees:** FMM Members RM3,375 (inclusive of 8% Service Tax)

Non-Members RM4,050 (inclusive of 8% Service Tax)

**In-House Training Available**

## 11.5 FMM Certified Quality Manager (*ONLINE*)

**NEW**

Objectives

- Understand and have a working knowledge of quality standards and concepts.
- Assess quality needs in relation to overall strategic plans.
- Implement quality programs to attain and maintain customer satisfaction and focus.
- Manage projects that support overall strategic goals and continuous improvement and identify and implement closed-loop corrective and preventive actions.
- Provide leadership to ensure compliance with quality goals throughout the organization.

Contents

- Module 1 : Introduction and Leadership
- Module 2 : Strategic Plan Development and Deployment
- Module 3 : Management Elements and Methods
- Module 4 : Quality Management Tools
- Module 5 : Customer-Focused Organizations
- Module 6 : Supply Chain Management
- Module 7 : Training and Development

Who Should Attend

This program is meant for Executives, Engineers and Managers who have a few years working experience in quality-related field and hold decision making roles in their organizations.

**Intakes:** TBA

**Duration:** 13 days

**Scheme:** HRDCorp Claimable Courses

**Fees:** FMM Members RM4,536 (inclusive of 8% Service Tax)

Non-Members RM5,130 (inclusive of 8% Service Tax)

**In-House Training Available**

## 11.6 FMM Certificate in Strategies for ESG Excellence

**NEW**

### Objectives

- Explain ESG concepts, standards, and global-local regulatory frameworks.
- Evaluate environmental, social, and governance practices in business.
- Apply ESG assessment, goal setting, and reporting techniques.
- Demonstrate readiness for ESG integration and certification within organisations.

### Contents

- **Module 1:** Introduction to ESG and Global Trends
- **Module 2:** ESG and Sustainable Development Goals (SDGs)
- **Module 3:** Governance and Ethical Leadership in ESG
- **Module 4:** Regulatory Landscape and ESG Risk Management
- **Module 5:** Climate Risk, Carbon Accounting, and Net-Zero Strategies
- **Module 6:** ESG Data and Environmental Metrics
- **Module 7:** Social Responsibility: DEI, Human Rights, and Community Engagement
- **Module 8:** Case Studies on Environmental and Social Integration
- **Module 9:** Developing an ESG Strategy and Action Plan
- **Module 10:** ESG Reporting Framework
- **Module 11:** Certification Assessment
- **Module 12:** Peer Review and Feedback Session

### Who Should Attend

ESG Managers, Executives, Corporate Strategy and Compliance Executives, Risk and Finance Management Officers, Academicians, Investors, CSR Practitioners, Researchers in ESG.

**Intakes:** March 16-18, July 6-8

**Duration:** 3 days

**Scheme:** HRDCorp Claimable Courses

**Fees:** FMM Members RM2,484 (inclusive of 8% Service Tax)  
Non-Members RM3,024 (inclusive of 8% Service Tax)

**In-House Training Available**

(Certificate Programmes are conducted during weekends or weekdays. Intakes stated are subject to change. New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of Certificate programmes.)

## 12. INFORMATION AND COMMUNICATION TECHNOLOGY (ONLINE COURSES)

### 12.1 Microsoft Excel Essential Skills (level 1 & 2)

#### Objectives

- Learn to get familiar with Excel ribbons
- Enter, format data and calculate total and summary using formulas
- Highlight data to meet specific conditions, restrict data entries, create reports and charts

#### Contents

- Getting Started
- Entering & Formatting Data, Numbers and Tables
- Calculating Totals and Summaries Using Formulas
- Data Validation
- Conditional Formatting
- Managing Multiple Worksheets
- Printing: How Not to Have “Sexy on Spreadsheet, Ugly on Printout”
- Basic Skills for Chart Makers
- Using Excel Productively

#### Who Should Attend

Anyone with basic knowledge in using Windows

<b>Dates:</b> To be advised	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Fees:</b> RM464.40			
<i>In-House Training Available</i>			

### 12.2 Manipulating Data Effectively with Microsoft Excel (level 1 & 2)

#### Objectives

- Create formulas and manage data
- Know how to sort and filter data
- Analyse and managing data
- Automate some common Excel tasks

#### Contents

- Extract Data into Excel
- Data Cleansing
- Data Managing
- Table Formatting
- Advanced Formulas
- Macro

#### Who Should Attend

Participants should have experience in creating, editing, formatting, saving, and printing basic spreadsheets in Microsoft Excel

<b>Dates:</b> To be advised	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Fees:</b> RM496.80			
<i>In-House Training Available</i>			

## 12.3 Microsoft Excel Functions and Formulas

### Objectives

- Understand the four common cell references
- Test a condition' using Logical Functions especially the 'IF' Functions that perform simple decision-making capabilities
- Determine type of data stored within Excel
- Learn concept of array
- Manipulate text strings in formulas
- Analyse and work with date and time values in formulas
- Convert tackle problem encountered in difference variance calculation, types of rounding and getting randomise numbers
- Know the various ways of summing and counting items in a worksheet
- Automate the uploading of data to a master list

### Contents

- Creating Formulas
- Working with Names
- Information Category
- Logical Function
- Array Formulas
- Text Category
- Lookup & Reference Category
- Math & Trig Category
- Counting and Summing Category
- Dates and Time Category

### Who Should Attend

Participants should have the basics of Windows and experience working with Microsoft Excel

<b>Dates:</b> To be advised	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Fees:</b> RM1026.00	<i>In-House Training Available</i>		
<i>In-House Training Available</i>			

## 12.4 Advanced Microsoft Excel Functions and Formulas

### Objective

- Harness of the functions learned and use functions such as INT, ROW, INDEX, MATCH, IF, MOD extensively

### Contents

- Timestamp
- Multiple Criteria Summation Coming from the Same Column - How to Solve Without Sum Product Function and Array Formula
- Index and Match
- Rank Values: How to Achieve Ranking Without Any Duplicates Ranks
- Rank Duplicates with the Same Numbers and Have the Rank Numbers to Go Sequential Without any Numbers Skipping
- Checking for Certain Word in a Phrase and Return a Value Upon it Being Found

### Who Should Attend

Participants must have knowledge in functions such as INDEX, MATCH, SUMPRODUCT, SUMIFS, ROW & INT

<b>Dates:</b> To be advised	<b>Duration:</b> 1 day	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 7
<b>Fees:</b> RM648.00	<i>In-House Training Available</i>		
<i>In-House Training Available</i>			

## 12.5 Data Management with PivotTable Using Microsoft Excel

### Objectives

- Able to use PivotTable as a reporting tool to create an interactive table that can quickly manipulate large amounts of data
- Customise the PivotTable to change the view of the data to see summaries of the source data such as total or average, and display the details for areas of interest
- Convert the extracted data in PivotTable to PivotChart

### Contents

- What is PivotTable
- Creating PivotTables
- Working with PivotTables
- Using PivotTables in the Real World
- Working with Pivot Charts
- Analysing Multidimensional Data with PivotTables

### Who Should Attend

Participants should have experience in using basic Microsoft Excel

<b>Dates:</b> To be advised	<b>Duration:</b> 1 day	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 7
<b>Fees:</b> RM572.40			
<b><i>In-House Training Available</i></b>			

## 12.6 Interactive Visual Reporting and Analysis with Microsoft Excel

### Objectives

- Understand the concepts of creating dashboards and visual displays
- Identify the essential techniques and methods of visual reporting
- Integrate all the critical components in data analysis by using the relevant functions and formulas
- Apply the creative combinations of dashboard charting techniques and design in analysis of data

### Contents

- What is Visual Reporting
- Identifying the Right Charts in Visual Reporting
- Form Controls
- Conditional Formatting
- Applying Functions in Visual Reporting
- Evaluating Case Studies

### Who Should Attend

Participants are required to have the knowledge of Excel Functions

<b>Dates:</b> To be advised	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Fees:</b> RM 1400.00			
<b><i>In-House Training Available</i></b>			

## 12.7 Task Automation with Microsoft Excel Macro/VBA (Fundamental & Intermediate)

### Objectives

- Reduce works that need to be carried out on a day-to-day basis
- Analyse data
- Execute task faster using Macro

### Contents

- Working with Macro
- The Basics of VBA
- Understanding VBA
- The Range Object
- Variables
- Control Structures
- Dialogs and Forms
- Error Trapping
- Functions Procedures

### Who Should Attend

Participants should have experience working with Microsoft Excel

<b>Dates:</b> To be advised	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Fees:</b> RM1,069.20			
<b><i>In-House Training Available</i></b>			

## **12.8 Task Automation with Microsoft Excel Macro/VBA (Advanced)**

### Objectives

- Apply VBA in PivotTable for powerful data analysis result
- Learn an in depth knowledge of Microsoft Visual Basic for applications to transform raw data into meaningful information and to apply in various scenarios

### Contents

- Arrays
- Strings
- Creating User Forms
- Events (Worksheet and Workbook)
- Files and Folder Manipulation
- Text File Manipulation
- Sending Email
- Accessing Data with Microsoft Access using ADO
- Project – Link User Form with Database

### Who Should Attend

Participants should have experience working with Microsoft Excel Macro or attended Tasks Automation with Microsoft Excel Macro (Fundamental & Intermediate)

<b>Dates:</b> To be advised	<b>Duration:</b> 2 days	<b>Scheme:</b> HRDCorp Claimable Courses	<b>CPD Hours:</b> 14
<b>Fees:</b> RM1,188.00			
<b><i>In-House Training Available</i></b>			

*\*Fees quoted are inclusive of 8% Service Tax*

*(New programmes will be added from time to time. Please contact the FMM Institute for further details)*

### **Registration Details**

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded a week before the date of commencement of each programme. Completed registration form that is faxed, mailed or e-mailed to FMM Institute would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 13 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 0 – 6 working days before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

10 % discount is applicable for registration of three (3) or more participants for the same programme, scheduled on the same dates with the exception of Information & Communication Technology, Industry 4.0 and Certificate Programmes.

#### **Published course fees are inclusive of 8% Services Tax.**

The FMM Institute reserves the right to change the facilitators, reschedule or cancel the programmes and all efforts will be taken to inform participants of the changes. FMM Institute is not responsible for covering airfare, hotel or the travel costs incurred by participants.

For further enquiries, please contact us at:

**FMM Institute Selangor & Kuala Lumpur Branch**, No. 8A, Jalan Pensyarah U1/28,

Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor Darul Ehsan

Tel: 03-55692950 E-mail: fmm\_institute\_selangorkl@fmm.org.my Website: www.fmm.org.my/Selangor.aspx

### **REGISTRATION FORM**

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HRDCORP CLAIMABLE COURSES

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Non-contributor

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Fax: 03-55694346

Please register the following participant(s) for the programme(s) below:

(To be completed in BLOCK LETTERS)

Programme: \_\_\_\_\_

Date: \_\_\_\_\_

1. Name:

Designation:

2. Name:

Designation:

3. Name:

Designation:

(Please attach a separate list if space is insufficient)

We hereby confirm that (Please tick accordingly):

- We will be claiming from HRD Corp and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will NOT BE CLAIMING from HRD Corp. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

Submitted by:

Name	Designation
Company	Email
Address	

FMM Membership No.	Date
Tel No.	Fax No.

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