



LIST OF TRAINING PROGRAMMES (FMM INSTITUTE EASTERN BRANCH)

Please tick (✓) or write down the number of the participants who would like to attend the required programme(s) at the appropriate boxes.

1. SENIOR MANAGEMENT

In-house Public

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Accelerate Business Growth with LIEF System |
| <input type="checkbox"/> | <input type="checkbox"/> | Apply Practical Risk Management Process to Enhance |
| <input type="checkbox"/> | <input type="checkbox"/> | Charting Company Direction: Corporate Planning and Strategic Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Developing Business Acumen Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Enhancing Extra Business Potential through Innovation |
| <input type="checkbox"/> | <input type="checkbox"/> | Exponential Growth with 3EBP Model |
| <input type="checkbox"/> | <input type="checkbox"/> | Facilities Management: The Way Forward |
| <input type="checkbox"/> | <input type="checkbox"/> | High Impact Leadership for Senior Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Performance Management: Key Performance Indicators (KPIs) |
| <input type="checkbox"/> | <input type="checkbox"/> | Strategic Branding: Targeting Growth and Profitability |
| <input type="checkbox"/> | <input type="checkbox"/> | Talent Management and Succession Planning |

2. MANAGEMENT AND PERFORMANCE DEVELOPMENT

In-house Public

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 10 Key Tools for Middle Management Executives |
| <input type="checkbox"/> | <input type="checkbox"/> | Balanced Scorecard Strategy for Business Performance |
| <input type="checkbox"/> | <input type="checkbox"/> | Creative Problem Solving Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Coaching and Mentoring Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Developing Effective Middle Management Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Developing Leadership Advantage |
| <input type="checkbox"/> | <input type="checkbox"/> | Developing Strategic Business Plans |
| <input type="checkbox"/> | <input type="checkbox"/> | Developing the Leader within You |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Coaching and Counseling Skills for Managers |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Communication, Stress and Conflict Management Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Office Administration and Management Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Negotiation Skills Using NLP |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Time Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Emotional Intelligent for Personal Effectiveness at Workplace |
| <input type="checkbox"/> | <input type="checkbox"/> | Enhancing Your Creative Thinking and Problem Solving Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Essential Management Skills |
| <input type="checkbox"/> | <input type="checkbox"/> | Essential Skills for Managers |
| <input type="checkbox"/> | <input type="checkbox"/> | Executive Development Programme |
| <input type="checkbox"/> | <input type="checkbox"/> | Graduate Enhancement Programme |
| <input type="checkbox"/> | <input type="checkbox"/> | Handling Foreign Workers Effectively |

EASTERN BRANCH

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- Impactful Presentation Skills
- Innovate or Perish: Developing Creative and Analytical Thinking Skills
- Managing Crisis in Your Organisation
- Managing Difficult People for the Best Results
- Managing Stress for Improved Work Performance
- Manufacturing Project Management
- Mental Dynamics for Maximizing Work Effectiveness and Increased Competitive Advantage
- Management Development Programme
- Presentation and Communication Skills
- The Articulate Executive: The Art of Effective Communication
- The Measures of Success: Performance Drivers and Management
- Train-the-Trainer
- Turning Around Difficult People and Conflicts into Opportunities
- What Every Manufacturer Should Know About Insurance

3. SALES AND MARKETING

In-house Public

- Backroom Sales Training for Non-Sales Personnel
- Creating Customers for Life through Customer Relationship Management (CRM)
- Customer Service Excellence
- Drafting a Marketing Plan
- Effective Customer Service and Complaints Management
- Enhancing Your Selling Skills in the International Market
- Excellent Customer Service
- Export Marketing For Beginners
- How To Acquire More Customers And Retail Them For Life? – By Adopting a CRM Approach
- Increasing Your Export Business by Using the Internet
- Key Account Management
- Managing Your Sales Team
- Overcoming Your Price Issues in Sales
- Sales Negotiations
- Sales Presentation
- Selection Process and Appraisal of Sales Personnel
- Selling in Tough Times
- Strategic Sales Planning
- Strategic Selling
- Turbocharged Your Company's Sales, Marketing and Operational Effectiveness by Applying Low Cost Internet Tools and Techniques

4. FINANCIAL MANAGEMENT

In-house Public

- Advance Financial Accounting Practices and Procedures
- Advanced Finance for Non-financial Managers

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- Credit Management: Managing Your Credit and Receivables
- Collecting Difficult Accounts
- Effective Cash Flow Management
- Finance and Taxation for Human Resource Personnel
- Finance for Engineers
- Finance for Non-Financial Managers and Executives
- Financial Management in the 21st Century
- How to Prepare and Maintain Full Set of Accounts
- Improve Your Business Performance through Budgeting and Budgeting Control
- Managing Your Costs Down and Value Up
- Manufacturing Financials for Non-Financial Personnel
- Managing Your Risks Effectively
- Mastering Advanced Financial Accounting Practices and Procedures
- Latest Update on Financial Reporting Standards (FRS) In Malaysia
- Powerful Budgeting for Better Planning and Management
- Preparation of Corporate Financial Statements under Financial Reporting Standards (FRS) In Malaysia
- Preparing a Business Plan for Your Banker
- Taxation Made Easy For Non-Financial Personnel
- The A – Z of Malaysian Income Tax
- The Art of Project Evaluation and Financing
- Value Cost Analysis

5. HUMAN RESOURCE AND INDUSTRIAL RELATIONS

In-house Public

- A Strategic Approach to Competency-Based TNA
- Competency-Based Behavioural Interviewing Skills
- Conducting Effective Training Needs Analysis and Evaluating Training Effectiveness
- Current Issues in Industrial Relations
- Developing an Employee Handbook
- Drafting an Effective Employment Contract
- Effective Disciplinary Management – Grievance Handling, Misconduct and Domestic Inquiry
- Effective Performance Appraisal Skills and Techniques
- HR / Personnel Administration and Practices
- Implementing an Effective TNA and Training Evaluation Systems
- Managing Absenteeism at Workplace
- Managing Continuous Performance for Improvement
- Misconduct and Conducting an Effective Domestic Inquiry
- Practical Aspects of Human Resource Management
- Monitoring and Measuring Training Effectiveness
- Law and Sexual Harassment and Immoral Conduct
- The Legal and Practical Aspects of Drafting Employment Contracts, HR Letters and Documents
- Towards an Effective Career and Succession Management
- Training Needs Analysis (TNA) and Evaluating Training Effectiveness

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|--------------------------|--------------------------|-----------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Understanding Employment Act 1955 |
| <input type="checkbox"/> | <input type="checkbox"/> | Understanding Labour Laws |

6. EXPORT MANAGEMENT

In-house Public

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Bills of Lading |
| <input type="checkbox"/> | <input type="checkbox"/> | Customs Procedures and Documentation |
| <input type="checkbox"/> | <input type="checkbox"/> | INCOTERMS 2010, Import and Export Documentation and Procedures |
| <input type="checkbox"/> | <input type="checkbox"/> | INCOTERMS and Its Interpretation in International Trade and Shipping Documentation |
| <input type="checkbox"/> | <input type="checkbox"/> | INCOTERMS, Import and Export Fundamental Principles |
| <input type="checkbox"/> | <input type="checkbox"/> | Letters of Credits (LC) |
| <input type="checkbox"/> | <input type="checkbox"/> | Understanding International Trade Finance Facilities |

7. OPERATIONS AND LOGISTICS

In-house Public

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Aligning Your Manufacturing Strategies |
| <input type="checkbox"/> | <input type="checkbox"/> | Cycle Time Reduction for Higher Profits and Productivity |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Logistics Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Negotiation Skills for Purchasers |
| <input type="checkbox"/> | <input type="checkbox"/> | Effective Purchasing Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Integration of Supply Chain Management and Logistics Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Inventory and Stores Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Logistics Management in Manufacturing |
| <input type="checkbox"/> | <input type="checkbox"/> | Managing Strategic Relationship with Suppliers |
| <input type="checkbox"/> | <input type="checkbox"/> | Manufacturing Strategies: Cost Reduction Without People Reduction |
| <input type="checkbox"/> | <input type="checkbox"/> | Materials Planning and Control |
| <input type="checkbox"/> | <input type="checkbox"/> | Measuring Production Operations Performance |
| <input type="checkbox"/> | <input type="checkbox"/> | Operasi Stor Dan Gudang |
| <input type="checkbox"/> | <input type="checkbox"/> | Pengurusan Pembelian Efektif |
| <input type="checkbox"/> | <input type="checkbox"/> | Pengiraan Dan Penilaian Stok |
| <input type="checkbox"/> | <input type="checkbox"/> | Perancangan Dan Pengawalan Inventori |
| <input type="checkbox"/> | <input type="checkbox"/> | Production Flow Analysis and Line Layout Optimisation |
| <input type="checkbox"/> | <input type="checkbox"/> | Production Planning and Control |
| <input type="checkbox"/> | <input type="checkbox"/> | Shipping Insurance and Claims Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Stocktaking and Evaluation |
| <input type="checkbox"/> | <input type="checkbox"/> | Strategic Procurement, Negotiation Skills and Cost Reduction Techniques |
| <input type="checkbox"/> | <input type="checkbox"/> | Supply Chain Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Systematic Distribution and Warehouse Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Total Improvement Process Workshop |
| <input type="checkbox"/> | <input type="checkbox"/> | Warehouse Management in the 21 st Century |
| <input type="checkbox"/> | <input type="checkbox"/> | Work Measurement Techniques |

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8. QUALITY SYSTEMS AND PRODUCTIVITY IMPROVEMENT

In-house Public

- 5S Implementation
- 7 Alat QC Dan Pelaksanaan QCC
- 7 QC Tools and QCC Implementation
- Advanced Statistical Process Control (SPC) Techniques
- Bengkel Produktiviti: Basmi Pembaziran
- Design of Experiment towards Process and Product Optimisation
- Failure Mode and Effect Analysis (FMEA)
- Introduction to Statistical Process Control (SPC) Techniques
- ISO 9001:2008 Quality Management System Internal Audit
- Kaizen: Strategi Peningkatan Berterusan
- Kaizen: The Strategy for Continuous Improvement
- Kaedah Pengeluran 'Lean Manufacturing'
- Lean Manufacturing for Optimum Production
- Lean Six Sigma
- Measurement System Analysis, Metrology and Calibration
- OHSAS (Occupational Health and Safety Assessment Series): Occupational Health and Safety Management Systems
- Pelaksanaan 5S
- Process Control: Measurement and Calibration
- Process Validation for Medical Device Manufacturers
- Productivity Improvement Techniques towards Maintaining Competitiveness
- Productivity Workshop: Waste Elimination
- Statistical Process Control
- Teknik Kawalan Kualiti Untuk QC
- Teknik-teknik Peningkatan Produktiviti
- Toyota Production System
- Understanding ISO 9001:2008 Quality Management System Requirements
- Value Stream Mapping

9. ENGINEERING AND MAINTENANCE

In-house Public

- Achieve Zero Defects through Poka Yoke
- Analisis Punca Akar Kerosakan Untuk Penyelenggaraan
- Basic Maintenance for Technicians
- Cost Reduction Techniques for Maintenance
- Effective Lubrication Maintenance Techniques
- Equipment Efficiency through Maintenance Management
- Frequency Converter Maintenance and Troubleshooting
- Geometric Dimensioning and Tolerancing
- Maintenance Management for Technicians (Intermediate Level)
- Maximum Equipment Efficiency through Proactive Maintenance
- Mencapai Defek Bersifar Melalui Poka Yoke

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|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Penyelenggaraan Asas Untuk Juruteknik |
| <input type="checkbox"/> | <input type="checkbox"/> | Penyelenggaraan Berjadual Terancang Dan Ramalan |
| <input type="checkbox"/> | <input type="checkbox"/> | Penyelenggaraan Produktif Menyeluruh (TPM) |
| <input type="checkbox"/> | <input type="checkbox"/> | Predictive Maintenance (PdM) Techniques |
| <input type="checkbox"/> | <input type="checkbox"/> | Root Cause Failure Analysis for Maintenance |
| <input type="checkbox"/> | <input type="checkbox"/> | Technical Troubleshooting and Decision Making for Maintenance |
| <input type="checkbox"/> | <input type="checkbox"/> | Total Productive Maintenance (TPM) |

10. TECHNICAL

In-house Public

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Air Conditioning Maintenance |
| <input type="checkbox"/> | <input type="checkbox"/> | Basic Electricity and Troubleshooting |
| <input type="checkbox"/> | <input type="checkbox"/> | Boiler / Steam Plant Operation, Maintenance and Management |
| <input type="checkbox"/> | <input type="checkbox"/> | Electrical Safety Awareness |
| <input type="checkbox"/> | <input type="checkbox"/> | Hydraulics Maintenance |
| <input type="checkbox"/> | <input type="checkbox"/> | Plastic Injection Moulding Process |
| <input type="checkbox"/> | <input type="checkbox"/> | Plastic Injection Moulding Process Troubleshooting |
| <input type="checkbox"/> | <input type="checkbox"/> | Refresher Training Course for Boilerman: Steam Plant Operator for Boiler Operator and Technician |
| <input type="checkbox"/> | <input type="checkbox"/> | Repair and Maintenance Welding |
| <input type="checkbox"/> | <input type="checkbox"/> | Safety Operation and Maintenance of Electrical Installation |
| <input type="checkbox"/> | <input type="checkbox"/> | The Operation and Maintenance of High and Low Voltage Main Switchboard and Switchgear |
| <input type="checkbox"/> | <input type="checkbox"/> | Welding: Braze Welding and Brazing |
| <input type="checkbox"/> | <input type="checkbox"/> | Welding: Gas Metal Arc Welding (GMAW/MIG) |
| <input type="checkbox"/> | <input type="checkbox"/> | Welding Technology for Plant Maintenance |

11. ENERGY EFFICIENCY

In-house Public

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Advances and New Technologies in Energy Efficiency |
| <input type="checkbox"/> | <input type="checkbox"/> | Economic Analysis for Energy Efficiency |
| <input type="checkbox"/> | <input type="checkbox"/> | Energy Audit |
| <input type="checkbox"/> | <input type="checkbox"/> | Energy Efficiency in Electrical Systems |
| <input type="checkbox"/> | <input type="checkbox"/> | Energy Efficiency in HVAC Systems |
| <input type="checkbox"/> | <input type="checkbox"/> | Energy Efficiency in Mechanical Systems |
| <input type="checkbox"/> | <input type="checkbox"/> | Introduction to Energy Efficiency |

12. INFORMATION AND COMMUNICATION TECHNOLOGY

In-house Public

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Adobe Suite |
| <input type="checkbox"/> | <input type="checkbox"/> | Analysing Financial Data with Microsoft Excel |
| <input type="checkbox"/> | <input type="checkbox"/> | AUTOCAD 2010 (Basic/Intermediate/Advanced) |
| <input type="checkbox"/> | <input type="checkbox"/> | Data Management with Pivot Table |

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- Microsoft Excel Functions and Formulas
- Microsoft Excel Macro / VBA (Advanced)
- Microsoft Project (Basic / Intermediate)
- Microsoft Office Suite 2007 (Basic/Intermediate/Advanced)

13. INDUSTRIAL SAFETY AND ENVIRONMENTAL MANAGEMENT

In-house Public

- Accident Prevention at Workplace
- Basic Electrical Safe Work and Practices
- Basic Emergency Response Team
- Certificate in First Aid Skills and CPR
- Chemical Health Risk Assessment (CHRA)
- Compliance with the Factories and Machinery (Amendment) Act 2006 and the Occupational Safety and Health Act 1994 and Regulations
- Corporate Security Management
- Emergency Response Plan (ERP)
- Ergonomics, PPE, Chemical Hazards and Hearing Conservation
- Fire Safety and Fire Protection System in Manufacturing
- HACCP and Food Safety
- Hazard Identification, Job Safety Analysis, Inspection and Accident Investigation
- How to Develop an Effective Safety and Health Committee
- Introduction to Hazard Analysis Critical Control Point (HACCP)
- Machine Safety and Handling of Materials
- Mengendali Bahan Kimia Dengan Selamat
- Occupational First Aid Skills and CPR
- Occupational Safety and Health Audit
- Occupational Safety and Health Leadership – A Paradigm
- Occupational Safety and Health Management in Hotels
- Overhead Crane and Lifting Safety
- Safe Forklift Driving Skills (BM)
- Safety and Health at Workplace
- Safety Management for Executives and Supervisors
- Safety and Health Management for Human Resource Professionals
- Scheduled Waste Management
- Security Investigation Techniques and Management
- Sijil Latihan Pertolongan Cemas Dan CPR
- Understanding the Occupational Safety and Health Act 1994 and Its Regulations
- Verification and Internal Audit of HACCP
- Warehouse Safety and Material Handling
- Workplace Chemical Safety (BM)

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14. SUPERVISORY AND MOTIVATIONAL SKILLS

In-house Public

- 7 Leadership Skills of Highly Effective Supervisors (Mandarin)
- Bimbingan Dan Kawalan Prestasi Kerja Untuk Ketua Operator
- Creative Thinking – Creative Mental Attitude
- Critical Skills for Supervisors
- Effective Supervisory Management Skills
- Enhance Your Professional Image through Positive Attitude
- Habits of Highly Effective People
- Jurulatih OJT Yang Kompeten
- Kemahiran “Delegation” Dan Pengurusan Konflik Untuk Penyelia
- Kemahiran Menganalisis Keperluan Latihan Untuk Penyelia
- Kemahiran Mendisiplin, Membimbing Dan Kaunseling
- Kemahiran Menjalankan ‘On-Job Training’ Yang Berkesan
- Kemahiran Penyeliaan Yang Berkesan
- Kepimpinan Dan Kemahiran Motivasi Untuk Ketua Operator
- Kumpulan Meningkatkan Mutu Kerja
- LEAD: Leadership Effectiveness Needs Attitude Dynamism
- Menangani Masalah Ketidakhadiran Dan Pekerja Bermasalah
- Motivasi Dan Perhubungan Sesama Manusia
- Motivasi, Kepimpinan, Hubungan Kemanusiaan Dan Pembentukan Kumpulan Kerja
- Motivating Employees for Higher Productivity (Mandarin)
- Motivation for Higher Productivity
- Outdoor Teambuilding Workshop
- Pekerja Berdisiplin
- Penyelesaian Masalah Dan Membuat Keputusan Berkesan
- Penyelia Sebagai Pengurus Dan Pemimpin Pekerja
- Performance Improvement and Motivation
- Positive Work Attitude
- Sikap Kerja Positif
- Teknik Pengendalian Mesyuarat Untuk Penyelia
- The Dynamics of Personal Power and Presence

15. COMMUNICATION

In-house Public

- Better Grammar for Business Writing
- Business English for Executives
- Communicate Effectively at Your Workplace
- Communicate with Power and Confidence
- Effective Communication Skills at the Workplace
- Effective Letter and E-mail for Business Advantage
- Effective Note Taking and Writing Skills for Minutes of Meetings
- Effective Technical Report Writing
- Enhance Your Public Speaking Skills – The Phonics Way

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FMM INSTITUTE (475427-W)

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- Enhance Your Report Writing Skills
- Enhancing Communication and Interpersonal Skills
- FMM English Language Proficiency Course (Level I, II and III)
- Grammar Essentials for Effective Business Writing
- Improve Your Business Writing Skills and E-mail Etiquette
- Oral Presentation to Captivate Your Business Audience
- Sharpening Your Writing Skills for Better Communication
- Write to Communicate

16. CLERICAL DEVELOPMENT

In-house Public

- Adab Bertelefon Dan Perkhidmatan Pelanggan
- Clerical Development Programme
- Conventional Record and File Management
- Enhance Your Administrative Skills
- Kemahiran Pengurusan Rekod Dan Fail Konvensional
- Managing Conventional Records and File Effectively
- Penyediaan Manual Pengurusan Rekod Dan Fail Yang Efektif
- Program Pembangunan Perkeranian
- Telephone Techniques and Courtesies
- The Quintessential Executive Secretary and PA
- Take The Call! Appropriate Telephone Manners and Protocol

15. CERTIFICATE AND EXECUTIVE CERTIFICATE PROGRAMME

No. of Participants

- FMM Certified Manager of Quality / Organisational Excellence (CMQOE)
- FMM Certified Quality Engineer
- FMM Certified Quality Technician
- FMM Certificate in Boilerman (Engine Drive Steam Boiler) (BM)
- FMM Certificate in Electrical Charginan A4 (BM)
- FMM Certificate in Energy Management
- FMM Certificate in Lean Manufacturing
- FMM Certificate in Occupational Safety and Health Management
- FMM Certificate in Organisational Behaviour
- FMM Certificate in Safety and Health Officer
- FMM Certificate In Steam Engineer
- FMM Certificate in Security Management
- FMM Certificate in Technician Development Programme
- FMM Certificate in Training and Development
- FMM Executive Certificate in Human Resource Management
- FMM Executive Certificate in Industrial Relations Management
- FMM Executive Certificate in Lean Manufacturing
- FMM Executive Certificate in Logistics Management

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- FMM Executive Certificate in Production and Operations Management
- FMM Professional Certificate in Malaysian Employment Laws and Their Applications at the Workplace
- FMM-MNSC Certificate in Shipping
- FMM Sijil Pengurusan Stor Dan Gudang (BM)
- ISO 9001:2008 Lead Assessor / Auditor
- Kursus Persediaan Teori Untuk Chargeman BO
- The IMDG Code Function Specific Training
- Six Sigma Black Belt Development Programme

Have you registered for any of the FMM Institute Eastern Branch training programmes:

- Public Programmes
- In-house Programme
- Certificate and Executive Certificate Programmes
- All the above
- None

Kindly list down other training programmes that you request or looking forward:

Overall comments on out training programmes, if any:

Submitted by:

Company: _____

Address: _____

Contact Person: _____

Designation: _____

E-mail: _____

Tel: _____

Fax: _____

PSMB Employer Code No.: _____

FMM Membership No.: _____

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