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

2. MANAGEMENT AND PERFORMANCE DEVELOPMENT

In-house   Public
☐ ☐ 10 Key Tools for Middle Management Executives
☐ ☐ Balanced Scorecard Strategy for Business Performance
☐ ☐ Creative Problem Solving Skills
☐ ☐ Coaching and Mentoring Skills
☐ ☐ Developing Effective Middle Management Skills
☐ ☐ Developing Leadership Advantage
☐ ☐ Developing Strategic Business Plans
☐ ☐ Developing the Leader within You
☐ ☐ Effective Coaching and Counseling Skills for Managers
☐ ☐ Effective Communication, Stress and Conflict Management Skills
☐ ☐ Effective Office Administration and Management Skills
☐ ☐ Effective Negotiation Skills Using NLP
☐ ☐ Effective Time Management
☐ ☐ Emotional Intelligent for Personal Effectiveness at Workplace
☐ ☐ Enhancing Your Creative Thinking and Problem Solving Skills
☐ ☐ Essential Management Skills
☐ ☐ Essential Skills for Managers
☐ ☐ Executive Development Programme
☐ ☐ Graduate Enhancement Programme
☐ ☐ Handling Foreign Workers Effectively
1. Impactful Presentation Skills
2. Innovate or Perish: Developing Creative and Analytical Thinking Skills
3. Managing Crisis in Your Organisation
4. Managing Difficult People for the Best Results
5. Managing Stress for Improved Work Performance
6. Manufacturing Project Management
7. Mental Dynamics for Maximizing Work Effectiveness and Increased Competitive Advantage
8. Management Development Programme
9. Presentation and Communication Skills
10. The Articulate Executive: The Art of Effective Communication
11. The Measures of Success: Performance Drivers and Management
12. Train-the-Trainer
13. Turning Around Difficult People and Conflicts into Opportunities
14. What Every Manufacturer Should Know About Insurance

3. SALES AND MARKETING

In-house

- 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

- Advance Financial Accounting Practices and Procedures
- Advanced Finance for Non-financial Managers
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
6. EXPORT MANAGEMENT
In-house Public
☐ ☐ Bills of Lading
☐ ☐ Customs Procedures and Documentation
☐ ☐ INCOTERMS 2010, Import and Export Documentation and Procedures
☐ ☐ INCOTERMS and Its Interpretation in International Trade and Shipping Documentation
☐ ☐ INCOTERMS, Import and Export Fundamental Principles
☐ ☐ Letters of Credits (LC)
☐ ☐ Understanding International Trade Finance Facilities

7. OPERATIONS AND LOGISTICS
In-house Public
☐ ☐ Aligning Your Manufacturing Strategies
☐ ☐ Cycle Time Reduction for Higher Profits and Productivity
☐ ☐ Effective Logistics Management
☐ ☐ Effective Negotiation Skills for Purchasers
☐ ☐ Effective Purchasing Management
☐ ☐ Integration of Supply Chain Management and Logistics Management
☐ ☐ Inventory and Stores Management
☐ ☐ Logistics Management in Manufacturing
☐ ☐ Managing Strategic Relationship with Suppliers
☐ ☐ Manufacturing Strategies: Cost Reduction Without People Reduction
☐ ☐ Materials Planning and Control
☐ ☐ Measuring Production Operations Performance
☐ ☐ Operasi Stor Dan Gudang
☐ ☐ Pengurusan Pembelian Efektif
☐ ☐ Pengiraan Dan Penilaian Stok
☐ ☐ Perancangan Dan Pengawalan Inventori
☐ ☐ Production Flow Analysis and Line Layout Optimisation
☐ ☐ Production Planning and Control
☐ ☐ Shipping Insurance and Claims Management
☐ ☐ Stocktaking and Evaluation
☐ ☐ Strategic Procurement, Negotiation Skills and Cost Reduction Techniques
☐ ☐ Supply Chain Management
☐ ☐ Systematic Distribution and Warehouse Management
☐ ☐ Total Improvement Process Workshop
☐ ☐ Warehouse Management in the 21st Century
☐ ☐ Work Measurement Techniques
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 Pembaiziran
- 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
- 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 Bersifat Melalui Poka Yoke

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B-8014, 2nd Floor, Sri Kuantan Square, Jalan Telok Sisak, 25000 Kuantan, Pahang Darul Makmur, Malaysia. Tel: 09-5156857/6858 Fax: 09-5156855
E-Mail: fmmeastern@fmm.org.my Website: www.fmm.org.my
<table>
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<tr>
<th>Course Title</th>
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<td>12. INFORMATION AND COMMUNICATION TECHNOLOGY</td>
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<td>Analysing Financial Data with Microsoft Excel</td>
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FMM INSTITUTE (475427-W)

FAX: 09-5156855  E-MAIL: fmmeastern@fmm.org.my
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<td>☐ Security Investigation Techniques and Management</td>
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<td>☐ Verification and Internal Audit of HACCP</td>
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<td>☐ Warehouse Safety and Material Handling</td>
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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
☐  ☐  Juruulatih 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 Penimpin 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
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

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 Chargeman 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
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:

____________________________________________________________________________________________
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Overall comments on our training programmes, if any:
____________________________________________________________________________________________
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Submitted by:
Company: ____________________________
Address: ____________________________

Contact Person: _______________________
Designation: _________________________
E-mail: ______________________________
Tel: _________________________________
Fax: _________________________________
PSMB Employer Code No.: _________________
FMM Membership No.: ___________________