

TRAINING CALENDAR

2021



FMM INSTITUTE PERAK

(475427-W)

Centre for Professional Development

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 manufacturing practices and technology in tandem with the nation's surge towards developed nation status.

FMM Institute's OBJECTIVES

- To meet the training needs of Malaysian manufacturing companies by equipping their employees with the necessary skills and knowledge.
- Organise events for dissemination of information.
- To promote maximum and effective utilisation of the Human Resource Development Fund (HRDF) in line with the evolution of technology and processes.
- To advocate and promote the importance of training in the manufacturing environment as Malaysia moves into high value-added and technology-intensive industries.

FMM Institute was incorporated as a separate company of the Federation of Malaysian Manufacturers (FMM) on January 12, 1999. This effort was specifically to expand and focus on its training 12, 1999. This effort was specifically to expand and focus on potentials and enhance the skills of personnel at every in the industry. This will create a pool of manpower trained in all aspects of industrial skills and management capabilities to face the challenges as the country moves into the status of an industrial nation.

Continuing professional education provides the opportunity for the working personal to gain the necessary qualifications to upgrade themselves both professionally as well as for self-development. This opportunity is made possible through FMM Institute's Certificate and Diploma courses in selected areas of industrial and management skills. FMM Institute obtained its Institution of Private Higher Education (IPTS) status from the Ministry of Education on July 19, 2001 to offer Diploma and other higher level courses. Efforts are ongoing to offer Degree and Masters level courses specially designed to meet the Training Needs of the Manufacturers.

A wide range of training courses are also offered on an in-house basis. These include all the public courses as well as those that need to be specially customised to meet the training needs of specific industries. Course outlines and objectives are discussed with the companies and trainers will be selected to develop the courses accordingly. All in-house courses are packaged to be cost effective for companies with no compromise on the quality of the course and the desired result. FMM Institute is a registered Training Provider with Pembangunan Sumber Manusia Berhad (PSMB).

FMM Institute, Perak is housed at Ipoh, Perak. It has 4 modern training rooms with a total seating capacity of 120 participants and one FMM Hall that can accommodate a total of 80 participants.

FMM's VISION

To Make Malaysia Industries Globally Competitive

FMM's QUALITY POLICY

Total Commitment to Service Excellence and Quality



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JANUARY 2021

JANUARY 19

SBL

TELEPHONE COURTESIES : CONNECTING WITH A WINNING IMAGE

FEES • FMM MEMBER : RM402.80 • NON-MEMBER : RM519.40

On completion of the course, participants will be able to communicate effectively and enhance the image of the company through proper handling of the telephone.

JANUARY 19

SBL

MEMBINA ETIKA KERJA YANG CEMERLANG

FEES • FMM MEMBER : RM402.80 • NON-MEMBER : RM519.40

A good work ethic is more than logging long hours on the job. It involves an attitude and actions that reflect integrity. The job market is so competitive now that if you don't have a good work ethic, employers don't think twice about looking for someone who meets their requirements. People know who has a strong work ethic and who doesn't. "Your professional reputation precedes you. If your reputation is positive, people want to have you around, and that can lead to more opportunities and career advancement.

JANUARY 19-20

SBL

CLERICAL DEVELOPMENT PROGRAMME

FEES • FMM MEMBER : RM641.80 • NON-MEMBER : RM731.40

A supportive and effective clerical and administrative system in a company can do wonders to reduce the workload of not only the clerical staff but also the executives and managerial staff. With this in mind, sufficient coaching and training to increase the support staff's capabilities and skills must be introduced to allow the middle and upper management staff to concentrate more on its main function. This would allow for the improvement of the company's overall efficiency level.

JANUARY 20-21

SBL

KEPIMPINAN DAN CABARAN MENGRUS PEKERJA UNTUK KETUA OPERATOR

FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

Enables Line Leaders to enhance their supervisory skills / techniques, improve productivity and create a good employee-management relationship towards a conducive and positive working environment.

JANUARY 20-21

SBL

PRODUCTIVITY IMPROVEMENT : BOOST YOUR RESULTS, REDUCE YOUR HOURS

FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

It's a common perception that productivity is always related to human performance gap, however in a broader perspective, it encompasses wider scope of application on how the entire resources of an organisation being utilised to produce the intended output in a more effective and efficient manner. Basically total productivity is very much tied to the cost to conduct the business, as well as ways and means to achieve the target of key performance indicators. Most importantly priority must be given in educating and guiding the work teams on the various productivity improvement models that best suits the organisation's immediate needs.

JANUARY 21

SBL

PERANCANGAN DAN KAWALAN PENGELUARAN UNTUK PENYELIA

FEES • FMM MEMBER : RM402.80 • NON-MEMBER : RM519.40

A production planning and control (PPC) system is concerned with planning and controlling all aspects of manufacturing, including materials, scheduling machines and people, and coordinating suppliers and customers. An effective PPC system is critical to the success of any company. A PPC system's design is not a one-off undertaking; it should be adaptive to respond to changes in the competitive arena, customer requirements, strategy, supply chain and other possible problems. Conducted in Bahasa Malaysia, this course will help production supervisors acquire the necessary strategies in which production planning and control able to save time and money, while increasing quality and productivity in the manufacturing process.

FEBRUARY 2021

FEBRUARY 22-23

SBL

ACHIEVING OPERATIONAL EXCELLENCE THROUGH LEAN MANUFACTURING

FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

Popularity known as Toyota Production System, Lean Manufacturing is seen as a systematic path to achieve the operational excellence through a world class customer value-oriented performance. Fundamentally it requires a paradigm shift not only in the manufacturing black box but the entire supply chain that deliver value to their customers by "doing more with less". Lean journey is also designed to set dynamic ground rules in ever changing competitive business environment while providing guidelines towards strengthening the manufacturing fundamentals and people engagement skills.

FEBRUARY 22-23

SBL

DIGITAL MARKETING STRATEGIES : INTEGRATED ONLINE MARKETING APPROACH*FEES • FMM MEMBER : RM773.80 • NON-MEMBER : RM890.40*

No one can deny the fact, that the world is shifting from analog to digital. With the evolution of modern technologies, every business out there in the market is trying to do every bit to be in the race. Gone are the days, when there wasn't much competition and large business houses were used to have a monopoly in the market. In course of time, the competition in the field has grown significantly and the companies following precise digital strategies have started conquering the daily up's and down of the market. Doing things in a digital way attracts the target audience whom you want to connect with your product or service, and distinguish between the growing business and the stagnant one. Even if you have a huge website traffic, they won't do any good unless and until it is being converted into leads. In this digital era, digital marketing tools and techniques are providing business owners with the best chances to compete and survive, which will ultimately lead to growth.

FEBRUARY 22-23

SBL

COMPLETE GUIDE TO PREVENTIVE MAINTENANCE*FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40*

This course provides a company - wide planned maintenance system by covering a series of methods and approaches to ensure that equipment are always able to function so that production is never interrupted. It involves the cooperation of the equipment and process support personnel, equipment operators and the equipment supplier.

FEBRUARY 22-23

SBL

MATERIALS MANAGEMENT, INVENTORY ANALYSIS & CONTROL SYSTEM*FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40*

Material and Inventory management or control refers to the management of idle resources which have future economic value. Alternatively, Inventory may be defined as usable but idle resources that have economic value. Inventory analysis is one important aspect of the total management of an enterprise. It is ultimately the responsibility of the top management to achieve trade-offs among marketing, finance, production and other functions so as to obtain as far as possible, an optimised and relatively balanced trade off so as to maximise the overall performance of the enterprise.

FEBRUARY 24-25

SBL

INSPEKTOR QC / QA YANG BERKESAN*FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40*

Quality Control and Quality Assurance Control are considered as critical process in manufacturing today. The QA/QC function plays a vital role in ensuring that the customer receives Defect Free products in the end. To achieve this, it is critical for the organisation to have a pool well-trained and highly-skilled QA/QC team who are not able to detect problems BUT also able prevent problems from occurring in the first place. To be in competitive edge, organisation must empower the QC/QA personnel to involve actively in the yield improvement activities via QC circles to identify the quality issues and look for opportunities to improve the situation.

FEBRUARY 24-25

SBL

CHANGING THE WORKPLACE SAFETY AND HEALTH CULTURE*FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40*

From the early days of safety, the concept of engineering out hazards by providing safeguards has been fundamental to every occupational safety and health programme at the workplace. Creating safeguards to protect people from hazards can be efficiently identified through the procedure of job Safety Analysis.

FEBRUARY 24-25

SBL

SHIPPING THE RIGHT WAY- PROCEDURES, DOCUMENTATION AND PRACTICES*FEES • FMM MEMBER : RM641.80 • NON-MEMBER : RM731.40*

Enables those involved with Shipping matters to learn critical skills to perform their present duties. The course will cover important aspects of shipping such as the procedures in trade transactions and functions and type of documents involved to avoid unnecessary delay of goods.

FEBRUARY 24-25

SBL

CHEMICAL AND SCHEDULED WASTE HANDLING AND MANAGEMENT*FEES • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40*

This course will provide the participants the information required to comply with the Malaysia legal requirements on chemical handling and chemical waste (scheduled waste) management which is OSHA (CPL) Regulation 1997 and EQA (uScheduled Waste) Regulation 2005. Participants will gain the basic knowledge of safety and health at workplace and hazardous material handling. Participants will be able to identify chemical groups, understand proper use of chemical labelling, ascertain suitable PPE, proper handling of chemicals and able to react to contingencies - accidents. Besides that, participants will be exposed to the scheduled waste handling, storage, packaging, labelling, treatment and disposal.

MARCH 2021

MARCH 10-11

SBL

COMPETENCY BASED FORKLIFT DRIVING SKILLS (CONDUCTED IN BAHASA MALAYSIA)

FEES • *FMM MEMBER: RM773.00* • *NON-MEMBER: RM890.40*

Emphasises on both Theory and Practical aspects of Safe Forklift Driving. The course aims to sharpen the skills of Forklift Drivers and enable them to become better and safer drivers. A Practical Examination will be conducted at the end of the course to gauge their driving skills.

MARCH 10-11

SBL

HALAL FUNDAMENTAL: STANDARDS & INTERPRETATION

FEES • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

The Halal Standard is one of the compulsory guidelines in the halal certification issued by JAKIM. In addition, this document is also read in conjunction with the Malaysian halal certification procedure manual. The application of this standard in products and services that seek halal certification is intended to incorporate aspects of quality, safety, reliability, efficiency, suitability, and sustainability in the delivery of product and service solutions. In addition, this is important to increase efficiency, reduce wastage and improve quality to market their halal products and services internationally and applicationally.

MARCH 10-11

SBL

TOTAL CHEMICAL SAFETY MANAGEMENT

FEES • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

Chemical user/handlers are highly prone to chemical hazardous exposures. They have a 'Right-To-Know' of their exposure to all the chemicals and scheduled wastes involved, as per stated by Occupational Safety Health Act 1994, Environmental Quality Act 1974 and their regulations. They must be fully aware, trained and provided with sufficient personal protective equipment and engineering-controlled devices to reduce to their hazardous exposure levels. Nevertheless, they can also be an important and integral component of a company's effective Chemical Spill Emergency Response Team. It is also essential to control entrance of unregistered chemicals and establish total chemical management procedures at the workplace.

MARCH 15-16

SBL

15 TOOLS FOR DYNAMIC SUPERVISOR

FEES • *FMM MEMBER: RM641.80* • *NON-MEMBER: RM731.40*

Being a supervisor may appear to be an easy job that simply requires telling employees what to do, but this isn't the case. A supervisor faces challenges in running a fair and effective workplace. The biggest challenge of being a supervisor may differ, depending upon individual strengths and weaknesses, but some typical duties and goals challenge many supervisors. Navigating all these challenges while maintaining high-quality output is difficult, but with time and experience, his/her skills will increase. This programme will equip participants with the 15 tools on how to be a dynamic supervisor.

MARCH 15-16

SBL

KAIZEN FOR COST REDUCTION

FEES • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

What is the meaning of Kaizen? How can Kaizen help tremendously in cost reduction? Why is Kaizen so important for productivity improvement? How do we increase value in our production? Come and explore our dynamic class with plenty of real shop floor examples and ideas of making Kaizen happen in your workplace which will definitely help you to reduce your cost. Kaizen has become so important to keep costs low in all businesses today such as the airline industry, government agencies, service industries, courier industry, fast food industry & definitely the manufacturing industry. This course will be an "eye-opener" for many to initiate kaizen activities for cost reduction. You will learn practical ways of making your kaizen successful and effective.

MARCH 15-16

SBL

DEVELOPING EFFECTIVE PURCHASING ASSISTANTS / CLERKS

FEES • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

This course is designed especially for purchasing assistants / clerks who wish to acquire effective skills and knowledge of purchasing operating procedures and documentations. This course will enable participants to learn how to determine the total cost of products purchased, choose the best products available, develop KPI to identify reliable supplier, use suitable techniques for locating, choosing, negotiating and managing suppliers, and study world top business gurus' concept and their application to purchasing field.

MARCH 15-16

SBL

MENJANA PEMIKIRAN POSITIF DALAM PEMBENTUKAN PEKERJA CEMERLANG

FEES • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

A mindset is essentially your emotional response to normal daily activities, You may be unable to change your job or other major constraints that may underline negative thinking. But you can approach frustrations with positivity by challenging negative thoughts and improving your outlook on life. With a positive attitude you see the bright side of life, become optimistic, and expect the best to happen. It is certainly a state of mind that is well worth developing.

MARCH 17-18

SBL

UNDERSTANDING AND IMPLEMENTING ISO 9001:2015 QMS

FEES • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

This course enables participants to understand the ISO 9001:2015 Standard requirements for certification. It is also designed to equip participants with the knowledge and skills needed to implement the Quality Management System to meet the requirements of the latest ISO 9001: 2015 Standard.

MARCH 17-18**SBL****PENYELIAAN BERKESAN : MENGHADAPI 10 CABARAN UTAMA****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

Supervisors are often the front line for shaping employee engagement and productivity as well as overseeing compliance with workplace policies. However, without the proper training, direction and oversight, supervisors may be more likely to take missteps in these areas. There are 10 common supervision mistakes and this course will address what can be done to avoid them.

MARCH 17-18**SBL****BEST EMPLOYMENT PRACTICES: OFFER LETTERS, EMPLOYEE HANDBOOK, PROBATION AND TERMINATION / RESIGNATION****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

Managing the harmonious relationship of employee / employer may appear easy and trouble free, from a layman's perspective. However, the development in law and daily practices in basic areas such as the offer letters, contents of employee handbook, handling probationers and termination/registration a costly and time consuming exercise. There are many pitfalls in these grey areas and it is vital to avoid such pitfalls and adopt proper procedures at each stage of the employment of an employee.

MARCH 17-18**SBL****ENHANCING WORKPLACE PRODUCTIVITY USING THE 7S METHODOLOGY****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

In this workshop, using the simple methodology of 7S, you will learn how to build a culture of continuous improvement and empowerment throughout your company. Although conceptually simple, implementation of the 7S's often becomes a real challenge as you work to introduce areas of autonomous team decision making and continually expand/develop them as the team member's knowledge and skills mature. In addition, it also helps build a vision of workplace transformation, team development and visual standardization shared by ALL employees.

MARCH 22-23**SBL****SAFETY FIRST : INSPECTION, INVESTIGATIONS, SAFETY MEETINGS AND EMPLOYEE ENGAGEMENT****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

A system of safety management practices and worker engagement is essential for reducing and preventing accidents. Frequent and effective safety meetings are shown to reduce severe incidents and injuries in the workplace. Most importantly, however, effective safety meetings provide the foundation for a strong workplace safety culture and powering employee morale. Similarly, workplace inspections help prevent incidents, injuries and illnesses. Through a critical examination of the workplace, inspections help to identify and record hazards for corrective action. Regular workplace inspections are an important part of the overall occupational health and safety programme and management system.

MARCH 22-23**SBL****PRACTICAL GUIDE IN PREPARING AND MAINTAINING FULL SETS OF ACCOUNTS****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

This programme enables participants to understand bookkeeping and how to prepare a full set of financial statements, whilst understanding accounting principles and standards governing them.

MARCH 22-23**SBL****7 ALAT QC DAN PERLAKSANAAN QCC****FEES** • **FMM MEMBER: RM614.80** • **NON-MEMBER: RM731.40**

This is a hands-on training programme designed to impart the skill to use the 7QC Tools to solve quality problems and undertake improvement projects. Conducted in Bahasa Malaysia, participants will also learn the Quality Control Circles (QCC) philosophy and methodology. Use of PDCA system will be emphasised.

MARCH 22-23**SBL****STRAIGHT LINE SELLING: ART OF PERSUASION, INFLUENCE AND CLOSING DEALS****FEES** • **FMM MEMBER: RM667.80** • **NON-MEMBER: RM784.40**

In the present challenging environment and the continuous change in customers' preferences, every sales professional must equip themselves with new selling skills that will help them to have a competitive edge over their competitors. They will also need to use technology to connect and interact with their customers. This 2-day programme seeks to enhance the attitudes, skills and knowledge of sales professionals in influencing and persuading their current and existing customers, hence closing more deals.

MARCH 24-25**SBL****PENGURUSAN MAKMAL SECARA EFEKTIF****FEES** • **FMM MEMBER: RM614.80** • **NON-MEMBER: RM731.40**

Conducted in Bahasa Malaysia, this course will cover the topics such as good laboratory is a place where numerous apparatus and chemicals are used in its daily operation. Besides that, a laboratory also generates countless of data and large volume of hazardous waste everyday. All of this must be effectively managed so that the laboratory can be run smoothly, cost effectively, and highly productive and without giving any negative impact to the environment. This course is intended to cover almost every aspects of daily operation and management of a laboratory.

MARCH 24-25

SBL

BUSINESS WRITING FOR EXECUTIVES

FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40

Having trouble getting your message across correctly the first time? This course will enhance the competency of the participants to communicate their thoughts and ideas with ease and confidence in business writing. Participants will also learn to overcome writer's block and utilise readily available tools to assist them in communicating effectively.

MARCH 24-25

SBL

WAREHOUSE AND STORAGE MANAGEMENT : IMPROVING EFFICIENCY AND MINIMISING COST

FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40

Warehousing is an integral part of every logistics system that plays a vital role in providing a desired level of customer service at the lowest possible total cost. Numerous factors should be taken into account in managing a warehouse such as the warehouse design, storage method, packaging, material handling, manpower handling, administration and procedure, security and safety factors and current issues in warehousing.

MARCH 24-25

SBL

ELECTRICITY AND TROUBLESHOOTING WORKSHOP FOR TECHNICIANS

FEES • FMM MEMBER: RM720.80 • NON-MEMBER: RM837.40

This Electricity and troubleshooting course provides a foundational understanding of how electricity works in commercial and industrial settings. In this course, participants are immersed in basic practical, real examples that illustrate basic electricity circuits and troubleshooting in their plants and facilities. Participants will learn how to use electrical test equipment in their everyday jobs before moving on to an in-depth discussion about electrical components, where and how these components works, and their purposes within electrical systems. The goal is to teach participants how to reduce equipment downtime, improve overall efficiency and safety, and fix problems when responsible for electrical troubleshooting at the workplace.

APRIL 2021

APRIL 5

SBL

PENGURUSAN REKOD DAN FAIL YANG EFEKTIF

FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40

Conduction in Bahasa Malaysia, this course helps participants with the creation, organisation, maintenance, use, retrieval and disposition of records to promote efficiency and productivity in the organisation.

APRIL 5-6

SBL

EFFECTIVE LOGISTICS MANAGEMENT AND COSTING

FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40

Over the last two decades, the discipline of business logistic has advanced from warehouse and transportation management to the boardroom of enterprise. Business logistics in today's competitive environment includes all activities to move product and information to, from and between members. The supply chain provides the framework for businesses and their suppliers who join in to bring goods, services and information efficiently to the ultimate consumer. This course enables participants to appreciate the need for effective costing logistic management in today's environment and to understand the various components that make up logistic management.

APRIL 5-6

SBL

MANAGING DISCIPLINARY PROCEDURES AND COUNSELLING SKILLS

FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40

Workplace grievances may occur as long as there is an employer-employee relationship. Anything that can be deemed as unfair treatment to the employees can be classified as grievances. When grievances are not identified and handled amicably, employee morale can be affected, leading to lower engagement level and productivity, and higher attrition as employees lose confidence with the leadership. Disciplinary action is sometimes necessary so that employees who infringe on workplace rules recognise personal and team accountabilities, which would groom them into true professionals. Grievance handling and disciplinary actions are both challenging aspects of people management, but it has got to be done when the need arises.

APRIL 5-6

SBL

OCCUPATIONAL FIRST AID SKILLS AND CPR

FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM795.00

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

APRIL 6

SBL

UNDERSTANDING CALIBRATION CERTIFICATE

FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40

This one-day training aims to enhance the understanding of certificates issued out by calibration laboratory to their customer. In compliance to ISO 9001 and other Quality Management Systems, organisations sends out their measuring instruments out for calibration to ensure the traceability of their measurement to the SI units. This training will help organisations to understand the services that was provided for their equipment. Some key competency include such as traceability, calibration methods, understanding the calibration interval and calibration points selection. Organisation can benefit by leveraging their position as customer to customise the calibration that fit best their purpose.

APRIL 7-8**SBL****FUTURE LEADERSHIP DEVELOPMENT PROGRAMME***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

This future sustainability of an organisation relies in the hands of their leaders. Leadership skills for future have to be developed from now. This programme is about developing a set of specific attitudes, behaviours and skills which, when applied, allow you to perform on a much higher level as a leader manager.

APRIL 7-8**SBL****LEAN TIME MANAGEMENT FOR OPTIMUM PERFORMANCE***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Did you know that time and Industrial Engineering are highly interrelated? In addition, did you know that the best manufacturing system in the world also highly emphasises on time? Time management is what determines an individual and also a business' success. This course is all about how you manage or accomplish your activities and achieve your goals based on the amount of time you have and still make time for yourself which is a vital skill. You will learn how does Lean tie into time management to optimise not only your productivity and efficiency at work but also to manage your personal time. This is not the usual and ordinary time management training!

APRIL 7-8**SBL****ACCIDENT INVESTIGATION, REPORTING AND ROOT CAUSE ANALYSIS***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Accidents are unplanned and unintentional events that result in harm or loss to personnel, property, production, or nearly anything that has some inherent value. Accident investigation presents a practical approach to investigating workplace accidents by emphasising how to find the root cause(s), conduct an investigation, and make effective recommendations to prevent similar occurrences from ever happening again. This program provides the fundamental skills needed to understand the various definitions used in accident prevention/investigation and determine root cause.

APRIL 7-8**SBL****SAVE MONEY, SAVE WATER WITH EFFECTIVE WATER MANAGEMENT***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Water Management will become an important tool in the Business World. Every employee at all levels of a firm or company needs to be well equipped with knowledge of water management. With water management being actively shared, a big cost cutting can be expected in companies. This program will make every employee be aware of the importance of water and its uses. The water management program will highlight and guide participants on water wastage in companies too. Thrift Water Usage and the reduction of water wastage methodology will be established with the participants.

APRIL 12**SBL****EFFECTIVE SECURITY ENFORCEMENT TO CURB UNWANTED ACTIVITY AT WORK PLACE***FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40*

Why is security essentially important in today's corporate world? Security is one of the most frequently discussed topics in the data centre services world. But why is security so important? The importance of security is hard to overstate. But in taking a closer look at why security is so important, it becomes clear why so many companies invest to many resources into keeping their facilities and data secure. Here are a few of the more prominent reasons why is so important: Cost, Compliance with the law, Risk of natural disasters and other threats and Obligation to clients and customers.

APRIL 12**SBL****SMART MANUFACTURING AND AUTOMATION WITH INDUSTRY 4.0***FEES • FMM MEMBER: RM742.00 • NON-MEMBER: RM1,060.00*

This programme is designed for small and medium-size industries who want to have basic knowledge of what defines Smart Manufacturing and Industry 4.0. It will also appeal to other especially industrial practitioners who need to refresh on current practices. Upon completion of the programme, participants will be able to understand basic principles of a Industry 4.0 to meet the challenges faced in the future. Participants will be apprised of core technologies of Industry 4.0 in particular the knowledge of smart automation and Industry 4.0 in manufacturing.

APRIL 21-22**SBL****EXECUTIVE SECRETARY DEVELOPMENT PROGRAMME***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Secretaries and Personal Assistants are important assets of a company. Bosses will not be able to execute their functions smoothly without Secretaries and Personal Assistants. These valuable assistants not only represent them but also do some of their light functions. Secretaries and Personal Assistants help to lighten burden of bosses and executives, relieving them of their daily heavy workload. It is necessary for Secretaries and Personal Assistants to improve their existing competencies to meet the ever changing and ever demanding needs of bosses and executives in this competitive market. Secretaries and Personal Assistants are not just doing administrative and secretarial duties but also problem solving and maintaining work harmony in the office. This course will help Secretaries and Personal Assistants to be more efficient and effective. They will be more confident in interacting and communicating with their bosses and staff.

APRIL 21-22**SBL****6 WAYS TO MANAGE A PURCHASING DEPARTMENT EFFECTIVELY***FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

It is often helpful to state the goals of a Purchasing department for your business. In this way, you will never lose sight of the purpose of the purchasing departmental functions and will be able to make more intelligent purchasing related decisions. A Purchasing department is effective when it provides an uninterrupted flow of materials and services for company operations, find reliable alternative sources of supply, buy at the most economic order quantities, buy the best value: a combination of right quality at the best price with the best supplier service and maintain good relations with vendors.

APRIL 21-22

SBL

TAKE CHARGE OF YOUR EMPLOYEES: COMMUNICATION, COACHING COUNSELLING AND PROBLEM SOLVING (CONDUCTED IN MANDARIN)

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

The focus in management today is on people. Working for people, working with people, influencing people and solving problems through effective communication and creating happy groups of people is everybody's responsibility in an organisation. Managers, Executives, Supervisors and everyone is included in Coaching and Counselling of downline employees so that the work at hand can be done effectively with all parties involved enjoying a win-win feeling.

MAY 2021

MAY 3-4

SBL

BUILDING EFFECTIVE SUPERVISORY SKILLS (CONDUCT IN MANDARIN)

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

This is course is designed for those directly involved with supervising a them across all functional areas. Conducted in Mandarin, this course will enable participants to understand the roles and responsibilities of a supervisor, the important of communication in leadership, team work and motivation. Emphasise the concept of Catch Ball and appropriate HoRenSo necessary at work place, use suitable techniques for various aspects of supervisory management, and study world top business gurus' concept and their application to related field.

MAY 3-4

SBL

ROOT CAUSE ANALYSIS FOR PROBLEM SOLVING

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

How many times do you think that you have solved a problem only to have it come back to haunt you again and again? When the same problem occurs again and again after you think you have fixed it, there is a good chance that you only addressed the symptoms and did not get to the root cause of the problem. Root cause is a factor that caused non-conformance and should be permanently eliminated. Using a systematic approach for identifying and responding to a root cause is so crucial so that they are less likely to occur in the future.

MAY 3-4

SBL

EFFECTIVE AND SYSTEMATIC DRAFTING OF HR DOCUMENTS

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

HR practitioners are responsible for written communication affecting all engaged personnel in the organisation. These would include Letters, Forms, Policies, and Procedures Manuals. Drafting them essentially well is pivotal to all HR practioners as to prevent misunderstandings and legal problems. This applied knowledge workshop will help you craft your HR communications with 3C's(Concise, Concrete, Coherent).

MAY 3-4

SBL

INCOTERMS 2020 IN INTERNATIONAL TRADE AND SHIPPING DOCUMENTATIONS

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

This programme is designed to help participants understand the import and export procedures and documentation from a practical point, to learn the various steps of import and export procedures and documentation flow and determine the trade terms, which offer greatest cost savings. In addition, participants will also learn how to avoid shipping errors and accurately describing the materials to be shipped and identify proper claims procedures and obtaining through understanding on claims documents. Participants will also be updated on the relevant Government Controlling Regulatory Trade Requirements.

MAY 5-6

SBL

EFFECTIVE SALES NEGOTIATIONS AND OVERCOMING SALES RESISTANCE

FEES • FMM MEMBER: RM667.80 • NON-MEMBER: RM784.40

Knowledge how to sell is a vital ingredient for sale success. In simple terms, effective sales negotiation techniques blend talking to the right people and listening hard to find out what they want to buy. Once you've got both those elements, you can close the deal to mutual benefits. Good sales skills include anticipating and dealing with any reasons the customer may choose not to buy, known in sales terms as 'objection'. Selling techniques should include the ability to see when the customer is ready to buy, right sales techniques or closing and overcoming sales resistance.

MAY 5-6

SBL

CHALLENGES IN HUMAN RELATIONS, LEADERSHIP, MOTIVATION AND TEAM BUILDING (CONDUCT IN MANDARIN)

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

This course is designed to help the middle management group to understand the importance of human relations, leadership, motivation and team building in the businesses of people. This course will enable participants to increase confident of managing organisational job functions and human resources, improve subordinates' quality of performance and productivity, and study world top business gurus' concept and their application to business environment.

MAY 5-6

SBL

COSTING MADE SIMPLE FOR PLANNING AND CONTROL USING EXCEL

FEES • FMM MEMBER: RM826.80 • NON-MEMBER: RM943.40

This course is designed to provide participants with sound understanding of costing principles, methods and practices. This would help determine the best method to apply cost to materials, department overheads and production units in order to better determine efficiency and profits of an organisation.

MAY 24-25**SBL****ISO 9001:2015 QMS INTERNAL AUDITING***FEES* • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

This course provides participants with the knowledge and skills in Internal Quality Auditing. The setting up of an Internal Quality Audit Team, principles and procedures for carrying out quality auditing will also be provided.

MAY 24-25**SBL****PRODUCTION CAPACITY PLANNING***FEES* • *FMM MEMBER: RM641.80* • *NON-MEMBER: RM731.40*

A thorough understanding of the underlying concepts of managing production capacity as the scarce resources has been viewed as one of the critical organisational competitiveness tool. It involves the function of planning, establishing, measuring, monitoring, and adjusting levels of capacity to best suit the current available internal resources in order to match with the market demand. The ultimate goal of capacity management is to ensure customers order fulfilment with highest level of focus on quality, delivery and cost, while keeping the operational activities productive cost wise.

MAY 24-25**SBL****80/20 SALES AND MARKETING: GUIDE TO WORKING LESS AND MAKING MORE***FEES* • *FMM MEMBER: RM773.80* • *NON-MEMBER: RM890.40*

In current challenging environment, companies will need to think of different ways to increase their business revenue. This is done by expanding into new markets or introducing new products. In other words, deliver maximum results using minimal resources. As such, the sales & marketing's roles in generating revenue growth are getting more critical. Therefore, it is imperative for companies to relook at their business plans and use different strategies in driving the next growth. This programme is designed to provide the sales & marketing team a framework in developing a comprehensive strategic plan, linking strategies with business goals by optimising current resources. It will also provide them with principles in effective executions and control of their strategies.

MAY 24-25**SBL****MEMBINA PASUKAN KERJA YANG DINAMIK DAN PROSES PENYELESAIAN MASALAH***FEES* • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

When team members want to get better at dealing with day-to-day issues, employees can achieve much more when they solve problems and make decisions together. By developing problem-solving skills, employees can improve their ability to get to the bottom of complex situations. And by refining their decision-making skills, you can help them work together maturely, use different thinking styles, and commit collectively to decisions. Through the coursework, you will learn about and practice team building, team management and the individual's role within the team.

JUNE 2021**JUNE 9****SBL****CARA-CARA PENGANALISAAN PUNCA KEGAGALAN KUALITI***FEES* • *FMM MEMBER: RM402.80* • *NON-MEMBER: RM519.40*

Analysing quality base failures is a critical process in determining the physical root cause of problems. The process is complex, draw upon many different technical disciplines, and uses a variety of observation, inspection, and laboratory techniques. One of the key factors in properly performing a failure analysis is keeping an open mind while examining and analysing the evidence to foster a clear, unbiased perspective of the failure.

JUNE 9-10**SBL****EFFECTIVE OFFICE ADMINISTRATION AND MANAGEMENT SKILLS***FEES* • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

To provide participants with a better appreciation of their roles and responsibilities within the organisation through an improved system of managing the office administration and daily operations so as to achieve higher productivity.

JUNE 9-10**SBL****THE INSPIRING PRESENTER - HOW TO CREATE AND DELIVER HIGH IMPACT PRESENTATIONS***FEES* • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

I'm sure at some point or other we have all had to sit through a boring presentation. It's always disappointing as the subject matter is obviously of interest to us as why else would we have been there. Presentations don't need to be boring! A good presentation communicates your thoughts and ideas effectively to numerous individuals, using a variety of tools and techniques which get your message across.

JUNE 9-10**SBL****SAFE FORKLIFT DRIVING SKILLS FOR BEGINNERS (CONDUCTED IN BAHASA MALAYSIA)***FEES* • *FMM MEMBER: RM773.80* • *NON-MEMBER: RM890.40*

Emphasises on both Theory and Practical aspects of Forklift Driving for beginners. The course aims to provide basic Forklift Driving skills and enable them to become competent drivers. A practical session on proper driving skills, upkeep of forklift and safe driving practices will be provided.

JUNE 10**SBL****ELECTRICAL SAFETY AND LOCKOUT/TAGOUT***FEES* • *FMM MEMBER: RM455.80* • *NON-MEMBER: RM572.40*

Failure to control electrical hazardous energy sources can result in severe injury and even fatality. Fortunately, these hazards can be avoided through the compliance of electrical safety rules and regulations including the use of lockout/tagout procedures. Lockout/tagout procedures isolate energy and control machinery and equipment, helping to protect employees servicing the equipment, operators, bystanders, and the equipment itself.

JUNE 14-15**SBL****PRACTICAL HUMAN RESOURCE MANAGEMENT SKILLS****FEES** • **FMM MEMBER: RM614.80** • **NON-MEMBER: RM731.40**

The role of the Human Resources continues to evolve, matching the pace of today's rapidly-changing business environment. In addition to the Human Resources department, each manager or supervisor has responsibility for personally handling a variety of issues that arise within their workforce from performance issues to personal issues. This course is designed to give you the fundamentals of human resources to better prepare you for the challenges you will face in today's workplace.

JUNE 14-15**SBL****LEAN MANUFACTURING BREAKTHROUGH TECHNIQUES****FEES** • **FMM MEMBER: RM614.80** • **NON-MEMBER: RM731.40**

This workshop must be attended if your manufacturing operations need to become more responsive to your customer's needs. You will be introduced to the many concepts that fall under the umbrella of lean manufacturing, more so you will also get tangible ideas that you can take back to work and implement. This concept is based on Toyota production systems. Lean manufacturing is a process that can help you to substantially reduce inventories, Work-In-Process, required floor space, cycle time and lead times. It can also dramatically improve quality connecting processes and people to allow errors to be caught faster.

JUNE 14-15**SBL****SAFETY REINVENTION FOR NEW GENERATION****FEES** • **FMM MEMBER: RM614.80** • **NON-MEMBER: RM731.40**

With four distinct generations now working together, employers must create and adapt safety and health programmes to engage baby boomers, generation X-ers, millennials and the newest generation. These generations have dramatically different cultural, societal and educational experiences that shape their perspectives, motivations and "norms" about their work lives. They also have different safety needs. Safety reinvention is necessary to ensure all generations able to work together and safety.

JUNE 14-15**SBL****HALAL ASSURANCE MANAGEMENT SYSTEM****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

The Halal Assurance Management System (HAS) training is designed to stipulate knowledge and guidance to participants on the implementation of HAS. This program provides participants with an in-depth understanding and familiarity of HAS as a method to overcome Halal Potential Contaminant and establish a control measure to safeguard Halal integrity on the production for halal products and provision services. The method involves theory and hands-on practice that will allow participants to stimulate application and implementation of HAS.

JULY 16-17**SBL****PENYELIA SEBAGAI PENGURUS 'PRODUCTION' DAN KUALITI KUALITI****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

Supervisors are the most important link in the management chain of any business enterprise. Today, the task of supervising has become more complex with the role of being the bridge between management and employees. To meet this demanding challenge, supervisors are often required to function as collaborator and consensus builders besides running the day-to-day production operations while maintaining quality of output.

JUNE 16-17**SBL****EFFECTIVE LETTERS AND E-MAILS THAT GET YOUR MESSAGE ACROSS****FEES** • **FMM MEMBER: RM614.80** • **NON-MEMBER: RM731.40**

How much of your time is spent writing emails and letters each week? Does writing come naturally to you or do you hesitate, stumble and lose time trying to put your words together? Think about the people who read your documents - are you convinced they are getting the message you want them to get? Poorly written communication can damage your organisation's image - its time to take action! This course is highly interactive with activities designed to put your new skills into action throughout the course.

JUNE 21-22**SBL****HIRARC IMPLEMENTATION WORKSHOP****FEES** • **FMM MEMBER: RM614.80** • **NON-MEMBER: RM731.40**

The Occupational Safety & Health Act 1994 requires the organisation to identify their hazards and control them and JKKP has issued a guideline to assist organisations to implement it. In the Law it is known as HIRARC "Hazard Identification Risk Assessment & Risk Control". In OHSAS 18001:2007 Clause 4.3.2, the management system requires the organisation to implement HIRARC "Hazard Identification Risk Assessment & Determining Control.

JUNE 21-22**SBL****KEPIMPINAN BERKESAN: MENGHINDARI 10 KESALAHAN SEBAGAI KETUA PASUKAN****FEES** • **FMM MEMBER: RM641.80** • **NON-MEMBER: RM731.40**

It's often said that mistakes provide great learning opportunities. However, it's much better not to make mistakes in the first place! In this training, we're looking at 10 of the most common leadership and management errors, and highlighting what you can do to avoid them. If you can learn about these here, rather than through experience, you'll save yourself a lot of trouble as a Leader!

JUNE 21-22

SBL

PURCHASING MANAGEMENT: A TO Z OF BEST PRACTICES

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

In today's economic environment, doing what you've always done - even if you do it very well - is no longer acceptable. Under pressure to contain costs and produce results despite challenging circumstances, you (and many other supply chain managers) must transform rather than simply improve your operation. That means adopting the philosophies, methods, and processes that will make your organisation "best in class". This course will lay the foundation of good procurement practices while at the same time touch base on tying the procurement function into strategy and long-term supplier relationships. Participants will learn the skills and attributes of world class Purchasing Personnel.

JUNE 21-22

SBL

ESTABLISHING AND MAINTAINING A DOCUMENTED INFORMATION SYSTEM ACCORDING TO ISO 9001: 2015 QMS REQUIREMENTS

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

The participant is worked with a series of assignments geared towards real-life situations with respect to non-conformities and non-confirming situations. The proper and correct technique of writing these quality-related documentation are nurtured into the participant's repertoire of abilities in practical operational reporting. Special focus will be made onto decision-making from factual aspects.

JUNE 23-24

SBL

FINANCE FOR NON-FINANCIAL MANAGERS AND EXECUTIVES USING BUSINESS SIMULATION

FEES • FMM MEMBER: RM826.80 • NON-MEMBER: RM943.40

This course will use a revolutionary and highly customisable business simulation where all participants manage companies in teams. The objective is to operate a successful business by manufacturing and marketing a product line, while competing with other businesses managed by other participants; monitor revenue, profitability, market share, brand value, equity, and more. This programme is specially designed for non-financial Managers and Executives, Directors and General Managers who need to understand and interpret the financial results.

JUNE 23-24

SBL

KEMAHIRAN MENJALANKAN 'ON-JOB TRAINING' YANG BERKESAN

FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40

On-job training (OJT) enhances staff's performance without taking them away from the place of work or tasks they perform. Conducted in Bahasa Malaysia, this course is designed to equip supervisors with the necessary skills and approaches to conduct effective 'On-Job Training' for their subordinates.

JUNE 23-24

SBL

PRODUCTION PLANNING AND CONTROL IN CREATING SUFFICIENCY

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

In the present challenging business environment with global market fluctuation and change of customers' preferences, it is essential to have in depth knowledge and understanding of production control, planning and scheduling to reduce the overall manufacturing costs and thus improve productivity. This course will enable participants to develop skills in viewing and analysing customer forecast information, use suitable techniques to capture precise production capacity, select appropriate material procurement method and inventory control, and study world top business gurus' concept and their application for optimal operations flow control and production system.

JUNE 28-29

SBL

INITIAL ERGONOMICS RISK ASSESSMENT METHOD FOR OSH PRACTITIONERS (BASED ON DOSH 2017 NEW GUIDELINE)

FEES • FMM MEMBER: RM1,325.00 • NON-MEMBER: RM1,484.00

Ergonomics is the scientific discipline with designing according to the human needs, and the profession that applies theory, principles, data and methods to design in order to optimise human well-being and overall system performance. The field is also called human engineering or human factors. Workplaces may either take the reactive or proactive approach when applying ergonomics practices. Upon completion of the programme, participants will be able to understand the fundamental of ergonomics assessment method corresponding to each ergonomics risk factors and identify appropriate method for assessment of each corresponding ergonomics risk factors.

JULY 2021

JULY 5-6

SBL

7 PATHS TO MANAGERIAL EXCELLENCE USING PERSONALITY PROFILING

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

If people are to become leaders, they must believe that they can be a positive force in the world. Managers and potential Managers who use the Manager's Toolkit more frequently are seen by others as better leaders. In addition, people working with leaders who use this Management Tools and Personality Profiling are significantly more satisfied with the actions and strategies of their leaders, and they feel more committed, excited, energised, influential and powerful.

JULY 5-6**SBL****PEMBENTUKAN SIKAP DAN PEMIKIRAN POSITIF***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

In order for an organisation to thrive, it must be able to respond to changing customers' demands and to utilise and acquire new competencies and technology. All the knowledge and technology won't help unless you can execute and implement them. Effective execution and implementation is through your people. Regardless of your industry, people are the source of your competitive advantage. Conducted in Bahasa Malaysia, this course is designed to introduce new levels of employee motivation and efficiency, by creating a better understanding of the unique dynamics that effect employee motivation and morale within an organisation. With this understanding comes an enhanced ability to work together - towards common goals and over common obstacles.

JULY 5-6**SBL****FINANCIAL MODELLING USING EXCEL FOR BUDGETING AND CREATIVE ACCOUNTING***FEES • FMM MEMBER: RM826.80 • NON-MEMBER: RM943.40*

In budgeting it is required that financial play an important role in pivoting the business, to enable it to maximise the resources fully, reaping the best returns and strengthening the planning and control of the business. Creative Accounting is looking beyond the numbers in Financial statements and participants will be able to acquire intricacies of creative accounting, grasp the limitations and policies adopted by companies and identify various methods of presentation of facts and figures which can be used to make the accounting report move creative.

JULY 7-8**SBL****ALIGNING APPLICATION OF EMPLOYMENT ACT FOR FAIR PRACTICES***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Employment Act, 1955 is the most important piece of legislation for Malaysian employees. The purpose of this Act is to provide a number of minimum benefits for those workers covered by the Act and to establish certain rights for both employers and employees. Acquiring accurate and up-to-date interpretation and information on the Employment Act, 1955 provisions is essential to develop sound industrial relations and personnel policies in any organisation.

JULY 7-8**SBL****ESSENTIAL SPOKEN ENGLISH MADE EASY FOR OFFICE AND OPERATIONS STAFF***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

This course will enhance the competency in communication within the business context. Participants will practise the appropriate use of English, in situations commonly encountered in business environments.

JULY 7-8**SBL****TEKNIK KAWALAN KUALITI***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Quality and Quality Assurance Control are key values in manufacturing today, and the QA/QC group plays a key role in ensuring that the customer receives only quality product. To achieve this, it is imperative that companies have a well trained and highly skilled group of QA/QC personnel who are not only able to detect problems but also prevents problems from occurring. In many industries, experienced operators are promoted to QA/QC Inspectors and Supervisors without sufficient skills training to help them be effective. To be conducted in Bahasa Malaysia, this training programme aims to address this issue.

JULY 12-13**SBL****PRODUCTION AND QUALITY MANAGEMENT SKILLS AND SOLUTIONS FOR SUPERVISORS***FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

Production and Quality Management Skills gives your supervisors a sound and thorough understanding of what it means to be a total operational leader, and teaches them how to create and successfully manage in a total production and quality environment. Just as important, the course itself provides many opportunities for your supervisors to discuss their experiences and share information with each other. As they proceed through the course, they apply their collective wisdom and insights to your organisation's most urgent improvement opportunities.

JULY 12-13**SBL****MAINTENANCE AND TROUBLESHOOTING OF ELECTRICAL SUPPLY CIRCUITS, RELAYS, CONTACTORS AND MOTORS***FEES • FMM MEMBER: RM720.80 • NON-MEMBER: RM837.40*

This course is specially designed for electricians, technicians and others in the electrical field who are directly or indirectly involved in the operation, maintenance and troubleshooting of electrical installation in the industry. Participants will be equipped with the knowledge of electrical circuits, relays, contactors and motors to strengthen and ensure the stability of the electrical power supply.

JULY 12-13**SBL****ROOT CAUSE ANALYSIS FOR MANUFACTURING***FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

In manufacturing, how many times do you think that you have solved a problem only to have it come back to haunt you again and again? When the same problem occurs again and again after you think you have fixed it, there is a good chance that you only addressed the symptoms and did not get to the root cause of the problem. Root cause is a factor that caused non-conformance and should be permanently eliminated through process improvement. Using a systematic approach for identifying and responding to a root cause is so crucial so that they are less likely to occur in the future. In this course, you will learn practical ways and effective tools to solve problems. You will also get an insight on how Toyota solves their problems by using certain tools. This course will be truly game changer to solve problems and make many improvements in your manufacturing environment.

JULY 14-15**SBL****RECRUITMENT - BEHAVIOURAL BASED INTERVIEWING AND HIRING THE RIGHT TALENT****FEES** • FMM MEMBER : RM641.80 • NON-MEMBER : RM731.40

Successfully recruiting the in demand and highly-skilled talents can test even the most experienced human resources professional. Qualified candidates for in demand jobs know the balance of power is in their favour. However, you can shift the scales with the right hiring strategies and interviewing skills. This 1 day training will enhance HR professional' knowledge in behavioural based interviewing skills.

JULY 14-15**SBL****MENGUKUR DAN MENINGKAT PRESTASI STOR DAN GUDANG****FEES** • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

Warehouse/store is a temporary facility to store inventory/stork as a buffer in supply chain. Managing a warehouse/storage require a special skills set and mindset. It requires specially trained staff that can fulfill complex warehouse, inventory equipments, personnel, equipment and machinery requirements. The most common warehouse performance measures include handling productivity, space utilization, accuracy, damage, service, cost and inventory. Through this course, you will learn important tips and steps to effectively managing safe and productive warehouse/storage. Participants will explore and discuss various systems and techniques currently used by organisation worldwide.

JULY 14-15**SBL****DEVELOPING BEHAVIOURAL BASED SAFETY OBSERVATION PROGRAMME****FEES** • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

Developing Behaviour-based safety programs are now considered as important in majority of industries. In fact, this approach to health and safety that assumes that most injuries and illnesses are the result of unsafe acts by workers frist become popular in the United States with the work of H.W. Heinrich. Dupont says that 96% of injuries and illnesses are caused by unsafe acts. Anyone who reads Heinrich's original work can see that another of his conclusions, " ancestry and social environment are factors in every accident. Behavior-based safety programs appeal to many companies because they make health and safety seem simple, do not require management change, focus on workers and seem cheaper than correcting health and safety hazards.

JULY 26-27**SBL****PROJECT MANAGEMENT : COMBINING ART AND SCIENCE (CONDUCTED IN MANDARIN)****FEES** • FMM MEMBER : RM641.80 • NON-MEMBER : RM731.40

Project management skills have become more of a general management tool than the sole requirement of the specialist project manager. Everybody now recognizes the importance of delivering business results to specification, on time and within budget. The ability to successfully manage projects from beginning to end, no matter their size, is a highly desirable skill-set. Participants will understand the application of knowledge and skills of Project Management and learn to use the tools and techniques to project activities in order to meet the project requirements.

AUGUST 2021**AUGUST 11-12****SBL****ENERGY EFFICIENCY IN ELECTRICAL SYSTEM****FEES** • FMM MEMBER : RM848.00 • NON-MEMBER : RM954.00

In line with the Energy Management Regulation 2008 which came into effect on December 15, 2008, this programme represents a unique effort of FMM Institute to produce a pool of qualified energy manager for the industry towards the noble vision of utilising energy efficiently. This programme will enable participants to acquire the knowledge on the importance of energy efficiency standards and labelling; understand energy performance standards and testing facilities to be referred and used; be made aware of the importance of energy conservation and energy efficiency by classification of energy efficient equipment and be able to use the knowledge and skills gained to execute energy efficiency practices in their working place in electrical systems.

AUGUST 11-12**SBL****TEKNIK-TEKNIK MENINGKATKAN PRODUKTIVITI****FEES** • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

Participants will be given a comprehensive overview of various aspects of Productivity Improvement at the workplace. Conducted in Bahasa Malaysia, this course will provide a practical guide on the various Productivity Improvement techniques available which will help improve cost effectiveness.

AUGUST 11-12**SBL****MANAGING THE LABORATORY : IMPLEMENTING GOOD PRACTICES****FEES** • FMM MEMBER : RM641.80 • NON-MEMBER : RM731.40

The objectives of this two-day course are two-fold: Firstly, to raise the awareness of the laboratory staff concerning the importance of understanding the basic requirements for running a laboratory or working in a laboratory. Secondly, to provide a guide for the general management of a good laboratory, based on certain general acceptance guidelines. This informative short course will cover the topics such as good laboratory design, basic laboratory techniques, laboratory data handling, safety in the laboratory, Good Laboratory Practice (GLP), laboratory waste management and quality system for laboratory.

AUGUST 11-12**SBL****TRANSFORMATIONAL LEADERSHIP APPROACH FOR HIGHER PERFORMANCE****FEES** • FMM MEMBER : RM641.80 • NON-MEMBER : RM731.40

Transformational leadership is a style of leadership where the leader collaborates with employees to identify the needed change, creating a vision to guide the change through inspiration, and executing the change in tandem with committed employees. It also serves to enhance the motivation, morale, and job performance of employees through a variety of mechanisms which include connecting the employees sense of identity and self, being a role model for employees in order to inspire them to take greater ownership for their work, understand the strengths and weaknesses of employees and allowing the leader to align employees with tasks that enhance their performance.

AUGUST 16

SBL

BEST PRACTICES IN HALAL INDUSTRY*FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40*

This course covers the best halal practices for manufacturers or service provider within the Halal industry. Modules cover the importance of Halal Standards, the requirements for halal certification and processing as well as logistics in the halal production. The workshop provides an intensive knowledge on the overall best halal practices for the industry player to produce high quality products or services for the ever-demanding global halal market.

AUGUST 16-17

SBL

PRODUCTION AND OPERATIONS MANAGEMENT - EXECUTION AND CONTROL*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

The entire production and operations management revolving on the fact that business organisation are required to manage right through the customer order process, planning and scheduling, procurement, raw materials management, production process planning and execution, inventory control, warehousing till delivery to customers. As part of the supply chain management, the said organisation are also needed to render the after sales support i.e., customer warranty return, repair or product upgrading, etc. Every single business process must be executed with a robust system to check and balance each of the transaction validity, and for this reason Lean Manufacturing approach are highly recommended.

AUGUST 16-17

SBL

PURCHASING MANAGEMENT AND NEGOTIATION SKILLS*FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

This course is primarily designed to create an understanding on the techniques and skills involved in purchasing negotiations. It is intended to make participants identify their strengths and weaknesses, and be aware of the need to continuously develop their negotiation skills through practices in enhancing their competency to gain the best deal in the purchasing of materials and services. The course includes discussions and exercises using local and overseas case studies. To enhance realism, role play involving business games will be used to critically evaluate participants' strengths and weaknesses in negotiations.

AUGUST 16-17

SBL

GUIDES TO DEVELOPING A SAFETY AND HEALTH MANUAL*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

It is outlined in OSH Act, 1994 that the duty to ensure Safety and Health at the work place lies mainly on employers and employees. One of the important legal obligation of employers under Section 16 of the OSH Act, 1994 is that they are required to outline the organisation and arrangements in achieving the objective of the written Safety and Health Policy at the workplace.

AUGUST 17

SBL

INTERNAL 6S AUDITING FOR 6S PURPOSES*FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40*

Most successful companies have one thing in common i.e., they practice good housekeeping or 6S, 6S is basically the steps for good housekeeping. A clean and tidy environment can boost up the morale of the workers thus resulting in greater efficiency, effectiveness and commitment towards their work. It is everyone's responsibility, from the top management to the operators to be involved and committed for 6S to be implemented successfully. This course is primarily designed to ensure participants acquire the knowledge and ability to conduct a 6S workplace audit.

AUGUST 18-19

SBL

INCREASE YOUR BUSINESS VISIBILITY THROUGH SOCIAL MEDIA*FEES • FMM MEMBER: RM773.00 • NON-MEMBER: RM890.40*

One of the most valuable benefits of an internet-savvy approach to marketing your company online is the increased visibility that can reach an audience of millions with a few strategic and well-planned clicks. How visible is your company in the social media. The more online visibility your company has, the more likely people within your industry will look to you for necessary products or services. There may be better sites for deals on everything but the site gains an insance amount of traffic due to name recognition and search engine priority alone.

AUGUST 18-19

SBL

CHEMICAL HAZARD RISK ASSESSMENT AND CONTROL*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Chemicals are a foundation of our modern society but also present risks. Improper use and poor understanding on management of chemicals will impact and exert unacceptable human and economic costs in the workplace. It is the duty of employer to protect employees from the adverse effects of chemicals. Thus there is a need to identify, evaluate and control any health risk associated with the use of the chemicals. This programme will provide guidelines for employers and employees on the procedures and protocol for conducting a chemical health risk assessment to ensure the safe use of chemicals. This two-day intensive programme will provide valuable insights into ensuring the efficient management of chemicals.

AUGUST 18-19

SBL

KEMAHIRAN KETUA PASUKAN DALAM MENGURUSKAN BEBANAN KERJA PELBAGAI (MULTI TASKING)*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

The role of leadership requires continuous balancing of multiple priorities. As a leader, you generally are being pulled in several directions concurrently while being asked to handle more than one situation at a time. Although our technological devices now have the compure ability to perform multiple functions at the same time, the problem is that as humans we truly do not possess these equivalent capabilities, even though we think that we may be master multitaskers. In order to be an effective leader, you must balance the concurrency of your efforts in the art of multitasking. This course systematically guides team leaders towards taking up workloads and, hence, improving their multitasking skills.

AUGUST 23-24

SBL

COMPETENCY BASED FORKLIFT DRIVING SKILLS (CONDUCTED IN BAHASA MALAYSIA)*FEES* • *FMM MEMBER: RM773.00* • *NON-MEMBER: RM890.40*

Emphasises on both Theory and Practical aspects of Safe Forklift Driving. The course aims to sharpen the skills of Forklift Drivers and enable them to become better and safer drivers. A Practical Examination will be conducted at the end of the course to gauge their driving skills.

AUGUST 23-24

SBL

MENGURUS DAN MENAMBAHBAIK OPERASI STOR AND GUDANG*FEES* • *FMM MEMBER: RM641.80* • *NON-MEMBER: RM731.40*

Having a proper management of warehouse/store will help your to significantly improve your warehouse efficiency. This course will cover essential strategies that will help in improving warehouse and store mangement. Participants will learn how to analyse warehouse issues, manage warehouse operations and construct practical steps to improve warehouse operation, reduce obsolescence and write off.

AUGUST 23-24

SBL

12 STEPS SCHEDULE PLANNED MAINTENANCE*FEES* • *FMM MEMBER: RM641.80* • *NON-MEMBER: RM731.40*

Schedule preventive maintenance has been in practice for the last 50 years. Preventive maintenance has long been considered as an activity for cleaning, calibration and checking. In an era of equipment dependence, it is crucial that equipment is operated to its maximum efficiency. Equipment health management thus become critical to our profit sector. This course enables participants to develop a proper schedule planned maintenance procedure.

SEPTEMBER 2021**SEPTEMBER 6-7**

SBL

SMART PRODUCTION PLANNING AND CONTROL INTERVENTION TO MEET INDUSTRY REVOLUTION 4.0*FEES* • *FMM MEMBER: RM641.80* • *NON-MEMBER: RM731.40*

Today's manufacturers are competing at different levels and with increasing demands for customization and shorter lead times. So, how are they meeting complex market demands while maintaining desired levels of customer satisfaction, supplier performance and production throughput. They are adopting to key Modern Demand-Driven Manufacturing strategies: Digitize, synchronize and visualize to meet the industry of the future. Digitize decision making with the right data accessible and putting it in the hands of the right people for smart manufacturing and decision-making. Thus, the aim of this course is to develop and create an effective and efficient Production Management System in managing all production resources despite its constraints imposed by the short-lead time and quick design change with reverse logistics push-pull factors.

SEPTEMBER 6-7

SBL

ERGONOMICS AND MANUAL HANDLING : HOW TO WORK WITHOUT INJURIES*FEES* • *FMM MEMBER: RM641.80* • *NON-MEMBER: RM731.40*

Nowadays, many employees suffer from work related disorders and injuries due to their work conditions and its incompatibility with their needs, abilities and limitations. This situation affects their safety, health and welfare, as well as, that of organisations and societies. One of the steps that can be implemented by the industries is by implementing ergonomics principles at the workplaces within organisation, jobs, products, task and environment. Manual handling activity is identified as one of the main causes of back injury. Manual handling activity can be defined as any activity requiring the use of force exerted by a person in lifting, lowering, pushing, pulling, carrying, holding or restraining a person, animal or any objects. In a simple way it can be described as moving anything by using human energy.

SEPTEMBER 6-7

SBL

PENYELENGGARAAN BERASAS MASA DAN KEADAAN*FEES* • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

Time Based Maintenance is a schedules inspection to detect conditions that might cause breakdowns and restoring the equipment back to original condition, while Condition Based Maintenance is the control of equipment components where it is used until their life span maximise. Both the maintenance approach is a proactive an effective method to detect the deteriorating condition so that breakdowns can be prevented and eliminated so that production is not affected and no major losses occurred.

SEPTEMBER 6-7

SBL

EQ AND POSITIVE ATTITUDE FOSTERING FOR SUCCESS AT WORK (CONDUCT IN MANDARIN)*FEES* • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

Emotional intelligence, sometimes referred to as EQ (emotional quotient), refers to a person's ability to recognize, understand, manage, and reason with emotions. Researches have suggested that emotional intelligence influences how well employees interact with their colleagues. EQ is also thought to play a role in how workers have positive work attitude, manage stress and conflict, as well as overall performance on the job. This course is specially designed for participants to understand the importance of EQ and work attitude that affect human relations and teamwork at work.

SEPTEMBER 8-9

SBL

PROCESS CONTROL : MEASUREMENT AND CALIBRATION*FEES* • *FMM MEMBER: RM614.80* • *NON-MEMBER: RM731.40*

Process control activities require measurement of both variable and attribute data, before plotting it on the control charts to recognise abnormal trends, assess statistical data distribution and computing the capability of a process understudy. These data are normally acquired by using various measurement tools that come with certain level of accuracy and resolution depending on its application. It is equally critical to ensure the measurement tools are used, handled, stored and calibrated appropriately to maintain the tool accuracy and hence the data integrity.

SEPTEMBER 8-9

SBL

BUILDING DYNAMIC HUMAN RESOURCE ASSISTANTS/CLERKS

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Employees are the most important asset of an organisation and will lead an organisation to gain competitive advantage. The Human Resource function serves as a change agent for the organisation. The Human Resource Assistants deal with all employees in their daily routine and thus contribute to the Human Resource Department as a whole.

SEPTEMBER 8-9

SBL

DEVELOPING EFFECTIVE MARKETING STRATEGIES

FEES • FMM MEMBER: RM773.80 • NON-MEMBER: RM890.40

With the current state of economic conditions, the continuous change of consumer preferences and the ubiquity of new products, no company can afford to de-emphasise marketing operations. In a changing environment like ours, there is the need to sharpen our strategic thinking and visioning in order to stay ahead of competition. Upon completion of this course, participants will develop marketing skills required to identify opportunities and set the means best to serve these opportunities which most often are disguised as insoluble problems.

SEPTEMBER 8-9

SBL

NEGOTIATING WITH INFLUENCE AND PERSUASION

FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40

When we use the word "negotiation", many people think of big government or business discussions or secret meetings with Union representatives. This is misconception as we negotiate all the time in our normal daily life. We all at some point have discussed with a few friends where to eat or drink, or something as simple as who is going to take the rubbish out. Not all our negotiations are trivial however, discussion with your manager regarding salary or the price you pay for a new home or car. These are all situations that involve negotiating! During this workshop, participants will get an understanding of the phases of negotiation, tools to use during negotiation, and ways to build win-win solutions.

SEPTEMBER 20-21

SBL

CHEMICAL MANAGEMENT AND HANDLING TECHNIQUES

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

The use of chemicals in developed and developing countries have been increasing significantly during the past three decades. It is no doubt that chemicals will continue to play an important role in the arena of industries. However, these chemicals will pose danger in cases where we are not able to manage them properly. The aim of this training is to educate the participants on management of chemical safety including the proper manner of handling chemicals. This training will also expose the participants on the requirement of chemical safety as per Occupational Safety and Health Act and Regulations.

SEPTEMBER 20-21

SBL

ESSENTIAL WRITTEN ENGLISH MADE EASY FOR OFFICE AND OPERATIONS STAFF

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

This course will enhance the competency in communication within the business context. Participants will practise the appropriate use of written English in situations commonly encountered in business environment.

SEPTEMBER 20-21

SBL

MEMPERTAJAMKAN FUNGSI PASUKAN KERJA ABAD KE-21

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

In the 21st century, many organisations tend to be decentralised; team and teamwork are becoming popular terms in management circles. In today's environment, teamwork promise to be a cornerstone of progressive management for the foreseeable future. A lot of cases show that more and more organisations are trying to narrow job titles and encourage employees to work together to become an effective and efficient team. According to experts, tomorrow's organisations will be flatter, information based and organisation around teams. This course tends to prepare and equip participants with necessary skills needed in mobilising a dynamic high functional team.

SEPTEMBER 20-21

SBL

PENGURUSAN STOK DAN PENGAWALAN INVENTORI YANG BERKESAN

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

The success of a business can be greatly affected by the efficiency of its store operation and the robustness of its control system. This is obvious when its' inventory on-hand is the largest expense and largest asset of the business. Discover and develop the critical management skills and technical skills to improve store operations and implement stock control at your workplace.

SEPTEMBER 22-23

SBL

COST REDUCTION TECHNIQUES FOR PRODUCTION OPERATIONS

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Cost management became the competitive tool in the dynamic marketplace especially for high volume production environment. In fact, cost element are being scrutinised as one of the most important agenda in the annual strategies business planning, to be discussed, reviewed and closely monitored to ensure the long term survival of any profit oriented organisations. Operational inefficiencies and production wastes to be objectively measured and cost saving projects are scoped accordingly. Therefore it's crucial to set up a robust financial system that tracks and quickly identifies cost performance gaps, supported by well established cost reduction methodology, which will give the organisation extra miles in terms of adding value to all business stakeholders.

SEPTEMBER 22-23**SBL****PRACTICAL APPLICATIONS OF RISK-BASED THINKING CONCEPTS AND IMPROVEMENT PRINCIPLES ACCORDING TO ISO 9001: 2015 QMS REQUIREMENT***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

One of the definitions of a “principle” is that it is a basic belief, theory or rule that has a major influence on the way in which something is done. “Quality management principles” are a set of fundamental beliefs, norms, rules and values that are accepted as true and can be used as a basis of quality management. The QMP’s can be used as a foundation to guide an organisation’s performance improvement. They were developed and updated by international experts of ISO, who are responsible for developing and maintaining ISO’s QMS.

SEPTEMBER 22-23**SBL****7 QUALITY TOOLS FOR PROCESS IMPROVEMENT***FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

One of the greatest challenges to today’s industries and companies is how to change the way that employees work and raise their product quality. To achieve this, the employees must be well equipped with the right knowledge, tools and methods towards the process of continuous improvement. The 7 tools mentioned here are the Quality Improvement Tools and it is a MUST for all employees. An understanding and ability to apply the tools will greatly enhance the effectiveness and efficiency of the employees which will lead towards profitability and efficiency of the organization.

SEPTEMBER 22-23**SBL****EFFECTIVE MANAGEMENT OF ACCOUNTING FUNCTIONS***FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

This course highlights the need for an Accounting department to be focused and proactive in implementing efficiency in managing its functions. It also discusses on how to improve on better workflow and processes besides the main accounting functions.

OCTOBER 2021**OCTOBER 6-7****SBL****INFLUENCE PEOPLE TO GET THE MOST WITH THE LEAST EFFORT***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

The ability to influence others is an incredibly important skill. Business environments can benefit from the existence of people who are well versed in the art of influence since they can handle situations better, are more emotionally skilled and can mitigate conflicts or difficult situations quickly. Mastering this skill helps you sell your ideas or products, lead and train others more effectively. This in turn will make you more productive as a result of better communication with others. Decisions and opinions made are also in your favour with enhanced persuasion skills. This course is packed with exercises and guidelines based on the latest research on human psychology and academic theories on influence.

OCTOBER 6-7**SBL****KE ARAH KECEMERLANGAN PRESTASI KERJA***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Conducted in Bahasa Malaysia. This course is designed to help participants understand individual differences, review their attitude, obtain positive working culture outlook and acquire skills that will improve their overall performance.

OCTOBER 6-7**SBL****PRACTICAL LETTERS OF CREDIT (LCS) APPLICATION***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Knowledge on banking facilities and the required quantum, risk and fraud occurrence in domestic as well as international trade, and the measures taken to prevent such occurrences, form an integral part of a successful business entity. This course will cover all the importance aspects of Letters of Credit (LCs) - its function and types, documentation and endorsement to ensure smooth trade transactions and to avoid unnecessary delay.

OCTOBER 6-7**SBL****OCCUPATIONAL FIRST AID SKILLS AND CPR***FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM795.00*

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

OCTOBER 11**SBL****CREATING AND MAINTAINING AN EFFECTIVE FILING AND RECORDS SYSTEM***FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40*

Often we hear a business is only as good as its records. All correspondence with clients, financial information, market and clients’ facts are all kept in files. With inefficient filing and record management practices, your agency can lose time, money and information.

OCTOBER 11-12**SBL****TRICKS & INSIGHTS TO CONDUCT AN EFFECTIVE DOMESTIC INQUIRY AND MANAGING PROBATIONERS***FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Provide an insight on how grievances arise and how they should be handled, the disciplinary procedures in cases of misconduct and also the proper procedures required in conducting a domestic inquiry. Participants will also learn how to manage probationers. It is important to remember that although probation allows you to terminate new recruits more easily, the real aim of probation is to bring an effective employee on board.

OCTOBER 11-12

SBL

HALAL INTERNAL AUDITING*FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

Halal Internal Auditing is intended to enhance auditing skills and knowledge, mainly for halal industry environment. This training provides participants with an in-depth assessment of internal halal auditing phases as well as conformity assessment to meet the halal certification compliance, requirements and best practises. This training involves audit theory and hands-on practice on case study that will allow participants to be familiar with the halal auditing processes.

OCTOBER 11-12

SBL

MAINTENANCE MANAGEMENT, PERFORMANCE AND IMPROVEMENT TOOLS*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

To improve any production process, all production machinery need to be sustained at optimum conditions. The machinery need to run smoothly with Zero Downtime and produce Zero Defect. Such condition can only be achieved if a proper, effective and efficient maintenance system is done. Conventional Time-based and Trial and Error methods is not applicable in today's machines and equipment maintenance. A proper and cost effective system of Maintenance Management practices, performance monitoring and improvement tools will enhance the company's profitability and competitiveness.

OCTOBER 13-14

SBL

GAINING CONTROL : MANAGING PRIORITIES AND TIME FROM INSIDE OUT*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

How often do you find yourself running out of time doing the things you want to do? All the time! As such, when you know how to manage time, you gain control. Rather than busily working here, there, and everywhere, effective time management helps you to choose what to work on and when. This is essential if you're to achieve anything of any real worth.

OCTOBER 13-14

SBL

HANDLING CUSTOMER COMPLAINTS PROFESSIONALLY*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

We live and work in a business-sensitive economy. More importantly as manufactured products/services become more alike, it is increasing the quality and service provided to customers that forms the critical difference between success and failure especially handling customer complaints. Handling customer complaints tactfully is an art and one must be able to anticipate customer's reactions, communicate clearly and achieve win-win outcomes.

OCTOBER 13-14

SBL

LEAN TRANSFORMATION : WHEN AND HOW TO USE LEAN TOOLS*FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

Lean Manufacturing is a systematic and proven path to achieve the operational excellence and stay competitive in the marketplace. Fundamentally it requires a paradigm shift not only in the manufacturing black box but the entire supply chain that deliver values to their customers. This course is mainly designed to set new ground rules in a very competitive business environment while providing guidelines towards strengthening the manufacturing fundamentals.

OCTOBER 25-26

SBL

EFFECTIVE INVENTORY / STOCK CONTROL SYSTEM*FEES • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40*

The objective of an inventory/stock control system is to make inventory/stock decisions that minimise the total cost of inventory/stock, which is distinctly different from minimising inventory/stock. It is often more expensive to run out of an item (and thus be forced to obtain it through more expensive channels) than simply to keep more units in stock. Good control system, if in place, will minimise the total cost of inventory/stock through the use of an economic order quantity, which attempts to balance the carrying costs of inventory/stock with the cost of running out of an item.

OCTOBER 25-26

SBL

BEST PRACTICES TO REDUCE ACCIDENTS*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

Life-saving rules for safety are rules that are deemed to be safety-critical and for which there will be zero tolerance for violation. Adoption of life-saving rules can be a helpful approach to ensure ongoing focus on those protective measures most important for avoiding serious injuries. However, implementation of life-saving rules without using a carefully planned approach can result in serious problem that actually detract from an organisation's safety objectives. This course provide the process that should be used for the implementation of life-saving rules, and explains the pitfalls that can occur if a well-designed implementation process is not followed.

OCTOBER 25-26

SBL

KOMUNIKASI, COACHING, KAUNSELING, DAN PENYELESAIAN MASALAH*FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40*

The focus in management today is on people. Working for people, working with people, influencing people and solving problems through effective communication and creating happy groups of people is everybody's responsibility in an organisation. Managers, Executives, Supervisors and everyone is included in Coaching and Counselling of downline employees so that the work at hand can be done effectively with all parties involved enjoying a win-win feeling. Conducted in Bahasa Malaysia this programme aims to help participants improve interpersonal and communication methods in order to get the best from staff and enhance their effectiveness in working together with people.

OCTOBER 25-26**SBL****PRACTICAL GUIDE TO ELECTRICAL WIRING, INSPECTION, TROUBLESHOOTING AND REPAIRING****FEES** • FMM MEMBER : RM720.80 • NON-MEMBER : RM837.40

A good wiring system must fulfill the statutory requirement such as safety regulation, IEE wiring regulations, protection against electrical shock, direct and indirect contact, thermal effects, under voltage and residual current device and protective measures. This programme is designed for all those involved in maintaining and troubleshooting electrical wiring systems.

NOVEMBER 2021**NOVEMBER 15****SBL****WHY-WHY PROBLEM ANALYSIS****FEES** • FMM MEMBER : RM402.80 • NON-MEMBER : RM519.40

The WHY-WHY Analysis is one the problem-solving technique used to find root cause(s) of a problem. Solving problems from an immediate cause is easy, but it does not last long as the cause of the immediate cause is not analysed to its earlier roots and tackled. This training teaches the systematic way of understanding the problem, and then zooms in towards its most likely real cause(s). In doing the WHY-WHY analysis, it is important to learn the technique of asking to surface the next level of cause of problem. Asking wrongly will result in going to wrong direction of problem causes - and there will be wrong or no solution!

NOVEMBER 15-16**SBL****DEVELOP NEW MARKETS, GENERATE MORE SALES****FEES** • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

This 2-day programme allow companies to create a road map in developing new markets, by understanding the companies SWOT and the environment PEST. At the same time, it also provides tools to seek out possible market opportunities, develop an expansion plan, and initiate action. With a proper plan, your business will have a better chance of succeeding in a new market.

NOVEMBER 15-16**SBL****PROFESSIONAL OFFICE ADMINISTRATION FOR EXECUTIVES****FEES** • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

This is an exciting and interactive programme designed to provide office administrators, supervisors of clerical and executives the opportunity to review and develop the interpersonal and professional administrative skills they need to do their jobs effectively, thereby contributing to their own, their boss' and their organisation's success. This course gives essential and in-depth practical techniques that will enable you to excel at your workplace. In this course, you will learn multi-disciplinary best practices such as how to be a better business writer and a master communicator. This course also focuses on the importance of providing exceptional internal and external customer service and the impact of doing this. Moreover, you will thoroughly have the chance to discuss the effects of stress at the workplace and ways to turn stress to an advantage. You will also learn how mastering your effective usage of time will inevitably enhance your productivity and lower your stress level. Another topic you will delve into is organising and running an effective and professional meeting. Finally, you will learn in detail, how you can improve your phone handling capabilities.

NOVEMBER 15-16**SBL****MEASURING AND ACHIEVING STOCK ACCURACY****FEES** • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

Inventory accuracy is one of the major performance factors in any stores, warehouse or distribution centre. Achieving the highest accuracy rate and minimise losses is the aim of every businesses. In this course participant will learn how to measure accuracy rate, discover inventory issues and rectify the potential problems or obstacle to achieve the expected accuracy rate.

NOVEMBER 16**SBL****TIPS & TECHNIQUES TO EFFECTIVE WATER HARVESTING****FEES** • FMM MEMBER : RM402.80 • NON-MEMBER : RM519.40

Water Harvesting will soon be the buzz world amongst Industrial Players. This new cost saving measure will be the methodology to be introduced widely. Recycling "White Gold" (water) which is such a precious commodity, will contribute to a sustainable way towards managing water supply and our water resources. Water and its uses will be shared. The methods of capturing rain water and reusing it, this will be actively introduced to the participants. Environmental impact and benefits from water harvesting will be a subject too.

NOVEMBER 17-18**SBL****SCIENCE & ART FOR MANUFACTURING IMPROVEMENT VIA SIMULATION****FEES** • FMM MEMBER : RM641.80 • NON-MEMBER : RM731.40

Simulation comprises an indispensable set of technological tools and methods for the successful implementation of digital manufacturing, since it allows for the experimentation and validation of products, process and system design and configuration. Especially in today's turbulent manufacturing environment, which is affected by megatrends such as globalisation and ever-increasing requirements for higher degree of product customisation and personalisation, the value of simulation is evident. This programme investigates the major milestones in the evolution of simulation technologies and examines recent industrial and research applications and findings.

NOVEMBER 17-18**SBL****EMPLOYEE ENGAGEMENT THROUGH COACHING, COUNSELLING, CHANGE MANAGEMENT AND HANDLING DIFFICULT PEOPLE****FEES** • FMM MEMBER : RM614.80 • NON-MEMBER : RM731.40

This course is designed to those involved in the businesses of people across all functional areas. This course will enable participants to cultivate the right attitude of mind needed to be a good coach and counsellor, develop the key skills and be able to apply them in work place, understand the 6W3H of change management, learn prevention and cure techniques to manage difficult people at work to achieve employee true potential and organisation goal, and study world top business gurus' concept and their application to related field.

NOVEMBER 17-18**SBL****OCCUPATIONAL SAFETY AND HEALTH ROOT CAUSE ANALYSIS****FEES** • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

More than two million workers die each year through work - related accidents and diseases. This figure does not account for injuries which are chronic and acute in nature. Significant number of occupational deaths and accidents could have been prevented if organisations use the best accident prevention strategies and practices. Occupational Safety and Health Root Cause Analysis is one the best tool that management or a safety practitioner can have at his command. It does not only investigate an accident but it prevents reoccurrence of such accident.

NOVEMBER 17-18**SBL****COMPETENCY BASED FORKLIFT DRIVING SKILLS
(CONDUCTED IN BAHASA MALAYSIA)****FEES** • FMM MEMBER: RM773.00 • NON-MEMBER: RM890.40

Emphasises on both Theory and Practical aspects of Safe Forklift Driving. The course aims to sharpen the skills of Forklift Drivers and enable them to become better and safer drivers. A Practical Examination will be conducted at the end of the course to gauge their driving skills.

NOVEMBER 22-23**SBL****COST AND PRICE ANALYSIS IN PROCUREMENT****FEES** • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

In some purchases, price analysis alone will be sufficient; in others, price analysis will be used to corroborate the conclusions arrived at through cost analysis. The form and degree of analysis are dependent on facts surrounding a particular subcontracting or purchasing situation. The scope of price analysis performed and the particular techniques used will depend on whether or not cost analysis is done, as well as on such factors as type of product or service, dollar value, purchase method, and extent of competition.

NOVEMBER 22-23**SBL****PENGURUSAN PEKERJA YANG BERKESAN****FEES** • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Employee management is your first concern if you are a supervisor or manager at work. Effective management and leadership of employees allow you to accomplish your goals at work. Effective employee management and leadership allow you to capitalise on the strengths of other employees and their ability to contribute to the accomplishment of work goals. Successful employee management and leadership promote employee engagement, employee motivation, employee development, and employee retention.

NOVEMBER 22-23**SBL****HOW TO EFFECTIVELY CONDUCT AND MANAGE PERFORMANCE
DISCUSSION AND REVIEW****FEES** • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Yearly performance reviews are critical. Organisations are hard pressed to find good reasons why they can't dedicate an hour-long discussion once a year to ensure the mutual needs of the employee and organisation are being met. Performance reviews help supervisors feel more honest in their relationships with their subordinates and feel better about themselves in their supervisory roles. Poorly performing subordinates are assured clear understanding of what's expected from them, their own personal strengths and areas for development and a solid sense of their relationship with their supervisor. Avoiding performance issues ultimately decreases morale, decreases credibility of management, decreases the organisation's overall effectiveness and wastes more of management's time to do what isn't being done properly. This is a comprehensive training to improve appraisers' performance management techniques.

NOVEMBER 22-23**SBL****TEKNIK-TEKNIK PENYELENGGARAAN EFEKTIF UNTUK JURUTEKNIK****FEES** • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Techniques are expected to perform efficient troubleshooting, do proper preventive maintenance, control the usage of spare parts, and possess good maintenance etiquette. Conducted in Bahasa Malaysia, this programme is designed to provide best known methods that every maintenance personnel should be equipped with.

NOVEMBER 24-25**SBL****PROCESS QUALITY CONTROL : TROUBLESHOOTING AND
INTERPRETATION OF DATA****FEES** • FMM MEMBER: RM641.80 • NON-MEMBER: RM731.40

In this Process Quality Control programme, participants will learn data collection discipline – translating the voice of process from data interpretation and rectifying the process problems internally and externally. Troubleshooting is important and unavoidable when something is not right in the process. Troubleshooting can be made easy if we can interpret the data collected from the process. This is the focus of this 2-day training. It starts from data collection technique and discipline. We will be surprised how much information can be gathered from process data interpretation.

NOVEMBER 24-25**SBL****ADVANCED FINANCIAL ACCOUNTING PRACTICES AND
PROCEDURES****FEES** • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

This course will lead you through the various important and critical areas of accounting so that participants will acquire a better understanding of the practices and procedures in areas such as Accounting Standards, Profits, Revenue, Income Statement, Fixed Assets, Stock, different types of Accounts and Financial Statement.

NOVEMBER 24-25

SBL

PENGURUSAN DAN TEKNIK KAWALAN BAHAN KIMIA

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

It is no doubt that chemicals will continue to play an important role in the production in order to sustain the needs of the people as well as for more development activities to provide jobs. Chemicals are always been associated with the human health and environment compared with other groups of hazards. It is the duty of employer to take action to manage and control chemicals hazardous to health, through progressive application of control measures in order to reduce the exposure level of employees to the lowest practical level.

DECEMBER 2021

DECEMBER 8-9

SBL

ACCIDENT AND INCIDENT INVESTIGATION RECORDING AND REPORTING (NADOPOD)

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Accidents and hazards to health represent costly factors in the work environment and must be guarded against constantly. However, during everyday activities, we do not give any thought to the possibility of accidents in the work stations. More than two million workers die each year through work-related accidents and diseases. This figure does not account for injuries which are chronic and acute in nature. Significant number of occupational deaths and accidents could have been prevented if organisations use the best accident prevention strategies and practices. Accident investigation skill and ability is one of the best tools that management or a safety practitioner can have at his command. It does not only investigate an accident but it prevents reoccurrence of such accident.

DECEMBER 8-9

SBL

DELEGATION, TIME MANAGEMENT, HANDLING CONFLICTS AND DIFFICULT EMPLOYEES (CONDUCT IN MANDARIN)

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Middle management is the connector between top management and the subordinates. As such, this level of management plays a very important role in ensuring organisational operations are running smoothly, so as to allow top management to focus on guiding the organisation to another level of growth. This course seeks to help management to be more competent in delegating, managing time, handling conflicts and difficult employees.

DECEMBER 8-9

SBL

PEMBENTUKAN KERANI YANG CEMERLANG

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

The clerical staff plays a crucial role to assist a manager in the daily routine work flow. Their role and responsibilities helps to keep the department well organised, efficient and effective. They also need to work closely with all other departments internally, and deal with external organisation / corporate entities. This course is designed to help participants understand their roles / responsibilities and be a more effective clerical and administrative staff.

DECEMBER 13

SBL

BEHAVIOUR BASED SAFETY FOR SUPERVISORS AND MANAGERS

FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40

The industry with its many Hazards has been having many accidents that caused serious injuries and fatalities. 80 to 85% of these accidents were caused by Unsafe Acts of workers. Unsafe Acts of workers needs to be corrected at the bud and if it is not done at that moment it would spread out to all other workers. Leaders, Supervisors and Managers have to be an example to the workers and stop all Unsafe Acts at the start. This programme is specially designed to build the Leader, Supervisors and Managers' Safety Characters.

DECEMBER 13-14

SBL

KEMAHIRAN PENYELIAAN LANJUTAN

FEES • FMM MEMBER: RM614.80 • NON-MEMBER: RM731.40

Provide participants with knowledge, skills and practical approach to handle the finer skills of supervisory management and to be inspired and motivated for effective supervision.

DECEMBER 14

SBL

EFFECTIVE STOCKTAKING, VALUATION AND RECTIFYING SHORTFALLS/ PROBLEMS

FEES • FMM MEMBER: RM402.80 • NON-MEMBER: RM519.40

This course has been specially designed to help participants to conduct effective and proper counting of stock items in the stores/warehouses to ensure accuracy of available stocks and also to investigate stock discrepancies effectively.

CERTIFICATE & EXECUTIVE CERTIFICATE COURSES

OCCUPATIONAL SAFETY AND HEALTH COORDINATOR (OSH-C)

FEES • FMM MEMBER: RM954.00 • NON-MEMBER: RM1,272

Small Medium Industries (SME) are currently getting attention due to issues related to Occupational Safety and Health (OSH) as mass medias are continuously reporting various accidents at the workplace which results in deaths. With the increased number of SME, Malaysia is facing greater challenges to monitor OSH requirements, workers safety and health issues. In the SME strategic plan 2020, Department of Occupational Safety and Health (DOSH) target is to increase the number of OSH practitioners in Malaysia. Therefore, DOSH take initiative to manifest competent OSH Coordinator, a representative of safety practitioners in the industries to monitor OSH requirements. In line with the Strategy 6 SME 2020, to enhance the number of Occupational Safety and Health practitioner, each of SMEs Company is required to appoint at least one employee as least one employee as a "Trained Person for Occupational Safety and Health Coordinator (OSH Coordinator)".

CERTIFICATE IN SAFETY AND HEALTH OFFICER

FEES • FMM MEMBER: RM3,922 • NON-MEMBER: RM4,240

The OSH Act 1994 makes provisions for a competent person to be employed to act as a Safety and Health Officer at the place of work. This course has been developed to prepare participants to sit for the SHO Examination conducted by NIOSH. It equips participants with legal knowledge pertaining to Occupational Safety and Health and be acquainted with necessary know-how and techniques for performing various Occupational Safety and Health activities.

CERTIFICATE IN PRODUCTION PLANNING AND CONTROL

FEES • FMM MEMBER: RM2,491 • NON-MEMBER: RM2,915

Certificate in Production Planning and Control is specially designed for the professional development of employees in the manufacturing sector. This programme will impart participants with the concepts and tools of Production Planning and Control, Production Scheduling and Measurement and how they are implemented at the manufacturing shopfloor.

CERTIFICATE IN PURCHASING AND INVENTORY MANAGEMENT

FEES • FMM MEMBER: RM2,650 • NON-MEMBER: RM3,180

A specialised course with focus on Purchasing and Inventory and covers in detail Purchasing procedures and Inventory management. It will suit best for employees who already have some experience in Purchasing and Inventory. Furthermore, it's specially developed to provide theoretical knowledge and practical techniques in handling Purchasing and Inventory Management. It also provides a systematic approach in mastering purchasing activities and is structured in accordance with the current Malaysia Environment and laws to provide participants with basic to advanced knowledge in Purchasing and Inventory Management.

CERTIFICATE IN BOILERMAN

FEES • FMM MEMBER: RM1,484 • NON-MEMBER: RM1,908

Specially designed Certificate Course to upgrade the skills and knowledge of Apprentice, Boiler Assistants and other who are handling Steam Boiler and to enable them to prepare for the Boilerman Grade 2/Grade 1 examinations conducted by Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP).

FMM EXECUTIVE CERTIFICATE IN HUMAN RESOURCE (LEADING TO EXECUTIVE DIPLOMA IN INDUSTRIAL RELATIONS MANAGEMENT)

FEES • FMM MEMBER: RM3,180 • NON-MEMBER: RM3,710

Specially developed with the aim to prepare HR personnel to manage the complexities as well as to face the changing needs of the various industries in regards to Human Resource Management. This programme will not only provide one with sound theoretical knowledge of the subject matters but practical applications in the business environment. It keeps one in pace with the ever changing business surrounding whilst achieving desired goals successfully.

FMM EXECUTIVE CERTIFICATE IN INDUSTRIAL RELATIONS (LEADING TO EXECUTIVE DIPLOMA IN INDUSTRIAL RELATIONS MANAGEMENT)

FEES • FMM MEMBER: RM3,180 • NON-MEMBER: RM3,710

Specially developed with the aim to prepare HR personnel to manage the complexities as well as to face the changing needs of the various industries in regards to Industrial Relations Management. This programme will not only provide one with sound theoretical knowledge of the subject matters but practical applications in the business environment. It keeps one in pace with the ever changing business surrounding whilst achieving desired goals successfully.

IN - HOUSE COURSES

FMM Institute, Perak is able to tailor-make In-House Courses to suit individual company's needs. Course outlines and objectives are discussed with companies in order to customise the courses and the facilitators will develop the Training materials accordingly.

TOP 10 MOST POPULAR

IN-HOUSE COURSES CONDUCTED IN PERAK ARE AS FOLLOWS:

1. Mastering Safe Forklift Driving
2. Microsoft Excel - Intermediate Level
3. Microsoft Excel (Basic - Intermediate Level)
4. First Aid And CPR Skills
5. ISO 9001 : 2015 Internal Quality Auditing
6. Understanding and Implementing ISO 9001 : 2015
7. Chemical Management At Workplace
8. Membina Pasukan Kerja Yang Dinamik
9. Teknik-Teknik Meningkatkan Produktiviti
10. Electrical Safety And Lockout / Tagout At Workplace

All In-House Courses are offered under the SBL Scheme.

FMM Institute, Perak would be glad to assist in the application and claim procedures for training grants from the HRDF.

FOR FURTHER INQUIRIES on the respective course, please contact : **MR MAHINDER / MS NICOLE / PUAN EDA / MS HARVINDAR**

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Email : fmmperak@fmm.org.my

- FMM Institute, Perak Public Courses and Dates are accurate as at time of printing.
- FMM Institute Perak reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes..
- More courses may be added to this schedule from time to time. Please look out for our individual brochures which will be sent to employers closer to each course.
- FMM Institute is registered with Pembangunan Sumber Manusia Berhad (PSMB) as a Training Provider.

FMM INSTITUTE

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