



# FMM INSTITUTE PERAK

(475427-W)



# 2022

## TRAINING CALENDAR

Centre For  
**Professional**  
Development

**CALL US NOW!**  
**(05) 548 8660, 548 8550, 548 8770**



# Corporate Profile

**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.

## **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 Corporation (HRDC) fund 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's VISION**

To Make Malaysia Industries Globally Competitive

Continuing professional education provides the opportunity for the working personnel 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 QUALITY POLICY**

Total Commitment to Service Excellence and Quality



# COURSES BY MONTH

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PEMBENTUKAN SIKAP DAN PEMIKIRAN POSITIF	13
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DELIVERING A FIVE-STAR CUSTOMER SERVICE EXPERIENCE	14
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TEKNIK KAWALAN KUALITI	14
SHARPENING YOUR PURCHASING MANAGEMENT SKILLS	15
CHEMICAL HAZARD RISK ASSESSMENT AND CONTROL	15
START YOUR MICROSOFT EXCEL WITH BASIC & INTERMEDIATE	15

TITLE	PG
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All Public Course/ In-House /  
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All Public Course/ In-House /  
Certificate programme are HRD Corp claimable under SBL-Khas Scheme

# JANUARY 2022

**JANUARY 10-11**

**ONLINE**

## **PEMBENTUKAN SIKAP DAN PEMIKIRAN POSITIF**

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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.

**JANUARY 10-11**

## **“ COLOURED BRAIN ” LEADERSHIP SKILLS THROUGH SELF-REALISATION TO SELF-MASTERY**

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

This training inspire participants to look beyond conventional learning models for new ways to develop self management and situational leadership competence to “A HOLISTIC LEADER”. You are the role model for your people. You are the example of how to be in the organisation. Having holistic leadership skills to lead, to communicate, to drive and inspire the working team. Colored Brain is not about personality – it is the way that brain process the information around them! Knowledge of the Coloured Brain helps to understand one's behaviour and raises our expectation to create more intelligent actions and reduce stress.

**JANUARY 12**

**ONLINE**

## **6S IMPLEMENTATION POST COVID**

**FEES** • **FMM MEMBER: RM424.00** • **NON-MEMBER: RM583.00**

6S is usually mistaken for cleaning, painting or labelling. 6S has a much deeper meaning and it is the first step in increasing value of productivity. 6S is the foundation of continuous improvement and lean. It helps us to do things in an efficient manner without any waste of time. It also focuses on improving quality, safety, efficiency and morale. It provides the fundamentals to maintain discipline in the workplace. The final outcome of 6S implementation is the marked improvement to the organization's productivity and profitability. This program provides a mind-set and a checklist for the delegates to take back and implement in their work place. Delegates should see immediate applications to improve the quality of their work place. This program will also instill the culture and importance of 6S.

**JANUARY 12-13**

**ONLINE**

## **KEPIMPINAN DAN CABARAN MENGURUS PEKERJA UNTUK KETUA OPERATOR**

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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

**JANUARY 12-13**

## **CLERICAL DEVELOPMENT PROGRAMME**

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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 13**

**ONLINE**

## **MANAGING PERFORMANCE AND PRODUCTIVITY WORKING FROM HOME UNDER CURRENT PANDEMIC**

**FEES** • **FMM MEMBER: RM424.00** • **NON-MEMBER: RM583.00**

The current Covid 19 pandemic has globally impacted the economy, political and social standing of various countries. The various industrial sectors, transport, hotels and tourism have faced severe impact in terms of business operations. To meet the challenging business under the pandemic environment have taken to manpower reductions and working from home. Managing staff performance and measuring productivity working from home on a virtual has its fair share of challenges as compared to face to face interaction at workplace.

**JANUARY 20**

**ONLINE**

**UNDERSTANDING NOISE MANAGEMENT AND OCCUPATIONAL SAFETY AND HEALTH (NOISE EXPOSURE) REGULATION 2019**

*FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

We are surrounded by noise in nearly all areas of modern life. People do not like loud noises or intense sounds. Our ears are delicate and complex structures that are easily damaged. Despite hearing being one of our five senses and very valuable, we tend to know very little about it and to be very careless about looking after it. The loss of hearing is frequently so slow that we don't even know that it is going. Noise is one of the industrial hazards that required to be managed well. This programme will provide information on understanding noise management and Occupational Safety and Health (Noise Exposure) Regulation 2019.

**JANUARY 20**

**CHALLENGING TIMES FOR TELEPHONE TECHNIQUES & COURTESIES**

*FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

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

**FEBRUARY 2022**

**FEBRUARY 14**

**ONLINE**

**BEST PRACTICES IN HALAL INDUSTRY**

*FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

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.

**FEBRUARY 14-15**

**MAINTENANCE AND TROUBLESHOOTING OF ELECTRICAL SUPPLY CIRCUITS, RELAYS, CONTACTORS AND MOTORS**

*FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

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.

**FEBRUARY 14-15**

**ONLINE**

**ACHIEVING OPERATIONAL EXCELLENCE THROUGH LEAN MANUFACTURING**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 14-15**

**ONLINE**

**DELIVERING A FIVE-STAR CUSTOMER SERVICE EXPERIENCE**

*FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

Customer service is a skill which can be learned and mastered through practice and persistence. During this workshop we introduce delegates to the core principles of customer services. By employing these values and adopting the correct attitude, delegates will be able to handle the vast majority of customer interactions with ease no matter how unusual or complicated they are.

**FEBRUARY 16-17**

**ONLINE**

**7 PATHS TO MANAGERIAL EXCELLENCE USING PERSONALITY PROFILING**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**FEBRUARY 16-17**

**ONLINE**

**TEKNIK KAWALAN KUALITI**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.



**FEBRUARY 16-17**

ONLINE

**SHARPENING YOUR PURCHASING MANAGEMENT SKILLS****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

Managing the purchasing department of the 21st Century is not an easy task. Today's global economy makes the purchasing function increasingly complicated. In this course, we will explore how to manage the various suppliers that may be located thousands of kilometers from your plant while achieving real cost savings. Furthermore, we will discover how the purchasing department fits in the overall function of the supply chain operation. Lastly, we will cover how the purchasing department should be managed properly to achieve all of its Key Performance Indicators (KPIs).

**FEBRUARY 21-22****CHEMICAL HAZARD RISK ASSESSMENT AND CONTROL****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

**FEBRUARY 21-22****START YOUR MICROSOFT EXCEL WITH BASIC & INTERMEDIATE****FEES** • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00

This Excel training shows you the fundamentals of Excel like entering data, formatting, copying and pasting, basic formula construction, auto summing and more. It not only teaches you the basics of Microsoft Excel but the thinking and mechanics of how to apply it to your everyday problems. In this course, you will soon find that you are confidently using a wide range of Excel features that will enhance your basic spreadsheet into a professional working document.

**FEBRUARY 23-24****COSTING MADE SIMPLE FOR PLANNING AND CONTROL USING EXCEL****FEES** • FMM MEMBER: RM742.00 • NON-MEMBER: RM901.00

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.

**MARCH 2022****MARCH 7-8****TRANSFORMATIONAL LEADERSHIP APPROACH FOR HIGHER PERFORMANCE****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

**MARCH 7-8****UNDERSTANDING AND IMPLEMENTING ISO 9001:2015 QMS****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

The ISO 9001:2015 series of standards was adopted and formally released on 15th September 2015. The first ISO 9001 standard was published in 1987, with an element based approach. From then, the standard has seen tremendous changes in its development, with the current being a risk based approach with a PDCA methodology. This course is to provide participants with a comprehensive introduction to ISO 9001:2015 and implementation of it in line with quality management system (QMS). This course is to provide participants with a comprehensive introduction to ISO 9001:2015 and how to document the ISO 9001 process and formalize it in line with quality management system (QMS). The process of simple documentation is much needed for any system to preserve its practices and continuous improvement.

**MARCH 7-8****SECURE FAVOURABLE SHIPPING TERMS - THE NINTH REVISION INCOTERMS 2020 AND THE IMPACT OF COVID-19****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

Incoterms are a set of rules which define the responsibilities of sellers and buyers for the delivery of goods under trade transactions to avoid the possibilities of misunderstandings and costly disputes among parties. Incoterms 2020 rule clearly defines the respective parties' general obligations, delivery, taking delivery, transfer of risk, carriage, insurance costs and arrangement of transport and custom clearance thereby reducing the potential for legal complication. Correct use of Incoterms saves the organization in business costs, problems in productions, delivery of goods and cash flow in particular. Using Incoterms in a Covid environment requires first and foremost, a whole lot of upfront discussion between sellers and buyers about that risk tolerance before the contract is established, and then the acceptable Incoterm can be applied to the shipment.

**MARCH 9-10**

**ONLINE**

**PRODUCTION AND QUALITY MANAGEMENT SKILLS AND SOLUTION FOR SUPERVISORS**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**MARCH 9-10**

**EFFECTIVE SALES NEGOTIATIONS AND OVERCOMING SALES RESISTANCE**

*FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

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.

**MARCH 9-10**

**ESSENTIAL SPOKEN ENGLISH MADE EASY FOR OFFICE AND OPERATIONS STAFF**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**MARCH 9-10**

**COMPETENCY BASED FORKLIFT DRIVING SKILLS (CONDUCTED IN BAHASA MALAYSIA)**

*FEES • FMM MEMBER: RM795.00 • NON-MEMBER: RM954.00*

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 14-15**

**ONLINE**

**12 STEPS SCHEDULE PLANNED MAINTENANCE**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**MARCH 15**

**ONLINE**

**COMBATING CHANGE MANAGEMENT POST COVID**

*FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

Effective organizational change management allows the company to maintain a constant state of evolution and facilitate periods of general business change, allowing workers to remain motivated and productive during the introduction of new technologies or procedures.

**MARCH 16-17**

**ONLINE**

**UNDERSTANDING PURCHASING & SUPPLY CONTRACT**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

The business environment is full of agreements. Written contracts provide businesses with a legal document stating the expectations of both parties and how negative situations will be resolved. Contracts often represent a tool that companies use to safeguard their resources. Thus, it is highly critical for the relevant people to have good knowledge on the contract terms and what to look for when reviewing contracts. Otherwise, companies' interest may be compromised.

**MARCH 16-17**

**10 CEP POINTS**

**ONLINE**

**HIRARC IMPLEMENTATION WORKSHOP**

*FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

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 HIRADC "Hazard Identification Risk Assessment & Determining Control.

**MARCH 16-17****PRACTICAL HUMAN RESOURCE MANAGEMENT SKILLS****FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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 for human resources to better prepare you for the challenges you will face in today's workplace.

**MARCH 21****INTRODUCTION TO INDUSTRY 4.0****FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

Industrial Revolution 4.0 is going to have a major impact on the future of Malaysia. Knowledge and skills of the core technologies of Industrial Revolution 4.0 is essential in order to fulfil the requirements of the workforce of the future. This is particularly so when the economy is badly affected by COVID-19. Therefore, it is imperative to understand basic principles of Industry 4.0 to meet the challenges facing the manufacturing industry in post COVID-19. The concerted objective of the course is the basic knowledge for Industry 4.0 in manufacturing. The course will consist of four parts: Design and Planning of Automated Production Facilities via Simulation and Modeling, Automated Quality Control with Deep Learning and Machine Vision, AGVs and Industrial Robots, Industrial Internet of Things (IIOT).

**MARCH 21-22****MEASUREMENT SYSTEM ANALYSIS ( MSA )****FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

MSA course explains about the reliability of measurements systems. When data is collected there is an issue about its precision and accuracy. This is especially important when the data is to be used for analysis like experiments or improvement activities. The course teaches participants how to assess the adequacy of a measurement. It provides overall outlook over sources of inadequacy if it is relatively large. Knowing the source of inadequacy will allow improvement to be carried out to improve the measurement systems.

**MARCH 21-22****PRACTICAL APPROACH TO BOILER OPERATION, MAINTENANCE AND MANAGEMENT****FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

This two days intensive course focuses on establishing the proper management, maintenance procedures and correct practices in the steam plant operation. Participants will be able to understand the principles of operation and maintenance of a steam plant and to develop ideas and suggestions from the course which could then be forwarded to their management for improvement in their work process.

**MARCH 21-22****EFFECTIVE LOGISTICS MANAGEMENT AND COSTING****FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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.

**MARCH 23-24****KEMAHIRAN KETUA PASUKAN DALAM MENGURUSKAN BEBANAN KERJA PELBAGAI (MULTI TASKING)****FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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 complete 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.

**MARCH 23-24****MANAGING THE LABORATORY : IMPLEMENTING GOOD PRACTICES****FEES** • **FMM MEMBER: RM689.00** • **NON-MEMBER: RM848.00**

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.

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**MARCH 23-24****ONLINE****PRODUCTION AND OPERATIONS MANAGEMENT - EXECUTION AND CONTROL****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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 vadility, and for this reason lean manufacturing approach are highly recommended.

**MARCH 28-29****OCCUPATIONAL FIRST AID SKILLS AND CPR****FEES** • FMM MEMBER: RM742.00 • NON-MEMBER: RM848.00

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 2022****APRIL 11****ONLINE****EFFECTIVE PRESENTATION SKILLS****FEES** • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00

Effective presentation skills is one of the Critical Success Factor that determines the success of an organization. The management's concept is to get things done through people. In order to get the best out of people, effective skills of presentation is necessary. Therefore, this course aims to make those who make presentation to be more effective and results oriented. It equips them with tools to achieve their personal goals on the job and at the same time improve results for the company.

**APRIL 11-12****ONLINE****BUILDING EFFECTIVE SUPERVISORY SKILLS (CONDUCT IN MANDARIN)****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

**APRIL 11-12****FINANCIAL MODELLING USING EXCEL FOR BUDGETING AND CREATIVE ACCOUNTING****FEES** • FMM MEMBER: RM742.00 • NON-MEMBER: RM901.00

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.

**APRIL 13****MICROSOFT EXCEL - INTERMEDIATE LEVEL****FEES** • FMM MEMBER: RM477.00 • NON-MEMBER: RM636.00

Much of our success hinges on how well we can manage the data - statistics, planning, reporting - that we encounter on a daily basis. An incredibly powerful tool for doing this is Microsoft Excel. This intermediate Microsoft Excel training course is suitable for whatever version of Excel you use as you can expand your knowledge and skills. By the end of this course, you will be able to use basic functions effectively, use productivity tools and work with the Excel list/database features.

**APRIL 13-14****SAFETY CULTURE, SAFETY PROCESS EQUIPMENT DESIGN IN OPERATION AND SAFETY TECHNOLOGY AND RISK MANAGEMENT****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

There are several safety Acts in Malaysia governing the roles of the employer and employee in sustaining and continually improving the safety and health at workplace. Culture is said to be the very heart of an organization and unique to an organisation. The increasing trends of accidents at workplace warrants for top management identifying safety behaviour and the approach to one's daily operation through instilling and developing its uniqueness in safety culture through shared responsibility and accountability. The many safety challenges facing an organisation must reflect visible commitment to safety and process improvement. Continual implementation of a comprehensive safety management will examine the elements of organisation culture to ensure company's growth.

**APRIL 25-26****EXECUTIVE SECRETARY DEVELOPMENT PROGRAMME****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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 25-26****ONLINE****DIGITAL MARKETING STRATEGIES : INTEGRATED ONLINE MARKETING APPROACH****FEES** • FMM MEMBER : RM689.00 • NON-MEMBER : RM848.00

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.

**APRIL 25-26****“ COLOURED BRAIN ” LEADERSHIP SKILLS THROUGH SELF-REALISATION TO SELF - MASTERY ( CONDUCTED IN MANDARIN )****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

This training inspire participants to look beyond conventional learning models for new ways to develop self management and situational leadership competence to “A HOLISTIC LEADER”. You are the role model for your people. You are the example of how to be in the organisation. Having holistic leadership skills to lead, to communicate, to drive and inspire the working team. Colored Brain is not about personality – it is the way that brain process the information around them! Knowledge of the Coloured Brain helps to understand one's behaviour and raises our expectation to create more intelligent actions and reduce stress.

**MAY 2022****MAY 11-12****PROCESS CONTROL : MEASUREMENT AND CALIBRATION****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

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 under study. 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.

**MAY 11-12****ROOT CAUSE ANALYSIS FOR MANUFACTURING****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

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.

**MAY 11-12****ISO 9001:2015 QMS INTERNAL AUDITING****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

Internal Quality Audit (IQA) is a tool that probes the effectiveness of the processes covered in the Quality Management System (QMS) of a business. It is performed by systematically examining the quality management system and are carried out by competent quality auditors or external parties. This tool aids in the continuous improvement of the QMS.

**MAY 18-19****ONLINE****PENGURUSAN STOK DAN PENGAWALAN INVENTORI YANG BERKESAN****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

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.

**MAY 18-19****ONLINE****PENYELENGGARAAN BERASAS MASA DAN KEADAAN****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

Time Based Maintenance is a scheduled 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 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.

**MAY 18-19**

**ONLINE**

**BUILDING DYNAMIC HUMAN RESOURCE ASSISTANTS/CLERKS**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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.

**MAY 18-19**

**TEKNIK-TEKNIK MENINGKATKAN PRODUKTIVITI**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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.

**MAY 23-24**

**MEMPERTAJAMKAN FUNGSI PASUKAN KERJA ABAD KE-21**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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 organisation 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

**MAY 23-24**

**PURCHASING MANAGEMENT AND NEGOTIATION SKILLS**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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.

**MAY 23-24**

**ONLINE**

**ESSENTIAL WRITTEN ENGLISH MADE EASY FOR OFFICE AND OPERATIONS STAFF**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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.

**MAY 25-26**

**7 QUALITY TOOLS FOR PROCESS IMPROVEMENT**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

One of the greatest challenge to today's industries and companies is how to change the way that employee work and raise their product quality. To achieve this, the employees must be well equipped with the right knowledge, tools and method towards 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.

**MAY 25-26**

**ANALYZING AND VISUALIZING DATA WITH POWER BI**

*FEES • FMM MEMBER : RM689.00 • NON-MEMBER : RM848.00*

This course is taught to publish those reports to the Power BI service, create dashboards, and share to business users so that they can consume the dashboards through the web and their mobile devices. Microsoft Power Query is an Excel add-in that enhances the self-service Business Intelligence experience in Excel by simplifying data discovery, access and collaboration. With Power Query, non-technical Excel users can access large corporate and Internet-based databases to conduct analysis and produce reports. Power Query is an add-in program for Excel 2010 and Excel 2013. Its features are also integrated into Excel 2016/ 2019. features are also integrated into Excel 2016/ 2019.

**MAY 25-26**

**CHEMICAL MANAGEMENT AND HANDLING TECHNIQUES**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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 mangement 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.

**MAY 25-26****ONLINE****DEVELOPING EFFECTIVE MARKETING STRATEGIES***FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

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.

**MAY 30-31****ONLINE****NEGOTIATING WITH INFLUENCE AND PERSUASION TOWARDS A WIN-WIN SITUATION***FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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, discussions 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.

**JUNE 2022****JUNE 8-9****ONLINE****LEAN TRANSFORMATION : WHEN AND HOW TO USE LEAN TOOLS***FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**JUNE 8-9****PENGURUSAN PEKERJA YANG BERKESAN***FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**JUNE 8-9****FORKLIFT DRIVING SKILLS FOR BEGINNERS (CONDUCTED IN BAHASA MALAYSIA)***FEES • FMM MEMBER: RM795.00 • NON-MEMBER: RM954.00*

Under the Occupational Safety and Health Act 1994 all personnel involved in the use of material handling equipment should be trained. The forklift is a marvelous high-powered machine built robust and designed with all the safety features to lift and shift various kinds of goods and materials. Some of these are very heavy, expensive and hazardous. In competent driving, and handling of the forklift, ignorance of the safety regulation, has been the cause of many accidents resulting in injuries and fatalities. Competent driving, handling and the practice of safety rules can ensure accident prevention and save lives.

**JUNE 8-9****ONLINE****EFFECTIVE OFFICE ADMINISTRATION AND MANAGEMENT SKILLS***FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 13****CARA-CARA PENGANALISAAN PUNCA KEGAGALAN KUALITI***FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

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 13-14****10 CEP POINTS  
ONLINE****ERGONOMICS AND MANUAL HANDLING : HOW TO WORK WITHOUT INJURIES***FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

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.

**JUNE 13-14**

**PURCHASING MANAGEMENT: A TO Z OF BEST PRACTICES**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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 15**

**HOUSEKEEPING MANAGEMENT AT THE WORKPLACE : 6S**

*FEES • FMM MEMBER : RM424.00 • NON-MEMBER : RM583.00*

To maintain a clean and safe environment for the workplace, it is important to introduce highly effective housekeeping systems which in return ensure quality and productivity in any organisation.

**JUNE 15-16**

**ONLINE**

**MANAGING DISCIPLINARY PROCEDURES AND COUNSELLING SKILLS**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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.

**JUNE 15-16**

**HALAL INTERNAL AUDITING ( HALAL )**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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.

**JUNE 20-21**

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

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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 20-21**

**GAINING CONTROL : MANAGING PRIORITIES AND TIME FROM INSIDE OUT**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

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.

**JUNE 20-21**

**KEMAHIRAN MENJALANKAN ' ON-JOB TRAINING ' YANG BERKESAN**

*FEES • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00*

Organizations today, more than any other period in time, are faced with the continuous need for developing, maintaining, and expanding the knowledge and skills of their workforce. Increased use of a diverse workforce, technology, global competitiveness, multi-skilled positions, work teams, process re-engineering and pay for performance has created the need for an instructional method that easily transfers skill and knowledge, is effective, is convenient, is economical and can be implemented on-the-job. Correct method and monitoring will ensure the success of your on job training. This program will equip you with the appropriate tools and understanding.

**JUNE 22**

**NEW SELLING STRATEGIES POST MCO**

*FEES • FMM MEMBER : RM477.00 • NON-MEMBER : RM636.00*

In the present challenging environment, the continuous change of customers' preferences and the introduction of new products, every sales professional must keep themselves updated, equip themselves with new selling skills and having the right attitude in order to create a competitive edge over their competitors. As such, this programme seeks to enhance the attitudes, skills and knowledge of sales professionals and create awareness of new techniques in selling.



## JUNE 22-23

### PRODUCTION PLANNING AND CONTROL IN CREATING SUFFICIENCY

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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 22-23

### TIPS & TRICKS OF EXCEL VBA AND MACROS

*FEES* • *FMM MEMBER: RM689.00* • *NON-MEMBER: RM848.00*

Generally, the default features of Excel should be enough in most scenarios but in some cases you will want a more complex functionality to perform advanced operations. To make this possible, Excel is accompanied by Microsoft Visual Basic, a programming environment that allows you to use the Visual Basic Application (VBA) language to enhance the usefulness and functionality of a spreadsheet. This course shows how you can use a combination of Microsoft Excel and VBA to increase your productivity, adding power and flexibility to spreadsheets and improve user interaction.

## JUNE 22-23

### MAINTENANCE MANAGEMENT, PERFORMANCE AND IMPROVEMENT TOOLS

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM794.00*

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 defects. Such condition can only be achieved if a proper, effective and efficient maintenance system is done. Conventional time-based and Trial and Error methods are 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.

## JULY 2022

### JULY 4

ONLINE

#### SMART MANUFACTURING AND AUTOMATION WITH INDUSTRY 4.0

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

### JULY 4-5

#### EFFECTIVE CONTRACT PREPARATION & MANAGEMENT

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

An effective contract, which is well crafted and covers all aspects is highly crucial to organizations and ensures a trouble free implementation and eliminates legal issues. With the knowledge and skills acquired at the end of the training program, the trainees will be able to understand the importance factors to consider before contract negotiations, important contents of contracts, the process of reviewing salient terms & conditions.

### JULY 4-5

#### TIPS TO PREPARING AND DELIVERING HIGH IMPACT PRESENTATIONS

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

This course will help you identify common pitfalls in presentations and how to avoid them. It will also explore ways to design meaningful presentations that are audience centered. Learn how to use your voice, demeanour, and subject knowledge cohesively. You will give and receive peer to peer evaluation to enhance and improve presentations you usually work with.

### JULY 4-5

#### PEMBENTUKAN KERANI YANG CEMERLANG

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

## JULY 6-7

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

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

## JULY 6-7

ONLINE

### FINANCE FOR NON-FINANCIAL MANAGERS AND EXECUTIVES USING BUSINESS SIMULATION

*FEES • FMM MEMBER: RM795.00 • NON-MEMBER: RM954.00*

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.

## JULY 18-19

### LETTERS OF CREDIT (LC) AND THE EFFECT OF COVID-19 ON LC

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

As for imports and exports, Covid-19 has not only affected the movement of goods worldwide, it has also affected the movement of documents such as Letter of Credit, export documents, and the various relevant documents pertaining to Letter of Credit of which it is governed by UCP600. Since Covid-19 is an unexpected and unavoidable event, importers and exporters tend to insert certain sanction clause or force majeure clause in the sales contract/agreement or even in the Letter of Credit, which would excuse the parties from further performance of a contract upon occurrence of certain force majeure events, and thus leaving the Letter of Credit unpaid. However, with certain measures to be taken by importers and exporters, the above situation can be curbed to a certain extent.

## JULY 18-19

ONLINE

### THE 8-STEP SELLING SYSTEM

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

In the present challenging environment, the continuous change of customers' preferences and the introduction of new products, every salesperson must keep themselves updated, equip themselves with new selling skills and having the right attitude in order to create a competitive edge over their competitors. As such, this program seeks to enhance the attitudes, skills and knowledge of salespersons and create awareness of new techniques in selling.

## JULY 18-19

### TEKNIK-TEKNIK PENYELENGGARAAN EFEKTIF JURUTEKNIK

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 know methods that every maintenance personnel should be equipped with.

## JULY 18-19

### KEPIMPINAN BERKESAN: MENGHINDARI 10 KESALAHAN SEBAGAI KETUA PASUKAN

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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!

## JULY 20-21

### 8D PROBLEM SOLVING

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

At many times, problems are not defined clearly, decisions are only based on assumptions or hunches and a systematic approach is not used. Because of all these issues, the 8-Disciplines Problem Solving Technique or 8D was pioneered by the Ford Motor Company and is commonly used to solve complex problems. It provides a systematic and effective approach to solve a problem and promotes the use of expertise and experience within the organization to address the root cause. 8D uses composite problem solving methodology, by borrowing tools and techniques from various approaches. This workshop will use an 80% practical hands-on & 20% theory approach.

## JULY 20-21

ONLINE

### EFFECTIVE AND SYSTEMATIC DRAFTING OF HR DOCUMENTS

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 practitioners as to prevent misunderstandings and legal problems. This applied knowledge workshop will help you craft your HR communications with 3C's (Concise, Concrete, Coherent).

**JULY 20-21****ONLINE****MATERIALS MANAGEMENT, INVENTORY ANALYSIS & CONTROL SYSTEM****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

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.

**JULY 25****BUSINESS PRESENTATION IN POWERPOINT****FEES** • FMM MEMBER : RM477.00 • NON-MEMBER : RM636.00

Microsoft PowerPoint is an easy program to use and a powerful tool for giving a presentation. It can even help reduce speaking anxiety by drawing eyes away from the speaker and towards a screen. In this course, we will teach you the comprehensive presentation skills to become an expert in creating business presentations in PowerPoint. Participants will learn all the tricks of creating corporate presentation within minutes

**JULY 25-26****MEASURE PROCESS PERFORMANCE OBJECTIVELY****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

The goal when working on a process is for the process to perform at par with expectation or beyond. Process owner should be sensitive to a gap if it exists between current performance and set target. Relatively small gap either on higher side or lower side is natural to the process. But large negative gap or positive gap must be attended quickly as it signals serious process issues. Generally there are many different kinds of processes and their performance can be measured in many different ways. This course explains the right and meaningful metrics to use for every case. It also explains the right measuring techniques to get adequate measurement in terms of accuracy and precision.

**JULY 25-26****KEMAHIRAN PENYELIAAN LANJUTAN****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

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.

**JULY 25-26****OCCUPATIONAL SAFETY AND HEALTH ROOT CAUSE ANALYSIS****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

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.

**AUGUST 2022****AUGUST 8-9****COMPETENCY BASED FORKLIFT DRIVING SKILLS (CONDUCTED IN BAHASA MALAYSIA)****FEES** • FMM MEMBER : RM795.00 • NON-MEMBER : RM954.00

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 8-9****DEVELOPING EFFECTIVE PURCHASING ASSISTANTS / CLERKS****FEES** • FMM MEMBER : RM636.00 • NON-MEMBER : RM795.00

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.

**AUGUST 10****DATA CRUNCHING WITH PIVOT TABLES + POWERPIVOT****FEES** • FMM MEMBER : RM477.00 • NON-MEMBER : RM636.00

This advanced Pivot Tables and PowerPivot course is designed for those who want to use more complex functionality of Pivot Tables within Excel, including the PowerPivot add-in which allows you to import millions of rows of data from multiple data sources into a single Excel workbook, create relationships between heterogeneous data, create calculated columns and measures using formulas, build PivotTables and PivotCharts, and then further analyze the data so that you can make timely business decisions without requiring IT assistance.

**AUGUST 10-11**

**IMPLEMENTATION OF LIFE SAVING RULES (LSR) AT WORKPLACE FOR ACCIDENT REDUCTION**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

Occupational Safety & Health (OSH) in industrial sector is become the most important element in today's business. Having safety minded employee, company may reduce big amount of expenses and at the same time increase employees productivity. In order to achieve this, Life Saving Rules (LSR) has been introduced to prevent accidents which may cause serious injuries or fatalities at work place. Once participants begin to understand how Life Saving Rules works, they will more likely to take on an active role by sharing ideas and opinions about how to avoid risk and provide a safe system at workplace.

**AUGUST 15-16**

**INSPEKTOR QC / QA YANG BERKESAN**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**AUGUST 15-16**

**RECRUITMENT - BEHAVIOURAL BASED INTERVIEWING AND HIRING THE RIGHT TALENT**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**AUGUST 15-16**

**LEAN MANUFACTURING BREAKTHROUGH TECHNIQUES**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**ONLINE**

**AUGUST 17**

**WHY-WHY PROBLEM ANALYSIS**

*FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

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!

**ONLINE**

**AUGUST 17-18**

**HANDLING CUSTOMER COMPLAINTS PROFESSIONALLY**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**ONLINE**

**AUGUST 18**

**PENGURUSAN REKOD DAN FAIL YANG EFEKTIF**

*FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

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.

**ONLINE**

**AUGUST 22-23**

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

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 down line employees so that the work at hand can be done effectively with all parties involved enjoying a win-win feeling.

**AUGUST 22-23****PRACTICAL GUIDE TO ELECTRICAL WIRING, INSPECTION, TROUBLESHOOTING AND REPAIRING****FEES** • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00

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.

**AUGUST 22-23****ONLINE****WAREHOUSE AND STORAGE MANAGEMENT : IMPROVING EFFICIENCY AND MINIMISING COST****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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 such as the warehouse design, storage method, packaging, material handling, manpower handling, administration and procedure, security and safety factors and current issues in warehousing.

**AUGUST 29-30****ONLINE****ESSENTIAL SUPERVISOR AND PLANNING SKILLS****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

Effectively supervising/leading a team can be a challenging role which can vary tremendously from company to company. In many businesses, the engineer's/supervisor's role is to oversee work the company produces, make sure new employees are trained to proficiently carry out their work, give performance reviews, and create and implement work schedules. The Effective Supervisory and Planning Skills workshop will help participants to master the art of leading/supervising a team effectively to meet the organizations' goals.

**SEPTEMBER 2022****SEPTEMBER 5****ONLINE****INTRODUCTION TO MANUFACTURING MODELING AND SIMULATION****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

Simulation involves experimenting with a model of an operations system on a computer as it progresses through time for the purpose of better understanding and/or improving the system. Simulation allows a company to analyse and experiment with their processes in a virtual environment. The simulation model can be used to evaluate inventory, assembly, transportation and production to explore solutions for improvement at minimum cost. Participants will have hands-on training developing models of different scenarios in manufacturing, airport operations and banking using the personal learning edition of FlexSim.

**SEPTEMBER 5-6****ONLINE****COMPLETE GUIDE TO PREVENTIVE MAINTENANCE****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

**SEPTEMBER 5-6****ONLINE****HALAL FUNDAMENTAL: STANDARDS & INTERPRETATION****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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 internationally.

**SEPTEMBER 7-8****EQ AND POSITIVE ATTITUDE FOSTERING FOR SUCCESS AT WORK (CONDUCT IN MANDARIN)****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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 7-8****CHART WIZARD IN MICROSOFT EXCEL****FEES** • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00

This course enriches you with more advance skills of charting which users tend to overlook. One will be a new Excel chart: the Waterfall chart, also known as a cascade chart or a bridge chart. This kind of chart illustrates how positive or negative values in a data series contribute to the total, such as how income and expenses result in a net balance in your bank account.

**SEPTEMBER 7-8**

**ONLINE**

**EFFECTIVE LETTERS AND E-MAILS THAT GET YOUR MESSAGE ACROSS**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**SEPTEMBER 12**

**ONLINE**

**UNDERSTANDING CALIBRATION CERTIFICATE**

*FEES • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00*

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.

**SEPTEMBER 12-13**

**10 CEP POINTS  
ONLINE**

**TOTAL CHEMICAL SAFETY MANAGEMENT**

*FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

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.

**SEPTEMBER 12-13**

**ONLINE**

**ROOT CAUSE ANALYSIS FOR PROBLEM SOLVING**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**SEPTEMBER 12-13**

**ONLINE**

**MANAGING THE PURCHASING DEPARTMENT EFFECTIVELY**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

Purchasing is a dynamic and managerial process, which serves as a strategic function. It is a general recognition that purchasing and supply activities contribute in a significant way to the success or failure of an organization. Organizations employing leading-edge approaches to the management of a purchasing department are putting into practice the integrated role for purchasing.

**SEPTEMBER 21-22**

**OCCUPATIONAL FIRST AID SKILLS AND CPR**

*FEES • FMM MEMBER: RM742.00 • NON-MEMBER: RM848.00*

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).

**SEPTEMBER 21-22**

**ISO 9001:2015 QMS INTERNAL AUDITING**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**SEPTEMBER 21-22**

**PENYELIA SEBAGAI PENGURUS 'PRODUCTION' DAN KUALITI KUALITI**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 collaborates and consensus builders besides running the day-to-day production operations while maintaining quality of output.

**SEPTEMBER 26-27**

**ONLINE**

**MEMBINA PASUKAN KERJA YANG DINAMIK DAN PROSES PENYELESAIAN MASALAH**

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

**SEPTEMBER 26-27**

**ONLINE**

**BEST EMPLOYMENT PRACTICES: OFFER LETTERS, EMPLOYEE HANDBOOK, PROBATION AND TERMINATION / RESIGNATION**

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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/resignation 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.

**SEPTEMBER 26-27**

**ONLINE**

**80/20 SALES AND MARKETING: GUIDE TO WORKING LESS AND MAKING MORE**

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

**OCTOBER 2022**

**OCTOBER 5-6**

**SCIENCE & ART FOR MANUFACTURING IMPROVEMENT VIA SIMULATION**

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

**OCTOBER 5-6**

**HOW TO EFFECTIVELY CONDUCT AND MANAGE PERFORMANCE DISCUSSION AND REVIEW**

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

**OCTOBER 5-6**

**ONLINE**

**SHIPPING THE RIGHT WAY- PROCEDURES, DOCUMENTATION AND PRACTICES**

*FEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

## OCTOBER 12-13

### KAIZEN FOR COST REDUCTION

*FEEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

## OCTOBER 12-13

### MICROSOFT EXCEL- ADVANCE LEVEL

*FEEES* • *FMM MEMBER: RM689.00* • *NON-MEMBER: RM848.00*

This Excel Advanced Training Course is designed to provide a comprehensive understanding of the advanced features of Excel, and how to master them to fulfill various complicated tasks.

## OCTOBER 12-13

### COMPETENCY BASED FORKLIFT DRIVING SKILLS (CONDUCTED IN BAHASA MALAYSIA)

*FEEES* • *FMM MEMBER: RM795.00* • *NON-MEMBER: RM954.00*

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.

## OCTOBER 12-13

### PROJECT MANAGEMENT : COMBINING ART AND SCIENCE (CONDUCTED IN MANDARIN)

*FEEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

## OCTOBER 17-18

### STRAIGHT LINE SELLING: ART OF PERSUASION, INFLUENCE AND CLOSING DEALS

*FEEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.

## OCTOBER 17-18

### EFFECTIVE INVENTORY / STOCK CONTROL SYSTEM

*FEEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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 17-18

### PRACTICAL GUIDE IN PREPARING AND MAINTAINING FULL SETS OF ACCOUNTS

*FEEES* • *FMM MEMBER: RM636.00* • *NON-MEMBER: RM795.00*

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.



## OCTOBER 18

### BEHAVIOUR BASED SAFETY FOR SUPERVISORS AND MANAGERS

**FEES** • **FMM MEMBER: RM424.00** • **NON-MEMBER: RM583.00**

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.

## OCTOBER 19

ONLINE

### CREATING AND MAINTANING AN EFFECTIVE FILING AND RECORDS SYSTEM

**FEES** • **FMM MEMBER: RM424.00** • **NON-MEMBER: RM583.00**

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 19-20

ONLINE

### 7 ALAT QC DAN PERLAKSANAAN QCC

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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.

## OCTOBER 19-20

ONLINE

### ELECTRICITY AND TROUBLESHOOTING WORKSHOP FOR TECHNICIANS

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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.

# NOVEMBER 2022

## NOVEMBER 9

ONLINE

### INTRODUCTION TO INDUSTRIAL INTERNET OF THINGS (IIOT)

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

The Internet of things (IoT) will have a significant impact on manufacturing. It helps to create new technologies to solve problems, enhance operations, and increase productivity. IoT can be explained as a network of physical objects, systems, platforms and applications that contain embedded technology to communicate and share intelligence with each other, the external environment and with people. (IoT) impact on Industrial Automation is very high and it allows us to use tablet computers, smart phones, virtualized systems, cloud storage of data and so on. IoT generates a large amount of data for manufacturing. This gives rise to Big Data. Big Data is a large set of data that may be analysed computationally to reveal patterns, trends and association, especially relating to human behaviour and interactions. The combination of Big Data and IoT is called Industrial IoT (IIoT). The objectives of this course are to give an understanding of Industrial Internet of Things IIoT and to be able to develop basic applications of (IIoT) using Thingspeak and Blynk.

## NOVEMBER 9-10

### TRICKS & INSIGHTS TO CONDUCT AN EFFECTIVE DOMESTIC INQUIRY AND GRIEVANCES HANDLING

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

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.

## NOVEMBER 9-10

ONLINE

### HIGH IMPACT LEADERSHIP

**FEES** • **FMM MEMBER: RM636.00** • **NON-MEMBER: RM795.00**

Getting people to take actions and achieve results are easy. However, are they producing results that are extraordinary? The fundamental concept of creating extraordinary results lies in the increased awareness of own attitudes and belief systems as leaders and cascaded to other people. This program is about getting extraordinary results through the people you lead by creating a positive shift from self-limiting beliefs to a world of new and exciting possibilities. This program also focuses on the process of discovery where you learn to push your limits and narrow the gap between current results and potentially what you can achieve.

**NOVEMBER 14-15**

**ONLINE**

**ENERGY EFFICIENCY IN ELECTRICAL SYSTEM**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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.

**NOVEMBER 14-15**

**ONLINE**

**PROFESSIONAL OFFICE ADMINISTRATION FOR EXECUTIVES**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 14-15**

**ONLINE**

**SOURCING SKILLS & DEVELOPING SAVINGS PLAN FOR PURCHASERS**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

Irrespective of the industry, size of a company or the maturity of the procurement discipline, realizing cost savings will always be one of the most important objectives of the procurement function. Procurement activities can lead to significant savings and a number of other benefits. For large organizations a reduction of cost maverick buying between 5-10% can easily generate millions of dollars of savings. Hence, cost and price analysis in procurement has a huge impact on the profitability of a company.

**NOVEMBER 16-17**

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

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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 confidence 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.

**NOVEMBER 16-17**

**LEAN TIME MANAGEMENT FOR OPTIMUM PERFORMANCE**

*FEES • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00*

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!

**10 CEP POINTS  
ONLINE**

**NOVEMBER 16-17**

**ACCIDENT AND INCIDENT INVESTIGATION RECORDING AND REPORTING (NADOPOD)**

*FEES • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00*

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.

## NOVEMBER 21

### DISCOVER USEFUL FUNCTIONS & FORMULAS IN MICROSOFT EXCEL

**FEES** • FMM MEMBER: RM477.00 • NON-MEMBER: RM636.00

This in-depth, one-day course provides you with the knowledge of using formulas and functions in your daily work as well as the ability to expand your Microsoft Office Excel knowledge. There are numerous new tips you will learn irrespective of the Excel version you use and you will be armed with the knowledge to provide a logical solution.

## NOVEMBER 21-22

### PROCESS QUALITY CONTROL : TROUBLESHOOTING AND INTERPRETATION OF DATA

**FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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 21-22

ONLINE

### PENYELIAAN BERKESAN : MENGHADAPI 10 CABARAN UTAMA

**FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

## NOVEMBER 23-24

ONLINE

### ENHANCING WORKPLACE PRODUCTIVITY USING THE 7S METHODOLOGY

**FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

## NOVEMBER 23-24

### ROOT CAUSE FAILURE ANALYSIS FOR MAINTENANCE

**FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

This session provides a detailed approach to solve maintenance and technical problems in a root-cause manner. Various tools will be taught to participants on how to apply these tools to solve any maintenance related problems.

## DECEMBER 2022

### DECEMBER 5

#### ELECTRICAL SAFETY AND LOCKOUT / TAGOUT

**FEES** • FMM MEMBER: RM477.00 • NON-MEMBER: RM636.00

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.

### DECEMBER 5-6

#### MICROSOFT POWERPOINT INTENSIVE LEVEL

**FEES** • FMM MEMBER: RM689.00 • NON-MEMBER: RM848.00

PowerPoint uses a graphical approach to presentations in the form of slide shows that accompany the oral delivery of the topic. This program is widely used in businesses and is an effective tool when used for meetings and training purposes. It is one of the simplest and number one program used worldwide for presentations. Anyone can create stunning presentations that look like they were designed by a professional.

### DECEMBER 5-6

#### ANGER MANAGEMENT AND CONFLICT RESOLUTION

**FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

Using an understanding of emotional intelligence, we will explore the connection our emotions to experiences and the effect it has on our behaviour. We will define appropriate ways to deal with emotions especially those that are viewed as negative. The second day will take us through ways in which people deal with conflict and we will determine which approaches are suitable for certain situations. This course will use self-assessment tools and various frameworks and activities to aid us in our learning of dealing with anger and resolving conflicts at the work place and in our personal lives.

**DECEMBER 5-6****ALIGNING APPLICATION OF EMPLOYMENT ACT FOR FAIR PRACTICES****FEES** • FMM MEMBER: RM636.00 • 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.

**DECEMBER 7-8****PRODUCTION CAPACITY PLANNING****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

**DECEMBER 7-8****CHEMICAL AND SCHEDULE WASTE HANDLING AND MANAGEMENT****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

**DECEMBER 7-8****ONLINE****EMPLOYEE ENGAGEMENT THROUGH COACHING, COUNSELLING, CHANGE MANAGEMENT AND HANDLING DIFFICULT PEOPLE****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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.

**DECEMBER 12-13****ADVANCED COMMUNICATION AND INFLUENCING TECHNIQUE****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM731.40

This course aims to expand deeper into many sources of miscommunication. It provides several easy-to-use soft skills techniques that can be employed in establishing rapport with others, strengthening relationships and avoiding common conversational traps. 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.

**DECEMBER 12-13****ONLINE****15 TOOLS FOR DYNAMIC SUPERVISOR****FEES** • FMM MEMBER: RM636.00 • NON-MEMBER: RM795.00

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 programmes will equipped participants with the 15 tools on how to be a dynamic supervisor.

**DECEMBER 12-13****ONLINE****HALAL ASSURANCE MANAGEMENT SYSTEM****FEES** • FMM MEMBER: RM477.00 • NON-MEMBER: RM636.00

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.

**DECEMBER 13****EFFECTIVE STOCKTAKING, VALUATION AND RECTIFYING SHORTFALLS/ PROBLEMS****FEES** • FMM MEMBER: RM424.00 • NON-MEMBER: RM583.00

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

## FMM 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 Cooordinator (OSH Coordinator)".

## FMM 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.

## FMM CERTIFICATE IN PRODUCTION PLANNING AND CONTROL

**FEES** • FMM MEMBER : RM3,312.50 • NON-MEMBER : RM3,975.00

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.

## FMM CERTIFICATE IN BOILERMAN

**FEES** • FMM MEMBER : RM1,908 • NON-MEMBER : RM2,544

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 MANAGEMENT

(LEADING TO EXECUTIVE DIPLOMA IN INDUSTRIAL RELATIONS MANAGEMENT)

**FEES** • FMM MEMBER : RM4,240 • NON-MEMBER : RM4,876

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 MANAGEMENT

(LEADING TO EXECUTIVE DIPLOMA IN INDUSTRIAL RELATIONS MANAGEMENT)

**FEES** • FMM MEMBER : RM4,240 • NON-MEMBER : RM4,876

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

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

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- 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.



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