FMM Institute Sarawak
Training Calendar 2019

FMM’s Vision:
Making Malaysian industries globally competitive

FMM Institute’s Vision:
To be the leading organisation in providing a comprehensive range of training programmes and advanced learning opportunities with educational excellence in industry practices and technology in tandem with the nation’s surge towards developed nation status

FMM Institute’s Mission
To establish the FMM Institute as the centre of excellence to expand and diversify training and educational programmes and to offer qualifications from certificate/diploma to degree and masters level

Our Quality Policy:
Total commitment to service excellence and quality

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FMM Institute Sarawak Representative Office was officially opened on October 1, 2003 located at Level 5 (South), Wisma STA, No.26 Jalan Datuk Abang Abdul Rahim, 93450 Kuching, Sarawak. It has two training rooms that can accommodate a total of 36 participants. We cover the whole region of Sarawak to meet and match the training demand and to provide adequate knowledge of industrial skills and management techniques of the industry.

FMM Institute Sarawak Branch 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 functions, in line with the objectives of FMM to develop the potentials and enhance the skills of personnel at every level 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 industrialised nation.

In line with its primary objective to develop the potentials and enhance the skills of personnel at every level of industry, FMM Institute offers a wide range of functional corporate training programmes to cater to the needs of the manufacturing and services sectors.

Training programmes can be specially customised to meet the training needs of industries and be conducted on in-house basis. In-house programmes are packaged to be cost effective for companies with no compromise on the quality of the programmes and the desired learning outcomes.

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

FMM Institute’s Head Office is housed in Wisma FMM located at Bandar Sri Damansara, Kuala Lumpur with fully-equipped training facilities, including an IT laboratory and a business information centre/library. FMM Institute has a total of 9 Branches and a Representative Office in Sabah nation-wide.

FMM Institute Sarawak Branch Profile

Sarawak Branch Office
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Contact Person: Ms Chloe Leong

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88400 Kota Kinabalu, Sabah
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Contact Person: Ms Florisa Sangau
Training Schemes

Human Resource Development Fund (HRDF)
Employers who are registered with Pembangunan Sumber Manusia Berhad (PSMB) are eligible for training grants through the various schemes available under the HRDF. The schemes are as follows:

- **SBL Scheme**
  Employers can claim reimbursement from HRDF upon completion of programme. However, **approval from PSMB is required prior to commencement of programme by completing the SBL online application form**. Training grants can be considered for all types of training programmes (both in-house and external) for the retraining and skills upgrading of employees relevant to the needs of employers.

- **SBL-KHAS Scheme**
  FMM Institute will claim the course fee directly from the employer’s account with HRDF. However, **approval from PSMB is required prior to commencement of programme by completing the SBL-KHAS online application form**. Employers must submit Form PSMB/SBL-KHAS/T2/09 to FMM Institute prior to commencement of programme.
Customised In-House Programmes

In-House Training

FMM Institute offers training courses to be conducted at your premise on dates of your choice as in-house training. This mode of training is cost effective and can be customised to meet your training objectives.

All FMM Institute’s training programmes can be offered on in-house basis.

The benefits of FMM Institute in-house training:
- Customized to meet objectives
- Cost effectiveness
- Enhance team dynamics
- Experience facilitators with relevant industry experience
- Flexible scheduling
- On site practical sessions

All programmes are claimable under the SBL scheme from PSMB. Selected programmes can be offered under the SBL-KHAS scheme.

Popular In-House programmes:

Quality Systems and Productivity Improvement
- Failure Mode and Effects Analysis (FMEA)
- Statistical Process Control (SPC)
- Systematic On-Job-Training (OJT) 1: Training Manual Preparation
- Systematic On-Job-Training (OJT) 2: Effective Training and Coaching Skills
- Systematic On-Job-Training (OJT) 3: Effective Training Evaluation Techniques
- Competent OJT Trainer Module 4 - Presentation Skills
- ISO / TS 16949:2009 Internal Quality Audit
- Measurement System Analysis (MSA)
- Train the Trainer
- Awareness, Understanding and Implementation of ISO 9001:2015 QMS Requirements
- ISO / TS 16949: 2009 Requirements
- IATF16949:2016 Awareness
- Understanding and Implementing APQP and PPAP
- Kaizen for Continuous Improvement
- Quality Control Techniques for QC

Industrial Safety and Environmental Management
- Chemical Safety and Introduction of CLASS Regulations and GHS
- Chemical Safety, Waste and Chemical Spillage Management
- Roles and Duties of an Effective Occupational Safety & Health Committee
- Step-by-Step Process towards Effective Compliance of OSHA 1994 Regulations
- Machine Safety and Lockout Tagout
- Introduction of CLASS Regulations and GHS
- Hazard Identification Risk Assessment and Risk Control (HIRARC)
- Occupational Emergency First Aid Skills & CPR
- Workplace Hearing Conservation
- Towards Transforming Safety and Health
- Safety and Health Committee
- Predictive and Preventive Maintenance at Workplace
- Mastering Safe Forklift Operation
- Accident Prevention at Workplace
- Understanding Ergonomics in the Workplace
- Behaviour Based Safety & Performance Measurements
- Emergency Preparedness & Response, Chemical Spills & Fire Drill
- Safety and Health laws and Regulations for Management
- Basic Fire Fighting Course
- High Risk Activities Including Working at Height, Hot Work and Permit to Work
- Changing The Workplace Safety and Health Committee
- Occupational First Aid & Cardiopulmonary Resuscitation (CPR) programme

Supervisory and Motivational Skills
- Essential Supervisory Skills
- Building Dynamic Leaders
- Leadership Skills for Managers
- Positive Work Attitude
- Effective Supervisory Management Skills
- Effective Workplace & Relationship – getting Things Done & Have Fun at the Same Time
- Executive Supervisory Skills Development
- Leaders for The New Era : Emotional Intelligence

Engineering and Maintenance
- Switchgear, Operation, Maintenance and troubleshooting
- Main Switchboard & Sub-Switchboard, Maintenance and Troubleshooting
- Electrical Maintenance and Audit
Customised In-House Programmes

Certificate Programmes
- FMM Certificate in Boilerman
- FMM Certificate in Steam Engineer
- FMM Certificate in Safety and Health Officer
- FMM Certificate in Warehouse Management
- FMM Certificate in Internal Combustion Engine Driver
- FMM Certificate in Procurement and Inventory Management

Communication & Clerical Development
- Effective Communication Skills at Workplace
- Excellent Telephone Techniques
- Effective Office Administration & Clerical Skills
- Interpersonal Skills at the Workplace
- English for Customer Service
- Analytical Thinking and Problem Solving Skills

Operations, Logistics and Export Management
- Effective Store Warehouse & Inventory Management
- INCOTERMS 2010
- Supply Chain Management Skills
- Warehouse Safety
- Operasi Stor & Gudang
- Perancangan dan Pengawalan Inventori
- Store and Warehouse Operation

Human Resource and Industrial Relations
- Misconduct In Employment
- Menangani Ketidakhadiran & Pekerja Bermasalah
- Training Needs Analysis & Developing Competency Matrix
- Developing & Writing Effective KPIs
- Behavioural Based Interview Technique for Effective Selection
- Drafting Employment Contacts, HR Letters and Documents

Management and Personal Development

Date: January 14-15, 2019
Fees: FMM Members RM800; Others: RM1000

Negotiation as an Form of Art

Negotiating is the art of getting what you want from someone who has the power to give it to you. Negotiation does involve compromise. Unless you can get the decision maker to want exactly what you want, you will have to compromise – if you want to win anything at all. But you don’t have to compromise your principles. You’ll learn how to do some important advance preparation before negotiations take place. You will also consider how to handle a negotiation session most effectively so as to achieve a win-win outcome and avoid some common negotiation pitfalls. The steps presented will also help you decide when and how to point out the key elements of the negotiation term. Key concepts are explored in the session.

Objectives
- Achieve greater effectiveness at the negotiating table
- Craft deals that create maximum value
- Productively manage the tension between the negotiating parties
- Change the game to your advantage by taking the initiative away from the table
- Lead the negotiation process

Contents
- Basic type of Negotiation
- Be Prepared to Negotiate
- The Case: High Tech Inc.
- What’s on the Table
- Stating your position
- Three negotiating paths
- Arriving at an agreed term
- A Sample Term Sheet
- How to Handle a Negotiation Session
- Understanding the Opponent and his interest
- Negotiating Tips
- Action Items

Who Should Attend:
Managers, Executives and Officers whose work involves negotiating to get the best results
Management and Personal Development

Date: April 8-9, 2019
Fees: FMM Members RM800; Others: RM1000

Critical Thinking for Excellent Decision Making

The performance of organizations is among the top agendas in any management, and quite rightly so. But what is leading to the conclusion of performance? Critical thinking, data analysis and management, leading to excellent decision making thereby saving time, money and trouble. Sadly, many organizations however are overdoing, over-reacting and even measuring the “wrong square peg in a round hole”. And since you cannot hope to manage what you cannot properly decipher, it is no wonder many are not performing up to expectations. You may end up praising the bad and reprimanding the good, leading to morale sapping scene.

Objectives
- Learn about data exploration, what to look for in data, and how to choose data
- Spot lie, deceptions and snake-oil sales persons
- Interpret data, read trends, get actionable insights, predict future performance in ways which are meaningful and actionable
- Understand limitations of data and what to avoid not to be misled
- Enhance analytical and creativity skills
- Save time, money and frustration
- Help organization improve performance and achieve great culture
- Reduce chances of becoming a victim in the information age

Contents
- Introduction to Critical Thinking
- Critical Thinking Type A: How people manipulate Data and numbers, and how to handle these through better understanding and evaluating of these data and numbers
- Critical Thinking Type B: How people play with words, and how you can be an expert in spotting or knowing this
- Critical Thinking Type C: overall evaluation in making you an well-rounded critical thinker
- Quantitative Data & its usage
- Qualitative Data: Judgement & Usage
- Limitations and Challenges
- Conclusion: be a “discoverer” and “scientist”

Who Should Attend:
Managers, Leaders, engineers, executives, team members and anyone who needs to analyze, and manage their data in order to make sense and take action, and who needs to guide and coach his/her team in data analysis and management. Very suitable even for those who are not good at numbers, data and mathematic

Management and Personal Development

Date: June 17-18, 2019
Fees: FMM Members RM800; Others: RM1000

Leadership Transformation Program

The only thing which is constant today is CHANGE — so that a leader can no longer ignore any challenges that lie ahead. This means a demand for a high level of leadership skills which are reflected in such areas as motivation, vision and team building. In this program, the participants will learn to develop their leadership skills which are central to the requirements of today’s environment for the success of the organisation. This will in turn help to convert a company’s vision into reality.

Objectives
- To transform the current fixed mindset to growth mindset because mindset is about each individual’s attitude

Contents
- Leadership & Challenging raising the bar
- Learning, Growth, Culture for mistakes – growth verses speed
- Attitudinal landscape: it is your garden – you own it
- Open mind culture, success

Who Should Attend:
This program is prepared for middle and senior managers and anyone who has subordinates or needs to work with other team members.
Employee Motivation & Engagement

Having an engaged workforce is critical to organisational success. A distracted workforce is less than effective. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. So how do you improve employee engagement and create people who are ‘connected and committed’ to the business? Employee engagement involves helping employees to become more productive, focused and organised. The success of your staff is directly related to the success of any organisation.

This course will develop employee engagement as a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. It examines why employee engagement is important and valuable, how to foster and measure employee engagement and link it to key organisational goals and outcomes.

Objectives

• Identify the different types of attention
• Create strategies for smart goals
• Implement proactive methods to create engagement
• Manage time and productivity
• Develop strategies for an engaged workforce
• Identify the different personality types & how they fit into a plan for employee motivation

Contents

• Introduction to Employee Engagement
• Why Employee Engagement?
• Types of Attention
• Strategies for Goal Setting
• Procrastination
• Prioritising Your Time
• Keeping Yourself Focused

Who Should Attend:
Executives, Directors and HR Managers looking to understand Employee Engagement in an applied business context, HR Managers and Line Managers looking to deploy an Employee Engagement Strategy and aspiring HR and organisational leaders
Management and Personal Development

Date: November 28-29, 2019
Fees: FMM Members RM800; Others: RM1000

**Time Management & Work Productivity**

Developing skills in effective time management can therefore have a real impact on productivity, and can help to ensure that individuals and teams remain healthy and motivated. This course provides delegates with the practical and realistic support to help maximise their personal efficiency and productivity. It shows delegates how to manage themselves, their tasks and their relationships effectively by introducing powerful and flexible tools that are simple to integrate into a daily, weekly and monthly routine. It is particularly recommended for anyone who wants to make the best possible use of their time in order to achieve their objectives and deadlines; and for anyone who has made or is making valiant attempts to manage their time, but for a variety of reasons, cannot keep up the momentum.

**Objectives**

- Ensure that important deadlines are met
- Improve personal efficiency and productivity
- Improve personal credibility and reputation
- Improve relationships with colleagues, customers and suppliers
- Respond positively to workplace challenges and pressures
- Plan and implement a personal time management strategy

**Contents**

- What is Time Management
- Time Wasters and Stealers
- Good Time Management Habits
- Making To-Do-List ... Using To-Do-List
- Time Management Tools
- Tips to Start Your Day
- The 7 D's of Workplace Time Management

**Who Should Attend**:

All staff

Management and Personal Development

Date: December 2-3, 2019
Fees: FMM Members RM800; Others: RM1000

**Keseimbangan Pembangunan Kehidupan & Kerjaya (BM)**

Manusia adalah unik antara satu dengan lain. Untuk memotivasi diri dalam kehidupan dan kerjaya, ianya bermula dengan memahami tabiat asas diri sendiri, diikuti dengan peningkatan kekuatan sikap melalui penggunaan pelbagai teknik dan kemahiran yang membabitkan perangai seseorang dalam mencapai matlamat kehidupan dan organisasi.

Perbezaan bagi seseorang yang berdinamik adalah, mereka mampu mengurus karakter mereka melalui pengurusan psikologi kemanusiaan yang baik. Mereka mampu mengurus keutamaan dalam hidup mereka dengan bijak, tahu bagaimana menggunakan kemahiran sebenar pada tugasan yang betul, mengutamakan kepentingan dalam membuat pemilihan utama, membina karakter dan meningkatkan reputasi tanpa henti serta mempunyai ilmu bagaimana untuk menjadi seorang juara dalam apa juga cabaran kehidupan dan kerjaya.

**Objectives**

- Membangunkan Sikap Positif Diri untuk Berkerja dengan Orang Lain
- Melakukan Tugas yang Betul dengan Betul; Memberi Keutamaan
- Meningkatkan Keupayaan ketika Membuat Pilihan dalam Membuat Keputusan
- Berpemikiran Seorang Juara dalam Menghadapi Cabaran Hidup dan Kerjaya

**Contents**

- Pengurusan Perubahan Diri & Kerjaya
- Membangunkan Sikap Cemerlang Diri & Kerjaya
- Akhlak & Etika Diri & Kerjaya
- Pembangunan Sikap Positif Peribadi

**Who Should Attend**:

Peserta kursus: Ketua jabatan, pengurus, eksekutif, penyelia, leader
English for Managers: Failure to Heed is a failure to Lead

For most working adults, being proficient in general business English may be good enough. But as a manager, you need more than that. Your management job may require you to work across many different job areas with people who work in your company and also professionals in other companies from around the whole world. This two days programme touches on business English that is precise and effective and on how managers can be the driving force for the staff to improve on daily writing, reading and speaking skills at the workplace.

Objectives
- Mastering the basics in grammatical structures to enable writing emails and reports that are succinct yet powerful
- Using Plain English in email and report writing
- Doing interesting and powerful presentations
- Being able to put forward thoughts, opinions, suggestions and proposals in an organized and clear manner

Contents
- Brush up your Grammar
- Basis Tenses – Present, Past and Future
- Quick Quiz on various tenses in Emails, Reports and Minutes of Meeting
- Subject and Verb Agreement – using the right structure
- Strong vocabulary for Managers
  - Using strong verbs and nouns in Business English
  - Role Play – Practise dialogue using specific vocabulary
- Sentence Structure Development
  - Parallelism in Sentences
  - Dangling and Misplaced Modifiers
- Plain English in Emails
- Presentation Skills
- Language in Negotiations
- Taking charge and being a role model for your staff in terms of Language
- Group session : Implementing news strategies at the workplace to improve the use of English among Managers and subordinates

Who Should Attend:
All managers who need to brush up on their English
Domestic Inquiry

Domestic Inquiry is a requirement under Section 14 of the Malaysian Employment Act, 1955 and Sarawak/Sabah Labour Ordinance. It is obligatory for a management to allow any employees accused of committing gross misconduct be given a chance to be heard and defend herself/himself by way of Internal Inquiry.

No employee should be dismissed for his misconduct unless the employee is given an opportunity to defend himself/herself in a Domestic Inquiry proceeding. Domestic Inquiry must be held by the employer to ascertain as to whether that employee is guilty of misconduct before he/she is dismissed or before a major penalty is imposed.

Objectives
- Understanding “Due Inquiry” under Section 14, MEA 1955 and Sarawak/Sabah Labour Ordinance
- Dealing with Gross Misconduct by Employee
- How to establish offences and conduct an effective investigation
- Learn to establish a prima facie case
- How to issue a Show Cause Letter
- Understanding the Law of Natural Justice
- Applying the Law of Natural Justice in the concept of Domestic Inquiry
- Conducting an effective Domestic Inquiry

Contents
- Introduction – What is Gross Misconduct
- What is Breach of Misconduct
- Types of Minor & Serious Misconduct
- Action on Minor & Serious Misconduct
- Types & definition of each Gross
- What is Domestic Inquiry
- What is Prima Facie
- Domestic Inquiry Proceeding

Who Should Attend:
Head of Department, Company Managers, Assistant Managers, Executives, Supervisors, Assistant Executives Senior Clerks, Human Resource Personnel
Human Resource and Industrial Relations

Developing Competencies To Handle Difficult People & Situations

In an organisation, there is bound to be difficult people and also difficult situations. All management staff need to know how to handle these challenging people and situations. This programme emphasizes on the skills necessary in terms of handling personal anger, communication, interpersonal relationships and dealing with conflicts.

Objectives

- Identify a “difficult person”
- Explore the reasons why a person is difficult
- Handle your personal anger and that of others
- Understand aggressive, assertive, and passive behaviours
- Deal with negative behaviour
- Understand the importance of communication when dealing with a difficult person
- Be an active listener
- Deal with conflict

Contents

- Unit 1 : Difficult People & Difficult Situations
- Unit 2: Assessing Personalities
- Unit 3: Competencies to handle Difficult People
- Unit 4: Handling Anger in Ourselves and Others
- Unit 5: Communicating skills for Handling Difficult Situations
- Unit 6: Communicating Assertively
- Unit 7: Dealing with Conflict

Who Should Attend:
All HODs, managers, executives, middle management, supervisors, office administrators

Production, Operations and Logistics

Effective Logistics Management

This program is to create an understanding and trends in the area of logistics. Logistics Management integrates the goals of the effective management of materials, information and material flows towards achieving customers need and wants. Effective Logistics activities will help organisation to manage the movement of raw material and finished goods along the planning, procurement, warehousing, transportation etc.

Objectives

- Ability to support production and operation as per the schedule
- To review and improve the flow to achieve customer satisfaction
- To apply supply chain system best practices in workplace
- Ability to manage cost in the process flow

Contents

- Definition of Logistics Management
- Effectiveness of Logistics Management
- Logistics roles and responsibilities in production Key Performance Indicators
- Importance of Logistics function
- Understanding on global logistics transformations
- Value Chain in Supply Chain Management
- Change Management in Logistics
- Logistics Management Strategies

Who Should Attend:
Warehouse Managers/Planners/Purchasers, Executives and Supervisors, Logistics Managers, Executives and Supervisors, Manufacturing Industries Managers, Executives and Supervisors, Store keepers, Stock or inventory controllers
INCOTERMS 2010, Shipping Documentation & Procedure

Knowledge of import and export procedures is a key part of the supply chain process. Various types of documentations are involved in export & import activities. It is therefore important to understand the role of each document and its requirements in international trade. Exporter/Importer are also required to comply with the documentary requirement of exporting/importing in his country which usually changes from time to time. Irregular documents create problems and result in delay on delivery of the goods. Incoterms are authoritative rules for determining how costs and risks are allocated to the parties and can significantly reduce misunderstandings among traders, thereby minimizing trade disputes and litigation. This 2 days course will provide a complete and comprehensive insight into import & export procedures, Shipping Documentation & Incoterms. The course will suit both beginners and those who have more than a basic understanding of import & export regulations.

Objectives
- To enhance participants knowledge & skills on the Import & Export Procedures
- Develop Participants knowledge on documentation, Custom Ruling & Facilities
- To help participants understand the responsibilities of the Seller & Buyer under Incoterms
- To assist participants understand Sales/Purchase Contracts, Cargo Insurance & Packing for Shipping
- To update participants knowledge to produce better Shipping and Logistics performance

Contents
- Module 1: International Trade
- Module 2: Shipping Documentation & Procedures
- Module 3: Customs Ruling & Facilities
- Module 4: Introduction to INCOTERMS
- Module 5: Incoterms Details by Groupings
- Module 6: Incoterms Support Tools
- Module 7: Decision Making

Who Should Attend:
Logistics, Sales, Procurement, Planning Managers, Planning Executives/ Officers/ and Clerical staff
Production, Operations and Logistics

Date: September 26-27, 2019
Fees: FMM Members RM800; Others: RM1000

Excellent Procurement & Negotiation Skills

A strategic approach to procurement can give organisations a competitive advantage by maximising benefits received in return for spend. Procurement has taken on greater strategic importance in multinational companies in recent years. Procurement is in fact an absolutely essential function within any business and is vital if a business is to succeed, especially in the light of economic downturns and the recession. Many decisions taken by departments have a procurement implication that can impact on the overall cost of carrying out the decision. Procurement is viewed as a strategic function working to improve the organisation’s profitability. Procurement is seen as helping to streamline processes, reduce raw material prices and costs, and identifying better sources of supply. In essence, helping to reduce the ‘bottom line’. Procurement is also a complex process that can help businesses to become more efficient because all goods and services that they buy will be of the right quality, quantity, price and they will be delivered ‘just in time’, thereby reducing the need to stockpile goods and parts. This course is suitable for staff of all grades that require knowledge and skills in operation or management of procurement. This also extends to other department personnel who have some purchasing responsibilities and would like to increase their knowledge and skills in this area.

Managing a warehouse/storage facility requires a special skills set and mindset. It requires specially trained staff that can fulfill complex warehouse, inventory requirements, personnel, and equipment and machinery requirements. Learn important tips and steps to effectively managing a safe and productive warehouse/storage.

Objectives
- Demonstrate knowledge and understanding of the procurement processes
- Plan, prepare and carry out effective negotiations and assess their effectiveness
- Understand Import documentation, procedures and Incoterms
- Reduce cost through well-planned and executed collaborative negotiations with suppliers
- Develop knowledge in the key features of contract management and monitoring

Contents
- Module 1: Overview
- Module 2: Role of Purchasing
- Module 3: Purchasing Steps
- Module 4: Understanding Contracts
- Module 5: International Sourcing
- Module 6: Taxation System
- Module 7: Incoterms
- Module 8: Negotiations

Who Should Attend:
Procurement, Logistics, Warehouse, Sales, Planning Team Leaders and Clerical staff
Production, Operations and Logistics

Date: November 14-15, 2019
Fees: FMM Members RM800; Others: RM1000

Effective Warehouse and Inventory Management

Managing warehouse is very crucial in the process and flow of supply chain management. Ability to have good control of the material storage and inventory management will help to smoothen the outbound and inbound and smoothen the flow especially in the manufacturing process.

Objectives
- Understand the fundamental principles of warehouse management
- Build relationship with other departments effectively
- Relate materials and information flow in supply chain management
- Develop skills and knowledge on warehouse business trends in the 21st century

Contents
- Inventory Layout
- Effective Coding and Classification
- Material Handling Equipment
- Effective Inventory Control
- Inventory Control Tactics and Strategy
- Warehouse Control Strategies
- Good Warehouse Practices
- Store/Warehouse and ISO 9000 requirement

Who Should Attend:
Warehouse Managers, Executives and Supervisors, Logistics Managers, Store keepers, Stock or inventory controllers, and employees who handle the daily operations of the stores and warehouses

Quality Systems and Productivity Improvement

Date: January 21, 2019
Fees: FMM Members RM550; Others: RM650

Kursus Kesedaran Sistem Pengurusan Kualiti ISO 9001:2015 (BM)


Objectives
- Meningkatkan pemahaman mengenai ISO 9001:2015 dan pelaksanaannya
- Memahami ISO 9001:2015 dan cara-cara aplikasi
- Memahami dan menafsir perubahan dalam ISO

Contents
- Module 1: Pengenalan kepada konsep Kualiti
- Module 2: Manfaat dan tujuan kemaskini ISO 9001:2015
  - Perbezaan dan keperluan tambahan yang diperkenalkan kepada ISO 9001:2015
- Module 4: Pengurusan Risiko

Who Should Attend:
Pegawai Dokumentasi, Pegawai Kualiti, Wakil Pengurusan, Ketua Jabatan, Penyelia, Eksekutif dan pihak yang terlibat dengan Pengurusan Kualiti

NEW
Quality Systems and Productivity Improvement

Date: February 27-28, 2019
Fees: FMM Members RM800; Others: RM1000

Good Manufacturing Practices (GMP) For The Food Industry

This course is crucial for any food & beverages industry as it provides an overview of what GMP is all about and how to get started. GMP lays out the provisions to ensure that food produced has been processed, prepared, packed and stored under hygienic conditions, and hence, safe for consumption. It is also a pre-requisite program for the Hazard Analysis Critical Control Point System for Food Safety (HACCP). In the event of customer complaint or a legal case, evidence of an effective GMP would present a strong point that due diligence has been exercised.

Objectives
• Get started on the application of GMP for their organisation
• Have an awareness of HACCP
• Handle food crisis management

Contents
• Introduction to Food Safety
• Food Regulations & Standards
• GMP and Food Safety Program
• Pest Control
• Personnel Practices
• Preparation, Handling and Storage of Food
• Equipment and Facilities Maintenance for Food Safety
• Cleaning Practices and Waste Handling
• Hazard Analysis Critical Control Point (HACCP)
• Food Crisis Management

Who Should Attend:
This course is especially designed for those responsible for the development, implementation and maintenance of the food safety & quality program in their establishment. This may be personnel in Quality Assurance, Engineering, Production and Distribution. It is particularly suitable for those responsible for or involved in the development of HACCP

Achieving Operational Excellence through LEAN Manufacturing

Date: March 18-19, 2019
Fees: FMM Members RM800; Others: RM1000

Lean Manufacturing is the systematic elimination of waste, and the implementation of continuous flow concepts and customer pull. Lean is the best management system for satisfying customers on delivery, quality, and price. This program explains the most important principles of Lean and how they interact.

Objectives
• Articulate the shortcomings of traditional thinking and how lean overcomes them
• Identify and eliminate waste
• Develop a production improvement strategy
• Discuss the objectives and benefits of continuous flow manufacturing
• Establish visibility, efficiency and control with effective visual management systems
• Develop a standardized work program
• Achieve a low-WIP, fast-throughput, build-to-demand operation with pull production control mechanisms on the shop floor

Contents
• What is Lean Manufacturing
• Just In Time “The Right part, right time, in right amount”
• Built-in Quality
• Stable Processes
• Learning Organisation
• Value Chain Integration
• Lean Implementation Guidelines
• The Core Disciplines of Lean Manufacturing

Who Should Attend:
This is a hands on course, suitable for all levels of the operations staff, from Factory Manager to Technician level.
ISO 9001 Quality Management System provides the company with a guideline on how to manage the new requirement in the Quality Management System 2015 version.

Objectives
- Understanding on the new transition of quality management standards and its compliance
- Outline a basic process for carrying out risk management in the new standards requirements

Contents
- Module 1: Introduction of Quality Management System Structure and Benefits
- Module 2: Overview of ISO 9001:2015 Structure
- Module 3: ISO 9001:2015 Understand the Standards Requirements
- Module 4: Risk Management Approach
- Module 5: Operation
- Module 6: The Check and Act Phase

Who Should Attend:
ISO 9001:2015 QMS Internal Auditors, Managers and Department Heads, QA/QC personnel, all personnel who manage and perform work that affect the Quality Management System

ISO 9001 Quality Management System provides the company with a guideline on how to manage the new requirement in the Quality Management System 2015 version.

Objectives
- Understanding on the new transition of quality management standards and its compliance
- Outline a basic process for carrying out risk management in the new standards requirements

Contents
- Module 1: Introduction of Quality Management System Structure and Benefits
- Module 2: Overview of ISO 9001:2015 Structure
- Module 3: ISO 9001:2015 Understand the Standards Requirements
- Module 4: Risk Management Approach
- Module 5: Operation
- Module 6: The Check and Act Phase

Who Should Attend:
ISO 9001:2015 QMS Internal Auditors, Managers and Department Heads, QA/QC personnel, all personnel who manage and perform work that affect the Quality Management System

All manufacturing companies are facing increasing competition, rising costs and an increasingly demanding customer base. It is essential an effective productivity and quality improvement strategy is in place to see the company succeed in the market place. Although very basic, 5S (or similar) systematic housekeeping system will help build a solid foundation to build other improvement activities. Proper implementation of 5S also helps transform the workforce and build a culture of responsibility and improvement. Unfortunately, many companies in Malaysia pay only minimum attention to systematic housekeeping and the result is waste of scarce resources. This training adopts the hands on workshop approach so that a certain level of skill transfer happens during the training. It also help build mental models that the participants can bring back to workplace and implement straight away. We also provide an implementation kit so that trainees can jump-start the implementation process.

Objectives
- Explain each of the 5S in detail
- Explain at least three systems for Seiri
- Explain the 7 principles of Seiton
- Prepare a complete Seiso schedule
- Perform 5S audit and present report
- Given a work area and materials, rearrange any workplace to 5S standard

Contents
- Concept and benefit of 5S
- Seiri: Organisation (Sort out)
- Seiton: Neatness (Systematic arrangement)
- Seiso: Cleaning & Inspection
- Seiketsu: Standardisation (Maintain)
- Shitsuke: Discipline (Good habits)
- 5S Implementation
- Hands-on-practical
- 5S Roles and Responsibilities
- Valued Added material

Who Should Attend:
The training package targeted on potential 5-S working committee. Management team is recommended to attend the 5-S awareness training and shitsuke training to lead by providing direction, support, encouragement and attention to the 5-S implementation process
HACCP Food Safety System

Food quality and safety is nowadays a growing concern to all consumers worldwide. Thus, it is crucial for food businesses to ensure their products are safe throughout the processes. For establishment to export their products overseas, this may be a regulatory requirement. Hazard Analysis Critical Control Point (HACCP) is a food safety system that is certifiable and is well-recognized in the food industry worldwide. It can be applied in both simple and complex operations, from small to large manufacturers. With HACCP implementation, an establishment can assure deliverance of safe products. HACCP Certification will also provide confidence to customers that their products are safe.

Objectives
- Understand the principles of HACCP, its development and implementation
- Establish a comprehensive HACCP Documentation & to Implement Proper HACCP System

Contents
- Introduction to HACCP
- Food Safety
- 7 HACCP Principles
- Pre-requisite Program
- Conduct Hazard Analysis
- Determine Critical Control Points (CCPs)
- Establish Critical Limits
- Establish Monitoring System
- Establish Corrective action
- Establish Verification Procedures
- Establish Documentation
- The 12 Steps to implement HACCP
- Implementation and Certification

Who Should Attend:
This course is especially designed for those responsible for the development, implementation and maintenance of the food safety & quality program in their establishment. This may be personnel in Quality Assurance, Engineering, Production and Distribution. It is particularly suitable for those responsible for or involved in the development of HACCP

7 QC Tools and QCC Implementation

This is a hands-on training program designed to impart the skill to use the seven basic QC tools (which are most commonly used in the industry) to solve quality problems and undertake improvement projects. Participants will learn the QCC methodology and use of PDCA cycle. Integration of the tools into an effective system based on PDCA cycle will be emphasized. Benefits of QCC/PDCA implementation to the organisation, the team and the individual employee will be emphasized.

Objectives
- Trainees will be able to explain PDCA concept and relate it to 7 QC tools
- Trainees will be able to collect and analyse data using the 7 QC tools
- Trainees will be able to explain how to implement continuous improvement projects using the PDCA cycle and the QC tools
- Given a set of data, participants will be able to identify and use the correct tools for analysis
- Trainees will be able to explain QCC/ICC methodology
- Trainee will be able to list at least 5 benefits of QCC implementation

Contents
- QCC and QC Tools
- Tool 1: Check sheet
- Tool 2: Pareto Chart
- Tools 3: Fish-bone Chart
- Tool 4: Histogram
- Tool 5: Control Chart
- Tool 6: Scatter chart
- Tool 7: Stratification
- QC Tools and PDCA

Who Should Attend:
Manufacturing, QC and Technical staff, QCC/ICC Leaders and Members
Electrical Maintenance Techniques

There are many different approaches that you can mix and match, obviously depending on your assets, your industry and in addition your experience, skills, knowledge and the size of your maintenance team. To simplify your maintenance strategies in order to obtain the best choice and excellent result of your maintenance, you have to perform an appropriate maintenance techniques. The four most common maintenance strategies that we are going to compare, their pros and cons, and when they are most effective. Our training aim is to provide the most significant knowledge and sharing experience from our advance trainer in the respective field of maintenance technique.

Objectives

- Upgrade their knowledge and know how in the maintenance of electrical installation and subsequently perform auditing works
- Perform maintenance in a more appropriate manner
- Reduce downtime due to failures of electrical installation

Contents

- Why Maintenance Technique is important?
- Types of Maintenance Technique
- Descriptions of each type of Maintenance Technique
- Right choice of Maintenance Technique
- Who is the right person to do maintenance?
- Individual Preparation for maintenance
- When is the right time to do maintenance?
- What are the right tools, testing & measuring instrument to be used for maintenance?
- Preparation of maintenance checklist
- Record and documentation of maintenance
- Close and cost accounted

Who Should Attend:
Technical personnel who are directly or indirectly involve in the operation, maintenance of electrical system and equipment

Predictive and Preventive Maintenance for Effective Maintenance Moving Towards Zero Failures

Where traditional maintenance management programs depend on routine servicing of all machinery and fast response to unexpected failures, a predictive maintenance program schedules specific maintenance tasks as they are actually preventing and extending equipment life usefulness. To understand a predictive maintenance management program, traditional management techniques should first be considered in order to reduce machine failures. When a machine breaks down, fix it. The “If it ain’t broken, don’t fix it” method of maintaining plant machinery has been a major part of plant maintenance operations.

Objectives

- To provide the insight of why equipments breakdown
- To understand the real objective of maintenance
- Define why equipments deteriorate
- How to use the time base schedule maintenance
- How to use the condition base predictive maintenance
- Strategize for zero unplanned equipment failures

Contents

- Module 1: Objectives of Equipment Maintenance
- Module 2: Types of Maintenance Strategies
- Module 3: Maintain Basic Equipment Condition
- Module 4: Systematic Preventive Maintenance
- Module 5: Step by Step Implementing Schedule Maintenance
- Module 6: Predictive Maintenance
- Module 7: Predictive Maintenance Technique
- Module 8: Workshop selecting a specific equipment to conduct Failure Mode and Effect Criticality Analysis

Who Should Attend:
Quality Assurance, Quality Control, Production, Process, Managers, Executives, Engineers, Supervisors, Technicians and anyone who would like to improve their knowledge in Maintenance. Also, for those who are in operations would like to acquire an understanding of how the quality of the maintenance activities affects their equipment functions if wrong type of elements used
**Electrical Failure Analysis**

Failure analysis is the process of collecting and analyzing data to determine the root cause of an electrical failure. This often related with the objective of determining appropriate corrective action or liability. The failure analysis process relies on collecting failed components for subsequent examination of the root cause using a wide array of methods. This particular proposal training is professionally tailored to guide the participants with the most practical approachable methods to identify the cause of the electrical failure.

**Objectives**
- The participants will be more adequate with the appropriate knowledge
- Enable to enhance determination of the root cause of electrical failure
- Enable to reduce downtime due to electrical failure; and
- Enable to reduce maintenance cost

**Contents**
- What is electrical failure analysis?
- Effects failure of an electrical system
- Effects failure of electrical equipment
- Effects failure of power and control cables
- Forensic Investigation
- Evaluate damage attributed to lightning
- Circuit board and relay system failure
- Grounding and lightning protection
- Electrical equipment reliability
- Electrical system risk assessments
- Electronic system analysis
- Electrical fire and explosion causation
- Electrocution and electrical shock hazards

**Who Should Attend:**
Technical personnel who are directly or indirectly involved in the operation, maintenance of electrical system and equipment.

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**Electrical Energy Management System for Building Services**

Building electrical system comprises the infrastructure that brings electrical supply. The main infrastructures are the electrical sub-station, transformer, distribution system, controls and protections, parameters, capacitors etc. Performing an energy management for electrical system in a building is to have energy efficient delivery system, thereby the losses in the electrical infrastructure to minimum.

**Objectives**
- To provide appropriate guidance on how to be more efficient usage of electrical energy
- To reduce the amount of energy usage, that can minimize management and operational cost
- To preserve and upkeep the optimum performance of electrical system and equipment

**Contents**
- Definition of energy management system
- Awareness of energy management system
- Energy efficient usage
- Some terms on energy management to be understand
- Standard of energy management system
- Certificate of energy management system
- Industrial energy efficiency benefits
- Barriers to energy management system
- Concept of energy saving
- Policy
- Planning of energy management system
- Allocate resources
- Energy Management Operational Plan
- Energy Manager
- Understanding energy efficient electrical
- Understanding energy consumed in building
- Variable Speed Motor (Variable Speed Drive) can help to reduce energy usage
- Understanding energy consumed charged by the supply authority (TNB)
- Electrical tariff & calculation of electrical energy consumed
- What is Harmonic? and the impact on the electrical system
Effective Implementation of Total Productive Maintenance Towards Zero Breakdowns

Total Productive Maintenance (TPM) has been recognized as one of the significant operation strategy to regain the production losses due to equipment inefficiency. In the implementation of TPM in a manufacturing organization, both Human oriented and Process-oriented Strategy has been identified as critical success factors. TPM utilizes a team approach to remove the losses from machine areas by the introduction of autonomous maintenance preventive maintenance program. Many organisations have implemented TPM to improve their equipment efficiency and to obtain the competitive advantage, since they have access to the same technology and equipment. But if you can maximize equipment at a higher efficiency level, you can create a sustainable competitive advantage for your company. As a result, the focus of maintenance is shifting from fixing breakdowns to maximizing overall equipment effectiveness (OEE).

Objectives

- Identify Causes and Types of Equipment Failures Measure Overall Equipment Effectiveness (OEE)
- Understand how to improve the effectiveness of their machinery
- Build an Effective focus Maintenance Team
- Establishes a thorough system of Preventive Maintenance (PM) for the equipment’s entire useful life
- Develop Maintenance standards Checklist and PM Procedures
- Be able to design and implement a TPM program
- Achieving zero losses through Small Group Activity

Contents

- Module 1: Introduction to TPM
- Module 2: Understanding basic concepts of TPM – The 8 Key Pillars
- Module 3: Work Place Organisation – 5S and Waste
- Module 4: Losses in production process Overall Equipment Effectives (OEE)
- Module 5: Understand 6 major Plant Losses and How to Address their root causes
- Module 6: Understanding Autonomous Maintenance
- Module 7: Deciding Right Maintenance Strategies
- Module 8: Develop Planned Maintenance Program
- Module 9: Develop TPM Culture and Improvements

Who Should Attend:
Technical personnel (such as Manager, Engineer, Chargeman, Technician, etc.) who are directly or indirectly involve in management, operation and maintenance of electrical system and equipment in a building/premises.
Who Should Attend:
Quality Assurance, Quality Control, Production, Process, Managers, Executives, Engineers, Supervisors, Technicians and anyone who would like to improve their knowledge in Maintenance

Date: October 28-29, 2019
Fees: FMM Members RM800; Others: RM1000

Effective Maintenance Management

This course is to share and benchmark few key aspects of maintenance management that need to be done to ensure plant and equipment’s are reliable, working effectively and economically. Operations activities will be effective and predictable once the equipment’s are running efficiently.

Objectives
• Understand and able to track maintenance metrics; Know what to measure and to monitor. Also learn how to use them as gauges in order to improve equipments effectiveness
• Identify key components of equipments, systems or module that are crucial to smooth-running of operations. Learn what are the typical sub-system in most equipments in the plant today; how to look after them so they are in top condition
• Learn basics of FMEA to mitigate risks and to formulate proactive actions. Learn RCM as subset of FMEA and preparing maintenance tasks planning. Put your valuable experience and related info from OEM to design your maintenance plan and schedule
• Start taking actions and activities that are needed to promote effective maintenance management. Apply PDCA in maintenance works and progress from there
• Benchmark various good practices in maintenance management world-wide. Study of few companies and their best practices in maintenance management. Adapt some of those practices to within the boundary of your capabilities

Contents
• Key maintenance metrics; uptime / downtime, MTBF, frequency, intensity and Overall Equipments Effectiveness; measure reliability, efficiency and quality performance s of the process
• Type of maintenance. What is the type of maintenance? Which is the better one? Moving from breakdown to predictive system
• Review of key aspects of lubrication system, wear & tear, vibration/noise monitoring, heat and thermography
• Installation and start-up of equipments. Levelling technique. equipments to check and to make correction. Parallelism and centricity of rotating components
Maintenance and Technical

- Spare parts requirements and management. What to keep and how much to keep them
- FMEA and its basis in the RCM
- Preparing PM tasks and scheduling maintenance activities by using PM Tasks method combining OEM listing and historical perspectives
- 5S and workplace organisation. Benefits of orderly equipments in maintenance. Relationship of 5S and effective maintenance results. Relationship between visual management and maintenance activities
- Benchmark of few maintenance practices world-wide. Selected case studies involving best practices in lubrication management, practices in total productive maintenance

Who Should Attend:
Technicians, supervisors, engineers and mid-level management familiar with basic working of their equipments and involved with normal maintenance activities as part of their jobs

Industrial Safety

Date: January 30-31, 2019
Fees: FMM Members RM900; Others: RM1,100

Fire Safety and Casualty Handling

Fire is one crucial agenda that requires special attention in accordance to the Jabatan Bomba dan Penyelamat Malaysia and Occupational Safety and Health Act (OSHA) 1994 enforced by the Department of Occupational Safety and Health (JKKP). Most companies are aware of this and include the importance of complying the acts in the companies’ policies. However, due to some reasons many fail to implement and instill the Emergency Response Plan as one of their training program.

Objectives
- Give exposure to workers and employer of effective emergency response plan and preparedness to ensure a safe, healthy and conducive environment for everyone

Contents
- Module 1: Occupational Safety and Health Act 1994
- Module 2: Introduction to Fire Safety
- Module 3: Theory of Combustion
- Module 4: Fire Protection System
- Module 5: Fire Chemistry and Fire Extinguisher
- Module 6: Fire Evacuation
- Module 7: Casualty Handling

Who Should Attend:
Fire Fighting Squad/Team, Emergency Response Team (ERT), Safety and Health Committee Members, Safety and Health Practitioner, Good to participate by all workers, Supervisor, Technician, Electrician, Maintenance Team, Head of Management/Department
**Emergency Preparedness**

Accidents happen at any time and emergency situation is chaotic. Any emergency that arises from an accident often escalates into a crisis affecting employees and the communities as well as the smooth operation of the company. The Emergency Preparedness Plan can reduce the impact of an emergency and promote business continuity.

**Objectives**
- Assess the vulnerability of the company’s operation
- Formulate an emergency preparedness plan
- Comply with regulatory requirements

**Contents**
- Introduction
- Definitions of key OSH terms and requirements for the plan
- Types and levels of emergency
- The assessments of vulnerability using Job Safety Analysis and Risk Assessment
- The Emergency Preparedness Plan
- Business continuity plan
- Regulatory requirements – Occupational Safety and Health Act 1994

Who Should Attend:
Safety and Health Committee members, Human Resources staff with safety and health responsibilities and Head of Department

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**Chemical Safety, Waste and Chemical Spillage Management**

The use of chemicals and the production of waste in developed and developing countries have been increasing significantly during the past three decades. It is no doubt that chemicals and their wastes will continue to play an important role in the arena of industries. However, both these chemicals and their waste will pose danger in case we are not able to manage them properly. The aim of this training is three fold: one is to educate the participants on chemical safety, on the importance and the proper manner of Waste Management according to Environmental Quality Regulations on Schedule Wastes and finally on the method of controlling and managing chemical spillage.

**Objectives**
- Fulfill the legal requirement under the Factory and Machinery Act 1967, Occupational Safety and Health Act 1994 and the Environmental Quality Act 1974 with reference to specific Regulations
- Create awareness among the participants on the ill – effects of chemicals and schedule wastes
- Help identify routes of entry of chemicals into the body
- Enable participants to use the various techniques and tools to conduct proper control measures to eliminate or reduce or manage wastes
- Demonstrate to the participants on how to monitor emissions in order to minimize loss of lives and property by early pro - active detection
- Assist participants to identify and manage proper Personnel Protective Equipment
- Help participants to implement the proper procedures in handling hazardous chemicals
- Equip participants to prepare for an emergency response
- Enable participants to understand Chemical Safety Data Sheet

**Contents**
- Regulations related to Chemical Safety and Schedule Waste Management
- Obligations of Employers and Employees
- Introduction to Chemical Safety
- The Importance of Chemical Safety to the workers
Industrial Safety

- Health Risk of Chemicals
- Routes of Entry of Chemicals into the body
- Management of Chemicals
  - receiving of chemicals
  - handling of chemicals
  - storage of chemicals
  - retrieving of chemicals
  - disposal of chemicals
- Video Show on Chemical Safety
- Understanding Chemical Safety Data Sheet – a practical session
- Proper use of Personnel Protective Equipment
- Do’s and Don’ts in chemical Safety
- General Guidelines
- Definition of Schedule Wastes
- Historical developments and problems of waste disposal
- Identification of wastes produced
- Setting goal for waste management
- Managing wastes - elimination, reduction, reuse, segregation, storage, transportation, treatment and disposal of waste.
- Advantage of waste management
- Management of Chemical Spillage
- Items to control of chemical spillages
- The importance of Personnel Protective Equipment’s in relation to chemical spillages.

Who Should Attend:
Chemical handlers, Safety Officers, Safety and Health Committee, Emergency Response Team, Purchasers, Store personnel, Laboratory personnel

Date: March 25-26,2019
Fees: FMM Members RM900 ; Others: RM1,100

Machine Safety & Lockout Tag out

Machines are widely used in the Industries to manufacture products. The Machines are energized with Electrical, Mechanical & Chemical Energy they are an inherently dangerous but versatile source of energies. When it is utilized according to sound safety principles, personal injury and property damage can be effectively prevented. This program contains general information on the safe use of machineries and educates the participants in methods of safely performing their duties of servicing or maintenance on machineries and equipment where they could be exposed to injuries from unexpected energisation, start-up of the machinery or equipment, or release of stored energy in the equipment.

Objectives
- Regulations that cover Machine Safety
- Requirements of an Employer and an Employee in OSHA with regards to Safety
- Dangers of Electrical, Mechanical and other possible hazards in a Machine
- Control Measures needed to prevent Accidents from these Hazards present in a Machine
- Dangers posed by these Hazards and its Control Using Lock Out Tag Out

Contents
- Module 1: Human Attitude vs Accidents
- Module 2: Machine Safety
- Module 3: Lock Out Tag Out

Who Should Attend:
OSH Practitioners & Consultants, Safety & Health Officers, Safety Engineers, Safety & Health Committee Members, Occupational Health Nurses, Occupational Health Doctors, Business Owners, Human Resource Executives & Managers
Industrial Safety

Date: April 25-26, 2019
Fees: FMM Members RM1000; Others: RM1,200

Factories and Machinery Act 1967 and Its Regulations

This training is suitable for the internal auditors on Safety and Health management system and also all related officers who want to understand more on the Malaysia legal requirements especially Factories and Machinery Act 1967. It comes with some practical, hands-on experience needed to pinpoint hidden or overlooked safety and health issues, address them and become fully compliant with FMA 1967 and its regulations. It is also created to enhance FMA 1967 compliance and the underlying principles as to enable the participants to function effectively in order to create a safe, healthy and conducive working environment. The likelihood of hefty penalties and fines levied against the organisation for non-compliance will lessen as well.

Objectives
- Understand FMA 1967 and its regulations
- Gain essential skills to assess the effectiveness of overall safety programs and determine proper levels of compliance
- Minimize their organisation’s exposure to costly penalties and fines
- Reduce their organisation expenditure by slashing accident-associated costs such as insurance premiums, workers’ compensation, lost time injury and more
- Alert their organisation on the importance of complying FMA 1967 and its regulations

Contents
- FMA 1967
  - Introduction
  - Factories and Machinery Act 1967
  - Safety Regulations under Factories and Machinery Act 1967
  - Health Regulations under Factories and Machinery Act 1967
- Sharing Experience as Ex DOSH Officer

Who Should Attend:
Auditors, Supervisors, Security Personnel, Managers, Safety and Health Officer, Safety and Health Committee members

Industrial Safety

Date: May 21-22, 2019
Fees: FMM Members RM900; Others: RM1,100

Occupational Safety and Health Risk Management

The workplace invariably contains a large variety of hazards. Implementation of control measures arising from risk assessment are complex issues necessitating the interfacing, among others, company policy, safety procedures, human factors, legislation and projected return on investment. Risk management considers the operational and administrative aspect of a company’s processes and can contribute to a safer workplace. This programme will enable management to identify and evaluate risks in order to support decision-making processes for setting up practical approaches to deal with workplace hazards.

Objectives
- Comprehend the fundamentals of risk management and to apply suitable control measures to reduce or eliminate risks
- Ensure that a safe system of work may be achieved in the workplace
- Resolve the various safety and health problems that may arise and to manage these issues
- Provide for the “Due diligence” requirement expected of management

Contents
- Introduction
- Definitions of terms
  - Occupational safety, health and welfare
  - Unsafe acts and condition
  - Hazards and risks
- Risk based approach
- Overview of risk and risk assessment
- Planning for risk assessment
  - Identification: sources and technique deliberated – inspection, fault tree, SDS and job safety analysis
  - Assessment: BS 8800, DOSH HIRARC matrix
  - Control: Hierarch of control. Corrective and preventive measures
- Monitoring and reviewing the control measures
- The benefits of the risk management
- ISO 45001 (Clause 6 and 8.1.2), their application to risk management
- Review of the Risk Management according to ISO 45001:2018
- Application of risk management in the workplace (specific topics contingent upon client requirements)
- The legal requirement of risk assessment and management role in managing risk
- The employee’s duties in risk management
Who Should Attend:
Safety and Health committee members, Human Resources staff with safety and health responsibilities, Supervisors and Head of Department

Date: June 25-26, 2019
Fees: FMM Members RM900; Others: RM1,100

Machine Safeguarding Safety Training

Most of workplaces that involves productions and operations activities must use machineries and equipment’s as its essential processes. Factories and Machinery Act 1967 and OSHA 1994 acts have define the dangers of electrical and mechanical work and require workplace employers to provide education and training on Machine Safety. The employees must also notify the company through his supervisor if found hazards in the area of electrical and mechanical company.

Objectives
- Be familiar with the existing electrical and mechanical hazards
- Be able to appreciate the concept of Machine Safe-guarding
- Be familiar with the existing hazards/risk and minimizing them and present corrective control items during machine maintenance
- Have an in-depth understandings of identification, planning and execution of the Lock-Out Tag-Out (LOTO) system and able to apply them during regular work-task

Contents
- Benefits of inculcating safety as a working culture
- Inspections of selected machine & equipment work areas
- Legal requirements related to Machine Safety
- Hazards at Workplace
- General Safety at Maintenance bays and Machine work areas
- Electrical Safety, Hazard and Risks
- Electrical Safety
- Mechanical and Machine Safety, Hazards and Risks
- The importance of Permit-to-Work System
- HIRARC

Who Should Attend:
Maintenance, Production and Engineering-related personnel’s
Industrial Safety

Date: August 8-9, 2019
Fees: FMM Members RM900; Others: RM1,100

PPE at Workplace: Promoting Good Safety Practice and Compliance

This is a program that provides the audience an understanding of the use of PPE at workplace and at the same time addressing mandatory requirements under OSHA 1994 regulations and the adherence to Key Safety Behaviors (KSB) in handling and use of PPEs at workplace.

Objectives
• Understand the uses and applications of PPE at the workplace
• Instill the culture of PPE usage at the workplace
• Provide a safe and accident-free environment at the workplace
• Improve the productivity, quality and cost for the organisation

Contents
• Legal Compliances
  - Elements of OSHA Act 1994 on Employee and Employer Roles
  - Legal Compliances as per DOSH requirements
• Hierarchy of Safety Measures
  - The Requirement of PPE, Why, How and What
  - Hazard Assessment
  - Selecting PPE
  - Proper Usage of PPE (Practical Demonstration)
  - Eye and face Protection
  - Head Protection
  - Hand and Arm Protection
  - Body Protection
  - Hearing Protection
  - Respirators
  - Failures and impacts on wrong usage and misuse of PPE

Who Should Attend:
OSH Practitioners & Consultants, Safety & Health Officers, Safety Engineers, Safety & Health Committee Members, Occupational Health Nurses, Occupational Health Doctors, Business Owners, Human Resource Executives & Managers

Industrial Safety

Date: September 5-6, 2019
Fees: FMM Members RM900; Others: RM1,100

CHRA and Noise Conservation Awareness

The objective of this training is also to understand and identify noise hazards which may be inherent to the workplace. Unfortunately most of the companies fail to identify this hazard and also failed to create awareness of the danger of noise hazards and ways to protect oneself. In addition to causing hearing loss by destroying the inner ear, noise can put stress on other parts of the body causing fatigue and unnecessary psychological stress. This poses a serious problem for exposed workers and their employer. This problem may also increase the rate of accidents in the workplace. The FMA Noise Regulations 1989 establishes uniform requirements to make sure that the noise hazards associated with all workplaces are evaluated, and that the hazards associated with high noise are transmitted to all affected workers so that mitigation measures can be instituted.

Objectives
• Upgrade the knowledge and skills of current personnel’s handling and
• Fulfill the legal requirement under the Occupational Safety and Health Act 1994
• Understanding Regulations like Use and Standard of Exposure of Chemicals Hazardous to Health Regulations 2000 and Noise Exposure Regulations
• Ensure participants understand the importance of CHRA
• Create awareness among the participants on the ill – effects of chemicals
• Help create Chemical Register as a preparation for CHRA
• Enable participants to understand Safety Data Sheet (according to CLASS Regulations 2013)
• Understanding noise hazards
• Know how noise can endanger the workers exposed
• Expose participants to legal requirement related to Noise Regulations 1989
• Create an awareness on control measures related to noise hazard
• The proper method of using hearing protectors

Contents
• Obligations of Employers and Employees in regard to Occupational Safety and Health Act 1994
• Introduction to Chemical Safety – the ill effects of chemicals to health
• Understanding the Use and Standard of Exposure of Chemicals Hazardous to Health Regulations 2000
• The Importance of Chemical Health Risk Assessment (CHRA)
• Understanding Safety Data Sheet – a practical session
• Chemical hazards and the control measure as recommended by CHRA
• General Guidelines
• Why noise is considered hazardous
• Comply with the Noise Exposure Regulations as stated in FMA
• Understand how the ear works
Industrial Safety

- Determine when noise is excessive
- Explain how hearing loss occurs
- Recognize the most common types of hearing damage
- Identify, evaluate and apply control methods to reduce workplace noise
- Understand why Audiometric hearing test is important
- Select, use and properly care for hearing protectors

Who Should Attend:
Supervisors, Health and safety committee members, Managers, Safety and Health Officers, Lab personnel, OSHAS/ILO-OSH 18001 committee/team members and others who are interested

Industrial Safety

Date: September 11-12, 2019
Fees: FMM Members RM1000; Others: RM1,200

Occupational Ergonomics and Ergonomic Risk Assessment at Workplace

The application of good ergonomics is increasingly viewed as critical to business. Organisations need to take account of good ergonomic practices at every stage of the process lifecycle in the day to day work activities. The course is designed to focus on the application of knowledge about human capabilities and limitations to the design of workplaces, work methods and jobs for optimal safety, efficiency, productivity and comfort to prevent the potential case of back pain.

Objectives
- Describe an expanded view of ergonomics which encompasses more than ergonomically related injuries and assuring that the workplace fits the worker
- Conduct ergonomic assessments and solutions to practical use in the workplace

Contents
- Topic 1: Introduction to Ergonomics
- Topic 2: Basic Understanding Systems of the Human Body
- Topic 3: Ergonomics Risk Factors
- Topic 4: Ergonomics Management Program
- Topic 5: Ergonomics Risk-Assessment (ERA)

Who Should Attend:
OSH Practitioners & Consultants, Safety & Health Officers, Safety Engineers, Safety & Health Committee Members, Occupational Health Nurses, Occupational Health Doctors, Business Owners, Human Resource Executives & Managers
Industrial Safety

Date: December 9-10, 2019
Fees: FMM Members RM900; Others: RM1,100

Total Chemical Safety Management

Chemical users/handlers are highly prone to hazardous chemical exposures. They have a ‘Right-To-Know’ on 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 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.

Objectives
- Have a better knowledge on the existing regulations on Chemical Usage and Exposure, Scheduled Waste, Chemical Spill Response
- Be able to segregate chemical properly during storage and usage
- Be able to properly apply the PPE and Engineering control involved
- Be able to interpret Safety Data Sheet (SDS)
- Have better understandings on the existing/future improved Chemical handling requirements, proper personal protective equipment, functions of Local exhaust ventilation and procedures on chemical spills/release
- Be familiar with the Chemical Spill Procedure and existing chemical spill equipment

Contents
- Safety as a Working Culture
- Discussion on current chemical work-tasks and processes
- Basic Chemical Safety
- OSH (CLASS) Regulations 2013
- OSH (USCEHH) Regulations 2000
- DOE (Scheduled Wastes) Regulations 2005
- ICOP & Guidelines-related to Chemicals Safety
- Safety Data Sheet (SDS) –tips for better understanding
- Understanding Information on Scheduled Wastes
- Towards Chemical Safety Management
- Proper Selection and Usage of the Chemical PPEs
- Requirements for Chemical handling & spill decontamination equipment

Who Should Attend:
Safety Officer, Safety and Health Committee Members, Factory Managers/Engineers, Laboratory Technicians and Security Supervisors

• Procedures for Chemical Spill Decontamination Response
• Multimedia presentation on Chemical Safety & Response
• Chemical Spill Response Report-writing & presentations
• Proposed Chemical Management & Chemical Spill Procedure
Industrial Safety

Date: December 16-17, 2019
Fees: FMM Members RM900; Others: RM1,100

Developing Safety and Health Committee at Workplace (Mandarin)

Industrial accidents are on the rise in our workplace. These accidents are caused by the workers’ ignorance and lack of practice of SAFETY at workplace. Section 16 of the OSHA 1994 has provided that employers to formulate and practice SAFETY and HEALTH policies at work place to ensure safety of the employees, and the general public at large. Effective continuous enforcement of SAFETY can be done through an organised safety committee.

Objectives
- Be fully aware of the importance of SAFETY at work place
- Form SAFETY committee and
- Design and Develop SAFETY procedures and policies
- Implement and continuous maintenance of SAFETY and HEALTH practices
- Review and improve SAFETY practices at work place

Contents
- Part 1: Legislation Provisions on Employer’s obligations towards Employee’s SAFETY at Work Place
- Part 2: Advisory – The Roles, Duties and Responsibilities of Safety Committee
- Part 3: The Structure of SAFETY and Health Committee
- Part 4: Key Elements of Safety Committee
- Part 5: Effective SAFETY Committee – 4 keys to making them work
- Part 6: Stop Wasting Time at the SAFETY Committee Meeting
- Part 7: Design and Develop a SAFETY, Health and Environment Handbook

Who Should Attend:
Safety committee members and HR personnel whose functions include SAFETY and HEALTH matters

Customer Service, Sales and Marketing

Date: March 28-29, 2019
Fees: FMM Members RM800; Others: RM1000

Leading Your Sales Team for Results

Sales management is a particularly difficult job as it is one of the few relationships in business where the Manager rarely sees the staff. It is usually management at a distance. This often creates motivation and morale problems in the sales team. At the same time, competition is increasing in all markets as supply outpaces demand and products and services can be quickly copied. Supply is increasingly international so Sales Managers cannot just worry about domestic competition. Today, the marketplace is a huge battlefield. The sales leader must have the ability to provide clear directions and be able to lead his men into battle, not from the back but at the front.

Objectives
- Understand the various types of leadership styles and how to apply them accordingly
- Understand the process evaluating sales personnel and the right approach in applying remedial skills
- The application of various motivational approaches
- Applying territorial management and routing for the staff
- The correct method in hiring sales personnel
- Understand the usage of various forms in managing the team
- The ability to plan and control the selling events
- The ability to write a sales compensation plan

Contents
- Module 1: The Functions & Role of the Sales Leader
- Module 2: The Selection Process
- Module 3: Sales Planning & Reporting Forms
- Module 4: Sales Territory Development
- Module 5: Motivating the Sales Team
- Module 6: Developing a Compensation Plan
- Module 7: Sales Leadership and Supervision
- Module 8: Planning and Control
- Module 9: Sales Evaluation

Who Should Attend:
Directors of Marketing, Director of Sales, Marketing Managers and Sales Managers
Developing Excellent Customer Relations and Service Skills

It sounds simple, but successful organisations recognise that customer satisfaction stems from a series of interconnected causes and disciplines, and that customer drives profitability and growth. This complete experience is what can cause a customer to become a champion for an organisation. This module begins with taking 100% responsibility for yourself and the attitude you convey. Each time you come into contact with a customer, your attitude is showing. The challenge is to maintain a friendly, low pressure and high service environment for your customers and keep yourself productive and service—oriented throughout your day.

Objectives

• Learn the steps required to effectively improve customer satisfaction
• Learn to apply the skills in managing customer service
• Relate the effect of providing effective customer relations in order to fulfill the firm’s customer relations policy requirements
• Acquire the necessary skills in handling difficult customers tactfully and effectively

Contents

• Why Customer’s Satisfaction is important to you and your organisation
• Customer relations is everybody’s job
• Techniques for identifying customer differences
• How to capture and retain customers
• How they decide to choose you
• Tips on Mastering The Games Customers Play
• Dealing with Difficult customers
• Burnout – threat to customer satisfaction
• The customer is not always right, but ....
• Practical Steps to Customer’s Problem Solving
• Building Motivation with customer feedback
• Telephone control techniques
• Successful creative and practical approaches

Who Should Attend:

Designed for those who have front line responsibilities in dealing with Customers especially those from the Front Office, Sales, Marketing and Supporting Staff such as Secretaries and Clerical

Selling Techniques for Back-Room Staff

When it comes to selling, many believe that it’s best to leave such task to the sales people, after all they have been trained to do the job. This is acceptable when business of the organisation is doing well. However, the selling task must certainly come under review once sales become sluggish. In order to sustain the business growth of the organisation, a sales culture must be inculcated which must involve everyone in the organisation from the receptionist in the company lobby to those at the top to ensure that products sold by the company is being brought to the attention of prospective customers. We call this “Backroom Selling”.

Objectives

• Companies will see an increase in sales as staff from non-sales departments (finance, personnel, IT, production, logistics) are also involved in the promotions of the products
• Staff will eventually come to terms speaking “sales” language whenever they meet guests at the office
• It promotes the espirit d’corps amongst staff members which is essential in today’s competitive business environment
• It instills a sense of confidence in the staff whenever company products are enquired and in which they are able to explain the product benefits to the customers

Contents

• Introduction
  - Backroom Selling is not a sales training programme
  - Pride in the organization you work in
  - Understanding the “Re-Active” and “Pro-Active” approaches in backroom selling
• Module 1: The Business Definition of Your Company
• Module 2: The Unique factor of your organisation
• Module 3: The Benefits of your company products/services
• Module 4: Qualifying the customer
• Module 5: Reading buying signals and closing the sales
• Module 6: Handling Tough Customers

Who Should Attend:

Staff from Finance/Accounts/Production/Logistics/Purchasing/IT/Security and Human Resources and other non-sales departments
Customer Service, Sales and Marketing

Date: October 7-8, 2019
Fees: FMM Members RM800; Others: RM1000

Sales Negotiations for Results

Until today, we still find many sales persons closing sales through their good relationships with the clients or they managed to sell due to the product having an established brand name in the market place. It is only when they are confronted with customers who play hardball, they are at a lost in securing the sales. Consequently, the sales person just caved in to the buyer’s demand, and with it goes the bottom line. Many purchasing personnel are well trained in purchasing negotiations and they know what they want from the sales person. On the other hand, sales people are ill-prepared especially when it comes to a grueling session and thus ended up shredded to pieces by the purchasing personnel of the client company. So, there is a distinction here between “selling” and “negotiating”. To negotiate is to ensure both buyer and seller end up on a win-win note. But to do this, sales person must understand the ground rules in negotiation and the various techniques they need to apply in order to ensure a done deal.

Objectives

- To understand the do’s and don’ts in sales negotiations
- The ability to apply the various techniques taught
- Understand the importance of preparations and follow-throughs
- To understand the various negotiating styles

Contents

- Module 1: What is involved in Sales Negotiations?
- Module 2: Sales and Negotiating Crimes
- Module 3: Basic Sales Negotiation Principles
- Module 4: identifying Negotiating Objectives: Our and Theirs
- Module 5: Negotiating Styles
- Module 6: Assessing Leverage and Limitations
- Module 7: Assessing the key parties and key influencers
- Module 8: Planning Win-Win Strategies and Tactics
- Module 9: Negotiating Tools

Who Should Attend:

All sales and marketing personnel

Communication

Date: February 25-26, 2019
Fees: FMM Members RM800; Others: RM1000

Public Speaking, Presentation and Slide Preparation Skills

In these changing times, one thing is constant; people with the skill and courage to present information and ideas effectively have the power to persuade, motivate and make things happen. Your personal and organisational success will be determined not so much by what you know, but more by how well you communicate what you know. Hence, much of your success in making presentations has to do with knowing what to do and when to do it. This 16 hours public speaking and presentation and slide preparation skills workshop will teach you specific techniques and practical presentation tools that managers, executives and supervisors can use to create and deliver interesting, clear and persuasive presentations, which will not only be useful in business presentations, but also in buying, selling, training, advising, negotiating and influencing situations in your private and corporate life.

Objectives

- Write an effective speech or presentation
- Speak effectively to any size group of listeners, in a believable and credible way.
- Be more confident by overcoming fear and nervousness
- Use simple techniques to deal with negative or hostile audiences
- Use appropriate and well-placed humour and keep interest during the entire session
- Persuade your listeners to take action and accept your ideas and proposals

Contents

- Module 1: Preparation of voice before speaking
- Module 2: Organise Your Speech or Presentation
- Module 3: Deliver Your Speech with Confidence and Style
- Module 4: Signposting
- Module 5: Writing Your Speech & Presentation
- Module 6: Slide Presentation Techniques
- Module 7: Public speaking practice
- Module 8: Final Presentation & Finishing Touches

Who Should Attend:

Managers, Professional, and anyone who has to present ideas, proposals and bids as part of their working life and to improve their public speaking performance both within their organisation and in their dealings with other organisation
The Delicate Art of Giving Feedback: A Guide for Managers and Supervisors

No matter what we do or how well we do it, some criticism is eventually going to come our way. And those moments are often some of the toughest we all face in work and life. Hearing potentially negative things about yourself is probably not your favourite activity, and most of us would rather avoid the awkwardness that comes with telling someone else how they could improve. But what do we lose out on when we avoid these tough conversations? One of the fundamental skills of life is being able to give and receive advice, feedback and even criticism. If given and received in the right spirit, could sharing feedback—even critical feedback—become a different, better experience than the painful one we’re accustomed to? Could feedback become a valued opportunity and even a bonding, positive experience? In this two day course you will learn how to give and receive feedback at work in the best ways possible, along with some of the psychology behind handling critical feedback. You will also learn methods in which we offer and receive feedback to try and make the experience less scary and more meaningful.

Objectives

• To master the art of winning over after giving the feedback
• To use positive words with the focus of receiving a positive outcome
• To learn useful language structures and body language in feedback

Contents

• What is Effective Feedback?
  - Making feedback effective
  - Feedback language and other factors
• Active Listening and Non Verbal Communication
• Emotional Intelligence
• Building Rapport Techniques
• Receiving feedback from others
• The feedback Process / Workshop
• Start with positive / Constructive Feedback
• How to coach to get the feedback into a workable response
  - The Give and Take Process
  - Role Play on Actual Situations at the Workplace
  - Discussion on the effectiveness of the techniques used by each group
• Watching A Video on Feedback at the Workplace

Who Should Attend:

All managers, Heads of Department and Supervisors, and anyone interested in learning the art of positive feedback

Technical Communication In Emails, Reports and Minutes Writing

The two day workshop will cover aspects of business writing skills focusing on effective email writing, reports and minutes writing. This course will aid participants to develop skills and apply effective techniques in planning, organising and writing, emails and reports, and the necessary skills in writing minutes of meetings.

Objectives

• Understand best practices of Plain English in email writing, and report writing in the business context
• Use modern business language when composing e-mails
• Compose effective e-mails that will get results
• Improve the tone in e-mail messages
• Improve and apply appropriate email etiquette
• Develop competence in using various report writing techniques
• Organise information presented in a systematic manner and
• Understand the value of planning, providing and disseminating relevant information to the recipient of the report
• Write minutes of a meeting using the skills taught

Contents

• Introduction To Email Etiquette
• Create Structure For Success
• Rules of Thumb of Professional Email Writing
• Grammar Refresher
• Report Writing
• Minutes of Meeting

Who Should Attend:

Office and Operational Staff
Certificate Programmes

Duration : 4 days
Fees : FMM Members RM1780 ; Others: RM1980

FMM Certificate In Boilerman

The FMM Certificate in Boilerman is specially developed to upgrade the Theoretical Operational Skills of the current workforce in handling Steam Boilers in various sectors. The Certificate programme will provide the knowledge to upgrade the skills of Boiler Supervisors, Operators, Assistants and Apprentice on matters relating to Operations, Mounting & Fittings, Inspections and Maintenance of Boilers at the workplace.

Objectives

• Upgrade the knowledge and skills of current personnel’s handling and operating Steam Boiler and to further upgrade the skills of Boilerman Grade 2 Certificate holders
• Establish a level of legal knowledge pertaining to boilers and the theoretical and practical skills in order to efficiently manage and handle steam boilers towards better work performance
• Create opportunities for career advancement and development within an organization; and
• Prepare participants to sit for the Boilerman Examinations conducted by Jabatan Keselamatan dan Kesihatan Perkerjaan (JKKP/DOSH)

Contents

• Acts & Regulations Related to Boilers
• Types of Steam Boilers
• Boiler Operations – Site Visit/Theory
• Essential Fittings and Mountings
• Preparation for Mandatory Inspection
• Types of Test Related to Boilers
• Boiler Maintenance
• Boiler House/Room Requirements
• Construction of Boilers
• Water Treatment
• Boiler Commissioning
• Boiler Accessories
• Oral Revision

Who Should Attend:

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

Certificate Programmes

Intakes : March 19-22, 2019 & November 19-22, 2019
Duration : 4 days
Fees : FMM Members RM1780 ; Others: RM1980

FMM Certificate In Steam Engineer

The 4-day programme on Boiler / Steam Plant Operations and Management focuses on establishing correct practices in Steam Plant Operations. This programme also provides guidance in boiler maintenance procedures. Overall the programme will escalate the knowledge base of participants to become better Operator and Technicians in their own plant. You will gain the practical KNOW-HOW you need and more importantly, confidence to operate steam plant successfully.

Objectives

• Provide in-depth professional knowledge and skills for sound and effective Boiler / Steam Plant
• Operations and Management practices and be acquainted with necessary know-how for operating steam plant successfully
• Provide participants with the necessary tools needed to be a Certified Steam Engineer
• Enhance the knowledge pertaining to boiler management, which is perhaps the best way to avoid losses
• Equipped participants with the latest information on steam plant
• Prepare participants for the Steam Engineers Examination conducted by JKKP

Contents

• Safety Steam Plant Operation
• Factories and Machinery Act
• Boiler Construction
• Type of Steam
• Boiler Efficiency
• Boiler Operations
• Boiler Fittings
• Water Treatment
• Combustion System
• Boiler Damage and Repair
• Steam Turbine
• Steam Traps Operations and Maintenance
• Materials Used in Steam Plant
Certificate Programmes

- Welding
- Material Treatment
- Chemical Cleaning
- Review of Past Year’s Questions

Who Should Attend:
Practicing Boiler Operators, Technicians and Mill Engineers, Shift Charge Engineers, Junior Engineers Technicians and those who are interested to upgrade their career in Steam Plant Operations. This could range from small process plants to major utilities. Industry may include factories, hotels, hospitals, plantations and etc.

Certificate Programmes

Intakes : Upon Request
Duration : 21 days
Fees  : FMM Members RM4000 ; Others: RM4200

FMM Certificate In Safety and Health Officer (Part Time)

In line with the Occupational Safety and health Act 1994, and its Regulations to ensure a competent person is employed to act as a Safety and Health officer at the place of work, the FMM Certificate in Safety and Health Officer represents a unique effort of FMM Institute to produce a pool of qualified safety officer for the industry towards the prevention and reduction of occupational accidents and hazards at the workplace.

Objectives
- Provide in-depth professional knowledge and skills for effective Occupational Safety and Health management practices
- Enhance the 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
- Create opportunities for career advancement and development in Occupational Safety and Health within an organisation
- Prepare participants for Safety and Health Officer Examination conducted by the National Institute of Occupational Safety and Health (NIOSH)

Contents
- Module 1 : Occupational Safety and Health Management (6 days)
- Module 2 : Occupational Safety and Health Legislation (4.5 days)
- Module 3 : Occupational Health (5.5 days)
- Module 4 : Occupational Safety (5 days)

Who Should Attend:
Safety and Health Officers/Committee Members, Human Resource Officers, Engineers and Supervisors from various sectors of industries
Certificate Programmes

FMM Certificate In Warehouse Management

The programme is a professional development course to provide skills and knowledge in the operations and management of the store and warehouse in an organisation.

Objectives
• Define warehouse management, and inter-departmental relationships
• Describe the warehouse operation, warehouse storage systems and conventional storage methods
• Plan warehouse improvement programme
• Carry out warehouse measurements and effective stocktaking and facility development

Contents
• Module 1: Introduction to Warehouse Management and Warehouse Operations
• Module 2: Packing and Picking Operations
• Module 3: Warehouse Measurement Techniques
• Module 4: Development of Facility and Warehouse

Who Should Attend:
Executives, Officers, Supervisors, and clerical staff who are involved in areas of store and warehouse. It is also suitable for those who are planning to venture into this field of specialisation.

Certificate Programmes

Internal Combustion Engine Driver

The FMM Certificate for Engine Driver in Internal Combustion Engine (ICE) is specially developed to upgrade the theoretical knowledge and skills that is required in managing the ICE plant in a reliable and safe manner. This Certificate Programme will enhance the knowledge, and skills that is expected of an ICE Engine Driver covering laws & regulations, operations, inspection, maintenance, safety management and handling emergency situation at work place.

Objectives
• Achieve the necessary in-depth knowledge required in carrying out internal combustion engine plant operation, maintenance and management practices in a safe, reliable and efficient manner
• Identify internal combustion engine risk and implement effective safety practices in plant management
• Provide a comprehensive understanding in meeting the Malaysian Regulatory Requirements under JKKP in relation to internal combustion engine
• Prepare participants to sit for the Internal Combustion Engine Engineer Examination conducted by Jabatan Keselamatan dan Pekerjaan, Malaysia (JKKP) and
• Create opportunities for career advancement and development with and organisation

Contents
• Acts & Regulations related to Internal Combustion Engine
• Fundamental of Internal Combustion Engine
• Main Components & Fittings
• Terminology, controls & function in Diesel/Petrol Engine & Gas Turbine
• Terminology, controls & function in Gas Turbine
• Operation
• Operational systems of an internal combustion engine
• Fuel & Combustion
• Maintenance & Repair
• Breakdown of an internal combustion engine
• Engine room management
• Responsibility
Certificate Programmes

Who Should Attend:
Practicing Boiler Operators, Technicians and Mill Engineers, Shift Charge Engineers, Junior Engineers Technicians and those who are interested to upgrade their career in Steam Plant Operations. This could range from small process plants to major utilities. Industry may include factories, hotels, hospitals, plantations and etc.

Training Schedule For Year 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Fees (RM)</th>
<th>PSMB Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 14-15 January</td>
<td>Negotiation as an Form of Art</td>
<td>800.00</td>
<td>SBL Scheme</td>
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<tr>
<td>2 21 January</td>
<td>Kursus Kesedaran Sistem Pengurusan Kualiti ISO 9001:2015 (BM) (NEW)</td>
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<td>3 24-25 January</td>
<td>Electrical Maintenance Techniques (NEW)</td>
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<tr>
<td>4 30-31 January</td>
<td>Fire Safety and Casualty Handling (NEW)</td>
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<td>5 12-15 February</td>
<td>FMM Certificate in Boilerman</td>
<td>1,780.00</td>
<td>SBL Scheme</td>
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<tr>
<td>6 19-20 February</td>
<td>Emergency Preparedness</td>
<td>900.00</td>
<td>SBL Scheme</td>
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<tr>
<td>7 21-22 February</td>
<td>Chemical Safety, Waste and Chemical Spillage Management</td>
<td>1,000.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>8 25-26 February</td>
<td>Public Speaking, Presentation and Slide Preparation Skills</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>9 27-28 February</td>
<td>Good Manufacturing Practices (GMP) For the Food Industry</td>
<td>800.00</td>
<td>SBL Scheme</td>
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<tr>
<td>10 11-12 March</td>
<td>Predictive and Preventive Maintenance for Effective Maintenance Moving Towards Zero Failures</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>11 13-14 March</td>
<td>Effective Logistics Management</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>12 18-19 March</td>
<td>Achieving Operational Excellence through Lean Manufacturing</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>13 19-22 March</td>
<td>FMM Certificate in Steam Engineer</td>
<td>1,780.00</td>
<td>SBL Scheme</td>
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<tr>
<td>14 25-26 March</td>
<td>Machine Safety &amp; Lockout Tagout</td>
<td>900.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>15 28-29 March</td>
<td>Leading Your Sales Team for Results</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>16 1-2 April</td>
<td>Menangani Ketidakhadiran &amp; Pekerja Bermasalah (BM)</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>17 8-9 April</td>
<td>Critical Thinking for Excellent Decision Making</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
</tbody>
</table>

Registration of four (4) or more participants from the same organisation will enjoy ONE complimentary seat for fifth (5) participants.

** Fees include course materials, lunch, refreshments and Certificate of Attendance.

(FMM Institute Sarawak Branch) 082-332784/7 Fax : 082-332785
### Training Schedule For Year 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Fees (RM)</th>
<th>PSMB Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 15-16 April</td>
<td>INCOTERMS 2010, Shipping Documentation &amp; Procedures</td>
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<td>Factories and Machinery Act 1967 and It’s Regulation</td>
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<td>20 29-30 April</td>
<td>Domestic Inquiry</td>
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<td>21 2-3 May</td>
<td>Store &amp; Warehouse Operation</td>
<td>800.00</td>
<td>SBL Scheme</td>
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<tr>
<td>22 13-14 May</td>
<td>Understanding Quality Management System (EMS) ISO 9001:2015 Standards Requirements Transition &amp; Changes Implementation (NEW)</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>23 21-22 May</td>
<td>Occupational Safety and Health Risk Management</td>
<td>900.00</td>
<td>SBL Scheme</td>
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<tr>
<td>24 30-31 May</td>
<td>The Delicate Art of Giving Feedback: A Guide for Managers and Supervisors (NEW)</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>25 13-14 June</td>
<td>Developing Excellent Customer Relations and Service Skills</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>26 17-18 June</td>
<td>Leadership Transformation Program</td>
<td>800.00</td>
<td>SBL Scheme</td>
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<tr>
<td>27 18-20 June</td>
<td>Internal Combustion Engine Driver (NEW)</td>
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<td>SBL Scheme</td>
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<tr>
<td>28 25-26 June</td>
<td>Machine Safeguarding Safety Training</td>
<td>900.00</td>
<td>SBL Scheme</td>
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<tr>
<td>29 27-28 June</td>
<td>Electrical Failure Analysis (NEW)</td>
<td>800.00</td>
<td>SBL Scheme</td>
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<tr>
<td>30 8-9 July</td>
<td>Chemical Safety, Waste and Chemical Spillage Management</td>
<td>1,000.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>31 8-9 July</td>
<td>Menangani Kelidahakdiran &amp; Pekerja Bermasalah (BM)</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>32 11-12 July</td>
<td>Productivity Workshop : 5S Housekeeping</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
</tbody>
</table>

Registration of four (4) or more participants from the same organisation will enjoy ONE complimentary seat for fifth (5) participants.

** Fees include course materials, lunch, refreshments and Certificate of Attendance

(FMM Institute Sarawak Branch) 082-332784/7 Fax : 082-332785
## Training Schedule For Year 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Fees (RM)</th>
<th>PSMB Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>49 Nov</td>
<td>7QC Tools and QCC Implementation</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>50 Nov</td>
<td>Supervisor Toolkits of Managing Team</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>51 Nov</td>
<td>FMM Certificate in Steam Engineer</td>
<td>1,780.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>52 Nov</td>
<td>Effective Warehouse and Inventory Management</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>53 Nov</td>
<td>Time Management and Work Productivity</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>54 Dec</td>
<td>Keseimbangan Pembangunan Kehidupan &amp; Kerjaya (BM)</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>55 Dec</td>
<td>English for Managers: Failure to Heed is a failure to Lead (NEW)</td>
<td>800.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>56 Dec</td>
<td>Total Chemical Safety Management</td>
<td>900.00</td>
<td>SBL Scheme</td>
</tr>
<tr>
<td>57 Dec</td>
<td>Developing Safety and Health Committee at Workplace (Mandarin) (NEW)</td>
<td>900.00</td>
<td>SBL Scheme</td>
</tr>
</tbody>
</table>

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Appreciation

The FMM Institute
would like to

THANK YOU

for your continuous support