



**FREE for FMM Members!**

22 April 2014, Tuesday • 8:30am - 2:00pm • Wisma FMM, Kuala Lumpur

According to Gartner's Predicts 2014: Manufacturing Operations (Nov 2013), years of under-investment and neglect in plant IT investments have created challenges for manufacturers looking to modernise their factory systems within a short time frame and with minimal disruption.

Are you looking at achieving higher performance by tightening the feedback loop during your product's life cycle? How do you continue to improve cost efficiency, achieve high quality production and yet meet market requirements between product development and manufacturing operations?

In this new era of growth driven by innovation, collaboration across the value chain and rapidly changing decision support technology, speed to market will foster **better customer experience, accelerate your productivity and redefine your supply chain** to get a bigger pie of market share.

As a leading Infocommunications Technology (ICT) service provider in the Asia Pacific, NCS can help you harness the power of technologies to:

- **Optimise supply chain across your ecosystem**
- **Empower workforce productivity and collaboration**
- **Foster greater customer experience to spur operational excellence and spur business growth**

**Make a date with us to start off on your roadmap to success!**

Technology Partners



Sponsored by



## PROGRAMME

08.30 **Registration, Coffee & Networking**

09.00 **Welcome Address**

By Soh Wan Loong, Country Director,  
NCSI (Malaysia) Sdn Bhd

09.05 **Dynamic Manufacturing: Achieving Higher Performance for Business Breakthrough**

By Sundi Aiyer – Senior Supply Chain & Operations Management Consultant, Leadership Roles at McKinsey, Capgemini, Ernst & Young, and Andersen Business Consulting

09.45 **Optimizing Supply Chain Ecosystem for Higher Performance**

By Tung Yoke Ho, Associate Director,  
Business Application Services, NCS

10.15 Coffee break

10.45 **Enhancing Productivity with Effective Enterprise Resource Planning with Microsoft Dynamics AX**

By Microsoft

11.15 **Fostering Greater Customer Experience with Microsoft Dynamics CRM**

By Sathya Pradeep, Competency Centre Lead, Business Applications Services, NCS

12.15 **Live Demo**

12.30 **Lunch**

14.00 **End of Programme**

*The organiser reserves the right to alter the content and timing of the programme in the best interests of the seminar.*

## WHO SHOULD ATTEND

- CEOs & CIOs
- IT Managers & Executives
- Marketing & Sales Managers & Executives
- HR & Administration Managers & Executives
- Anyone who is interested in improving their manufacturing/supply chain management processes.

### Contact

Lily Hee: [lily@fmm.org.my](mailto:lily@fmm.org.my)

Angelina: [angelina@fmm.org.my](mailto:angelina@fmm.org.my)

Tel: 03 6286 7200

Web: [www.fmm.org.my](http://www.fmm.org.my)



Admission is strictly by prior registration. Limited seats. Cancellation and/or replacement is allowed and should be made in writing to the FMM Secretariat (contact as above). **Closing date for registration: 15 April 2014.**

## REGISTRATION FORM

To: Wisma FMM, No. 3 Persiaran Dagang, PJU 9, Bandar Sri Damansara, 52200 Kuala Lumpur

Attn: Ms Lily Hee (email: [lily@fmm.org.my](mailto:lily@fmm.org.my)) Membership and SMI Division

Fax: 03-62741266/7288

Please register the following participant(s):

1. Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Vegetarian\*\*: Yes / No

Email: \_\_\_\_\_

2. Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Vegetarian\*\*: Yes / No

Email: \_\_\_\_\_

### Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Email: \_\_\_\_\_

\*\* Kindly circle whichever is applicable.