



FMM Institute (475427-W), Penang Branch

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CRISIS MANAGEMENT RELIEF ACTION DURING PANDEMIC

18 – 19 November 2021

~SBL Khas ~

Claimable from HRD Corp

Governments are confronted with an increasing number of crisis, often consisting of New threats as we had experienced the September 11,2001, SARS, HINI pandemic 2003, tsunami Indian Ocean 2004 and recently the Covet -19 in 2019 -2020.They are spreading beyond national borders and creating shock to global economy, financial and fiscal crisis and to human lives. It`s testing governments` capacity to response at right time to protect their citizens and businesses mitigate the impact of disasters.

OBJECTIVES

- After successfully attending this program me the participants will learn: -
- Highlights the changing landscape of the crisis where governments are confronted today.
- Learn and support the governments approaches, capacities, and practices in dealing.
- in various areas of crisis.
- Learn to adapt the new normal to change while still maintaining classic capabilities.
- Improve on information flow and links to social media, online other interconnected mode.

- At the end of this course, participants will be able to: -
- Ability to adapt to the changing landscape of crisis.
- Accommodate to all current remedial approaches of government.
- Meeting the relevant SOP`s as a new normal practice.
- Monitoring and updated current information on media to reduce the crisis.

WHO SHOULD ATTEND

Supervisors, leaders, executives, managers

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Course Outline

DAY 1

Module 1 What is a crisis?

Module 2 Types of crisis

Module 3 Changing Landscape of crisis

- Change the course of a company or organization future.
- Sudden shock organizations are navigating through uncharted waters
- Leaders sink into disarray.
- Skills in effective and successful decisions making is most critical in incident control

Module 4 Timely Decision Making during a crisis
(*Decision-making model*)

- formulating decisions to protect the organization
- characteristics of effective decision making
- time and Quality
- Human behavior
- Environment

Module 5 Crisis Management Plan (CMP)

- - Assess the incident impact severity to the business, people, community.
- - Implement emergency response procedures (SOP`s), documents, contacts
- - Crisis Management Guidance (ISO 22361) – Strategic Capability

DAY 2

Module 6 Strategic Crisis Management – Centralized Control

- Create a solutions team – small teams to manage the situation
- Clarify their purpose and role in assessing the problems
- Responsibilities to get to the root cause.
- Facts gathering like understanding emotional impact on the organization

Module 7 Communication -Secure movement

- Organizational gossip to obstacles (teamwork.com – 86%)
- Get information to move next step
- Leadership – poised and positive react to the situation and stay proactive.

Communication repeated customers, supplier employees and others related parties

- Evaluation of after
 - (www.bluesource.co.uk)
- Take ownership and stay focused
- Evaluate solutions – refresh your goals

Module 8 Post crisis crisis

- Effective solutions

Module 9 Preparation when staff return to work.

- providing a safe environment for our workers
- Bridge Value Creation and Employee Well-being
- Build trust among stakeholders - physical, emotional, and digital.
- Cultivate Adaptability - diversifying operations.
- Importance of Economic Growth

Administrative Details

Date: 18-20 November 2021 (Thu- Fri)

Time: 9.00am to 5.00pm

Venue: Zoom, Online Platform

Fees:

Member – RM700.00 per participant
(**RM742.00 inclusive 6%SST**)

Non- Member – RM800.00 per participant
(**RM848.00 inclusive 6%SST**)

Fees include course materials and Certificate of Attendance

TRAINER PROFILE

Mr Paramesvaran/A/L Muniandy (570710-06-5373) has almost 20 years of experience in the field of Operations Management in a multi-national Japanese manufacturing company. He holds a Master of Energy & Environment Management, a Masters of Business Administration, a Bachelor of Business Engineering, a Post Diploma in Marketing and a Professional Diploma in Total Quality Management. Currently, he is pursuing his PhD in Business Administration (Bulacan State University). Besides that, he is a Certified Professional Trainer (ARTDO International), an IRCA Certified Environmental Management System Auditor (SGS) and 5S Quality Environment (QE) Trainer. He specialises in the field of Operations Management, Total Quality Management System, 5S Organisation, Human Resource Management and Supply Chain Management. He also trains ISO Certification programmes on Quality (QMS 1SO 9001) and Environmental Management (ISO 14001). His trainings are mostly tailor-made according to the clients' needs; realigning and reengineering the Organisation Systems and Procedures (SOP/KPI) to meet the organisational objectives effectively and efficiently. He had conducted a wide range of trainings programmes and also provided consultation services to the manufacturing and services sectors. The successful system and process improvement initiatives (5S, Kaizen, Poka Yoke, etc.) had boosted their organisations' productivity and performance at the global arena.

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Registration Form

Completed registration form, faxed, mailed or e-mailed to FMM Institute would be deemed as confirmed. There will be no refund or cancellation within 2 days prior to the programme, 50% refund for cancellation between 3 – 6 days and full refund for cancellation 7 days prior to the programme. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to cancel or re-schedule the above programme and all efforts will be taken to inform participants of the changes. Closing date for registration is **on 11 November 2021**.

For further details please contact:

FMM Institute, Penang Branch Tel: 04-3992057 Fax: 04-3994863 Attention: Ms Sharrlini / Mr Remes
E-mail: sharrlini@fmm.org.my; remes@fmm.org.my

Dear Sir/Madam,

Please register the following participant for the above programme:

1. Name : _____

Designation : _____

I/C. No.: _____

Email: _____

2. Name : _____

Designation : _____

I/C. No.: _____

Email: _____

3. Name : _____

Designation : _____

I/C. No.: _____

Email: _____

4. Name : _____

Designation : _____

I/C. No.: _____

Email: _____

Enclosed cheque / bank draft no. _____
for RM _____ being payment for _____
participant(s) made in favour of **"FMM Institute"**

Payment can also be banked in at Maybank [FMM
Institute: 507406504556]

#Kindly scan and mail us the bank slip after payment

Submitted by :

Name: _____

Designation: _____

Company: _____

Address: _____

Tel : _____

Fax: _____

Email: _____

Membership No. : _____

- Event link will be sent to participants upon confirmation
- Participants may join the session 30 mins before commencement time
- Webinar will be recorded for HRDCorp claim purpose
- Each participant should have access to a laptop/computer with microphone, webcam and strong internet connection