



# CREATING AND MAINTAINING AN EFFECTIVE FILING AND RECORDS SYSTEM

**October 19, 2022 (Wednesday)** ⌚ **8.45 am – 5.00 pm**  
 **Remote Online Learning via Zoom**



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

## COURSE CONTENTS

### THEORY AND PRACTICE IN RECORD MANAGEMENT

- ✓ Record Management is a technique in management.
- ✓ Life cycle of records - creation, usage/ maintenance and disposition/disposal
- ✓ Categories of records
- ✓ Benefits of Record Management Programme
- ✓ Types of records
- ✓ Uses and importance of records to an agency

### FILE OPERATION

- ✓ Opening and closing of files
- ✓ Correspondence and files control of incoming and outgoing mail.
- ✓ File titles and classification in a filing system
- ✓ Use of practical file covers
- ✓ Minute papers - its uses and functions
- ✓ Control of records / file movement
- ✓ Application of 5 S in filing system

### SECURITY REQUIREMENT AND CHARACTERISTICS OF A GOOD RECORD / FILING ROOM

- ✓ Suitability, location of records room.
- ✓ Basic requirement, security, precaution against fires, flood.
- ✓ Restriction, accessibility to records.
- ✓ Control on environment, temperature, humidity, cleanliness.
- ✓ Control of records destroyers / enemies
- ✓ Use of suitable filing equipment.
- ✓ Salvaging of wet records.

### ELECTRONIC MEDIA IN FILING OPERATION

- ✓ Comparison and differences between paper records and electronic filing - Paper records vs electronic records

### LAST STAGES IN RECORD MANAGEMENT – FINAL DESTINY

- ✓ What happens to records
- ✓ Different values of records and its usage
- ✓ How to determine the methods of disposal of records
- ✓ Activities involved in disposition / disposal of records

## TRAINER

**MS PONMALAR A/P BUDDATI SANNAGY** is a PSMB Certified Trainer and a Business Coach with over 17 years of training experience. Ms Ponnmalar holds a Bachelor of Arts (Hons), (UKM) and a Master's in Business Administration, UUM. She is also a member of Malaysian Association of Training Providers (MATPRO), Certified Practitioner of Neuro-Linguistic Programming (ABNLP), Certified KPI Professional & Practitioner (KPI Institute), Certified Sujok Acupressure Therapist and PSMB Approved Mentor for SMEs (FIRE Programme). Ms Ponnmalar has held prominent position in various MNCs in Malaysia as a Senior Production Executive, Training Executive, Quality Control Executive and Head of HR and Training Department.

**MS PONMALAR** has conducted many courses which includes Train The Trainer, Strategic Performance Management, Strategic Thinking and Planning, Quality Control, Scenario Planning, full spectrum of HRM, Employment Act, IR, Organizational Behaviour, Transformational Leadership, Strategic Leadership, Problem Solving & Decision Making, Critical Thinking, Customer Service, Change Management, Communication, Presentation Skills, Team Building, Marketing, Purchasing & Negotiation Skills, Business English & Business Writing and other management programmes. Some of Ms Ponnmalar's notable clients for Public and In-House programmes are Boustead Petroleum Marketing, GITN, Maxcare Success, Power & Motion Control, Petronas Chemicals MTBE, God Coin Sarawak, Sri Datai Construction, Datasonic Technologies, Malaysian Diagnostics Corporation, Langkawi Cruise, Star Cruises Shipping Agency, Ibsen Electronics Malaysia, Labuan Liberty Port Management, Idaman Pharma, KPJ Selangor Specialist Hospital, TNB Janamanjung, Jobstreet.com Shared Services, Sabah Tourism Board, KUB Malaysia and many others. She has also coached and trained employees from Asian countries such as Singapore, India, Thailand, Vietnam, Laos, Myanmar, Brunei, Maldives, Mauritius, Cambodia, Middle East (Oman) and Indonesia.

## OBJECTIVES

- Understand the systematic process filing
- Focus on organizing records and files
- Know how to apply specific techniques in maintaining all records and files

## WHO SHOULD ATTEND

Secretaries, Clerical and Support Staff who need to file and managed office/operational records properly

### .... COURSE DETAILS....

Date **October 19, 2022 (Wednesday)**  
Time **8.45am - 5.00pm**  
Platform **Remote Online Learning via Zoom**  
Medium of Instruction **English**  
CPD **7 hours**  
Fees  **Members RM477.00/pax**  **Non-Members RM636.00/pax**  
(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)

- ❖ Download and install ZOOM app on your laptop/desktop before the programme
- ❖ Good Internet / Wi-Fi connectivity
- ❖ Access Links will be provided upon confirmation of the programme

### .... ADMINISTRATIVE DETAILS....

#### HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: FMM Institute Perak
- MyCoID : 475427W\_PERAK
- HRD Corp Programme No: Provided upon confirmation

#### DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

#### REGISTRATION

- Upon Faxing/Mailing the completed Registration Form to FMM Institute, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.
- Will be based on First-Come-First served basis.

#### PAYMENT

- Cheques made in favour of "FMM Institute" should be forwarded to FMM Institute Perak.
- For SBL-KHAS Scheme, an Attendance of 100% is a must, in any case, employers will be billed in full.
- FMM Institute SST Registration No. W10-1901-32000105

#### CANCELLATION

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost

**Closing Date:**  
**OCTOBER 12,**  
**2022**

~ Registration Form ~

# CREATING AND MAINTAINING AN EFFECTIVE FILING AND RECORDS SYSTEM

FMM Institute  
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation
	NRIC	HP No
2.	Name	Designation
	NRIC	HP No
3.	Name	Designation
	NRIC	HP No

(Please attach a separate list if space is insufficient)

We hereby confirmed that (Please tick (✓) in appropriate box):-

- We will be claiming under SBL-Khas Scheme and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances
- We will NOT BE CLAIMING under SBL-Khas Scheme. Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_  
Company: \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_  
Address: \_\_\_\_\_  
Email: \_\_\_\_\_ FMM Membership No \_\_\_\_\_