



PRODUCTION / OPERATIONS

Essential Factory Management And Operations Skills

July 11 & 12, 2012 • Wednesday & Thursday
8.45 a.m. – 5.00 p.m.

Venue: FMM Institute Perak, No. 1, Lorong Raja DiHilir,
Off Jalan Raja DiHilir, 30350 Ipoh, Perak.

COURSE FEE

(Fees include Course Materials, Refreshment, Lunch and Certificate of Attendance)
FMM Members (per pax): **RM 450.00**
Others (per pax): **RM 550.00**
Medium of Instruction: **English**
CPD: **14 hours**

Closing date:
JULY
4, 2012

HUMAN RESOURCES

Dealing Effectively With Poor Performers, Absenteeism And Problematic Employees

July 12 & 13, 2012 • Thursday & Friday
8.45 a.m. – 5.00 p.m.

Venue: FMM Institute Perak, No. 1, Lorong Raja DiHilir,
Off Jalan Raja DiHilir, 30350 Ipoh, Perak.

COURSE FEE

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Others (per pax): **RM 550.00**
Medium of Instruction: **English**
CPD: **14 hours**

Closing date:
JULY
5, 2012

Training Course Organised by FMM INSTITUTE (475427-W)

REGISTRATION FORM

Please tick relevant registration programme

ESSENTIAL FACTORY MANAGEMENT AND OPERATIONS SKILLS
JULY 11 & 12, 2012

DEALING EFFECTIVELY WITH POOR PERFORMERS, ABSENTEEISM AND PROBLEMATIC EMPLOYEES
JULY 12 & 13, 2012

Dear Sir / Madam Please register the following participant(s) for the above programme:

	Name	Designation	I.C. No.
1.			
2.			
3.			
4.			
5.			

(Please attach a separate list if space is insufficient) Use separate registration form for each programme.

Submitted by:

Name:		Designation:	
Company:	Tel:	Fax:	Email:
Address:			
FMM Membership No:		MyCoID:	

Enclosed cheque / bank draft No. _____ for RM _____
being payment for _____ participant(s) made in favour of the
'FMM INSTITUTE'

FMM INSTITUTE PERAK



No. 1, Lorong Raja DiHilir, Off Jalan Raja DiHilir, 30350 Ipoh, Perak. (Attn : Puan Eda / Ms Harvindar / Ms Nicole)

Fax. No. : (05) 548 8221 & (05) 548 8331 • Tel. No. : (05) 548 8660 • Email : fmmperak@fmm.org.my

ADMINISTRATIVE DETAILS

Registration:

- Upon Faxing / Mailing the completed Registration Form to FMM Institute, Perak, 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 Scheme, an Attendance of 100% is a MUST, in any case, employers will be billed in full.

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.

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.

This Course Can Be Conducted As An In-House/In-Plant Course



Essential Factory Management And Operations Skills

July 11 & 12, 2012

Specifically outlined for the demanding aspect of competent factory management and operations skills development required of personnel to excel in today's manufacturing environment. This course comprehensively covers all essential aspects encompassing human resources and capital, system-based awareness and understanding, and the practicality of transforming theory into actual implementation.

COURSE CONTENTS

INTRODUCTION TO THE FOUNDATIONS OF SOUND FACTORY MANAGEMENT AND OPERATIONS SKILLS

- ◆ Blending into the system – Awareness, Understanding and Application
- ◆ The 8 Management Principles
- ◆ Concept of PDCA
- ◆ Role, responsibilities, authorities and competence

HUMAN RESOURCE AND CAPITAL MANAGEMENT SKILLS

- ◆ Motivation and leadership
- ◆ Delegation and empowerment
- ◆ Aligning to corporate values – a System Approach
- ◆ DISC and SWOT Analysis
- ◆ Covey's elements applied to conflict management

THE VALUE OF DOCUMENTATION AND METRICS

- ◆ SOP, WI and BKM
- ◆ The lifecycle of a record
- ◆ The worth of records – identification and traceability

OBJECTIVES

Upon completion of this course, participants will be able to :

- be familiar with and excel in the area of essential skills required for the management and control of factory operations
- apply learnt theory into practice
- continually improve on skills acquisition and performance
- perform duties required with better awareness of a multitude of important areas of focus and to develop further with in-depth and well-rounded knowledge, expertise and competence.

WHO SHOULD ATTEND

Delegates from any level requiring enhancement in their respective work functions and workplace through operations skills development

TRAINER: Mr Ng Fook Weng holds a Bachelor Degree majoring in Chemistry, Berea College, Kentucky, USA and a Diploma in Production Management, International Correspondence Schools, USA. Mr Ng began his career as a Quality Assurance Management Trainee with a pharmaceutical manufacturing organization. Subsequently, he joined a foreign-owned fibreglass manufacturing organization as the Research and Development Chemist for 7 years. Later, he joined a few electronics-based contract manufacturing working in the areas of Quality Assurance, Quality Control and Product Quality Engineering. His last position was that of a Senior Quality Manager with Hip Fung Electrics Industrial Co., Shenzhen China.

Mr Ng who has more than 25 years of working experience had conducted extensive training for various private corporations since 2005. His area of expertise and experience include business management systems, customer quality liaison, supplier quality, engineering development, ISO 9000 series Quality Management System, ISO 14000 series Environment Management System, ISO/ TS 16949 Automotive Specifications, Good Manufacturing Practices, Total Productive Maintenance, Total Quality Management, OHSAS 18001 and the necessary Quality and Data Analysis tool. In addition, he is an IRCA-certified Environment Lead Auditor (ISO 14000), ISO 22001 Lead Auditor, ISO 9001 Lead Auditor and also a certified trainer registered with PSMB.

Dealing Effectively With Poor Performers, Absenteeism And Problematic Employees

July 12 & 13, 2012

Poor performance and absenteeism costs money. It is a rampant phenomenon among companies and it results in unnecessary costs. However, poor performance and absenteeism is not an unmanageable problem. One of the crucial key is to conduct effective counselling sessions that could lead to a change of mindset.

COURSE CONTENTS

UNIT 1: PROBLEMATIC EMPLOYEES

- ◆ Good apples vs bad apples
- ◆ Good apples problems
- ◆ Symptoms of problematic employees
- ◆ Poor performers and absenteeism
- ◆ Counselling as a solution to changing mindsets
- ◆ Progressive disciplinary action

UNIT 2: POOR PERFORMANCE

- ◆ What is poor performance?
- ◆ Diagnosing poor performance
- ◆ Enhancing ability
- ◆ Improving motivation
- ◆ Creating a performance improvement plan

UNIT 3: ANALYZING ABSENTEEISM

- ◆ What constitutes absenteeism?
- ◆ Types of absenteeism
- ◆ Absenteeism rates
- ◆ Analyzing absenteeism trends
- ◆ Absenteeism by departments
- ◆ Absenteeism by job category

UNIT 4: THE CHRONIC ABSENTEE WORKER

- ◆ Identification process
- ◆ Profiles of chronic absenteeism
- ◆ 3 useful tactics for absence control
- ◆ Disciplinary action records

UNIT 5: HOW TO CONTROL ABSENTEEISM

- ◆ Golden rules of absenteeism
- ◆ Measuring absence levels
- ◆ Preventive measures
- ◆ Measuring effectiveness of controls

UNIT 6: WHY & WHAT OF COUNSELLING

- ◆ Understanding counselling
- ◆ Employee counselling
- ◆ Workplace counselling
- ◆ The benefits of counselling
- ◆ Why managers avoid counselling
- ◆ Key counselor qualities

UNIT 7: WHEN SHOULD YOU COUNSEL?

- ◆ Need for employee counselling
- ◆ Work situations that require counselling
- ◆ Signs of performance and attitude problems
- ◆ Why employees do not get the job done?

UNIT 8: COUNSELLING PROCESS

- ◆ The counselling process
- ◆ 8 critical skills necessary
- ◆ Developing my questioning skills
- ◆ Preparing for a counselling session
- ◆ The do's and don'ts of counselling
- ◆ Role play sessions

OBJECTIVES

Upon completion of this course, participants will be able to :

- identify symptoms of problematic employees
- manage and deal with poor performance
- manage and deal with absenteeism
- analyze absenteeism
- analyze the chronic absentee
- control and reduce absenteeism
- conduct effective counselling sessions

WHO SHOULD ATTEND

All in leadership roles, department heads, managers, executives, supervisors, line leaders, human resources etc.

TRAINER: Dr Jasjit Kaur who holds a PhD from USM, possesses an MBA (General Management) and a Bachelors Degree (Hons) in Business Administration, both from UUM and a Certificate in Personnel Management from MIPM. She has more than 16 years of experience; both in the manufacturing and service industry. She has held various positions such as Administration Manager, Assistant Director of Human Resources and Group Admin/HR Manager that covers the areas of human resources, store management, purchasing management, shipping and general administration.

Dr Jasjit has been a corporate trainer since 1994. She has conducted extensive Public and In-house training ranging from logistics management, inventories, purchasing management, warehouse management, human resources, counselling, motivation & team building, supervisory skills, office management and leadership skills to business communication. In her capacity as a Training Specialist, she has conducted training for all levels of staff. In the past, she has conducted Training Courses for PLUS, Teknik Jaya, Northern Steel, Mattel (M), LKT Ind, PGEO Group, Genting Sanyen, Nemic Lambda, Sanwa RC System, Kayaba Meiban, World Kitchen, Serba Wangi, Public Packages, AIMST, Shangri-la Hotel and she has also conducted training in Singapore, Penang, Kuala Lumpur and Johor. In addition, she is a certified Trainer for Development Dimension International's Recruitment Programme, a certified ISO 9002 Internal Auditor and a certified Verifier by the National Vocational Training Council.