



# MANAGEMENT

## Building A Motivated And Engaged Workforce

May 14 & 15, 2012 • Monday & Tuesday  
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:**  
**MAY**  
**7, 2012**

# TECHNICAL

## Practical Approach To Boiler Operation, Maintenance And Management

May 14 & 15, 2012 • Monday & Tuesday  
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:**  
**MAY**  
**7, 2012**

### Training Course Organised by FMM INSTITUTE (475427-W)

## REGISTRATION FORM

Please tick relevant registration programme

BUILDING A MOTIVATED AND ENGAGED WORKFORCE  
MAY 14 & 15, 2012

PRACTICAL APPROACH TO BOILER OPERATION, MAINTENANCE AND MANAGEMENT  
MAY 14 & 15, 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**



## **Building A Motivated And Engaged Workforce**

**May 14 & 15, 2012**

### **COURSE CONTENTS**

#### **INTRODUCTION**

- ◆ Understanding the Employee Motivation and Engagement
- ◆ What Do Employers Seek to Build Motivated and Engaged Employees?
- ◆ Understanding Engage, Motivated and Passionate

#### **EMPLOYEES WILLINGNESS**

- ◆ Understand the Aspect of Organization Behavior
- ◆ Inspiring Your Employees
- ◆ Driving Your Employees Motivation
- ◆ Nine factors that describe a highly engaged employee
- ◆ Skill Builder - Engaging Employees Motivation

#### **BARRIERS TO EMPLOYEE PERFORMANCE**

- ◆ Understand Workplace Conditions That Drive Engagement and Motivation
- ◆ Assessing the Hurdles to Employee Performance
- ◆ Skill Builder - Creating a Culture of Transparency and Accountability

#### **THE ECONOMIC OF TRUST**

- ◆ Understand The Concept of Economic of Trust
- ◆ Assessing the Level of Employees' Trust
- ◆ What is Coaching Culture?
- ◆ Skill Builder - Creating a Coaching Culture for Employees Empowerment

#### **MEETING EMPLOYEES EXPECTATION**

- ◆ Managing Performance Effectively
- ◆ Accountability and Responsibility
- ◆ Encouraging Employee Contributions
- ◆ Case Study - Employees Performance Management

#### **MANAGING JOB MOBILITY EFFECTIVELY**

- ◆ What Makes an Employee Stays?
- ◆ Managing the Poor Performers
- ◆ Setting An Opportunistic Job for High Performers

#### **SUPPORT TO DELIVER PERFORMANCE**

- ◆ Managing Individual Behavior and Actions
- ◆ Inspiring Enthusiasm For Work
- ◆ Accountability to Execute
- ◆ Sharing Valuable Work Experience or Technical Skills

#### **EFFECTIVE SUCCESSION PLAN**

- ◆ Attracting Tomorrow's Leaders
- ◆ Features That Attract Potential Staff
- ◆ Case Study - Wealth Creation, Work/life Balance, and Development Opportunities

#### **EMPLOYEE RETENTION PROGRAM**

- ◆ Understand the Factors Encouraging Staff to Stay
- ◆ Improving Quality of Supervision and Management
- ◆ Skill Builder - Setting the Employee Retention Program Effectively

#### **'EMPLOYABILITY'**

- ◆ Learning Culture Organization
- ◆ Learning Opportunities, Career Advancement and Ways to Acquire New Skills
- ◆ Introduction to Talent Management
- ◆ Skill Builder - Identify Talent

#### **ORGANIZATIONAL REPUTATION**

- ◆ Assessing the Organizational Reputation
- ◆ Employees Satisfaction Index
- ◆ Creating A Strong Organization Brand
- ◆ Skill Builder - Branding Your Company

### **OBJECTIVES**

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

- understand the concept of employee motivation and engagement
- understand the 9 Factors that address a highly engaged employee
- assess the level of willingness to be being positively present during the performance of work by willingly contributing intellectual effort, experiencing positive emotions and meaningful connections to others
- rectify the barriers to employee performance and assess the level of employees' confidence
- set an effective employee retention program and create employee loyalty through employability
- develop a succession plan and employees' career path effectively
- understand what shapes a strong 'employer brand' and makes one an 'employer of choice'

### **WHO SHOULD ATTEND**

**Managers, HR Practitioners, Section Heads, Executives, Officers and Engineers**

**TRAINER: Mr Lim Kim Yook**, an author of a book on 5S, has more than 15 years of working experience in Quality, Engineering and Production areas. Majoring in Mechanical and Electrical Engineering, he has training experience in the field of ISO 9001, Quality, Environmental Management System, QS9000, ISO/TS16949, Safety & Health Management System, 5S, 7 QC Tools, FMEA, SPC and Supervisory Skills. With more than 6 years of experience at the Managerial level, he had lead companies such as Meisei Electric, Taiyo Technology and Precico in achieving ISO 9000 and ISO/TS 16949 QMS.

**Mr Lim** who has worked as an Engineering Manager at Armstrong Cycle Parts, had developed automotive control cables for Proton, Perodua and Honda cars such as Waja, Kelisa, Kenari, Kembara and Civic. He had set-up the Reliability Test Section and designed the Speedometer Cable and Gear Shift Endurance Tester for Armstrong Cycle Parts. In addition, with his wide experience in semiconductor, electronics, automotive and constructions industries, Mr. Lim is an active Trainer and Analyst in the areas of ISO 9001, ISO 14001, QS 9000, ISO/TS 16949 and OHSAS 18001.

## **Practical Approach To Boiler Operation, Maintenance And Management**

**May 14 & 15, 2012**

Boilers should be operated by competent personnel by law and routine maintenance should be carried out to prevent serious damage to the boilers. Boiler operators should consistently test safety devices attached to the boiler to ensure safe and immediate shutdown of boilers such as low water conditions.

### **COURSE CONTENTS**

#### **FACTORIES AND MACHINERY ACT, 1967 (ACT 139)**

- ◆ Explain the requirements of Certificate of Fitness for Boilers and Unfired Pressure Vessels.
- ◆ Explain the requirements of Certificate of Competency for persons operating Boilers.

#### **TYPES OF BOILER**

- ◆ Explain Fire and Water Tube Boilers
- ◆ Describe the construction of Boilers

#### **BOILER OPERATION**

- ◆ Explain the safe Operating Procedure
- ◆ Describe the combustion Devices
- ◆ Explain the testing of safety devices

#### **BOILER MAINTENANCE**

- ◆ Explain the purpose of Periodical Inspection
- ◆ Explain the steps involved in Preparation for inspection
- ◆ Explain the various maintenance work to be carried out

#### **BOILER WATER TREATMENT**

- ◆ Explain the purpose of treatment
- ◆ Describe the Internal and External Treatment

#### **BOILER ROOM/HOUSE MANAGEMENT**

- ◆ Describe the importance of Log Sheet / Log Book
- ◆ State the various Serious Misconduct

### **OBJECTIVES**

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

- understand the requirements of Regulatory Bodies related to Boilers
- understand general boiler descriptions and classifications and the auxiliary equipment and fittings necessary for the operation of boiler systems.
- be aware of boiler inspection procedures and maintenance types.
- understand the importance and objectives of boiler water treatment
- understand the objectives of the principal boiler control functions

### **WHO SHOULD ATTEND**

**Boiler Operators, Plant Supervisors, Safety Officers, Maintenance Technicians and all personnel who deal with boilers in their plant.**

**TRAINER: Mr. G. Mohana Krishnan** holds a Master of Science (Mechanical Engineering) from Universiti Sains Malaysia, a Bachelor in Engineering (Naval Architecture and Shipbuilding), University of Newcastle, UK as well as a Diploma in Mechanical Engineering from Universiti Teknologi Malaysia. He has been a Technical Lecturer with the Department of Marine Engineering, Politeknik Ungku Omar, Perak from 1982 – 2002. Subsequently, he was the Head of Mechanical Engineering Department at Politeknik Sultan Azlan Shah, Behrang, Perak. Currently he is a Senior Technical Lecturer at one of the Premier Politekniks in Malaysia.

**Mr. Mohana** specialty is in areas such as Mathematics, Mechanics of Machine, Naval Architecture, Engineering Design, Strength of Materials and Steam Boilers and has experience supervising the operation of Steam Boilers at the Politeknik. In addition, he has also been the main facilitator of FMM Institute's Certificate in Boilerman Course for both Grade 1 and Grade 2 levels, since 1995 and lectures the Safe Operations of Pressurized Equipment module for FMM Institute's Certificate in Safety and Health Officer. He is also a member of the Board of Engineers Malaysia (BEM) and Malaysian Society of Engineering and Technology (MSET).