



LEAN OFFICE FOR SERVICE ORGANISATIONS

SBL
SCHEME
100%

In-House Training Available

INTRODUCTION

The concept of lean leading to its optimisation is a quantum leap in the advancement of organisational efficiency. The results should include the better utilisation of resources which are in alignment with organisational vision and objectives, hence leading to better cost management and enhanced competitiveness. This programme aims to explain the concept of Lean in the service environment.

CONTENTS

Introduction to Lean

- What is lean concept?
- Benefits of being lean

Waste, Waste and More Waste

- Requirements for implementation

Optimisation, Enhancement of Resources to Achieve Lean

- KPI and productivity
- Skills matrix

Your Value Stream: Processes Revisit

- Examples of processes that are wasteful
- Processes revisit

Kaizen and Continuous Improvement

- How to make it work?
- Application

The Roles of Management in Lean

- Types of leadership styles supporting implementation
- Emotional and change context

OBJECTIVES

At the end of the programme, participants will be able to:

- understand the concepts and implementation of lean office
- have sound knowledge on performance measurement and key performance indicators
- enhance awareness of wastes reduction in an administration environment
- play constructive roles in supporting improvement
- be exposed to the various tools available to further enhance effectiveness

WHO SHOULD ATTEND

Managers, Executives, Officers and those who wish to improve their understanding and skills in relation to the application of lean management.

FACILITATOR

Mr Andrew Cheah started his consulting and training experience in 1991 as a management consultant attached with a US-based consultancy firm. He has extensive consulting experience in Indonesia, Thailand and Malaysia, specialising in the areas of productivity improvement, cost savings, behavioral change survey and training. His clients come from diverse industries such as Electronics & Electrical, Steel Mill, Food Processing, Garment & Knitting, Furniture, Fertiliser, and Yarn/Thread. His last position was the Vice President of Operations before joining the manufacturing fraternity as Head of Departments with multiple responsibilities in the areas of Training, Facility, Industrial Engineering, Productivity, and Safety. Under his leadership, the company won the National Productivity Award in 1999, organised by the National Productivity Corporation (NPC) and presented by the previous Malaysian Prime Minister, Tun Dr. Mahathir. He became the General Manager for an organisation listed on the Stock Exchange of Malaysia/Bursa Malaysia before setting up his own management consultancy practice.

In addition to helping his clients enhance their organisational performance through management consulting projects, Andrew currently partners with a number of training providers in Malaysia and Singapore to deliver training courses on numerous topics.

Andrew holds a MBA degree qualification of the University of Portsmouth, UK. His experience in international consultancy has also earned him a membership with the Association of Productivity Specialist (New York), in addition to being a qualified ISO 9000 assessor (QMI/SIRIM). He speaks fluent English, Mandarin and Bahasa Malaysia.

ADMINISTRATIVE DETAILS

Dates : **July 21-22, November 21-22, 2011**
Time : 9.00 am – 5.00 pm
Venue : FMM Institute
Wisma FMM, 2nd Floor
No. 3, Persiaran Dagang
PJU 9 Bandar Sri Damansara
52200 Kuala Lumpur
Fees : FMM Members – RM750 per participant
Non Members – RM950 per participant

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

Registration is on a first-come-first-served basis. Cheques made in favour of the “**FMM Institute**” should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 10 or more working days before the start of the programme. Cancellation received 6 – 9 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 5 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

10% discount is applicable for registration of three (3) or more participants from the same organisation and of the same billing source.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

*For further enquiries, please contact: Ms Ravathi/Pn Hafifah, **FMM Institute***

Tel: 03-62867200 Fax: 03-62756064/62776712 * Visit us at www.fmm.edu.my

REGISTRATION FORM

LEAN OFFICE FOR SERVICE ORGANISATIONS

FMM Institute Kuala Lumpur

The Manager
FMM Institute
Tel: 03-62867200
Fax: 03-62776712 / 62756064

Please tick (✓) accordingly:

PSMB Scheme

SBL

Non-Contributor

Require vegetarian meal

Yes

No

July 21-22, 2011

November 21-22, 2011

Dear Madam,

Please register the following participant(s) for the above programme.
(To be completed in BLOCK LETTERS)

1	Name	Designation	E-mail
	_____	_____	_____
	Nationality	IC No.	
	_____	_____	
2	Name	Designation	E-mail
	_____	_____	_____
	Nationality	IC No.	
	_____	_____	

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the “**FMM Institute**”.

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____

Address: _____

FMM Membership No.: _____ My Corporate Identity No.: _____

Tel No.: _____ Fax No.: _____ Date: _____