



FMM INSTITUTE TRAINING PROGRAMMES November & December 2017

FMM Institute is pleased to forward you a list of our training programmes scheduled for November and December 2017.

Below are the programmes to be held at **Shah Alam Convention Centre**:

PROGRAMMES	PSMB Scheme	Dates
<u>Customer Service, Sales and Marketing</u>		
<ul style="list-style-type: none"> Customer Service Excellence: Leveraging for Business Growth [NEW] 	SBL	Nov 27 – 28
<u>Human Resources & Industrial Relations</u>		
<ul style="list-style-type: none"> Absenteeism at Workplace: How to Handle and Manage Frequently-Absent Employees 	SBL	Nov 14
<ul style="list-style-type: none"> Understanding the Basics of Employment Act 1955 and Disciplinary Procedure 	SBL	Nov 15 – 16
<u>Export Management</u>		
<ul style="list-style-type: none"> Letters of Credit (LC) Operations and Trade Financing 	SBL	Nov 22 – 23
<u>Industrial Safety</u>		
<ul style="list-style-type: none"> Enhancing Safety Programmes at Workplace Through an Effective Safety Committee 	SBL	Nov 27 – 28
<ul style="list-style-type: none"> Behaviour-Based Safety and Safety Performance Measurements 	SBL	Dec 6 – 7
<ul style="list-style-type: none"> Hazard Identification, Risk Assessment and Risk Control (HIRARC) 	SBL	Dec 11 – 12
<u>Communication</u>		
<ul style="list-style-type: none"> Kemahiran Berkomunikasi dan Pembentukan Kumpulan Kerja 	SBL	Dec 6 – 7

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operations and Logistics</u>		
▪ Managing and Improving Warehouse Operations: Practices for Effective Performance [NEW]	SBL	Nov 6 – 7
▪ Decision Making in Warehousing [NEW]	SBL	Nov 6 – 7
▪ Operasi Stor & Gudang	SBL	Dec 4 – 5
▪ Warehouse Management in the 21 st Century: Improving Efficiency of the Supply Chain System	SBL	Dec 4 – 5
▪ Material Planning and Control for Operational Efficiency [NEW]	SBL	Dec 11 – 12
▪ Supply Chain Management: Best Practices [NEW]	SBL	Dec 13 – 14
<u>Quality System and Productivity Management</u>		
▪ Value Stream Mapping and Analysis	SBL	Nov 29 – 30
<u>Maintenance and Technical</u>		
▪ HVAC Maintenance [NEW]	SBL	Nov 8 – 9
▪ Effective Implementation of Total Productive Maintenance (TPM) [NEW]	SBL	Nov 15 – 16
▪ Autonomous Maintenance (AM) [NEW]	SBL	Dec 6 – 7
▪ Penyelenggaraan Asas untuk Juruteknik	SBL	Dec 11 – 12
<u>Supervisory Skills</u>		
▪ Effective Supervisory Management Skills	SBL	Nov 15 – 16
▪ Kepimpinan dan Kemahiran Motivasi Untuk Ketua Kumpulan	SBL	Nov 22 – 23
▪ Membina Penyelia yang Berkesan dan Berprestasi	SBL	Dec 11 – 12

Below is the programme to be held at **Wisma FMM, Bandar Sri Damansara**:

PROGRAMMES	PSMB Scheme	Dates
<u>Communication</u>		
▪ FMM Certificate in English Language for Business Communication (40 Hours)	SBL	Nov 4 – Dec 10

For further information, please contact Pn Siti Nazihah or Pn Azrini at tel: 03-62867200 or e-mail us at siti_nazihah@fmm.org.my or azrini@fmm.org.my.

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