A Guide to Professional Development

Training Calendar 2018
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### 11. Supervisory Skills

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<tr>
<td>11.1</td>
<td>Effective Supervisory Management Skills</td>
<td>127</td>
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<td>11.2</td>
<td>Kemahiran Penyeliaan Yang Berkesan</td>
<td>127</td>
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<td>11.3</td>
<td>Kepimpinan dan Kemahiran Motivasi Untuk Ketua Operator</td>
<td>128</td>
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<td>Kursus Pengurusan Stress dan Amalan Gaya Hidup Sihat</td>
<td>128</td>
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<tr>
<td>11.5</td>
<td>Membina Penyelia Yang Berkesan dan Berprestasi</td>
<td>129</td>
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<tr>
<td>11.6</td>
<td>Motivasi, Hubungan Kemanusiaan, Pengurusan Masa dan Menangani Pekerja Bermasalah</td>
<td>129</td>
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<td>11.7</td>
<td>Sikap Kerja Positif ke Arah Kecemerlangan Organisasi</td>
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### 12. Communication

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<tr>
<td>12.1</td>
<td>FMM Certificate in English Language for Business Communication (40 Hours)</td>
<td>131</td>
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<td>12.2</td>
<td>Effective Interpersonal Skills: Building Better Work Relationship</td>
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<td>Komunikasi Bahasa Melayu yang Efektif untuk Pekerja Asing</td>
<td>132</td>
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<td>Technical Communication in Emails, Reports &amp; Minutes Writing</td>
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<tr>
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<td>The Art of Effective Communication</td>
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<td>English for Customer Service</td>
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<td>12.8</td>
<td>Kemahiran Berkomunikasi dan Pembentukan Kumpulan Kerja</td>
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<td>12.9</td>
<td>Technical Report Writing for Engineers and Professionals</td>
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<td>Writing Persuasive Business / Project Proposals</td>
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### 13. Industry 4.0

<table>
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<td>13.3</td>
<td>Data Science and Big Data Analytics Associate – with professional certification</td>
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<td>13.4</td>
<td>OpenStack Administration I + OpenStack Administration II – with professional certification</td>
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<td>Certified Internet of Things (IoT) Technologist – with professional certification</td>
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<td>13.6</td>
<td>Professional Cloud Security Manager – with professional certification</td>
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<td>13.7</td>
<td>Big Data Foundation</td>
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<td>13.8</td>
<td>Cyber Security Essential for Computer User</td>
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</table>
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1. FMM Certificate in Boilerman (Engine Drive Steam Boiler) (BM) 145
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Vision

FMM’s Vision

Making Malaysian Industries Globally Competitive

FMM Institute’s Vision

To be the leading organisation in providing a comprehensive range of training programmes and advanced learning opportunities with educational excellence in industry practices and technology in tandem with the nation’s surge towards developed nation status

Our Quality Policy

Total commitment to service excellence and quality through continuous improvement
FMM Institute – Profile

FMM Institute, a subsidiary company of the Federation of Malaysian Manufacturers, was established to provide industry-relevant skills training for the manufacturing and services sectors for the continuing development of the human capital. It was incorporated on January 12, 1999. The Institute on average conducts 1,000 programmes and trains 18,000 participants in various categories of programmes nation-wide annually.

In line with its primary objective to develop the potentials and enhance the skills of personnel at every level of industry, FMM Institute offers a wide range of functional corporate training programmes to cater to the needs of the manufacturing and services sectors.

Training programmes can be specially customised to meet the training needs of industries and be conducted on in-house basis. In-house programmes are packaged to be cost effective for companies with no compromise on the quality of the programmes and the desired learning outcomes.

The Institute believes in lifelong learning. The range of Certificate and Professional Development programmes offered provides the opportunity for working personnel to gain qualifications to upgrade themselves for career advancement.

The Head Office is housed in Wisma FMM located at Bandar Sri Damansara, Kuala Lumpur with fully-equipped training facilities, including an IT laboratory and a business information centre/library. FMM Institute has a total of eight Branches and a Representative Office nation-wide.
FMM Institute – Network

Kuala Lumpur
Head Office
Wisma FMM, No. 3, Persiaran Dagang, PJU 9
Bandar Sri Damansara, 52200 Kuala Lumpur
Tel: 03-62867200  Fax: 03-62776712  E-mail: training@fmm.org.my  Website: www.fmm.edu.my

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<td>Public</td>
<td>Siti Nazihah / Azrini</td>
<td><a href="mailto:siti_nazihah@fmm.org.my">siti_nazihah@fmm.org.my</a> <a href="mailto:azrini@fmm.org.my">azrini@fmm.org.my</a></td>
</tr>
<tr>
<td>Customised In-House</td>
<td>Fatahiyah / Wan Zawani / Josephine</td>
<td><a href="mailto:fatahiyah@fmm.org.my">fatahiyah@fmm.org.my</a> <a href="mailto:wan_zawani@fmm.org.my">wan_zawani@fmm.org.my</a> <a href="mailto:josephine@fmm.org.my">josephine@fmm.org.my</a></td>
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<td>Nora Liza / Norsyamira</td>
<td><a href="mailto:nora@fmm.org.my">nora@fmm.org.my</a> <a href="mailto:norsyamira@fmm.org.my">norsyamira@fmm.org.my</a></td>
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</table>

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Fax: 04-3994863
E-mail: fmmpenang@fmm.org.my
Contact Person: Mr Yeeh Ooi Huat

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Fax: 05-5488221/331
E-mail: fmmperah@fmm.org.my
Contact Person: Ms Nicole Choe

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Fax: 06-6031628
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Contact Person: Pn Aliza Ahmad

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Fax: 07-3577617/7618
E-mail: fmjmjohor@fmm.org.my
Contact Person: Ms Jessica Chu

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Contact Person: Mr Yeeh Ooi Huat

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Fax: 06-6031628
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Contact Person: Pn Aliza Ahmad

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Contact Person: Ms Chloe Leong

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Fax: 09-5156855
E-mail: fmmeastern@fmm.org.my
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Contact Person: Ms Beatrice ak Olivia Kada

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75300 Melaka
Tel: 06-2831639/2812827
Fax: 06-2838090
E-mail: fmmmalacca@fmm.org.my
Contact Person: Ms Chloe Leong
Training Schemes

Human Resource Development Fund (HRDF)

Employers who are registered with Pembangunan Sumber Manusia Berhad (PSMB) are eligible for training grants through the various schemes available under the HRDF. The schemes are as follows:

- **SBL Scheme**
  Employers can claim for reimbursement from HRDF upon completion of programme. However, *approval from PSMB is required prior to commencement of programme by completing the SBL online application form*. Training grants can be considered for all types of training programmes (both in-house and external) for the retraining and skills upgrading of employees relevant to the needs of employers.

- **SBL-KHAS Scheme**
  FMM Institute will claim the course fee directly from the employer’s account with HRDF. However, *approval from PSMB is required prior to commencement of programme by completing the SBL-KHAS online application form*. Employers must submit Form PSMB/SBL-KHAS/T2/09 to FMM Institute prior to commencement of programme.

- **SMETAP Scheme**
  The Small and Medium Enterprise (SME) Training Partners scheme is to equip SME employees with specialised skills. The course fees will be directly debited from employer’s levy balances. Interested employers are required to complete the SMETAP Programme Registration Form *PSMB/STP/1/07 and submit it to the SMETAP Unit of PSMB at least two weeks prior the commencement of the programme*. Approvals will be given to employers with duly completed form and without any arrears of levy.
Customised In-House Programmes
Customised In-House Training Programmes

FMM Institute offers training courses to be conducted at your premise on dates of your choice as in-house training. This mode of training is cost effective and can be customised to meet your training objectives.

All FMM Institute's training programmes can be offered on in-house basis.

The benefits of FMM Institute’s in-house training:
- Customised to meet objectives
- Cost effectiveness
- Enhance team dynamics
- Experienced facilitators with relevant industry experience
- Flexibility in Schedule
- On site practical sessions

All programmes are claimable under the SBL scheme from PSMB. Selected programmes can be offered under the SBL-KHAS scheme.

Popular In-House Programmes:

**Industrial Safety and Environmental Management**
- CLASS Regulations 2013
- Accident Prevention at Workplace
- Basic Emergency First Response Team
- Basic Fire Safety Programme
- Chemical Safety Management
- Emergency First Aid and CPR Refresher Programme
- Safe Forklift Driving
- Safety Training for Safety Committee Members
- Safety and Health at Workplace
- Keselamatan dan Kesihatan di Tempat Kerja
- Compliance with the Occupational Safety and Health Act 1994 and Its Regulations
- ISO 14001 Environmental Management System (EMS) Internal Auditing

**Quality Systems and Productivity Improvement**
- Lean Manufacturing
- Statistical Process Control (SPC)
- Failure Mode and Effect Analysis (FMEA)
- Productivity Workshop: Waste Elimination
- Bengkel Produktiviti: 5S
- Design of Experiment (DOE)
- Food Handling and Food Safety
- Internal Audit to ISO 9001:2015 Quality Management System (QMS)
- Understanding ISO 9001:2015 Quality Management System (QMS) Requirements
- Measurement System Analysis (MSA)
- Problem Solving with 7 QC Tools
- Teknik Kawalan Kualiti Untuk QC
- Penyelesaian Masalah dan Mencapai Keputusan Yang Terbaik
Management and Executive Development

- The Art of Effective Leadership
- Essential Skills for Managers
- Developing Effective Middle Management Skills
- The Ultimate Managing and Conflict Resolution Skills
- Coaching and Mentoring Skills
- Executive Development Programme
- Emotional Intelligence at Work

Supervisory and Motivational Skills

- Supervisory Excellence
- LEAD: Leadership Effectiveness Needs Attitude Dynamism
- Teambuilding
- Kemahiran Penyeliaan Yang Berkesan
- Jurulatih OJT Yang Kompeten
- Bimbingan dan Kawalan Prestasi Kerja
- Program Pembangunan Potensi Diri dan Motivasi Kerja
- Penyelesaian Masalah dan Mencapai Keputusan Yang Terbaik
- Perkhidmatan Kakitangan Barisan Hadapan Yang Cemerlang
- Budaya Kerja Cemerlang
- Meningkatkan Kecemerlangan Diri di Tempat Kerja
- The Power of a Positive Mind and Attitude

Human Resource and Industrial Relations

- Discipline and the Procedure of Conducting a Domestic Inquiry
- Effective Performance Appraisal Skills and Techniques
- Understanding the Basics of Employment Act 1955
- Managing Poor Performance
- Managing Absenteeism at the Workplace
- Effective Interviewing Skills and Techniques
- HR for Non-HR Managers

Production, Operations and Logistics

- Production Planning and Control
- Supply Chain Management
- Logistics Management in Manufacturing
- Operasi Stor dan Gudang

Export Management

- International Trade, Shipping Documentation and INCOTERMS 2010
- Practical Aspect of Malaysian Customs Procedures
- Letters of Credit

Technical and Maintenance

- Repair and Maintenance Welding
- Basic Maintenance for Technicians
- Cost Reduction Techniques for Maintenance
- Root Cause Failure Analysis for Maintenance
- Technical Troubleshooting and Decision Making for Maintenance
**Financial Management**
- Finance for Non-Financial Managers and Executives
- Goods and Services Tax (GST)
- Value Cost Analysis
- Collecting Difficult Accounts

**Customer Service, Sales and Retail**
- Effective Customer Service and Complaints Management
- Strategic Selling Techniques
- Leading Your Sales Team for Success
- Negotiation to Win Sales
- Strategic Marketing Planning
- Managing Major Accounts
- Effective Retail Management

**Communication and Clerical Development**
- Certificate in English Language for Business Communication (40/60 hours)
- Communication Made Easy (40 hours)
- Clerical Development Programme
- Program Pembangunan Perkeranian
- Pengurusan Rekod dan Fail Yang Efektif

**Information and Communication Technology**
- AUTOCAD (Basic/Intermediate/Advanced)
- Data Management with PivotTable
- Microsoft Excel Functions and Formulas
- Microsoft Excel Macro/VBA (Advanced)
- Microsoft Excel (Fundamental – Advanced)
- Microsoft PowerPoint (Fundamental – Advanced)
Corporate Training Programmes
1. MANAGEMENT AND PERSONAL DEVELOPMENT

1.1 Coaching and Mentoring Skills

Objectives
- Define coaching and mentoring based on the G.R.O.W. model
- Understand the principles of coaching
- Learn how to define the current state or reality of an employee’s situation
- Set appropriate, effective goals using S.M.A.R.T. technique goal setting
- Identify the benefits of building & fostering trust with employees
- Master in giving effective feedback while maintaining trust
- Learn to identify when coaching is no longer an option for an employee
- Learn to transition an employee to other opportunities for growth

Contents
- Define Coaching and Mentoring
- Setting Goals
- The Importance of Trust and Effective Coaching conversation
- Providing Feedback
- Overcoming Roadblocks
- Reaching the End

Who Should Attend
Middle Management, Executives and Team Leaders

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<td>Fees: FMM Members RM1,378 (inclusive of GST)</td>
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1.2 Creative Thinking and Decision Making: Making the Right Choices and Overcoming Obstacles with Creativity

Objectives
- Think out of the box and see things from different perspectives
- Adapt and use creative thinking process in their daily work
- Use appropriate thinking hats to generate relevant and focused thinking
- Gather and use relevant information in decision-making
- Use Decision Tree to make calculated risks in decision-making

Contents
- Creative Thinking Unravelled
- The SCAMPER Method
- Creative Thinking Challenge
- The Creative Process
- Other Creative Thinking Techniques
- Stepladder Technique in Decision-Making
- Thinking Hats and Decision-Making
- The Decision Tree
- Putting It All Together
Who Should Attend
Heads of Department, Managers, Team Leaders and those whose tasks involve problem solving and decision-making

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In-House Training Available

1.3 Developing Competencies to Deal with Difficult People and Situations

Objectives
- Understanding your own dominant style of communication
- Discover the main causes of why people are difficult
- Acquire competencies and techniques to deal with various situations
- Practice assertive behaviour that will increase co-operation and collaboration
- Build relationships that will improve workplace harmony, morale and motivation

Contents
- Assessment of Personality
- Understanding Difficult Behaviours
- Styles of Communication
- The Assertion Theory
- Techniques of Communication
- Build Confidence and Influencing Techniques in Communication
- Handling Criticism
- Interpersonal Skills
- Communication to Enhance Relationships
- Develop Good Teamwork and Better Relationship

Who Should Attend
Heads of Department, Managers, Team Leaders and those who need to deal with difficult people and difficult issues

<table>
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<td>Fees:</td>
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In-House Training Available

1.4 Developing Impactful Skills from Engineer to Leader

Objectives
- Increase awareness of behaviour, needs and values and how they impact the ability to lead and influence the team and others
- Understand how people are motivated and utilise effective methods to motivate others

Contents
- Overview of a Leader
  - Expectations of a Leader
  - Expectations of an Engineer
  - From Engineer to Manager to Leader
- Behaviour and Attitude Change
  - The Leader Manager
    - Leadership Principles
    - Manager, Boss or Leader?
    - Excellence
    - Building an Effective Team
  - Trusting Relationships
    - Establishing Rapport
    - Building Trust
    - Leveraging Your Effectiveness through Relationships
  - Communications
    - The Power of Words and Non-Verbal Communication
    - Connecting
    - Listening
    - Influence
    - Creative Communication Skills
  - Accomplishing Work through TEAMWORK
  - Energising Others
    - Giving Positive Feedback
    - Acknowledging Others
    - Appreciation
  - Connecting the Dots
    - Review of Principles
    - What Have I Learnt?
    - How Can I Implement It?

Who Should Attend
Engineers, Assistant Managers and Managers

| Dates: February 5 – 6, August 13 – 14 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,378 (inclusive of GST) | Non-Members RM1,696 (inclusive of GST) |
| In-House Training Available |

1.5 Escalating Leaders to Higher Levels: What it Takes to Lead

Objectives
- Lead confidently and competently
- Adapt to the ever changing business environment
- Depart from obsolete practices
- Demonstrate dependable and effectual personality
- Enhance perpetual performance from level to level and be result-oriented

Contents
- Leaders – Elevate to next level, anchor your foundation
- Levels of leadership – where are you? Are you able to advance to the next level and lead comfortably?
  - Characteristics and significance of the 5 levels (BIRTH levels) to lead reputedly
- Prerequisite skills for leaders to climb to higher levels of leadership
  - “COMPLETE + 1” mandatory competencies for leaders
- Undesirable attitude from people with adverse attitude is a major barrier for leaders to escalate to higher levels
  - How to apply the “MAGIC” model to transform from negation to positive mindset
• Expand your horizon – pertinent guardians and skills to reinforce your attributes and personality
• Galloping ahead of others well prepared (Case study and Group Presentation)

Who Should Attend
Director, Manager, Executive, Departmental Head, Supervisor, Project or Aspiring leader, Entrepreneur

<table>
<thead>
<tr>
<th>Dates: April 18 – 19, October 1 – 2</th>
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<td>In-House Training Available</td>
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</table>

1.6 Essential Skills for Managerial Success

Objectives
• Set clear goals and determine achievable objectives
• Conceptualise and execute a plan
• Organise resources to achieve goals
• Delegate effectively
• Lead and motivate those they work with
• Cultivate personal good habits of meeting deadlines
• Achieve a higher success of meeting timelines

Contents
• Determining Goals and Objectives
• How to Hold the Right Meeting
• Effective Delegation and Teamwork
• Monitoring Tools
• Working with People
• Motivating Those Around You

Who Should Attend
Heads of Department, Managers, Senior Executives and those who are involved in planning and implementation of plans

<table>
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<td>In-House Training Available</td>
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</table>

1.7 Executive Development Programme: Formula to Reach Your Potential

Objectives
• Lead staff effectively by practising the two behavioural leadership styles
• Develop commitment through EQ buy-in of the company’s objectives
• Use assertiveness and demonstrate confidence and ability in leading
• Learn tools and techniques to facilitate staff performance discussion
• Work productively and delegate responsibility
• Supervise difficult workers towards a win-win situation
Contents

- People Management
  - Define Leadership
  - Leadership Qualities and Behaviour
  - Follower Diagnosis
  - Four Levels of Development
- Emotional Intelligence (EQ) in Leadership
  - The Five Dimensions of EQ
  - Developing EQ Leaders
  - Ownership and Followership
  - EQ for Team Development
  - Commitment to Resolve Issues
- Advanced Communication – Assertiveness Training
  - Leader’s Responsibility
  - 3 Styles of Advanced Communication
  - Empathy: Understand Other Person’s Position
  - Persuasive Assertion
  - Confront Assertion
- Effective Creative – Facilitative Methods
  - Probe, Verify and Determine Experiences
  - The STAR System
  - The ORID System
  - 4 Levels of Focused Questions
  - Turning Poor Questions to Your Advantage
- Delegation at Work Place
  - Delegation Matrix
  - Guidelines for Successful Delegation
  - 5 Steps to Effective Delegation
  - Delegation Tips
- Supervising Difficult Workers
  - Creative Ways of Managing the Younger Generation of Workers
  - Avoid Two Major Mistakes in Handling Problematic Workers
  - Techniques to Diffuse and Transform Conflict to Teamwork

Who Should Attend
Potential Managers, Assistant Managers and Executives

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<td>Fees: FMM Members RM1,378 (inclusive of GST)</td>
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</table>

In-House Training Available

1.8 Power of Positive Mindset and Attitude: Secret to Peak Performance

Objectives

- Acquire a new mindset of productivity and quality that is essential for establishing total team commitment and staying competitive
- Learn the core principles, tools and techniques of productivity and quality improvement management and apply them at their work environment
- Learn proven strategies for enhancing personal competitiveness and building positive mental attitude and work behaviours
- Promote better teamwork and develop positive attitude towards office efficiency and work effectiveness
Contents

- The Importance of Change
- Changing Mindset through Attitude Change
- Developing a Positive Attitude
- Benefiting from a Change of Attitude
- Communicate Effectively Using the Positive Mindset
- Positive Work Behaviour at the Workplace
- Developing Effective Work Teams for Achieving Continuous Improvement
- Formulating Action Plans

Who Should Attend
All levels of employees

Dates: May 14 – 15, December 3 – 4
Duration: 2 days  Scheme: SBL  CPD Hours: 14
Fees: FMM Members RM1,378 (inclusive of GST)  Non-Members RM1,696 (inclusive of GST)
In-House Training Available

1.9 Managing Stress and Increase Productivity & Happiness

Objectives

- Understand stress and learn to manage it effectively
- Learn about the power of positivity as a natural motivator, to avoid burn out
- Let go negativity and fear to push past comfort zones
- Empower oneself with breathing techniques to let go of stress and anxiety
- Increase productivity and happiness
- Increase Mental Focus with Mindfulness Tools
- Understand concept of flow in the workplace linked to productivity/employee happiness
- Learn tips for achieving a work-life balance

Contents

- Understanding Stress
  - The Art of Energising Stress
  - Understanding Stress
  - Stress vs Burnout
  - Recognising the Symptoms/Triggers
  - Action Steps to Manage Your Stress
  - Rising Early to Increase Your Productivity
  - Positive vs Negative Mindset
  - Perception vs Reality
  - Cultivating a Winning Attitude
  - Create Stress Relief
  - Mindfulness Techniques for Motivation/Success
  - Power of Gratitude
- Power of Positivity, Building Resilience and Successful Case Studies
  - Dealing with Time Pressure
  - Cutting Down Meeting Times
  - Impact of Multitasking on Productivity
  - Success and Embracing Change
  - The ‘Happiness Advantage’
  - Priorities vs Procrastination
  - Building Momentum and New Habits
  - Concept of Flow in the Workplace
- Cultivating Mindfulness and Mental Focus
- Breathing Techniques
- Enhancing Memory, Happiness and Motivation

**Who Should Attend**
Any member of staff from any level in the corporate hierarchy wanting to manage their stress levels, increase productivity and motivation and lead healthier, more balanced lives

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**In-House Training Available**

### 1.10 Managing your Time Monster

**Objectives**
- Manage time effectively
- Prioritise work accordingly
- Increase productivity
- Get things done impeccably

**Contents**
- Time Management
  - What is Time?
  - Spot the Common Time Monster
  - The Importance of Managing Time
- Priority Matrix
  - Getting Your Priorities in Order
  - Priority Matrix in Practice
- Keys for Effective Time Management
  - Truly Eliminating Procrastination
  - Concentration and Focus
  - Minimising Distraction

**Who Should Attend**
All levels of employees

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**In-House Training Available**

### 1.11 Melahirkan Pengurus Yang Cemerlang

**Objectives**
- Acquire knowledge on the essential skills needed for the Manager
- Develop attitude and behaviour patterns needed to be effective
- Work on improving relations with the staff through EQ elements
- Understand the impact of proper communication
- Improve problem-solving skills
- Understand important roles each play in their organisation
Contents
- Apa Yang Diperlukan Untuk Menjadi Pengurus Yang Efektif?
- DISC Dalam Pengurusan
- Efektif Dalam Pengurusan Komunikasi
- Seni Dalam Pembahagian Tugas & Pengurusan Masa Yang Efektif
- Nilai-nilai Dalam Menjadi Pengurus Yang Efektif – Amalan
- Ownership (Tanggungjawab) Dari Sudut Organisasi

Who Should Attend
Executives, Assistant Managers and Managers

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In-House Training Available

1.12 Millennials: Developing the Talent within for the Next Generation of Leaders

Objectives
- Learn how to support their manager and become better team members for their organisation
- Assess how they present themselves and how others perceive them for improved results
- Explore how their ability to influence and persuade impact their performance
- Examine how values, beliefs, and opinions impact the workplace and work relationships
- Learn how to build a circle of influence and manage a variety of relationships
- Develop tools and techniques to manage their career and have success in their organisation

Contents
- Professional Transformation through Awareness
  - Deal with Individual Differences in Groups and Teams
  - Empower One Another, Create Synergy and Utilise Power Appropriately
- Playing by the Unwritten Rules
  - Create a Career Map to Success that Benefits Oneself and the Organisation
  - Move from the Middle to the Top
  - Learn the Unwritten Rules
- Resilience: RQ is the New IQ
  - Accomplish Health and Wellness through Work-Life Balance
  - Solutions to Situations that Often Occur with Millennials
  - Four Types of Stressors
  - Coping Skills to Handle Problems and Stressful Situations
- Career Management and Development for Influence
  - Career Planning – Growth and Management
  - Examine Personal Power and Influence
  - Examine the Difference Between People and Technical Competence
  - Motivational Factors to Be Able to Distinguish Between What is a Satisfier and Motivator
Who Should Attend
Anyone who has a minimum of 10 years of work experience or recently been promoted into a team leader position

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1.13 Personal Data Protection Act 2010: Implications to Your Organisation

Objectives
- Create awareness and understanding of the Personal Data Protection Act 2010
- Understand the potential risks and implications to the organisation
- Gain insights on how to protect personal data and confidential information

Contents
- Law Relating to Confidential Information: Protection for Employers
- Case Study
- Personal Data Protection in Other Countries
- Definition of Privacy and Data Protection
- Application and Key Concepts
- Registration of Data Users
- Principles
- Exemptions
- Law in Malaysia

Who Should Attend
Heads of Department, Managers, Executives and Contract Negotiators

<table>
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</table>

1.14 Professional Development Programme for PAs & Secretaries

Objectives
- Discover their role towards meeting the organisational strategic goals
- Adopt role-modeling the values of leadership
- Practice assertiveness in working with bosses, colleagues and business partners
- Understand how to channel emotions positively for higher work productivity
- Instill analytical & creative mindset to generate ideas and solve problems at work
- Immediate application of tools and techniques to jumpstart the change

Contents
- Are you Relevant?
- The Challenges of Administration in Today's Business Environment
- Your Role and Current Mindset
- Leadership Skills
- Your Communication Style
Training Calendar 2018

- Emotional Intelligence (EQ)
- Analytical and Creative Thinking Skills
- Problem Analysis
- Effective Handling of Office Problems
- Personal Action Plan for Success

Who Should Attend
Personal Assistants and Secretaries

<table>
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</tbody>
</table>

In-House Training Available

1.15 Project Management for Non-Project Managers

Objectives
- Describe fundamental project management processes and their primary deliverable(s)
- Define a stakeholder and communicate important stakeholder roles and responsibilities
- Describe the importance of both soft skills and technical skills for the Project Manager

Contents
- Project Management Overview
- Project Life Cycle Models and Governance
- Project Roles and Responsibilities
- Project Technical Processes: Starting with the Competing Demands
  - Project Management Processes
  - Developing Project Requirements, Scope, Schedule and Budget
- Project Technical Processes: Balancing the Competing Demands to Closure
  - Understanding, Evaluating and Adjusting for Risk
  - Executing the Project
  - Monitoring and Controlling the Project
  - Closing the Project
- Project Interpersonal Processes
  - Communications Management
  - Project Team Development
  - Conflict Management

Who Should Attend
Managers, Executives, Non-Project Managers working in a project environment and Professionals who work with Project Managers

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<tr>
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</tbody>
</table>

In-House Training Available
1.16 **Sharpen your Negotiation and Influencing Skills for Business Success**

**Objectives**
- Identify the types of negotiation
- Apply negotiating concepts: BATNA, WATNA, WAP and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to themselves
- Apply bargaining techniques
- Apply and test strategies for identifying mutual gain
- Use communication techniques and tools to influence listeners
- Manage tough negotiators and set the terms of negotiations
- Establish and maintain business relations

**Contents**
- Understanding Negotiation
- Preparing for a Negotiation
- The Art of Influencing
- Managing Tough Negotiators
- Establishing the Groundwork of Negotiation
- Negotiation – Phase One – Exchanging Information
- Negotiation – Phase Two – Bargaining
- Attempting a Win-Win Situation
- Negotiation – Phase Three – Closing
- Putting It All Together

**Who Should Attend**
Managers, Executives, and those who are involved in negotiation as part of their job scope

**Dates**: March 14 – 15, September 5 – 6  
**Duration**: 2 days  
**Scheme**: SBL  
**CPD Hours**: 14  
**Fees**: FMM Members RM1,378 (inclusive of GST)  
Non-Members RM1,696 (inclusive of GST) 

**In-House Training Available**

1.17 **The Dynamics of Personal Power and Presence**  

**Objectives**
- Change your approach to the way you carry yourself and work with others
- Build faith in one’s abilities and skills
- Choose the life you want to lead
- Give yourself the special lift in confidence and be a beacon of hope

**Contents**
- Valuing the Different Aspects of Confidence
- Understanding People and Work
- Delivering Confidence: Work of Leaders
- Knowing How Confidence Can Grow or Erode
- Facing Reality and Reinforcing Responsibility
- Developing Win-Win Situations for People
- Inspiring Proactive and Creative Actions
- Boosting Your Communication Abilities and Skills
- Demonstrating Your Professionalism
- Building Your Total Image
• Accepting Responsibilities
• Believing You Can Excel and Reach for the Sky

Who Should Attend
Executives, Supervisors and Administration staff

**1.18 The Many Hats of the Production Manager**

**Objectives**
• Understand and manage the demanding requirements of the Production Manager
• Equip with the necessary HR soft skills to deal with employees’ expectation and yet be an effective Production Manager
• Adopt a positive and learning attitude in order to take advantage of the experiences to grow in any organisation
• Accept that a Production Manager’s job scope can be without clear boundaries in order to perform beyond expectation

**Contents**
• What Management Expects of You
  - Production Planning/Targets
  - Productivity/Efficiency
  - Quality
  - Material and HR Planning
• Management Functions that Come with the Job
  - TQM
  - Kaizen
  - Environmental
  - Health and Safety
• The HR Manager
• Leadership Skills
• Communicate Effectively
• Harnessing Team Power
• Motivating and Energising Your Team

Who Should Attend
Production Managers/Assistant Managers and Engineers

**Dates:** April 4 – 5, October 15 – 16
**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14
**Fees:** FMM Members RM1,378 (inclusive of GST)  
Non-Members RM1,696 (inclusive of GST)

*In-House Training Available*
1.19 Winning Strategies for Talent Management and Succession Planning

Objectives
- Recruit the right talent for the right position
- Re-write job description in tandem with the strategic requirements of the company
- Determine alternative ways of motivation (other than money) to retain staff
- Develop and mentor staff
- Help staff in setting KPIs
- Conduct effective performance management
- Identify high performance individuals as “mentor” materials
- Design and implement a succession planning guide

Contents
- Talent Management – Entry
- Talent Management – Retention
- Talent Management – Development
- Talent Management – Performance
- Talent Management – Pass It On
- Philosophy of Succession Planning
- Step-By-Step To Succession Planning
- Putting It All Together

Who Should Attend
Heads of Department, Supervisors and anyone with a leadership or supervisory position

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</table>

1.20 10 Key Tools for Middle Management Executives

Objectives
- Learn to leverage on strengths and use them to get the results desired
- Learn to prioritise, plan, schedule and organise workload and tasks
- Communicate effectively and with results
- Establish better working relationships with superiors and colleagues
- Learn to handle stress, pressure and conflicts

Contents
- Develop a Pleasing Personality
- Manage Yourself Better
- Install an Empowering Belief System
- Taming the Time Monster
- Mastering People Focused Communication
- Sharpen Your Creativity and Flexibility to Deliver the Results Desired
- Develop Critical Thinking Skills for Effective Problem Solving

In-House Training Available
Who Should Attend
Assistant Managers, Executives, Supervisors and others who need to acquire managerial skills to ensure better performance

<table>
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In-House Training Available

### 1.21 Assertiveness Skills – A Practical Approach

#### Objectives
- Understand and overcome the barriers to being assertive
- Recognise behavioural traits within yourself and others and learn effective strategies for managing them
- Communicate effectively with a wide range of people to achieve a win-win situation
- Manage difficult situations effectively
- Differentiate ‘assertive’ and aggressive behaviour
- Apply assertiveness skills in ‘real-life’ situations
- Maximise personal impact when communicating with others
- Listen, appreciate and understand the behaviour of others
- Enhance self-confidence in challenging situations
- Achieve genuine ‘win-win’ outcomes from discussions

#### Contents
- Explore and Develop Self-Awareness
- Recognising Your Own Style and Behaviours
- Why do People Behave the Way They Do?
- Building Your Self-Esteem and Self Confidence
- What Are You Thinking? The Power of Thoughts
- Handling Difficult Situations, Problems and Conflicts
- Assertive, Persuasive and Positive Communication
- Know What You Want: Getting What You Ask For
- Assertive Techniques
- Do They See You Sweat? Fake It Till You Make It
- Connecting with People: Carnegie’s Concepts
- How You Present Yourself: Making Positive Impressions
- Your Ongoing Assertiveness Development - Establishing Your Goals and A Plan of Action for Implementation on Your Return to Work

Who Should Attend
All levels of employees

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In-House Training Available
1.22 Companies Act 2016: Latest Amendments and New Landscape

Contents
- Introduction of New Companies Act 2016
- Company Formation and Administration
- The Company’s Constitution
- Legal Framework for Managing and Altering Share Capital Structure
- Governance Framework
- Discussion and Conclusion

Who Should Attend
Company Directors, CEOs, Shareholders, Investors, Legal Consultants, Company Law Practitioners, Financial Controllers, Accountants, Auditors, Company Secretaries and Business Owners

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In-House Training Available

1.23 Developing Powerful Presentation for Managers and Executives

Objectives
- Improve the quality of presentations
- Use presentation framework to ensure audience engagement
- Use creativity to maintain the interest of audience
- Give group or team presentations

Contents
- Getting Started
- Planning Your Presentation
- Force Field Analysis
- Understanding Your Audience
- Controlling Your Jitters
- Making Your Listener Hear You
- Key Themes and Key Sentences
- A Plan to Structure Ideas
- Organisational Methods
- Our Body Language
- Beginnings and Endings
- Expanding a Basic Plan
- Practice Presentations

Who Should Attend
Managers and Executives

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In-House Training Available
1.24 Emotional Intelligence (EQ) at Work: Fostering Human Relations for Success

Objectives
- Develop the paradigms to balance and manage logic and emotions daily
- Identify practical alternatives in dealing with emotions
- Focus energy into the right areas to produce optimum results in personal and professional life
- Create paradigms to be optimistic and responsible for self-success
- Learn the five criteria of EQ maturity
- See things in a new perspective
- Develop trustworthiness, responsibility, proactivity and ownership

Contents
- Emotional Intelligence (EQ)
- Enhancing EQ in Human Relations
- Building Trust in the Workplace
- Self-Awareness and Growth
- EQ in Leadership
- EQ in Building Teams
- Success Agreement System

Who Should Attend
Managers, Executives and Supervisors

| Dates: Upon request |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| **In-House Training Available** |

1.25 Energising the Workforce: Strategies to Developing an Engaging Workforce

Objectives
- Establish and maintain a culture of engagement
- Develop and cultivate persuasive and influencing skills
- Design an action plan to foster engagement across a multi-generational workforce
- Coach team members

Contents
- The Meaning of a Culture of Engagement
- Gaining Employee-Organisational Alignment
- Engagement Drivers
- Fundamentals of Influencing Skills
- Goal Objectives and Key Performance Indicators
- Coaching

Who Should Attend
Heads of Department, Managers, Executives and Supervisors

| Dates: Upon request |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| **In-House Training Available** |
1.26 **EQ Management Skills with Neuro-Linguistic Programming (NLP) Psychotherapy Workshop (Mandarin)**

**Objectives**
- Understand emotional Achilles heel, left and right brain balance
- Learn from bad experience: develop an excellent state
- Break the limitations of faith, develop positive emotions
- Develop empathy for others
- Achieve inner harmony and promote interpersonal harmony

**Contents**
- The Concept of Emotional Management
- Understand One’s Emotions and Expressions
- Emotional Management and Methods
- How to Enhance Our Own Emotions and Emotional Force Tolerance for Frustration
- Emotional Effects
- Use Emotional Management to Deal Effectively with Complaints, Criticism and Conflict
- Study on the Emotional Management Practice

**Who Should Attend**
Suitable for anybody who wants to understand, convert, manage and make good use of their emotions in the workplace

<table>
<thead>
<tr>
<th><strong>Dates</strong>: Upon request</th>
<th><strong>Duration</strong>: 2 days</th>
<th><strong>Scheme</strong>: SBL</th>
<th><strong>CPD Hours</strong>: 14</th>
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In-House Training Available

1.27 **Leadership Skills for Managers (Mandarin)**

**Objectives**
- Increase self-awareness and enhance self-appreciation and self-esteem
- Develop a Generative Learning Ability which can lead to more control over thinking and behaviour
- Understanding human behaviour at work
- Enjoy closeness and independence in relationship
- Managing conflict and resolving problems
- Apply situational leadership styles and be a good leader
- Create a solid positive mental attitude and work habits

**Contents**
- The Strategic LEADERSHIP – The Role You Play
- Accepting the New Challenges of Being a Leader as Compared to a Manager
- Manager – Leadership Concepts
- How Beliefs Affect Your Leadership Style
- Human Relations and Interaction Leadership Impact
- The Ultimate Effective Leaders – The 7 I
Who Should Attend
Managers, Assistant Managers and newly-promoted Managers

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**1.28 Managing and Implementing Change at the Workplace**

**Objectives**
- Describe the complexity and inevitability of changes in the workplace
- Differentiate the need for incremental (continuous) and transformational (discontinuous) changes
- Recognise change resisters (people who resist change) and reasons for resistance to change
- Develop strategies for overcoming resistance to change and prepare action plans for introducing change programmes
- Assess the role of internal change agent in initiating, implementing, overcoming resistance and succeeding in change programmes/projects
- Anticipate crisis and manage its risks

**Contents**
- Why Change?
- Environmental Scanning and SWOT Analysis
- Understanding and Managing Resistance to Change
- Implementing Change and Management System
- Change Management Strategy Elements
- Strategies for Managing Change
- Change Management and Crisis Management
- Essentials of Crisis Management

Who Should Attend
Senior Executives, Management Team, Team Leaders and Change Agents

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**1.29 New Era Leadership: Leading in Today’s Organisation and Environment**

**Objectives**
- Understand the rapid changes that require new leadership skills
- Understand the personal changes involved in becoming an effective manager
- Learn different leadership styles to improve corporate performance
- Understand the impact of team dynamics in shaping organisational behaviour
- Learn different motivation approaches to strengthen employee engagement

**Contents**
- New Business Environment and Its Impacts
- Managing in the New Era
- The Basics of Organisational Behaviour and Impacts
- Employee Motivation and Engagement
- Effective Communication
- Effective Approach to Performance Management

Who Should Attend
Managers, Team Leaders and those who are going to be promoted to lead a team

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<th>Dates: Upon request</th>
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</table>

1.30 Personal Growth: Neuro-Linguistic Programming Psychotherapy Workshop (Mandarin)

Objectives
- Understand intrinsic value systems, efficient expression of deep inner philosophy
- Break through self-imposed restrictions, awaken the inner giant
- NLP excellent simulation learning, improve heart strength
- Development of the brain, play a role in the subconscious

Contents
- Retrospection of Life
- Value systems
- Ordinances and mode of action
- Inner power system
- Level of understanding
- SCORE mode dream version
- The blueprint for life

Who Should Attend
This programme is suitable for all levels of employees who wish to improve their level of efficiency at work

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<th>Dates: Upon request</th>
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</table>

1.31 Program Pembangunan Perkeranian

Objectives
- Untuk meningkatkan pengetahuan pekerja sedia ada dengan Pengendalian Diri dan tugas-tugas perkerjaan yang kian mencabar
- Bagi mempersiapkan diri dalam menjalankan tugasan perkerjaan bukan sekadar tugas semata-mata, tetapi sebagai satu karier
- Membantu pelatih-pelatih menjadi lebih bijak dalam menjalankan tugasan mereka dalam menangani situasi-situasi yang berbeza-beza dalam usaha untuk menghasilkan keputusan kerja yang cemerlang untuk organisasi

Contents
- Kepentingan dan Cara Pemikiran Anda
- Tugas Penting Perkerjaan
• Pengurusan Masa dan Keutamaannya
• Pengurusan Masa Yang Berkesan
• Komunikasi
• Cara Dokumentasi Yang Berkesan
• Etika Kerja

Who Should Attend
Setiausaha dan kerani

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1.32 Seven Habits of an Effective Leader

Objectives
• Energise and inspire others
• Gain 'willing co-operation' from others
• Build synergy through team work
• Enhance effective leadership skills
• Build awareness of your behaviour and how they impact your ability to lead

Contents
• Leadership Overview
• Energise Others
  - Habit 1: Inspire and Motivate Others
  - Habit 2: Be Enthusiastic and Proactive
  - Habit 3: Have a Positive Attitude and Mindset
• Gain 'Willing Co-operation'
  - Habit 4: Be a Good Example to Others
  - Habit 5: Communicate, Communicate
• Synergy
  - Habit 6: Build Relationships
  - Habit 7: Emphasise Teamwork

Who Should Attend
Managers, Assistant Managers, Executives and Team Leaders

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1.33 Strengthening Your Skills in Influencing, Persuasiveness and Rapport Building

Objectives
• Understand your primary influence and persuasion style and how it impact others
• Develop a strategy that will assist when communicating with others to achieve your ideal outcome
• Use enhanced persuasion skills to act as an opinion shaper amongst your colleagues
• Develop a practical toolkit that will aid handling difficult people & situations
• Apply the core principles of negotiation
• Understand how each different personality and working style is best suited for each different job
• Reflect upon a person’s behavior pattern, motivation and value system
• Master the strategies and techniques to develop better relation with people at all levels
• Learn how to build rapport, influence and persuade
• Acquire the skills to handle difficult people and resolve conflicts
• Master key communication skills & techniques - verbal & non verbal
• Learn the tactics to handle communication breakdown
• Improve listening and questioning skills
• Build instant rapport with the people around you

Contents
• Personality Profiling
• Principles of Persuasion and Influence
• Communicating with Persuasion and Influence
• Key Techniques in Influence and Persuasion
• Building Rapport with People Around You
• Games People Play
• Handling Difficult, Negative and Angry People
• How to Approach a Problem
• Managing Conflicts
• Apply the Core Techniques of Negotiation
• Using Non-Verbal Communication to Influence the Other Party
• Asking Questions
• Good Listening Skills

Who Should Attend
This course is suitable for managers and executives who are frequently required to influence and negotiate with others

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1.34 The Power of Working Together

Objectives
• Understand your personal style and the impact of the style on the team’s ‘personality’
• Capitalise on your team’s style and appreciate the value of diversity in team functioning
• Clarify task and maintenance roles that are important to group membership
• Give and receive constructive feedback
• Surface and resolve conflict among team members

Contents
• Effective Teamwork Principle
• Discovering Team Style
• Solving Problem as a Team
• Identifying Team Members Role
• Stages of Group Development
• Managing Team Conflict
• Team Communication
Who Should Attend
Team Leaders and Team Members

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In-House Training Available

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of the programmes.)
2. CUSTOMER SERVICE, SALES AND MARKETING

2.1 Customer Service Excellence: Leveraging for Business Growth

Objectives
- Instil the importance of delivering service excellence
- Understand the 5Ps in customer service
- Promote and manage professional customer relationship
- Equip with effective techniques and skills to provide service beyond expectation
- Create a customer-driven culture and make customer service excellence as part of the organisational culture
- Manage and handle customer interactions and relationship

Contents
- Importance of the Customer to the Return on Investment
- Customer Service Excellence
- Customer Relationship
- Going the Extra Mile
- Managing Difficult Customers
- Creating a Culture of Service Excellence through Continuous Learning

Who Should Attend
Customer Service Managers/Supervisors/Representatives, Sales/Marketing Professionals, Frontliners and anyone and everyone who comes into contact with customers

<table>
<thead>
<tr>
<th>Dates: March 7 – 8, September 27 – 28</th>
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<tr>
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<td>Fees: FMM Members RM1,378 (inclusive of GST)</td>
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<tr>
<td>In-House Training Available</td>
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</table>

2.2 Leading a Sales Team: Techniques for Breakthrough Results

Objectives
- Motivate the sales team
- Carry out an effective sales evaluation exercise
- Focus on key success factors for sales leadership and management
- Use the various forms in managing the sales team
- Plan and control selling events

Contents
- The Functions and Role of the Sales Leader
- The Selection Process
- Sales Planning and Reporting Forms
- Sales Territory Development
- Motivating the Sales Team
- Developing a Sales Compensation Plan
- Sales Leadership and Supervision
- Planning and Control
- Sales Evaluation
Who Should Attend
Sales/Marketing Directors and Managers

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Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)

In-House Training Available

2.3 Marketing Development Conversion Programme for Senior Sales Personnel

Objectives
- Orientate, learn and demonstrate winning fundamental concepts of strategic marketing management
- Initiate competencies in competitor and customer analysis, develop winning marketing strategies
- Develop and deploy responsive integrated marketing mix and marketing communication programmes

Contents
- Marketing in the 21st Century
  - The Foundation Pillars of Today’s Marketing Concept
  - Developing Positive Customer Experiences – the Concept of ‘Moment of Truth’ and the Marketing of Services
- Performing Effective Strategic Marketing Analysis
  - PESTLE Analysis
  - Competitive Environmental Analysis
  - Big Data Analytics
  - SWOT Analysis
- Development of Winning Competitive Strategies
  - Formulating Winning Marketing Strategies
  - Using Strategy Tools to Develop Competitive Advantage
- Gaining the Desired Business Results from the Marketplace
  - The Marketing Mix and Marketing Communication Tools
  - The Power of Branding
  - Content and Social Media Marketing
  - The Essential Steps in Designing and Implementing an Integrated Marketing Communications (IMC) Programme

Who Should Attend
Senior Sales Executives, Sales Managers, Business Development Managers, newly-promoted Product/Brand/Marketing Executives

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<tr>
<td>April 18 – 19, October 1 – 2</td>
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Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)

In-House Training Available
2.4 Professional Selling Skills: Practical Guide for Success

Objectives
- Be prepared to excel in competitive environment – especially during the difficult times
- Develop results-oriented personality and be the TOP GUN
- Organise and articulate approaches from ‘PRE TO POST SALES’
- Equip with sales techniques to enhance selling skills
- Articulate approaches to meet the demands of customers

Contents
- What are The Challenges of Human-capital and the New Global Economy (CHANGE)
- What are The Challenges of Changed Environment Confronting Sales Professional
- Do You Possess These Impressive “SUPER STAR” Attributes and Personality
- Are You Able to Analyse and Work with the 8 Different Types of Customers? The “PICK-A-KIT” Characteristic
- What and How to Meticulously Synchronise Sales Techniques to Realise Sales Objectives
- How to Respond and Resolve Customers’ Problems Systematically
- Why is Customer Service Important and What Are the Secrets Behind Your Success in Sales
- Do You Want to be Creative in Order to Remain Competitive

Who Should Attend
Sales/Marketing Supervisors/Executives, Sales/Marketing Managers, Directors, Aspiring Sales Candidates, Entrepreneurs and all those who want to excel in the current hyper-competitive business environment

<table>
<thead>
<tr>
<th>Dates</th>
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<td>Fees</td>
<td>FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)</td>
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2.5 Sales Negotiation: Skills to Close Deals

Objectives
- Identify the “don’ts” in negotiating sales
- Identify negotiating objectives
- Apply the various strategies and tactics required in sales negotiation
- Assess leverages and limitations, musts and wants
- Assess the key parties and key influences in the buyer negotiating team
- Use the various negotiation planning tools

Contents
- What is involved in Sales Negotiation?
- Sales and Negotiation Crimes
- Basic Sales Negotiation Principles
- Identifying Negotiation Objectives: Ours and Theirs
- Assessing Leverages and Limitations
- Assessing the Key Parties and Key Influences
- Negotiation Styles
- Planning Win-Win Strategies and Tactics
- Negotiation Tools
Who Should Attend
Sales Managers, Sales Executives and Sole Proprietors

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<th>Dates</th>
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<tr>
<td>May 7 – 8, September 10 – 11</td>
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Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)

In-House Training Available

2.6 Telephone Techniques and Courtesies

Objectives
- Understand the process and dynamics of interpersonal communication in order to relate effectively with others
- Know that telephone communication needs special skills and empathy
- Understand the importance of customer satisfaction; the impact on their happiness at work and the reputation of the company and its services
- Understand that customer satisfaction is customer-defined
- See each person as an individual who deserves respect and courtesy and to practise the ten commandments of human relations
- Respond not react, positively to incoming calls for a win-win solution and earn the customer's confidence
- Aware of the need for team working with others in their workplace
- Develop specific action plan to improve telephone techniques

Contents
- Interpersonal Communication in Managing Telephone Calls
  - Assertiveness and Focus on the Customer’s Needs
  - Listening Skills
- Human Relation Skills
  - What Influence Human Relations
  - Developing Effective Human Relations: Self-Image
- Importance of Customer Satisfaction
  - The Barriers
  - The Customer
  - Pleasing the Customer
  - Customer Service vs. Satisfaction
  - Customer Satisfaction is Customer-Defined
- Telephone Courtesies
  - Greetings
  - Language
  - Empathy
- Basic Functions
  - Holding Calls
  - Passing Calls
  - Taking Messages
  - Answering Enquiries
  - Projecting the Company’s Image and Reputation
Who Should Attend
Receptionists and Admin Assistants

| Dates: May 14 – 15, December 5 – 6 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,378 (inclusive of GST) | Non-Members RM1,696 (inclusive of GST) |

**2.7 The Art of Marketing: Promote Your Products to Reach the Target Customers Effectively**

**Objectives**
- Analyse your company in relation to your competitors and by examining your customers’ decision making process
- Understand customer behaviour to decide on your marketing strategy
- Identify and establish brand positioning and sustaining brand value
- Use the right marketing mix elements and strategies to increase competitiveness and profitability

**Contents**
- Introduction to Marketing
- Understanding Customers
- Branding
- Segmentation, Target and Positioning
- Types of Battleground, the Opportunities and Challenges
- Dealing with Competition
- Marketing Mix: Product, Price, Promotion, Distribution

**Who Should Attend**
Marketing professionals and those who are interested to gain a holistic view on marketing

| Dates: February 26 – 27, August 1 – 2 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,378 (inclusive of GST) | Non-Members RM1,696 (inclusive of GST) |

**2.8 Delivering Winning Service with Emotional Intelligence**

**Objectives**
- Recognise the value of Emotional Intelligence in service
- Understand the four domains of Emotional Intelligence and their contributions to service success
- Identify the key attributes of an emotionally-competent service provider
- Learn specific actions to increase empathy at the workplace
- Weigh and evaluate implications of their service choices when handling customers
- Build and sustain trust in relationships with customers

**Contents**
- Connecting Emotional Intelligence to Service Success
- Emotions: The Path to Realising Your Service Potential
- Emotional Intelligence Framework
• Preparing Yourself for Service
• Managing Service with Customers
• Dealing with Emotionally-Charged Customers
• The Sustainable Service Excellence

Who Should Attend
Managers and Executives, and those with responsibility to handle customers

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2.9 Key Account Management

Objectives
• Build partnership and customer care programmes that work
• Build business strategies that capitalise on long-term relationships with your best and profitable customers
• Gain competitive advantage by putting in value and taking out non-value parameters
• Create new markets for customers with diverse needs
• Develop win-win solutions with your customers
• Build long-term tactical plan to reinforce closer relationships with your customers

Contents
• The Importance of Account Management
• The Value Chain of Your Organisation
• The Buying Team
• Negotiation-Selling Strategy
• Developing a Relationship-Building Plan
• Managing Key Account
• Control and Measuring Success
• The Customer Purchasing Ledger
• The Daily Sales Report
• The Weekly Planner
• The Monthly Performance Review
• Managing Service Breakdown

Who Should Attend
Sales/Marketing Managers and Sales/Marketing Executives

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2.10 Marketing for International Business: Critical Success Factors

Objectives
• Gain business insights into particular markets where your products are fairly new
• Understand International Business Risk Modelling
• Understand the importance of an Export Plan
• Aware of the burning issues faced by marketers
Contents

- Global Market Entry Strategies
  - Exporting
  - Franchising
  - Strategic Alliance
  - Joint Venture
  - Direct Investment
- International Business Risk Modelling
  - Competitive, Operational, Regulatory/Legal, Technology, Financial, Political
- Importance of an Export Plan
- Burning Issues Facing International Marketing

Who Should Attend
Business Development Managers, Manufacturers/Exporters who are looking to expand their market and traders who wish to start their own exports will find this course beneficial.

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2.11 Selling in Tough Times

Objectives

- Apply ‘benefit selling’ on customers
- Conduct a proper sales presentation
- Read buying signals
- Close more sales by using six simple closing techniques

Contents

- The Planning Process
- Presenting Your Products (Video Supported)
- Reading Buying Signals and Closing the Sales
- Selling Against Your Competitors
- Handling Tough Customers

Who Should Attend
Sales Personnel and those who want to know how to increase their sales during these competitive times

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<th>Dates: Upon request</th>
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<th>CPD Hours: 14</th>
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2.12 What Most Successful Sales Managers Do Differently

Objectives

- Understand the various types of leadership styles and how to apply them accordingly
- Apply various motivational approaches when dealing with the sales team
- Learn correct recruitment method when hiring sales personnel
Contents

- Understanding the Nine Essentials of a Successful Manager
- The Functions and Roles of the Sales Leader
- The Selection Process
- Motivating the Sales Team
- Sales Leadership and Supervision
- Do You Inspire?
- Are You Innovative?

Who Should Attend
Sales/Marketing Managers and Sales/Marketing Assistant Managers

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In-House Training Available

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of the programmes.)
3. HUMAN RESOURCE AND INDUSTRIAL RELATIONS

3.1 Absenteeism at Workplace: How to Handle and Manage Frequently-Absent Employees

Objectives
- Understand the causes of absenteeism
- Learn ways to effectively manage and deal with absenteeism at the workplace
- To expose wrong methods and practices of disciplining employees due to absenteeism

Contents
- Absenteeism
- Causes of Absenteeism
- Managing Medical Leave
- Perfect Attendance Incentives
- Wellness and Safety Programmes
- Managing Absence
- HR Policies on Absenteeism and Leave
- Role of Supervisors and Heads of Department in Controlling Absenteeism
- Developing Counselling Skills for Line Managers
- Reward Programme
- Measuring Absenteeism Levels
- Tracking Absenteeism and Analysis of Data
- Disciplinary Procedures to Address Absenteeism

Who Should Attend
Heads of Department, Managers, Executives, Supervisors and those who need to supervise and manage subordinates

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</table>

In-House Training Available

3.2 Behavioural Interviewing Skills

Objectives
- Provide potential candidates with a positive impression of your organisation
- Gain insight on the purpose and benefits of a behavioural interview
- Understand the application of job specification, description, and competency model
- Implement a structured interview approach (before, during and after interview)
- Formulate behavioural interview questions to identify key behaviours for the job
- Conduct an effective and efficient behavioural interview
- Develop interviewing skills for positive candidate experiences
- Document, evaluate data and end interviews with follow-up actions
- Avoid the common interview errors and discriminatory hiring practices
Contents
- Introduction
- Why Behavioural Interviewing?
- Preparing for the Interview
- Preparation of Behaviour-Based Interview Questions
- Scoring the Candidate’s Responses
- World Class Interviewing
- Role Play Interview Session

Who Should Attend
Human Resource Executives, Senior Managers, Heads of Department, Middle Management and Supervisors

<table>
<thead>
<tr>
<th>Dates</th>
<th>February 26 – 27, October 29 – 30</th>
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<tbody>
<tr>
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<td>Fees</td>
<td>FMM Members RM1,378 (inclusive of GST)  Non-Members RM1,696 (inclusive of GST)</td>
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3.3 Conducting Training Needs Analysis (TNA) and Evaluate Training Effectiveness

Objectives
- Identify the organisation’s training needs through needs assessment
- Conduct an effective TNA to successfully identify suitable organisational, functional/technical, personal behavioural competencies and skills required to meet organisational vision
- Prepare strategic training plans for the organisation in order to improve competence and achieve more accurate results
- Develop a master plan of recommendations for future training strategies based on the TNA findings
- Apply the various evaluation techniques at key stages of training implementation plan
- Establish a process and evaluation procedure to manage the training effectiveness

Contents
- Training and Development Basics
- Training Needs Analysis (TNA)
- The Formal TNA Process
- Three Levels of Needs Assessment
- Training Needs Assessment Steps and Techniques
- Evaluating Training Programmes
- Analysing the Present Quality Procedure for Training
- Understanding Work-Based Competency Plan (WBCP) as a Basis of Measurement
- Making Your Training Outcomes Visible

Who Should Attend
Trainers, Managers, Executives, Human Resource Development Specialists and others who make decisions about training and are involved in analysing, designing and implementing organisational training plans

<table>
<thead>
<tr>
<th>Dates</th>
<th>February 7 – 8, August 13 – 14</th>
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<tbody>
<tr>
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<tr>
<td>Fees</td>
<td>FMM Members RM1,378 (inclusive of GST)  Non-Members RM1,696 (inclusive of GST)</td>
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</table>

In-House Training Available
3.4 Developing Skills in HR Administration

Objectives
- Equip with practical skills for handling routine human resource administration work
- Enhance understanding of Labour Laws and their applications to avoid errors in implementation
- Develop HR policy in adherence to legal provisions

Contents
- Recruitment and Selection
- Developing HR Policies and Setting Up a HR Department
- Outline of the Employment Act 1955
- Procedure in Domestic Inquiry
- Constructive Dismissal
- Staff Performance Appraisal

Who Should Attend
HR Executives, HR Administrators/Officers, HR Supervisors, HR Assistants and all those with Human Resource/Personnel work and responsibilities

<table>
<thead>
<tr>
<th>Dates: May 14 – 15, November 26 – 27</th>
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<tbody>
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<td>Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)</td>
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</table>

3.5 HR for Non-HR Managers

Objectives
- Identify current issues in the human resource field and the changing role of supervisors and managers in term of HR functions
- Understand current trends in the Employment Act 1955
- Write job description and identify core competencies
- Apply methods of finding, selecting and keeping the best people using behavioural description interviewing techniques
- Get new employees off to a good start
- Understand compensation and benefits
- Maintain healthy employee relations
- Make performance appraisals a cooperative process

Contents
- Defining Human Resource Roles
- Developing Job Descriptions
- Preparing for the Interview
- Conducting the Interview
- After the Interview
- Employee Orientation and Onboarding
- Understanding Employment Act 1955 (EA 1955)
- Training and Continuous Learning
- Performance Reviews
- Managing Disciplinary Issues
- Terminating Employees
- Exit Interviews
Who Should Attend
Managers, Executives, Supervisors and new HR practitioners

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<thead>
<tr>
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3.6 Misconduct, Effective Investigation and Prosecution for Domestic Inquiry

Objectives
- Introduction to the concept and practice of industrial relations in Malaysia
- Apply the correct methods and practices of disciplining workers
- Develop skills to conduct a domestic inquiry

Contents
- Disciplinary Procedures
- Approaches to Effective Discipline
- Administration of Disciplinary Action
- Principles of Condonation
- Termination and Dismissal
- Investigation Process
- Collecting Evidence
- Taking Witness Statements
- Notice of Domestic Inquiry
- Investigation Role Play
- Domestic Inquiry Process
- Role of Panel Members, Prosecutor, Witnesses and Union Officials
- Prosecution
- Burden of Proof
- Standard of Proof

Who Should Attend
Heads of Department, Managers and Executives

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3.7 Practical Approach to Create Impact and Inspire Performance at Workplace

Objectives
- Enable development of key skills in performance management
- Explore the benefits of improving poor performance using a positive and professional model of support and direction
- Examine a range of tools and techniques that enable effective management of poor performance
- Recognise and deal with poor performance in their team
- Plan activity development in performance management
Contents

- The Overview Framework of Performance Management
- The PDCA of Performance Management
- What Constitute “Poor” Performance
- What Causes “Poor” Performance
- Responses toward Poor Performance
- Customising the Approaches
- Skills in Managing Poor Performance
- Psychology of Engaging Performance Issues
- The Way Forward
- Potential Backlash/Pitfalls

Who Should Attend
Heads of Department, Managers and Executives

<table>
<thead>
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3.8 The Legal and Practical Aspects on Drafting Employment Contracts, HR Documents & Letters

Objectives

- Use the right language when drafting contracts, letters & documents
- Recognise the important and redundant clauses
- Understand the legal and practical aspects behind drafting contracts, letters & documents

Contents

- Difference between Contract of Service and Contract for Service
- Employees Within the Ambit of the Employment Act 1955
- General Facts about Employment Contracts
- Permanent Contracts
- Important Documents During Interview and Upon Reporting for Work
- Fixed Term Contract/Temporary Contracts
- Expatriate Contracts
- Contracts with Employment Agencies/Foreign Employees
- Apprentice Contracts
- Law, Letters and Documents in Relation to Probation
- Law, Letters and Documents on Termination of Permanent/Contract Due to Poor Performance
- Legal Issues on Transfers
- Promotion
- Demotion
- Termination of Employment Contracts
- Retrenchment
- Frustration of Contracts
- Managing Resignations
- Effect of Receivership on Employment Contracts
- Contracts Act 1950
- Effect of Codes Enacted by Ministry of Human Resource
Who Should Attend
HR Practitioners, In-house Legal Personnel, Heads of Sections involved in recruitment, discipline and performance assessment

| Dates: April 11 – 12, October 1 – 2 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST) |

3.9 The Malaysian Labour Laws Workshop

Objectives
- Identify the rights, obligations and responsibilities of employees and employers
- Understand the operational areas of the Employment Act 1955
- Review and refresh all terms in the Employment Act 1955
- Understand the Trade Unions Act 1959
- Relate to the provisions of the Industrial Relations Act 1967 and comply when taking actions

Contents
- Employment Act 1955
- Trade Unions Act 1959
- Industrial Relations Act 1967

Who Should Attend
Heads of Department, Managers and Executives

| Dates: March 19, August 14 |
| Duration: 1 day | Scheme: SBL | CPD Hours: 7 |
| Fees: FMM Members RM848 (inclusive of GST) Non-Members RM1,166 (inclusive of GST) |

3.10 Employment Act 1955 and Disciplinary Procedures

Objectives
- Identify the rights, obligations and responsibilities of the employees and employers
- Understand of the operational areas of the Employment Act 1955
- Review and refresh all terms in Employment Act 1955
- Identify different types of misconduct
- Differentiate between minor and major misconduct
- Manage the roles of investigation officers, prosecuting officers, panel members and secretaries taking the minutes of the Domestic Inquiry proceedings
- Understand the provisions of the laws in relation to Domestic Inquiry
- Conduct a domestic inquiry following established norms set by the IR court of Malaysia
- Give a clear understanding to operation leaders and zone leaders as to their roles in disciplining the workers
- Enhance industrial harmony in the plant

Contents
- Employment Act 1955
- Discipline
• Misconduct
• Investigation
• Domestic Inquiry
• Prosecution
• Decision of Domestic Inquiry
• Punishment

Who Should Attend
Heads of Department, Managers and Executives

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In-House Training Available

3.11 A Practical Guide to Managing Discipline at Workplace

Objectives
• Equip participants with clear and practical knowledge on handling various forms of misconduct at workplace
• Able to assess situations objectively and take the necessary remedial actions to mitigate and contain the situations in line with the provisions and spirit of the laws

Contents
• What is “Discipline”?
• “Discipline” in the Context of Organisation
• What Give Rise to “Breach of Discipline” and “Misconduct”
• Understanding the “Criminal Minds”
• The Concept of “Social Deviance”
• Robert Merton’s Deviance Typology Model
• Approaches and Philosophies of Disciplines at Workplace
• Major Misconductions
• Minor Misconductions
• Grey Area in Managing Discipline
• Escalation of Misconduct
• Principles of “Condonation”
• Managing Discipline
• Domestic Inquiry (DI)
• The “Art” & “Science” of Discipline Management

Who Should Attend
Heads of Department, Managers, Executives and Supervisors

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In-House Training Available
### 3.12 Managing Employee Performance: Realising Their Performance Potential

**Objectives**
- Understand how performance management systems can be effectively utilised to raise the performance of individuals and teams
- Enhance skills in setting clear expectations and objectively measure individual performance using performance objectives and competencies
- Improve employees weaknesses through review meetings and counselling sessions
- Use progressive disciplinary procedures to tackle problematic employees
- Document and record information pertaining to employee’s performance

**Contents**
- The Principles of Performance Management
- Setting Performance Measures
- Reviewing and Assessing Performance
- One-to-One Performance Review Meetings
- Mandatory Guidelines on Managing Performance by Industrial Court (Malaysia)
- Progressive Disciplinary Procedures

**Who Should Attend**
Heads of Department, Managers and Supervisors

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### 3.13 Setting Key Performance Indicators (KPIs) and Managing Performance Appraisal

**Objectives**
- Gain a quick overview of the characteristics of Key Performance Indicators (KPIs)
- Understand how key result indicators, performance indicators and KPIs fit together
- Articulate the importance of key performance indicators measurement and target setting
- Decide which key performance indicators to measure
- Choose and use key performance indicators for respective departments
- Develop employee performance appraisal plan
- Recommend appropriate actions and rewards based on performance

**Contents**
- The Role of Performance Measures
- Select Key Performance Indicators
- Critical Success Factors and Key Results Indicators
- Performance Appraisal Process
- Developing Employees
- Rating and Action Based on Performance

**Who Should Attend**
Heads of Department and Managers

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(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of the programmes.)
4. **FINANCIAL MANAGEMENT**

4.1 **Accounting Skills for Account Clerks & Assistants**

**Objectives**
- Understand the accounting process and its concepts
- Improve their efficiency in recording accounting information
- Appreciate how their job functions contribute towards the preparation of financial statements
- Prepare bank reconciliation statement
- Communicate more effectively towards management decision making
- Understand the importance and determinants of cash flow and working capital
- Prepare various budgets

**Contents**
- Introduction to Accounting
- Adjustments
- Balance Sheet
- Profit and Loss Statement
- Improve Cash Flow Statement and Profitability
- Cash Flow Statement
- Financial Ratios Analysis
- Budgeting

**Who Should Attend**
Account Clerks & Assistants, Supervisors, Executives and all professionals who are interested in basic accounting

| Dates: April 9 – 10, October 29 – 30 | Duration: 2 days | Scheme: SBL | CPD Hours: 14 | Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST) |

**4.2 Collecting Difficult Accounts**

**Objectives**
- Classify delinquent customers – to determine the collection strategy/approach
- Prepare a collection plan and implement it
- Make collection calls (telephone call and personal visit)
- Deal with uncooperative/abusive/threatening borrowers
- Negotiate a repayment programme

**Contents**
- Cost of Slow Collection
- Debt Collection – A Paradigm Shift Required
- Establishing a Collection Policy/System
- Investigating and Classifying Problem/Past Due Accounts
- Developing the Collection Approach
- Writing Collection Letters that Work
- Making the Collection Call
- Using More Aggressive Tactics
- Dealing with Difficult/Abusive/Threatening Customers/Debtors
- Negotiating an Acceptable Payment Arrangement
- When is a Debt Uncollectable?
- When to Use a Collection Agency/Professional Debt Collector
- Resorting to Legal Action

Who Should Attend
Managers, Executives, Officers and those involved in credit, collection and recovery

<table>
<thead>
<tr>
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**4.3 Costing Made Simple for Planning and Control (for a Manufacturing Environment)**

**Objectives**
- Understand basic cost accounting principles and concepts
- Understand the differences between functional-based and activity-based cost accounting systems
- Understand the differences between job-order costing practices and process costing practices
- Apply the appropriate methods to allocate production overheads
- Use cost accounting for managers to make better decisions
- Use cost accounting as a managerial tool for business strategy and implementation

**Contents**
- Planning, Directing and Controlling
- Financial Statements for Manufacturers
- Cost Behaviour
- Cost Behaviour Analysis
- Sensitivity Analysis
- Basic Job Costing Concepts
- Process Costing
- Equivalent Units
- Cost Allocation
- Activity-Based Costing

Who Should Attend
Accountants, Finance Managers, Executives and Administrators who are responsible for planning, controlling and managing the production and operating costs in an organisation

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**In-House Training Available**
4.4  **Finance for Non-Financial Managers and Executives**

**Objectives**
- Understand better what financial statements are and what they show
- Learn to look at financial statements more critically
- Learn to evaluate the financial performance and health of a business by analysing its financial statements

**Contents**
- Economic Volatility – Impact on Business
- Importance of Reading the Financial Statements of Your Customer Critically in Times of Business Uncertainty
- Uses and Users of Financial Statements
- Limitations/Shortcomings of Financial Statements
- The Annual Report – What Does It Contain
- What to Look Out for in the Annual Report
- The Different Financial Statements – Their Structure, Format and Contents
- Qualitative Analysis of the Balance Sheet and Profit and Loss Statement
- Financial Ratios
- Is the Company Doing Well?
- Is the Company Financially Healthy or Sick
- Typical Financial Statements of the SMEs
- Areas to Investigate

**Who Should Attend**
Professionals, Managers and Executives from all functions who have no formal training in finance and accounting, but need to understand and interpret financial statements to carry out their work responsibilities more effectively

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4.5  **How to Prepare and Maintain Full Set of Accounts**

**Objectives**
- Understand the basics and necessity of accounting
- Understand the glossary of accounting terms, accruals, prudence and matching concepts, accounting principles, financial statements, journal entries, etc
- Explain the concept of double-entry (debits and credits) and fully understand what is meant by ‘books must be balanced’
- Know how to provide for depreciation, bad debts and other entries
- Interpret financial statement
- Prepare Balance Sheet and Income Statement

**Contents**
- History and the Necessity of Bookkeeping
- Glossary and Understanding of Terms
• Concept of ‘Double-Entry’ in Accounts
• Accruals, Prudence and Matching Concepts
• Journal Entries, Posting into Accounts and Fixed Assets Accounting
• Accounts Receivable, Accounts Payable and Bank Reconciliation
• Inventory Accounting and Methods of Valuation
• Hire-Purchase and Loan Accounting
• Share Capital, Share Premium and Other Sources of Funding and Reflection in Books
• Interpretation of Financial Statements

Who Should Attend
Accountants, Accounts and Finance Executives, Accounts Clerks and Bookkeepers

Dates: April 4 – 5, September 5 – 6
Duration: 2 days  Scheme: SBL  CPD Hours: 14
Fees: FMM Members RM1,378 (inclusive of GST)  Non-Members RM1,696 (inclusive of GST)

In-House Training Available

4.6 Managing Fraud and Credit Operations

Objectives
• Identify and mitigate fraud in credit process before, during and after disbursment
• Assess credit analysis and profiling customers
• Identify solution to burning issues in collection
• Review collection strategies
• Analyse Financial Ratios and Credit Evaluation Analysis
• Understand Risk Based Site Visit Improvement Process
• Understand Thinking Out Of Box Collection Strategies

Contents
• Credit Appraisal System for SME Sector
• Qualities of an Effective Credit Officer and Recovery Officer
• Risk Based Site Visit Improvement Process
• Strategies to Reduce Non-Performing Loans (NPLs)
• How to Prevent Loan Application Fraud-Identity Verification Tests to Prevent Loan Application Fraud
• How to Prevent Loan Application Fraud – Beyond Identity Verification (Strategies to Prevent Lending Fraud)
• Automated Risk Profiling Checklist
• Reducing NPL Case Studies – Debt Recoveries
• Discuss the Key Legal Aspects of Credit Management and Debt Recovery

Who Should Attend
Bankers, Accountants, Finance Managers, Risk Analyst, Credit Officer & Recovery Officer, Business Managers, Marketing Managers & Accounting Supervisors

Dates: January 22 – 23, July 4 – 5
Duration: 2 days  Scheme: SBL  CPD Hours: 14
Fees: FMM Members RM1,378 (inclusive of GST)  Non-Members RM1,696 (inclusive of GST)

In-House Training Available
4.7 2018 Income Tax Seminar - Staying One Step Ahead of the Taxman

Contents

- 2018 Tax Budget Proposals
- Discussion on how the tax budget proposals are going to affect the individuals, corporations and other taxpayers
- Latest tax updates, current practices and new administrative procedures
- Tax risks faced by taxpayers currently
- Tax avoidance versus tax evasion – how much tax planning you can do
- The repercussion of the IRB newly-designed CP8D and what happens if benefits-in-kind are not fully reported
- Highlights on contentious issues in tax for property transactions where individuals and companies (who are not housing developers or housing contractors) selling their fixed assets may be caught by section 4(a) ITA 1967 and GST provisions
- Latest tax cases litigated in 2016 and 2017

Who Should Attend
Company Directors, Tax Managers, Human Resource Director/Managers, Financial Controllers, Accountants and anyone who handles tax return forms

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In-House Training Available

4.8 Financing Your Business

Objectives

- Have a better understanding of the types of financing available
- Be made aware of various avenues that offer business finance
- Be better able to adhere to the credit standards expected of business owners

Contents

- Do You Have to Borrow? – Looking Inward
- Seeking a Financial Partner – To or Not To
- Other Sources of Financing
- The Financing Needs of a Business – An Overview
- Choosing the Right Banker – What Needs to be Done
- Financing Options
  - Fixed / Term Loan / Hire Purchase and Leasing facility
  - Working capital – common trade finance facilities offered by banks and their uses
  - Concerns of bankers and what they look for when financing fixed assets and working capital needs
- Understand the Bank’s Loan Approving Process
- What Do Bankers Look At / Look For – A Practical Approach
- When and Why Bankers Will Say “No”
- Preparing a Comprehensive Business Plan
- Bank and Bankers Need to Lend
- Talking to Your Banker – Some “Dos” and “Don’ts”
Who Should Attend
Financial Controllers, Business Owners, Accountants and Consultants who are involved in SME lending

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**4.9 Managing Credit in Uncertain Period**

**Objectives**
- Understand challenges of extending credit in this extraordinary period
- Assess the credit risks of different customers
- Design effective debt collection strategies

**Contents**
- The Current Business Environment
- Staying in Business
  - Scanning your business
  - Meeting the cash flow gap
- Extending Credit in Turbulent Period
  - Credit management
  - Assessing the credit risks
  - Identifying and verifying
- Managing Trade Receivables – Turbulent Period
  - Causes of problems
  - Strategies in managing different types of customers
  - Effective debt collection strategies

Who Should Attend
Managers and Business Owners

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**4.10 Managing Trade Credit Effectively**

**Objectives**
- Understand what good control is all about
- Know how to become a priority creditor
- Learn how to detect problematic accounts early
- Know what your options are in resolving problematic accounts
- Know when to use third parties in your recovery efforts

**Contents**
- Managing Your Receivables
- Extending Credit
- Using Financial Statements to Uncover the Creditworthiness of a Customer
- Ways in Giving Credit
- How Much and Limiting Exposure
- Payment Options
• Detecting Problem Accounts Early  
• Reviewing Your Trade Receivables Systematically  
• Problem Accounts  
• Collection Options  
• Resorting to Legal Action  
• Using a Collection Agency/Professional Collector  

Who Should Attend  
Sales and Marketing Personnel and those involved in credit extension and collection  

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4.11 Practical Guide on GST Compliance, Audit & Investigation

Objectives  
• Ensure compliance obligations with GST Act 2014 and its related legislation  
• Prepare businesses to handle and manage the auditing tasks are performed in systematic, transparent and fair manner  
• Understand the various audits performed by Customs, key areas of audit, and what Customs GST auditors are looking for  
• Learn the skills, processes and procedures on implementing zero-tolerance for mistakes or minimising mistakes in the GST-03 Returns and Accounting records  

Contents  
• Understanding the Fundamentals of GST  
• Invoicing and Record Keeping Requirements  
• Implementation of Audit  
• RMCD Expectation of GST Audit  
• Rights and Responsibilities of the Auditee  
• Stages of Audit/Audit Process  
• Types of Frauds and Penalties  
• Appeal to Tribunal  

Who Should Attend  
CFOs and Financial Controllers, Professionals and Staff involved in preparing for implementation of GST, Accounting staff engaged in preparing accounting records for GST registered organisations  

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</tbody>
</table>

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of the programmes.)
5. **EXPORT MANAGEMENT**

5.1 **Bills of Lading**

**Objectives**
- Understand the various types of bill of lading
- Comprehend the types of information the bills of lading must contain
- Understand the terms and conditions of the bills of lading
- Determine the contractual rights, obligations and responsibilities under the bill of lading contract
- Understand the operation of bills of lading in the shipping industry

**Contents**
- Bill of Lading Act 1855
- Functions of Bill of Lading
- Types of Bill of Lading
- Information in the Bill of Lading
- Terms and Conditions of Bill of Lading
- Mandatory Requirements under Letter of Credit Relating to Bill of Lading

**Who Should Attend**
Managers, Executives, Supervisors and personnel from the Import and Export Department

<table>
<thead>
<tr>
<th>Dates:</th>
<th>March 14 – 15, December 3 – 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Duration:</strong></td>
<td>2 days</td>
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<tr>
<td><strong>Scheme:</strong></td>
<td>SBL</td>
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<tr>
<td><strong>CPD Hours:</strong></td>
<td>14</td>
</tr>
<tr>
<td><strong>Fees:</strong></td>
<td>FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)</td>
</tr>
<tr>
<td><strong>In-House Training Available</strong></td>
<td></td>
</tr>
</tbody>
</table>

5.2 **Import, Export Procedures, Documentation and INCOTERMS 2010**

**Objectives**
- Understand and be updated on the Import & Export Procedures
- Gain knowledge on documentation, license, Customs duties & facilities
- Understand the responsibilities of the seller & buyer under Incoterms
- Develop ability to evaluate current Shipping Terms practiced by own organisation
- Negotiate on international contract based on risks and cost of shipping
- Use updated knowledge to produce better Shipping and Logistics performance

**Contents**
- International Purchasing
- Import & Export Documentation & Procedures
- Taxation System in Malaysia
- Understanding Contract
- Introduction to Incoterms
- Incoterms by Groupings
- Details & Terms of Incoterms
- Transportation Management
- Decision Making
- Important Task
Who Should Attend
Logistics, Warehouse, Sales, Operations, Planning Managers/Executives/Officers/Supervisors/
Team Leaders and Clerical staff

<table>
<thead>
<tr>
<th>Dates: February 5 – 6, August 1 – 2</th>
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<tbody>
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<tr>
<td>Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)</td>
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</table>

In-House Training Available

5.3 Letters of Credit (LC) Operations and Trade Financing

Objectives
- Equip with comprehensive knowledge of LC Operations
- Gain work knowledge of relevant ICC Rules (UCP600, ISBP and Incoterms)
- Identify the Trade Financing services available and apply when relevant

Contents
- Introduction to Trade
- Non LC Transactions
- Introduction to LCs
- Import Services
- Import Financing Facilities
- Export Services
- Export Financing Facilities
- Bank Guarantees (BGs)
- Do’s and Don’ts in Trade Financing

Who Should Attend
This course is designed for SMEs and other parties to whom working knowledge of LC operations, related ICC Rules and International Trade Financing services are crucial

<table>
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<tr>
<td>Fees: FMM Members RM1,378 (inclusive of GST) Non-Members RM1,696 (inclusive of GST)</td>
</tr>
</tbody>
</table>

In-House Training Available

5.4 Import Export Requirements Including Correct & Quality Declarations, Its Mandatory Compliance and GST Impact

NEW

Objectives
- Understand the definition of Import and Export
- Learn methods of WTO Customs Valuation
- Identify various types of Customs Forms and required supporting documents
- Make correct and quality declarations
- Use correct and complete customs declaration/form
- Updated on Customs Offences and Penalties

Contents
- Introduction to Import and Export
- Supporting Documents
- Customs Declaration – Description of Goods
The Classification of Products Under the Harmonised Commodity Description and Coding System (Harmonised System) 2012
A Basic Understanding of General Interpretative Rules of Harmonised System
Impact Due To Incorrect Goods Classification
The Need For Correct and Quality Declarations
Reasons for Why Are There Incorrect and Poor Quality Declarations
The Characteristics of a True, Correct and Complete Declaration of Quality Expected in Customs Forms
Procedure Flow Chart on Import Declaration Processing and Approval

Who Should Attend
Managers, Executives, Supervisors and personnel from the Import and Export Department

<table>
<thead>
<tr>
<th>Dates: Upon request</th>
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<th>Scheme: SBL</th>
<th>CPD Hours: 14</th>
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</thead>
</table>

5.5 Resolving International Trade Finance Problems for Exporters

Objectives
- Identify common discrepancies in export/shipping documents and the alternatives to the discrepant documents
- Reduce late payment problems and improve cash flow
- Understand Bank Guarantees Uses in International Trade

Contents
- Resolving Payment Issues in International Trade for Exporters
  - Various Types of Payments
  - Risk Reduction Techniques in International Payments
  - Contract
  - Stakeholder Account
  - Third Party Guarantee
  - Retention of Title and “All Sums Due”
  - Factoring
  - Invoice Discounting
  - Trade Credit Insurance
- Reducing Late Payment Problems and Improving Cash Flow
  - Payment Terms
  - Part Payment
  - Special Payment Terms
  - Discount for Early Payment
  - Use Written Late-Payment Agreement
  - Reconsider the Terms
  - Formulate Strategy
- Bank Guarantees Used in International Trade
  - Definition of Bank Guarantee
  - Various Types of Bank Guarantee Used in International Trade
- Case Studies
Who Should Attend
Financial Controllers, Account Executives, Finance Executives, personnel involved in exporting, shipping, freight forwarding and trading concerns

<table>
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</table>

*In-House Training Available*

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of programmes.)
6. **PRODUCTION, OPERATIONS AND LOGISTICS**

6.1 **Cost Reduction Strategies for the Manufacturing Industry: Putting Strategy into Execution**

**Objectives**
- Understand the current trends in combating and identifying the losses in relation to operations
- Create manufacturing cost reductions and improve margins by increasing operation effectiveness
- Engineering and technical improvements to enhance machinery efficiency
- Implement energy conservation initiatives
- Review production flow and set up
- Adopt a total paradigm shift in working culture among employees to meet upcoming challenges

**Contents**
- The Malaysian Scenario
- Types of Losses
- Cost Management and Analysis
- Managing Improvements
- Cost Control Strategies and Reductions
- Equipment Maintenance Programme
- Continuous Improvement Activities
- Material Management
- Key Performance Indicators
- Conclusions

**Who Should Attend**
Production Managers, Executives, Engineers and supporting team members from the Procurement, Quality and Human Resource Departments

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<th>Duration: 2 days</th>
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<td>In-House Training Available</td>
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</tbody>
</table>

6.2 **Decision-Making in Warehousing**

**Objectives**
- Equip with the knowledge on basic decision making in the warehouse department
- Develop decision making skills in forecasting and supply chain planning through quantitative approaches

**Contents**
- Introduction to Warehouse Operations and Competitiveness
  - Operation functions
  - Competitive Priorities and Customer Benefit Packages
  - Strategic Decision in Operations
- Warehouse and Forecasting
  - Role of forecasting in warehousing
  - Time series and causal methods
6.3 Effective Inventory Control: Balancing Cost and Operation Efficiency

**Objectives**
- Understand the objectives of Operational Management
- Explain the element of costs in inventory
- Identify a proper inventory control system to improve accuracy
- Apply a systematic approach in managing inventory

**Contents**
- Introduction to Inventory Management
- Demand Forecasting
- Classification of Inventory
- Stock/Inventory Planning: Measure Stock Performance
- Stock/Inventory Planning: Stock Acquisitions
- Stock/Inventory Control: Standard Policy & Procedures & Important Key Performance Indicators
- Stock/Inventory Control: Stock Movement
- Stock/Inventory Control: Stock Counting and Auditing

Who Should Attend
Warehouse/Inventory Manager, Officer, Purchaser, Material Planner/Controller, Supervisor, Store Keeper, Retailer and Entrepreneur

**Dates:** June 27 – 28, November 14 – 15
**Duration:** 2 days **Scheme:** SBL **CPD Hours:** 14
**Fees:** FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST)

6.4 Effective Logistics Operations and Management

**Objectives**
- Understand the different areas of the Logistics and their interrelationships
- Develop knowledge and skills in the operations of warehousing, inventory, transport and sustainable business relationships
- Evaluate both Domestic & International Transportation problems and effectively develop and present actionable solutions
• Gain a critical understanding of Import, Export Procedures & Customs Regulations
• Understand Incoterms 2010 and practices to produce better transport and logistics performance

Contents
• Overview of Logistics Management
• Distribution Logistics
• Warehouse Operation Planning
• Warehouse Operation
• Inventory Management
• Transportation Management
• Import & Export Procedures
• Incoterms

Who Should Attend
Logistics, Warehouse, Sales, Planning Executives / Officers / Supervisors, Planning Team Leaders and Clerical staff

| Dates: February 26 - 27, August 15 – 16 |
| Duration: 2 days  | Scheme: SBL  | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST) |

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6.5 Effective Negotiation Skills for Purchasers

Objectives
• Acquire knowledge on the phases of negotiation
• Recognise strengths and weaknesses as a negotiator
• Develop an effective plan and strategy for a level playing field for negotiators against suppliers who are Subject Matter Experts

Contents
• Getting the Fundamentals Right
• Planning and Preparing for Negotiation
• Negotiation Strategies
• Developing “Should be Costs & Price”
• Understanding the Elements of Cost that Make Up a Supplier’s Price
• On the Negotiation Table – It’s Show Time!
• Advance Purchasing Negotiation Strategies
• Negotiation Role Play

Who Should Attend
Purchasing Managers, Managers, Heads of Department and decision-makers who actively participate in negotiations

| Dates: March 5 – 6, August 1 – 2 |
| Duration: 2 days  | Scheme: SBL  | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST) |

In-House Training Available
6.6 Logistics Planning and Control

Objectives
- Explain the major functions of production planning and control
- To support production and operation as scheduled
- To implement Just-In-Time (JIT), Kaizen, Total Production System (TPS) etc. in the operation
- To control costs at every stage of the process flow

Contents
- Customers’ Expectation and Trends
- Understanding the Supply Chain Management Flow and Process
- Dimension of Logistics
- The Importance of Logistics Planning – Inbound and Outbound
- Managing Material Flow
- Effective Transport Management
- Challenges in Planning and Traffic Control
- Understand the SCOR model

Who Should Attend
Warehouse Managers, Executives and Supervisors, Logistics Managers, Forwarder/Transporters Managers, Store Keepers, Stock or Inventory Controllers and all those who handle the daily operations of the store and warehouse

<table>
<thead>
<tr>
<th>Dates</th>
<th>April 2 – 3, October 15 – 16</th>
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6.7 Managing and Improving Warehouse Operations: Practices for Effective Performance

Objectives
- Analyse the issues and concepts associated with warehouse and stores management
- Design and manage warehouse operations
- Increase accuracy, traceability and reduce parts variety
- Understand the systems that effectively manage warehouse and stores’ activities
- Identify the tools to accurately measure performance objectives
- Construct practical steps to reduce obsolescence and write-offs

Contents
- Warehousing – Fundamental Review
- Warehouse Features
- Warehouse Operation Management
- Outgoing Operation
- Inventory Management
- Stocktaking
- Warehouse Support Facilities
- Measuring Performance in Warehousing
Who Should Attend
Logistics/Warehouse/Planning Managers, Executives, Officers and Supervisors

<table>
<thead>
<tr>
<th>Dates</th>
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In-House Training Available

6.8 Managing Suppliers for Competitive Advantage

Objectives
- Understand the importance and criteria used for selecting the right suppliers
- Understand methods used in supplier performance evaluation
- Explain the role of Supply Positioning Model in managing the suppliers and developing supplier for long term mutual benefit to retain the competitive advantage

Contents
- Supplier Management – The Basics
- Selection of Supplier – The Process
- Supplier Performance Evaluation
- Supplier Management
- Supplier Relationship Management
- Supply Positioning Model
- Supplier Development
- Supplier Management – The Unspoken Side

Who Should Attend
Purchasing Managers, Executives, Officers, Finance (Account Payable), Production and those who are dealing with suppliers

<table>
<thead>
<tr>
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In-House Training Available

6.9 Managing the Critical Roles of Warehouse Supervisor

Objectives
- Describe the critical roles of the warehouse supervisor
- Recognise required skills and competencies to perform at supervisory level
- Identify competency gap
- Improve or close the competency gap

Contents
- Introduction
  - Warehouse Management Vs Warehouse Operations
  - Warehouse Supervisor Critical Roles and Job Requirements
  - Warehouse Supervisor Skills and Competencies Requirements
  - Warehouse Supervisor Training Needs
- Leadership
  - Managing Self
  - Managing Others
- Managing Business & Change
  - Communication
    - Coaching and Mentoring
    - Information Sharing
    - Presentation Skills
    - Negotiation Skills
    - CRM and SRM
  - Operational Effectiveness
    - Capacity Planning
    - Warehouse Operations
    - Inventory Planning and Management
  - Performance Management
    - Goal Setting, Strategic and Operational Plan
    - Team Performance and Feedback
    - Performance Measurement and Performance Evaluations
    - Reward and Recognition
    - Managing Non-Performance and Difficult People

Who Should Attend
Store/Warehouse Supervisors, Storekeepers and potential Warehouse Supervisors

<table>
<thead>
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<th>Dates</th>
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<tbody>
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In-House Training Available

6.10 Material Planning and Control for Efficient Inventory Management

Objectives
- Understand the importance of material planning and control
- Examine various aspects of managing material requirements
- Design a systematic approach to prevent downtimes caused by materials’ shortage
- Identify delay factors, plan and forecast materials in terms of economic and operational efficiency

Contents
- Material Management Revisited
- Material Management – The Basics
- Why Plan?
- Basics of Planning
- Reviewing Stock Choices
- Tools for Material Planning
- Options for Material Management
- Top 5 Inventory Management Challenges
Who Should Attend
Purchasing/Logistics Managers/Executives, Materials Planners, Inventory Controllers and all those whose jobs require them to plan and organise materials

<table>
<thead>
<tr>
<th>Dates</th>
<th>May 7 – 8, November 26 – 27</th>
</tr>
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<tbody>
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<td>Duration</td>
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**In-House Training Available**

### 6.11 Monitoring and Improving Factory Performance Using OEE (Overall Equipment Effectiveness)

**Objectives**
- Describe and calculate OEE
- Better understanding and planning for factory maintenance
- Improve performance through efficiency and productivity
- Raise quality level by monitoring & improving processes and using quality improvement tools

**Contents**
- What is OEE?
  - Elements of OEE
  - Availability
  - Rate of Efficiency
  - Rate of Quality
- Managing and Improving Availability
  - Uptime and Downtime
  - Effective Maintenance
  - Productive Maintenance Tasks
  - Total Productive Maintenance Concept
- Managing and Improving Rate of Efficiency
  - Efficiency and Productivity
  - Concept of Cycle Time and Line Speed
  - Methods to Improve Efficiency and Productivity
- Managing and Improving Rate of Quality
  - Yield
  - Mean and Spread Methodology
  - Calculate Area Under the Graph of a Normal Distribution Curve
  - 7 QC Tools for Process Improvement

**Who Should Attend**
Factory Managers, Engineers, Executives and Supervisors

<table>
<thead>
<tr>
<th>Dates</th>
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**In-House Training Available**
6.12 Operasi Stor dan Gudang

Objectives
- Understand the role and responsibility of Warehouse/Store Leader and Team Members
- Evaluate warehouse/storage procedures
- Eliminate non value-added activities
- Reduce the risks of loss/theft/shrinkages due to operational errors
- Initiate process improvement to improve warehouse/storage efficiency & effectiveness
- Measure and improve warehouse performance

Contents
- Pengenalan
- Kos dan Nilai
- Lokasi dan Sususan Dalaman
- Aktiviti dan Proses Operasi
- Pengurusan Inventori
- Mengawal dan Merancang Keperluan Inventori

Who Should Attend
Warehouse/Inventory/Purchasing Managers, Executives, Officers, Supervisors, Storekeepers, Administration Managers/Officers, Material Planners, Quality Controllers, Auditors, Retailers and Small Entrepreneurs

<table>
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6.13 Pengiraan dan Penilaian Stok

Objectives
- Understand the stock value from financial perspective
- Apply the systematic approach in conducting stock counting and valuation
- Determine value of stock in-hand through various valuation methods and introduce changes to increase stock efficiency
- Control and minimise the possible errors in stock counting and valuation

Contents
- Pengenalan
  - Stok vs Inventori
  - Tujuan Stok dan Inventori
- Ketepatan Stok
  - Definisi "Ketepatan Stok"
  - Faktor Yang Mempengaruhi Ketepatan Stok
  - Kesat "Stok Tidak Tepat"
- Pengiraan Stok
  - 2 Cara Pengiraan Stok
  - Langkah-Langkah dan Strategi Pengiraan Stok
  - Cadangan Kekerapan Pengiraan
  - Kelengkapan dan Dokumen Yang Terlibat
  - Individu Yang Terlibat
- Penilaian Stok
  - Nilaian dan Analisis
- Penyelarasan Stok
- Tahap Pencapaian Ekonomi (Economic Performance) Pegangan Stok
- Audit dan Laporan Penilaian Stok
- Kesilapan dalam Membuat Pengiraan Stok
- Punca Kesilapan
- Cara Mengatasi

Who Should Attend
Warehouse Executives/Officers, Administration Executives/Officers, Purchasing Executives/Officers, Warehouse Supervisors/controllers and Storekeeper

<table>
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<tr>
<th>Dates</th>
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**6.14 Planning and Control for Production Efficiency**

Objectives

- Explain major functions of production planning and control
- Forecast future demand based on past demand
- Calculate estimate capacity for manual and auto operations
- Prepare time phased MRP
- Explain ABC method in stock control
- Calculate correct amount of safety stock for an operation

Contents

- Functions of Production Planning and Control
- Manual and Automated Systems
- Measuring Planning Efficiency and Accuracy
- Improving Production Efficiency
- Forecasting Demand and Aggregate Planning
- Capacity Planning
- Master Production Schedule (MPS)
- Materials Requirement Planning (MRP)
- Inventory Management Systems
- Production Control
- Improving Production Planning and Control Systems

Who Should Attend
Managers, Executives, Supervisors and Leaders who are responsible for Manufacturing; Others involved in planning and production control will also benefit from this programme

<table>
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**In-House Training Available**
6.15 Shop Floor Control and Management (SFCM)

Objectives
- Manage the flow of materials inside the plant in the most efficient and effective manner
- Provide a systematic platform to address and prevent either existing or new problem
- Enable a stabilised process through system (or techniques), leadership focus and cooperation in production
- Enable organisation to focus clearly on the shop floor performance in a very systematic manner

Contents
- What is Shop Floor
- How Product Flow in Our Shop Floor
- Managing and Controlling the Shop Floor
- Shop Floor Performance Measurement
- Principles of SFCM
- Types of SFCM Activities
- Daily SFCM Tools
- Daily SFCM Techniques
- Continuous Improvement Tools
- Continuous Improvement Techniques

Who Should Attend
Managers, Engineers, Executives and Supervisors

<table>
<thead>
<tr>
<th>Dates</th>
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</tr>
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In-House Training Available

6.16 Supply Chain Management: Best Practices

Objectives
- Understand the different areas of the supply chain and their interrelationships
- Be familiar with the key decisions in the process of Sourcing & Procurement
- Identify storage, maintenance and handling systems required in different logistic situations
- Be familiar with the guidelines for stock management so as to optimise resource acquisition decisions
- Use analytical techniques to manage distribution routes
- Organise logistics processes between the company’s production and logistics centre

Contents
- Introduction to Supply Chain Management
- Sourcing & Procurement Logistics
- Storage Logistics
- Distribution Logistics
- Domestic Transportation
- Export Arrangement
- Import Arrangement
- Inventory management
Who Should Attend
Logistics, Warehouse, Sales, Planning Executives/Officers/Supervisors, Planning Team Leaders and Clerical staff

| Dates: January 17 – 18, July 11 – 12 |
| Duration: 2 days \ Scheme: SBL \ CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST) |

In-House Training Available

6.17 Transport System in Contemporary Logistics Training

Objectives
- Appreciate the need for effective logistics management in today’s environment
- Understand the various components that make up logistics management
- Improve the effectiveness and efficiency of warehouse, transport and inventory management
- Enhance the entire logistics and distribution of the company
- Understand customs, import and export procedures
- Appreciate the advantages of outsourcing parts of the logistics elements
- Derive service levels of logistics
- Improve the supply chain of the organisation

Contents
- Definitions and Concepts
- Logistics Management Activities
- Warehouse Management in Logistics
- Transport Management in Logistics
- Inventory Management in Logistics
- Shipping and Freight Forwarding in Logistics
- Manufacturing Sector and Logistics
- Outsourcing of Core Elements in Logistics
- Measuring Levels in Logistics

Who Should Attend
Materials and inventory management staff, distribution, logistics & supply chain, purchasing, warehouse and any other persons involved in logistics and supply chain management

| Dates: April 4 – 5, December 3 – 4 |
| Duration: 2 days \ Scheme: SBL \ CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST) |

In-House Training Available

6.18 Warehouse & Inventory Operational Audit

Objectives
- Recognise the different types of warehouse audit
- Understand the advantage of warehouse and inventory operational audit
- Learn how to plan, implement and deliver warehouse and inventory operational audit
- Assess operational audit findings, respond to audit report and plan for process improvement/enhancement
Contents

- Warehouse Performance
- Compliance, System, Financial & Operational Audit
- Warehouse Operations and Inventory Control
- Warehouse and Inventory Operational Audit – Planning
- Warehouse and Inventory Operational Audit – Implementation
- Responding to Warehouse and Inventory Operational Audit – Findings

Who Should Attend
Warehouse Managers/Officers/Supervisors, Accounting & Finance Officers, Administration & HR Officers, Internal Auditors and those who want to take an aggressive, hands-on approach to improve the current warehouse/storage/retail store operations through audit process.

**Dates:** March 26 – 27, August 8 – 9
**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14  
**Fees:** FMM Members RM1,272 (inclusive of GST)  
Non-Members RM1,590 (inclusive of GST)

In-House Training Available

6.19 Warehouse and Store Process Improvement (BM)  
**New**

**Objectives**
- Understand warehouse and store processes in an organisation
- Identify areas that can be improved
- Apply best practices effectively

**Contents**
- Role of Warehouse and Store and Distribution Centre (DC) in Supply Chain
- Warehouse and IT Functions
- Exposure to What Are the Warehouse’s BEST Practices
- Lean in Warehousing
- Lean Tools in Warehousing
- 5S, Kaizen and TAKT Time in Warehousing
- Warehouse Performance
- Warehouse KPI

Who Should Attend
Warehouse Executives, Supervisors, Storekeepers, Store Clerks, Store Hand and anyone that wishes to further develop skills in Warehousing and Store.

**Dates:** May 23 – 24, November 1 – 2
**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14  
**Fees:** FMM Members RM1,272 (inclusive of GST)  
Non-Members RM1,590 (inclusive of GST)

In-House Training Available

6.20 Warehouse Management in the 21st Century: Improving Efficiency of the Supply Chain System

**Objectives**
- Understand the fundamental principles of warehouse management
- Build relationship with other departments effectively
• Relate materials and information flow in supply chain management
• Develop skills and knowledge on warehouse business trends in the 21st century

Contents
• Functions of Warehouse
• Evolutions of Business Logistics Elements
• Components of Logistics and Supply Chain
• Why Warehouse Management is Important
• Porter’s Generic Studies – Analysis on Warehouse Functions
• Change Management in Warehouse
• Warehouse Strategies and Management
• Michael Porter's Value Chain Activities
• Supply Chain Operation Model

Who Should Attend
All levels of employees from sales, purchasing, manufacturing, warehousing, logistics, and etc.

<table>
<thead>
<tr>
<th>Dates</th>
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<td>FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST)</td>
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</table>

In-House Training Available

6.21 Warehouse Productivity and Audit

Objectives
• Understand the environment and context of auditing
• Perform an audit of warehousing & distribution
• Assess and understand warehousing & distribution requirements
• Recognise compliance and non-compliance of regulations pertaining to warehousing & distribution requirements
• Identify areas for improvement to the current processes and SOPs

Contents
• Introduction
• Warehouse Performance
• Transaction Data
• Inventory Control
• Warehouse Audit
• Compiling Warehouse Audit Report

Who Should Attend
Internal Operational Auditors, Warehouse/Operation Leaders, Warehouse/Operation Supervisors

<table>
<thead>
<tr>
<th>Dates</th>
<th>April 17 – 18, September 27 – 28</th>
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<td>Fees</td>
<td>FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST)</td>
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</table>

In-House Training Available

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of programmes.)
7. QUALITY SYSTEMS AND PRODUCTIVITY IMPROVEMENT

7.1 7 Alat QC dan Pelaksanaan QCC

Objectives
- Explain QCC concept and its use
- Explain PDCA concept and relate it to 7 QC tools
- Collect and analyse data using the 7 QC tools

Contents
- Konsep Asas QCC
- PDCA
- Checksheet
- Carta Pareto (Pareto Chart)
- Rajah Tulang Ikan (Fish-Bone Chart)
- Carta Kekerapan (Histogram)
- Carta Kawalan (Control Chart)
- Graf Serakan (Scatter Chart)
- Analisa Berlapisan (Stratification)
- Pelaksanaan QCC

Who Should Attend
QCC Team Leaders, QCC Team Members, QCC Facilitators, Production/QC and QA personnel and Technicians from Operator level to Supervisory level

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<td>In-House Training Available</td>
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</table>

7.2 Achieving Zero Defect Through Poka Yoke

Objectives
- Understand the concept of mistake-proofing
- Describe the most common tools employed in mistake proofing to achieve Zero Defect
- Identify opportunities to apply Poke Yoke to existing quality control systems

Contents
- Introduction to Poka Yoke and Zero Defect
- Founder of Poka Yoke and His Work in Eliminating Error
- Three Basic Flow in Poka Yoke
- Rules in Poka Yoke
- Causes of Error and Understanding Common Errors at Workplace
- Zero Defect and its Related Cost
- Benefits of Poka Yoke Implementation
- Mistake Proofing
- Types of Poka Yoke
- Advantage of Poka Yoke
- Innovation
Who Should Attend
Line Managers, Supervisors, Line Leaders, Executives, Technicians and Trainers

| Dates: February 7 – 8, August 6 – 7 |
|-----|-----|-----|
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST) |

**In-House Training Available**

### 7.3 Eliminate Quality Problems Using 8D Approach

**Objectives**
- Understand 8D corrective actions and problem solving process
- Identify and use the right tools for each 8D process step
- Perform and implement 8D in any real life scenario
- Produce proper documentation of the problem solving process for future guidance and reference

**Contents**
- Origin of 8D
- 8D Process and Format
- 8D and Tools Matrix
- Recognise the Symptom
- Establish the Team
- Problem Description
- Containment Plan
- Determining Root Cause Analysis
- Select and Verify Corrective Actions
- Implement and Validate Corrective Actions
- Prevent Recurrence

Who Should Attend
Managers, Engineers, Team Leaders, Executives, Supervisors and Technicians

| Dates: June 4 – 5, December 3 – 4 |
|-----|-----|-----|
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST) |

**In-House Training Available**

### 7.4 Fundamentals of Geometric Dimensioning & Tolerancing (GD&T)

**Objectives**
- Understand benefits of using and applying GD&T
- Apply clear and concise technique to reduce error and confusion
- Evaluate tolerances for size, form, orientation and location
- Interpret drawings and determine correct datum usage and how it affects manufacturing and inspection

**Contents**
- Objectives and Basic Overview
- History of GD&T
- Comparison between Traditional Method and GD&T
How to Interpret Drawings Prepared to the GD&T ASME-Y14.5 or ISO 1101 Standard
How to Recognise Standard GD&T Symbols and Terms
Types of Tolerances and Interpretation
How to Identify and Interpret Datum
How to Read Feature Control Frame (FCF)
Form Tolerances: Flatness, Cylindricity, Straightness and Circularity
Orientation Tolerances: Perpendicularity, Parallelism and Angularity
Location Tolerances: Effects of Material Modifiers
Profile Tolerances: Profile of a Surface and Profile of a Line
Positional Tolerance
Multiple and Composite FCF

Who Should Attend
Anyone required to interpret mechanical product drawings, such as manufacturing, inspectors, quality, drafters, purchasing or those required to interpret an engineering drawing utilising GD&T

| Dates: May 9 – 10, October 29 – 30 |
| Duration: 2 days |
| Scheme: SBL |
| CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST) |

7.5 Green Technology and Energy Efficiency

Objectives
- Understand the importance of green technology to save energy
- Explain the importance of energy efficiency to industry
- Identify the potential to improve energy efficiency
- Implement green technology and energy efficiency initiatives based on the nature of industry

Contents
- Overview of Existing Green Technology and Business Case of Green Technology Implementation
- Overview of Electricity Tariffs and Regulations
- Introduction to Energy Management System
- Introduction to Energy Audit
- Measurement, Evaluation and Data Collection for Energy Efficiency Program
- Identification of Potential Energy Savings
- Lighting and Energy Efficiency
- Significant Energy Users
- Development of Strategy for the Implementation of Green Technology

Who Should Attend
Senior Management, Estate and Facility Managers, Building Maintenance Engineers and Technicians

| Dates: April 12, September 4 |
| Duration: 1 day |
| Scheme: SBL |
| CPD Hours: 7 |
| Fees: FMM Members RM848 (inclusive of GST) Non-Members RM1,166 (inclusive of GST) |

In-House Training Available
7.6 IATF 16949 Core Tools

Objectives
- Interpret and understand the IATF 16949:2016 Core Tools
- Apply the requirements towards conformity and integrity of the quality management system
- Provide guidance and assistance in order to improve documented information with regards to AIAG Core Tools requirements

Contents
- Failure Mode Effect Analysis (FMEA)
- Measurement System Analysis (MSA)
- Statistical Process Control
- Advance Product Quality Planning (APQO)
- Production Part Approval Process (PPAP)

Who Should Attend
Multi-disciplinary team members involved in IATF who are already familiar with TS 16949 Core Tools: Sales and Marketing, Design and Development, Procurement and Purchasing, Production, Engineering, Quality Assurance, Maintenance, Tooling, etc.

Dates: May 23 – 24, November 14 – 15
Duration: 2 days
Scheme: SBL
CPD Hours: 14
Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST)
In-House Training Available

7.7 ISO 14001:2015 EMS Lead Auditing Training

Objectives
- Understand ISO 14001:2015 clause requirements
- Identify gaps in the system due to the latest revision of ISO 14001
- Understand the auditing skills & techniques
- Prepare reports for internal audit
- Develop questioning skill & techniques and evaluation of reports
- Corrective Action preparation reports

Contents
- Introduction to Auditing
- Auditing Skills and techniques
- Audit Planning and scheduling (ISO 14001)
- Conducting Audits (Workshop Audit on ISO 14001)
- Audit Findings and Reporting
- Assessment
Who Should Attend
This course is designed for personnel who are involved in the ISO 14001 Environmental Management Systems: CEO, MD, EMR, EMS Auditors, Environmental Managers, Heads of department and Engineers

<table>
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<th>Dates: February 19 – 20, August 8 – 9</th>
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7.8 ISO 9001:2015 Quality Management System (QMS) Internal Auditor Training

Objectives
- Explain the ISO 9001:2015 QMS Standard requirements
- Describe ISO 9001 QMS certification and maintenance process
- Prepare ISO 9001 QMS audit checklist
- Conduct QMS Internal audit
- Prepare QMS Internal audit report

Contents
- Process Approach to QMS
- Benefits of ISO 9001:2015
- Main Changes from 2008 Version
- Understanding QMS Requirements
- ISO 9001 Registration and Audit Process
- ISO 9001 Internal Audit Process
- Internal Auditor Responsibilities
- Auditing and Questioning Skills
- Checklist Development
- Conducting Process Audits
- Reporting Audit Findings
- Verifying Corrective Action
- Practical: Conduct Internal Audit
- Your Role in ISO 9001 Implementation

Who Should Attend
ISO 9001 QMS Internal Auditors and those involved in ISO 9001 QMS implementation

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<th>Dates: July 9 – 10</th>
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<td>Fees: FMM Members RM1,272 (inclusive of GST)</td>
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7.9 Kaizen: Create a Culture of Continuous Improvement

Objectives
- Increase productivity and gain new skills, knowledge and experience
- Identify and eliminate wastage at workplace and apply effective 5S procedures
- Achieve new breakthroughs – multi-skill, gain interpersonal skills and empowerment
- Increase Profitability Margin and growth by positioning the company and gain Market Share
Contents
- Introduction to Kaizen
- Connecting Kaizen with Strategic/Tactical Objectives
- Identify Problems
- Implementation of Kaizen Strategy
- Evaluate Kaizen Activities
- Kaizen Reports and Awards

Who Should Attend
Line Managers, Supervisors, Line Leaders, Executives, Technicians and Trainers

<table>
<thead>
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<th>Dates: April 9 – 10, September 27 – 28</th>
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In-House Training Available

7.10 Lean Production System Training

Objectives
- List the 7 wastes in operations and ways to eliminate them
- Quantify Value-Added, Non Value-Added and Necessary Non Value-Added activities in the workplace
- Explain key principles and benefits of Lean Production System
- Identify Waste Elimination and Lean Implementation opportunities in the workplace
- Develop a Lean Implementation Plan for own workplace

Contents
- The Productivity Challenge
- Waste of Time (Waiting)
- Waste of (Excessive) Motion
- Waste of (Excessive) Transport
- Waste of Defects (Poor Quality)
- Waste of Process
- Waste of Excessive Stock
- Waste of Overproduction
- Waste of Manpower and Space
- Value-Added, Non Value-Added and Necessary Non Value-Added Process
- Lean Manufacturing
- Value Stream Mapping
- Waste Elimination
- Continuous Improvement – Towards Perfection
- Lean Implementation
- Production Simulation

Who Should Attend
Managers, Executives and Supervisors in Production, Planning, Purchasing, Warehousing and Distributions areas

<table>
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<th>Dates: August 1 – 2</th>
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<td>CPD Hours: 14</td>
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<tr>
<td>Fees: FMM Members RM1,272 (inclusive of GST)</td>
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In-House Training Available
7.11 Productivity Workshop: 5S Implementation at Workplace

Objectives
- Explain each of the 5S in detail
- Explain at least three systems for Seiri
- Explain the seven principles of Seiton
- Prepare a complete Seiso schedule
- Perform 5S audit and present report
- Rearrange any workplace to 5S standard, given a work area and materials
- Use 5S kit to start 5S implementation

Contents
- Concept and Benefits of 5S
- SEIRI – Organisation (Sort Out)
- SEITON – Neatness (Systematic Arrangement)
- SEISO – Cleaning (Cleaning and Inspection)
- SEIKETSU – Standardisation (Maintain)
- SHITSUKE – Discipline (Good Habits)
- 5S Implementation
- Practical
- 5S Implementation Kit

Who Should Attend
5S Committee Members, Manufacturing, Administrative and Logistics personnel at all levels

<table>
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<th>Dates</th>
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<td>FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST)</td>
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</table>

7.12 Teknik Kawalan Kualiti Untuk QC

Objectives
- Explain the importance of prevention
- Explain the concept of zero defect
- Conduct effective audits
- Collect data using check sheet
- Analyse data using Pareto diagrams
- Implement effective segregation for the production floor
- Read and understand AQL tables

Contents
- Apakah Kualiti?
- Bagaimana Mencapai Kualiti?
- Definisi Konsep ‘Zero Defect’
- Peranan dan Tanggungjawab
- Sifat-Sifat QA/QC Cemerlang
- Mencegah Campuran
- Mengesan dan Mencegah ‘Rejects’
- Pengumpulan Data
- Analisa Data
- Jadual AQL
• Analisa Berlapisan

Who Should Attend
QA/QC Inspectors, QA/QC Supervisors, QA/QC Auditors and Quality Checkers

<table>
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<th>Dates: April 18 – 19</th>
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7.13 Total Quality Management

Objectives
- Be apprised of the importance of quality models
- Understand various quality concepts and practices
- Understand Total Quality Management (TQM) philosophy
- Learn and apply the TQM improvement tools to enhance customer satisfaction and improve processes within their organisation
- Gain an understanding of other widely-used improvement methodologies

Contents
- Principles of TQM
  - The Evolution of Quality Management
- Quality Management System
- Quality Tools and Methods
  - Application of 7QC Tools in Problem Solving
  - 7 QC Tools and 7 New QC Tools
  - 5S, Kaizen, Six Sigma, Benchmarking, Poka Yoke, etc.
- Quality Planning and Implementation
  - Implementation of Total Quality Management in Organisation
- TQM Audit
  - How to Conduct an Effective Internal Quality Audit

Who Should Attend
Entrepreneurs, Officers, Secretaries, Administrators, Supervisors, Executives, Engineers, Managers, General Managers, CEOs, etc

<table>
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<th>Dates: January 24 – 25, June 6 – 7</th>
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7.14 ISO 14001:2015 EMS Requirements

Objectives
- Understand core structure, common terms and definitions
- Create increased transparency and accountability in environmental management
- Highlight the concept of life cycle assessment (LCL) and consider the value chain with a view towards identification and assessment of environmental impacts of products
- Improve the connection between environment and business process
- Distinguish the main difference between ISO 14001:2015 and ISO 14001:2004
Contents

- Introduction
- Understanding Section 4: Context of the organisation
- Understanding Section 5: Leadership
- Understanding Section 6: Planning
- Understanding Section 7: Support
- Understanding Section 8: Operation
- Understanding Section 9: Performance evaluation
- Understanding Section 10: Improvement
- Evaluation and Assessment Test

Who Should Attend
This course is designed for personnel who are involved in the ISO 14001 Environment Management Systems: CEO, EMR, EMS Auditors, EMS Committee members, Environmental Managers, Heads of departments and Engineers

<table>
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<tr>
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7.15 Understanding ISO 9001:2015 QMS Requirements

Objectives

- List five benefits of ISO 9001 implementation
- Explain each of the ISO 9001:2015 QMS Standard requirements
- List eight differences between ISO 9001:2008 and 2015 versions
- Explain their roles in ISO 9001 QMS implementation

Contents

- Introduction to ISO and ISO Standards
- Product and System Standards
- ISO 9001 and Related Standards
- Process Approach to QMS
- Benefits of ISO 9001:2015
- Main Changes from 2008 Version
- Intent and Requirements of ISO 9001:2015
- Documentation Requirements
- ISO 9001 Registration and Audit Process
- Your Role in ISO 9001 Implementation

Who Should Attend
Managers, Executives, Officers, Internal Auditors and Engineers

<table>
<thead>
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In-House Training Available
7.16 Value Stream Mapping and Analysis

Objectives
- Create a value stream map for both the current and future states
- Develop a data collection plan for the value stream map
- Conduct end-to-end assessment of value-added versus non-value-added activities
- Prioritise project based on strategic objectives
- Develop action plan to achieve the future state

Contents
- Value Stream Mapping
- Value Stream Mapping Analysis
- Waste
- Lean Principle – Build-In Quality
- Lean Principle – Continuous Improvement
- Lean Principle – Short Lead Time
- Lean Principle – People Involvement
- Lean Principle – Standardisation
- Future State Mapping
- Implementation Planning

Who Should Attend
Managers, Engineers and Executives

<table>
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<tr>
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In-House Training Available

7.17 Cost Reduction and Increase Productivity Through 5S (Mandarin)

Objectives
- Acquire the knowledge and learn the skills of good housekeeping through the practices of each 5S
- Set up a committee to spearhead 5S practices for ongoing improvement
- Carry out effective audit exercises to ensure effective 5S practices

Contents
- Introduction: why do we need to practise 5S?
- Part 1: The 5S Concept to reduce costs and increase productivity
- Part 2: The S, S, S, S, S.
- Part 4: Increase Productivity and Quality through 5S
- Part 5: Critical Success Points For Implementing 5S
- Part 6: The Plan Do Check Action and The 5S Implementation
- Skill Development Workshop II
Who Should Attend

5S committee members, Manufacturing, Administrative and Logistics personnel at all levels, Managers and leaders

<table>
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<td>Scheme: SBL</td>
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<td>CPD Hours: 14</td>
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In-House Training Available

7.18 Introduction to Hazard Analysis & Critical Control Point (HACCP)

Objectives

- Introduction to the concepts of hazards and risks in food manufacturing
- Gain an understanding of food safety matters and the legal implications
- Understanding of the 7 principles of HACCP
- Identification of Critical Control Points
- Equip with practical knowledge on requirements of HACCP (MS 1480:2007)
- Learn to develop a HACCP plan, evaluate and control food safety hazard

Contents

- Introduction to HACCP Management system
- Definition and Terms Used in HACCP
- HACCP-What, Why, Benefits and Legal Issues
- Pre-requisite Programmes
- HACCP System Requirements
- Other Requirements
- Operation of the HACCP System
- Maintaining the HACCP System
- Application of the HACCP System
- Practical workshop on HACCP Identification

Who Should Attend

This course is designed for personnel who are involved in the management of food hygiene and safety and anyone who needs to understand the principles of effective hazard analysis and management, Food Technologists, Food Safety Practitioners, Middle Managers and Supervisors in the food, beverages, farming, pest, drug & cosmetic processing and food manufacturing companies.

<table>
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<td>Scheme: SBL</td>
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<td>CPD Hours: 14</td>
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In-House Training Available

7.19 MS 1514:2009 Good Manufacturing Practice (GMP) – General Principles of Food Hygiene

Objectives

- Understand MS 1514:2009 Requirements
- Understand the importance and necessity of GMP for the food industry
- Legal and GMP requirements in accordance with MS 1514 & MS 1480
- Preparation of pre-requisite programmes and practices of GMP

NEW
Contents
- Introduction and Overview of GMP
- Definition and Terms Used
- GMP-What, Why, Benefits and Legal Issues
- Design and Facilities
- Control of Operation
- Maintenance, Cleaning and Sanitization
- Personnel Hygiene
- Transportation and Distribution
- Product Information
- Training
- Internal Inspection
- Management Review
- Legal Requirements
- Practical Workshop on GMP

Who Should Attend
This course is designed for personnel who are involved in the management of food hygiene and safety; HACCP Team members, Team Leaders, Food Inspectors, Food Safety Practitioners and other personnel involved in the development of GMP and HACCP.

**Dates:** Upon request
**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14

7.20 Quality Improvement Workshop: Measurement and Calibration System

**Objectives**
- Explain meaning of resolution, accuracy, bias, reproducibility, repeatability and hierarchy of standards as applied to a measurement system
- Explain how to choose suitable measuring instruments for a given measurement
- Design a calibration system
- Perform GR&R study
- Describe proper care of measuring instruments

**Contents**
- Understanding the Measurement System
- Choosing a Measuring Instrument
- Calibration
- Gauge Repeatability and Reproducibility (GR&R) Study
- Handling Measuring Instruments

**Who Should Attend**
Calibration Technicians, QA/QC/Production/Maintenance/Engineering personnel

**Dates:** Upon request
**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14

In-House Training Available
7.21 Teknik-Teknik Peningkatan Produktiviti

Objectives
- Explain the importance of analysing and improving productivity in today’s business environment
- Define and measure productivity
- Identify opportunities for productivity improvement
- Identify obstacles to productivity
- Develop and evaluate productivity improvement ideas
- Develop action plans to implement productivity improvement ideas

Contents
- Produktiviti
- Teknik Peningkatan Produktiviti
- Pengukuran Kerja
- Model Rujukan
- Penyelenggaraan Produktif Menyeluruh (TPM)
- Pengurangan Kos Bahan
- Pengurusan Kos
- Tentu Ukur (Benchmarking)
- Tindakan Mengelak Pembaziran dan Meningkatkan Produktiviti

Who Should Attend
Managers, Department Heads, Executives, Supervisors and those who are interested to acquire the necessary knowledge and skills in improving productivity management in an organisation

<table>
<thead>
<tr>
<th>Dates: Upon request</th>
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<tr>
<td>Duration: 2 days</td>
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<tr>
<td>Scheme: SBL</td>
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<td>CPD Hours: 14</td>
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</tbody>
</table>

In-House Training Available

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of programmes.)
8. INDUSTRIAL SAFETY

8.1 Accident Prevention and Investigation at Workplace

Objectives
- List down accident prevention programmes
- Identify minor and major accidents including near misses
- Identify the goal of accident investigation
- Identify direct, indirect, and root causes of accidents
- Identify basic steps in accident investigation
- Write accident investigation report correctly

Contents
- What is an Accident?
  - Types of Accident
- Accident Prevention Programmes
  - Management Commitment
  - Employee Involvement
  - Safe Work Practices
  - Workplace hazard assessment
- Accident Investigation
  - What to Investigate and Why
  - Being Prepared (Policies/Procedures, Team and Investigation Kit)
  - What to Do First (Providing Medical Care, Dealing With the Immediate Risk)
  - How to Conduct an Investigation
  - Secure and Evaluate the Accident Scene
  - Collect Evidence and Gather Facts
  - Interview Witnesses
  - Analyse and Find the "Root Cause"
  - Write Report and Follow Up

Who Should Attend
Safety Committee Members, Managers, Supervisors, workers and contractors who may be involved in accident prevention programme and investigation

<table>
<thead>
<tr>
<th>Dates</th>
<th>January 10 – 11, June 4 – 5</th>
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<tr>
<td>Fees</td>
<td>FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST)</td>
</tr>
</tbody>
</table>

8.2 Behaviour-Based Safety and Safety Performance Measurements

Objectives
- Enable an organisation to undertake a Behaviour-Based Safety programme
- Use the safety metrics techniques of performance measurement
- Comply with legislative requirements for a safe workplace using the behavioural psychology technique
- Understand why positive reinforcement is more effective than negative reinforcement

Contents
- Behaviour-Based Safety: What is it?
- Unsafe Act/Condition
- Behaviour and Attitude
- Readiness for Behaviour-Based Safety
- Setting Up the Behaviour-Based Safety Process
- Identifying At-Risk Behaviours Using Critical Behaviour Inventory
- Monitoring and Reviewing
- Keys to the Success of Behaviour-Based Safety Programme
- Avoid Pitfalls in Behaviour-Based Safety Programme
- Safety Metrics and Performance Measurement
- Benchmarking
- Auditing Safety Performance

Who Should Attend
Safety Practitioners, Safety and Health Officers, Safety Committee Members, Heads of Department, Managers, Executives and Supervisors with safety and health responsibilities

<table>
<thead>
<tr>
<th>Dates</th>
<th>February 6 – 7, August 6 – 7</th>
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<td>Fees</td>
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</tr>
</tbody>
</table>

In-House Training Available

8.3 Chemical Safety and Noise Management at Workplace

Objectives
- Understand legal and statutory requirements on Chemical and Noise Management
- Understand the USECHH 2000, Class 2014 Regulations on Chemical Management and Compliances
- Interpret MSDS
- Understand the Noise Exposure Regulations and compliances
- Carry out audiometric testing programme and record keeping
- Carry out best practices in chemical and noise management at workplace

Contents
- Chemical Handling Safety
  - Introduction to Chemical Hazard and Accidents/Near Misses at Workplace
  - Chemical Hazard Statutory Requirements
  - How do Chemicals Affect Your Health
  - Specific Chemical Hazards and Harmful Effects – Compatible and Incompatible Chemicals
  - Health Monitoring
  - Safety Data Sheet and Regulatory Requirements
  - Chemical Health Risk Assessment-Purpose and Objectives
  - Contents and Assessment process of CHRA
  - Chemical Safety Management Principles, Cradle to Grave
  - Chemical Analysis Methods
- Noise Management
  - Definition of Noise, Ambient and Impulsive Noise
  - Employee Exposure, Equivalent Continuous Sound Level
  - Hearing Impairment and the Causes
  - Obligation of Employee and Employee under the Regulations
  - Permissible Exposure Level
  - Initial Employee Exposure Monitoring
  - Negative Initial employees exposure monitoring
  - Employee Notifications
- Methods of Compliances
- Hearing Protective Devices
- Audiometric Testing Programme, Frequency of Audiometric Testing
- Permanent Standard Threshold Shift
- Information and Training
- Warning Signs, Record Keeping and Test Records
- Penalty

Who Should Attend
Safety Committee Members, Maintenance workers or group leaders who are keen in grasping a full overview of Chemical Handling safety at workplace

<table>
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<tr>
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<tr>
<td>Fees</td>
<td>FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST)</td>
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</tbody>
</table>

8.4 CLASS Regulations 2013: Implementation and Compliance Workshop

Objectives
- Gain insights on provisions of CLASS Regulations 2013
- Enable importers and manufacturers to comply with the CLASS Regulations 2013
- Enable production personnel and employees who are handling chemicals to be conversant with chemical labelling and the use of Safety Data Sheet

Contents
- Globally Harmonised System (GHS) of Classification and Labelling of Chemicals
- Benefits of Complying with the CLASS Regulations
- Main provisions of the CLASS Regulations
  - Definitions
  - Classification
  - Packaging
  - Labelling
  - Safety Data Sheet
  - Inventory
  - Confidential Business Information
- Overview on the Requirements of the Industry Code of Practice on Chemicals Classification and Hazardous Communication

Who Should Attend
Safety Practitioners, Safety and Health Officers, Safety Committee Members, Heads of Department, Managers, Executives, Supervisors and those who are required to work with chemicals

<table>
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<tr>
<th>Dates</th>
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</tbody>
</table>

In-House Training Available
8.5 Emergency Response Plan, Response Team, Evacuation Drill and Chemical Spills Clean-Up

Objectives
- Identify potential company emergencies
- Understand the steps in responding to these emergencies
- Know the procedures for summoning assistance
- Perform emergency response responsibilities effectively
- Understand why evacuation drill and chemical spill clean up
- Continuously improve the response capability

Contents
- Types of Workplace Emergencies
  - Identification, Evacuation and Control of this Emergency
- Responding to Emergency
  - Responsibilities of Emergency Response Team (ERT)
  - Building Evacuation, Routes and Exits
  - Assembly Area(s) and Headcount
  - Facility Shutdown
  - Recovery and Restoration
  - Resuming Operation
- Chemical Spill Response
  - Minor and Major Spill Procedures
  - Chemical Spill Kits
- Emergency Evacuation Drill
  - Evacuation Procedures
  - Testing the Procedures
  - When to Perform the Drill

Who Should Attend
ERT members, OSH Committee members and anyone who wants to implement an emergency response plan to manage its potential emergencies within their organisation

<table>
<thead>
<tr>
<th>Dates</th>
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<tr>
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</tbody>
</table>

8.6 Fire Prevention and Fire Fighting – Train the Trainer Course

Objectives
- Obtain greater Fire Safety awareness
- Enhance fire fighting skills
- Respond to emergency situations
- Familiarise with Fire Fighting equipment
- Learn to prevent fires and douse fires during initial stage

Contents
- “Bomba Act” 1998
- Fire Safety and Preventing Controls at the Workplace
- Fire Fighting
- Care and Maintenance of Fire Protection Equipment
- What You Should Know Before a Fire Breaks Out
- Know How to Use Fire Protection Equipment to Control Fire
- “Hot Fire” Simulation
- Fire Evacuation Drill
- Team Dynamics

Who Should Attend
ERT members, OSH Committee members and anyone who wants to implement an emergency response plan to manage its potential emergencies within their organisation

<table>
<thead>
<tr>
<th>Dates</th>
<th>March 7 – 8, August 1 – 2</th>
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In-House Training Available

8.7 Hazard Identification and ERP for Safety and Health Committee

Objectives
- Learn the finer points of how to design, plan and conduct risk assessment at the workplace and take corrective action
- Acquire knowledge on how to carry out a hazard identification programme in order to improve the welfare and health of employees
- Formulate accident and health prevention plan in order to prevent loss of life, property and productivity
- Plan emergency programmes which are relevant to their company/industry
- Identify specific outside agencies for assistance during an emergency
- Control panic by establishing chain of command during an emergency
- Identify types of training to prepare all staff in case of emergency

Contents
- Recognition and Identification
- Evaluation and Risk Assessment
- Hazard and Risk Control
- Hierarchy and Risk Control
- Processes of Loss Control
- Introduction to Workplace Risk Assessment and Control (WARC)
- The 5 W’s Of Workplace Risk Assessment and Control
- Suitability of Workplace Risk Assessment and Control Methodology
- Workplace Risk Assessment and Control Methodology
- Risk Ranking System
- What Kind of Plan Does One Need?
- Types of Emergencies
- Plan of Action
- Outside Help
Who Should Attend
Safety and Health Committee members

<table>
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</tbody>
</table>

8.8 Hazard Identification, Risk Assessment and Risk Control (HIRARC)

Objectives
- State legal requirement for OSH Risk Management
- Describe accident prevention philosophy
- Discuss the four (4) elements of OSH Risk Management system
- Elaborate four (4) major accident cases
- Describe the fundamentals of hazard
- Explain risk assessment and control process
- Elaborate the content of DOSH HIRARC Guidelines 2008
- State the purpose of establishing OSH Risk Management – HIRARC
- Demonstrate the performance of HIRARC process and preparation of HIRARC register

Contents
- The Legal Requirement for OSH Risk Management
- Accident Prevention Philosophy
- The Four (4) Elements of OSH Risk Management System
- Review of Four (4) Major Industrial Accident Cases
- Fundamental of Hazard
- Risk Assessment Process
- Risk Control Process
- Review the Content of DOSH HIRARC Guidelines 2008
- Purpose of Establishing Risk Management – HIRARC
- Group Activity – Perform Hazard Identification at Workplace
- Prepare HIRARC Register

Who Should Attend
Safety Practitioners, Safety and Health Officers/Committee Members, Heads of Department, Managers, Executives and Supervisors with safety and health responsibilities

<table>
<thead>
<tr>
<th>Dates</th>
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</table>

8.9 How to Develop an Effective Safety and Health Committee

Objectives
- Gain an in-depth understanding of the “Occupational Safety and Health (Safety and Health Committee) Regulations 1996”
- Provide an insight into the changes that this promulgation brought along
- Understand the legal requirements, safety techniques and relevant standards
Contents

- Introduction to Malaysian Safety & Health Legislation
- Loss Control Fundamentals
- Interpretation of Occupational Safety and Health (Safety and Health Committee) Regulations 1996
- What are the Legal Requirements?
- Functions, Objectives and Types of Committee
- Composition and Duties of Committee
- Accident Prevention Measures
- The Criteria of an Effective Safety Committee
- Checklist for Safety Committee and Occupational Safety and Health

Who Should Attend
Safety Practitioners, Safety and Health Officers, Safety Committee Members, Heads of Department, Managers, Executives and Supervisors with safety and health responsibilities

| Dates: January 17 – 18, July 4 – 5 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST) |

In-House Training Available

8.10 Occupational First Aid and Cardiopulmonary Resuscitation (CPR) Programme

Objectives

- Understand basic first aid principles and procedures
- Identify common injuries at the workplace and learn how to deal with these injuries
- Possess life-saving and life-sustaining skills

Contents

- Introduction to First Aid
- Respiratory and Circulatory System
- Wound and Bleeding
- Patient Assessment
- Musculoskeletal Injuries
- Shock
- Head and Spine Injuries
- Burn Injuries
- Chest and Abdominal Injuries
- Heart Attack and Diabetes
- Patient Transport
- Basic Life Support Cardiopulmonary Resuscitation (CPR)

Who Should Attend
Management Staff, Supervisors, Production Workers and especially those in high-risk category at workplace

| Dates: March 12 – 13, September 3 – 4 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST) |

In-House Training Available
8.11 Occupational Health and Safety Leadership – A Paradigm

**Objectives**
- Comprehend the fundamentals of loss control and apply suitable control measures to reduce or eliminate risks
- Ensure that all stakeholders are aware of their duties and responsibilities towards ensuring a safe and healthy work culture
- Resolve the various safety and health problems by using the Behaviour-based technique
- Strive for continual improvement in safety and health

**Contents**
- Introduction
- Reviewing the Concept of Occupational Safety, Health and Welfare
- Deliberate on Hazards and Risks
- Defining Unsafe Acts and Conditions
- Effective Leadership Qualities
- The Employer and Employee Roles and Responsibilities
- The Legal Requirements of the Employer and Employees
- Policy, Procedures and Training
- Safety Goal, Objectives and Metrics (Zero Accident Philosophy)
- Some Accident Causation Models and Why Injuries Occurred
- Safety Auditing and Strategies
- Safety Process and Cause and Effect Diagram and its Application
- Safety Culture, Motivation, Hazard, Communication and Discipline
- Safety and Health Committee Functions
- Accident Investigation and Pitfalls to Avoid

**Who Should Attend**
Safety and Health Committee members, Human Resource staff with safety and health responsibilities and Heads of Department

<table>
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<th>Dates: January 24 – 25, July 11 – 12</th>
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**In-House Training Available**

8.12 Safe Forklift Driving Skills

**Objectives**
- Learn about various components of a forklift and their functions
- Perform daily forklift safety performance inspection and preventive maintenance
- Learn about loads, safe operating procedures and operational rules of a forklift
- Acquire proper skills required to drive a forklift and practice safe driving skills at the workplace

**Contents**
- Personal Safety
- Accident Statistics/Causes
- Components of a Forklift
- Forklift Checks and Inspections
- Loads Handling
- Safe Operating Procedures
• Operational Rules
• Forklift Familiarisation
• Safety, Performance Inspection and Preventive Maintenance

Who Should Attend
Supervisors, Line Leaders, Forklift Operators who have just started to handle a forklift and others who have no experience in handling forklifts

<table>
<thead>
<tr>
<th>Dates</th>
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<td>Non-Members RM1,060 (inclusive of GST)</td>
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In-House Training Available

8.13 Scheduled Waste Management

Objectives
• Understand the legal provisions of the Environmental Quality Act 1978 and Environmental Quality (Scheduled Wastes) Regulations 2005
• Understand the roles of the employer and employee in sustaining a high level and upholding the Environmental laws and regulations at workplace

Contents
• Introduction
  - Environment and Individual Responsibilities
  - The Corporate Governance and Social Responsibilities as an Organisation
  - Historical Development on the Environmental Awareness in Malaysia
• Legal Compliances
  - Elements of Environmental Quality Act 1974 and Environment Quality (Scheduled Wastes) Regulations 2005 on Employers and Employees Roles
  - Legal Compliances to DOE Requirements (Amendments) on Scheduled Waste Management
  - Globally Harmonised System and Its Implications
• Types of Scheduled Waste and its Process Flow
• Regulations 3 ~10 on Scheduled Waste Management and Relevant Schedules in Relation to Notifications, Treatment, Storage, Labelling Inventory Management and Disposal
• Online Management of Scheduled Waste Notifications and Modes of Payment

Who Should Attend
Group Leaders, Executives and Employees who are who are directly involved in managing the various emission or discharges that have to be in stringent compliance to the environmental legal requirements

<table>
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<th>Dates</th>
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In-House Training Available
8.14 Total Chemical Safety Management

Objectives
- Have a better knowledge on the existing regulations on Chemical Usage and Exposure, Scheduled Waste and Chemical Spill Response
- Able to segregate chemical properly during storage and usage
- Able to properly apply the PPE and Engineering control involved
- Able to interpret Safety Data Sheet (SDS)
- Familiar with the Chemical Spill Procedure and existing chemical spill equipment

Contents
- Safety as a Working Culture
- Discussion on current chemical work-tasks & processes
- Basic Chemical Safety
- OSH (CLASS) Regulation 2013
- OSH (USCEHH) Regulation 2000
- DOE (Scheduled Waste) Regulations 2005
- ICOP & Guidelines-related to Chemical Safety
- Safety Data Sheet (SDS) – tips for better understanding
- Understanding Information on Scheduled Wastes Towards Chemical Safety Management
- Proper Selection and Usage of the PPEs for chemical safety
- Requirements for Chemical handling & spill decontamination equipment
- Procedure for Chemical Spill Decontamination Response
- Multimedia presentation on Chemical Safety & Response
- Chemical Spill Response Report-writing & presentations
- Proposed Chemical Management & Chemical Spill Procedure

Who Should Attend
Safety Officer, Safety and Health Committee Members, Laboratory and workshop-related lecturers and technicians, Security supervisors, External Landscape contractors, Canteen supervisors, Housekeeping supervisors, and anyone who works with chemicals

<table>
<thead>
<tr>
<th>Dates: March 12 – 13, August 8 – 9</th>
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<tr>
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</table>

8.15 Warehouse Safety and Manual Material Handling

Objectives
- Understand obligations in accordance with legal safety requirement of Malaysia
- Able to identify the existing and potential hazards in warehouses
- Apply risk assessment and control techniques at the warehouse
- Understand the importance of workplace housekeeping
- Perform hazardous materials storage safely
- Know the chronic effects of incorrect manual handling
- Carry out manual handling and lifting materials correctly using ergonomic techniques
- Able to segregate materials according to their compatibility
- Follow safe operation of forklift, hand truck and powered pallet truck
- Understand and carry out fire safety procedure effectively
Contents
- Legal Obligations of Employers and Employees
- Hazard Identification, Risk Assessment and Control
- Identification of Hazardous Materials
- Manual Handling/Lifting Materials
- Forklift Powered Pallet Truck, Hand Truck, etc.
- Fire Hazards

Who Should Attend
Occupational Safety and Health Committee, Warehouse Supervisors, Material Handlers, Forklift Drivers, Vehicle Operators and those working in a warehouse environment

<table>
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8.16 Basic Occupational First Aid, CPR and AED

Objectives
- Understand basic first aid principles and procedures
- Identify common injuries at the workplace and how to deal with these injuries
- Possess life-saving and life-sustaining skills

Contents
- Basic First Aid Principles
- Objective of First Aid
- Basic First Aid Equipment
- Patient Assessment
- Soft Tissue Injuries
- Practical: Dressing and bandages
- Casualty Simulation
- Management of Electrical Shock
- Head and Spine Injuries
- Practical: Immobilizing the head and spine
- Management of Electrical Burn
- Practical: Burn Dressing
- Muscular skeletal injuries
- Practical: Splints and splinting techniques
- Casualty Simulation
- Patient transportation
- Demonstration - CPR & Choking
- How to use AED
- Practical: CPR

Who Should Attend
Management Staff, Supervisors, Production Workers and especially those in high-risk category at workplace

<table>
<thead>
<tr>
<th>Dates</th>
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</table>

In-House Training Available
8.17 Developing An Effective Emergency Response Team: Mitigating Potential Losses

**Objectives**
- Understand and respond immediately in case of emergency
- Adopt a systematic approach to deal with emergency circumstances at the workplace
- Identify, evaluate and develop suitable control strategies to reduce untoward incidents at the workplace

**Contents**
- Empowering Actions – Positive Mindset
- Legal Requirement – Roles and Responsibilities of Emergency Response Team
- Hazard Identification Technique
- Evacuation Procedure, Fire Fighting Equipment System
- Principles and Understanding of Fire Classification
- Standard Operating Procedure of Emergency Evacuation

**Who Should Attend**
Safety Practitioners, Safety and Health Officers, Safety Committee Members, Emergency Response Team Members, Heads of Department, Managers, Executives and Fire Wardens

<table>
<thead>
<tr>
<th>Dates:</th>
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<tr>
<td>Duration:</td>
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<td>Scheme:</td>
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<tr>
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</table>

8.18 Developing Effective Hearing Conservation Programme for Safe Work Environment

**Objectives**
- Determine when noise is excessive
- Recognise warning signs of hearing damage
- Explain how hearing loss occurs
- Proper care for hearing protectors

**Contents**
- Noise Exposure
  - How the Ear Works
  - Excessive Noise
  - Factors Affecting Hearing
- Assessment and Evaluation
  - Warning Signs
  - Hearing Tests
- Hearing Protection
  - When to Use Hearing Protection
  - Ear Plugs, Ear Band and Earmuffs

**Who Should Attend**
All employees who work in or around areas where the use of hearing protection is required

<table>
<thead>
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</table>
8.19 **Effective Environmental, Occupational Health and Safety Management**

**Objectives**
- Understand the importance of an effective environmental, occupational safety and health committee
- Understand the important regulatory provisions of the Factory and Machinery Act, Occupational Safety and Health Act and its Regulations especially the Safety and Health Committee Regulations
- Understand the newly-revised Environmental Quality Act 1974 (amendment 2012)
- Use the various techniques and tools to determine the root cause of the accident and to analyse the findings to prevent such reoccurrence

**Contents**
- Environmental, Health and Safety (EHS) Management
- Elements and Components of EHS Management
- An Effective EHS Committee
- Adhering to the Legal Requirements
- The Environmental Quality Act 1974 & Amendment 2012
- Accident Investigation
- Hazard Identification, Risk Assessment and Control
- How to Conduct a Job Safety Analysis
- Chemical Safety
- Why an EHS Committee Fail

**Who Should Attend**
Safety Practitioners, Safety and Health Officers, Safety Committee Members, Heads of Department, Managers, Executives and Supervisors with safety and health responsibilities

<table>
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8.20 **Food Handling and Food Safety** *(awarded with Food Handling Certificate)*

**Objectives**
- Memastikan pekerja mampu mengamalkan sistem keselamatan makanan
- Memahami tanggungjawab individu dalam membangunkan dan mengekalkan prosedur pengurusan keselamatan makanan

**Contents**
- Food Handling Certification
  - Pengenalan Asas Kebersihan dan Keselamatan Makanan
  - Pencemaran Makanan
  - Kebersihan diri Pengendali Makanan
  - Kebersihan Premis Makanan
  - Kawalan Sisa Buangan
  - Kawalan Makhluk Perosak
  - Akta Makanan 1983 dan Peraturan-peraturan Makanan 1985
- Food Safety
  - Food Storage: Temperature and Time Control
  - Food Handling
  - Farm to fork
8.21 Mengendali Bahan Kimia Dengan Selamat

Objectives
- Memahami peruntukan perundangan yang berkaitan
- Mengenalpasti dan menyatakan ciri-ciri label yang betul
- Merancang dan melaksanakan langkah-langkah kecemasan
- Melaksanakan pemeriksaan keselamatan di tempat kerja

Contents
- Prinsip Pengurusan Keselamatan Kimia
- Akta Keselamatan dan Kesihatan Pekerjaan 1994
- Risalah Data Keselamatan Kimia
- Penggunaan dan Standard Pendedahan Bahan Kimia Berbahaya Kepada Kesihatan
- Kawalan Terhadap Bahaya Kemalangan Besar Dalam Perindustrian
- Pertolongan Cemas dan Pelan Tindakan Kecemasan
- Prosedur Pengendalian yang Selamat
- Pengangkutan dan Penorstoran Bahan Kimia
- Kesan Kesihatan Bahan Kimia
- Alat Lindung Diri dan Praktikal
- Perbincangan dan Praktikal

Who Should Attend
Juruteknologi Makmal Perubatan/Ahli Jawatankuasa Keselamatan dan Kesihatan, Pegawai/Pengamal Keselamatan dan Kesihatan dan Pekerja yang mengendali bahan kimia.

Dates: Upon request
Duration: 2 days
Scheme: SBL
CPD Hours: 14
In-House Training Available

8.22 On the Road Behaviour-Based Safety and Defensive Driving

Objectives
- Provide an insight into the thinking, design and philosophy of the driving activity
- Ensure drivers acquire excellent understanding about defensive driving, road hazards, vehicle controls, repair and avoid road accidents
- Gain professional driver attributes and able to apply proactive mindset in his/her driving or vehicle handling activities

Contents
- Registration & Introduction
- Pre-Assessment – written test
- Statistics on Motor Vehicle Accidents and Fatalities
- Proper Attitudes to Driving
- Visual Habits & Behaviours Affecting Driving
- Causes of Collisions
- Driving Safety Videos
- Defensive Driving Techniques
- Effective Decision Making & Vehicular Communication
- Safe Following Distance
- Safety Buffer around Vehicle
- System of Vehicle Control
- Vehicle Inspection
- Fatigue Management
- In Cab Coaching
- In Cab Assessment (Trainer evaluate each participant)
- Course Evaluation & Participants’ Feedback

**Who Should Attend**
Light Vehicle – Van & Car Drivers/Personal Drivers/Chauffer/Public Transport Drivers and office staff

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**In-House Training Available**

### 8.23 Operation Reach Truck Safety

**Objectives**
- Handle and maintain the stability of the reach truck
- Lift and move loads safely
- Properly travel on level and sloped surfaces safely
- Protect pedestrians from being injured by the reach truck
- Follow safe operating procedures

**Contents**
- Stability Characteristics
- Handling Characteristics
- The Difference Between a Forklift and a Reach Truck
- Narrow Wheel Base Hazards
- Loading and Unloading
- Pre-Operational Inspection
- Lifting and Moving Loads Safely
- Parking the Truck
- Safe Driving Techniques

**Who Should Attend**
Reach Truck Operators, Supervisors, Line Leaders and those who are required to drive the reach truck

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**In-House Training Available**
8.24 PPE at Workplace: Promoting Good Safety Practice and Compliance

Objectives
- Understand the uses and applications of PPE at the workplace
- Instil the culture of PPE usage at the workplace
- Provide a safe and accident-free environment at the workplace
- Improve the productivity, quality and cost for the organisation

Contents
- Elements of Occupational Safety and Health Act 1994 for Compliance of Employee and Employer
- Heinrich Theory and Causes of Accidents at Workplace
- Hierarchy of Safety Measures
- The Requirements of PPE
- Hazard Assessment
- Selecting PPE
- Proper usage of PPE
- Eye, Face and Head Protection
- Hand and Arm Protection
- Body Protection
- Hearing Protection
- Respirators
- Failures and Impacts of Wrong Usage and Misuse of PPE

Who Should Attend
Safety Practitioners, Safety and Health Officers, Safety Committee Members, Heads of Department, Managers, Executives and Supervisors

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(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of programmes.)
9. MAINTENANCE & TECHNICAL

9.1 Autonomous Maintenance (AM) NEW

Objectives
- Understand the importance of Maintenance
- Understand the concepts of Total Productive Maintenance (TPM)
- Understand the concept of AM as the second of the eight pillars of TPM
- Understand various maintenance metrics including Overall Equipment Effectiveness (OEE)
- Understand the 7 Steps of AM
- Learn to implement the AM activities, step by step
- Learn to use activity boards, meetings and one-point lessons to promote TPM goals
- Identify the critical success factors in sustaining Autonomous activities in the production floor

Contents
- Introduction to Maintenance
- Introduction to TPM
- Understanding the basic concepts of TPM – The 8 Key Pillars
- Introduction to AM
- Introduction to the 6 Big Losses and how to address their root causes
- Losses in production process and OEE
- Step by step implementation of AM
- Develop TPM Culture and Improvements

Who Should Attend
Plant/Production/Maintenance Engineers, Technicians, Supervisors, Plant/Operations Managers, Engineers and personnel involved with Process Equipment/ Maintenance Management and Supervision

<table>
<thead>
<tr>
<th>Dates</th>
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</table>

In-House Training Available

9.2 Basic Electricity for Non-Electrical Personnel NEW

Objectives
- Explain the basic electricity terms
- Appreciate basic functioning of electrical devices and read electrical diagrams
- Carry out simple electrical maintenance activities in the plant components

Contents
- Electrical Fundamentals
  - Production & Distribution of Electricity
  - DC and AC
  - Voltage, Current and Resistance; Ohm’s Law
  - Basic Electrical Circuits: Series/Parallel
- Plant Activities
  - Name plate details of plant equipment
  - Basic operating principles
9.3 Cost Reduction Techniques for Maintenance

Objectives
- Identify essential equipment activities and non-value added work
- Understand factors contributing to maintenance operation costs
- Implement cost reduction strategies in maintenance equipment, inventory, and related activities
- Carry out Predictive Maintenance

Contents
- Introduction to Equipment Maintenance Activities
- Maintenance Cost
- Maximising Equipment Effectiveness
- Maintenance Cost Reduction
- Cost Reduction in Maintenance Approach
- Spare Parts and Inventory Cost Reduction
- Cost Reduction in Maintenance Tools Management
- Maintenance Vendor and Fabrication Cost Reduction
- Maintenance Operation Cost Control
- Maintenance Activity Cost Reduction
- Maintenance Cost Reduction Concepts
- Maintenance Hidden Cost

Who Should Attend
Managers in Maintenance, Engineering & Production, Supervisors in Maintenance & Production, Engineers, Technicians & those involved in Maintenance Cost Reduction Programmes

| Dates: May 7 – 8, November 12 – 13 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST) |

9.4 Effective Implementation of Total Production Maintenance (TPM)

Objectives
- Determine the Overall Equipment Effectiveness (OEE) of the machinery
- Identify Causes and Types of Equipment Failures Measure OEE
- Understand how to improve the effectiveness of their machinery
- Build an effective focus-maintenance Team
- Establish a thorough system of Preventive Maintenance (PM) for the equipment's entire useful life
- Develop maintenance standards checklist and PM procedures
- Be able to design and implement a TPM programme
- Achieving zero losses through Small Group Activity

Contents
- Introduction to TPM
- The 8 Pillars of TPM
- Workplace Organisation – 5S
- Overall Equipment Effectiveness (OEE)
- Understanding the 6 Big Losses and How to Address Their Root Causes
- Autonomous Maintenance
- Develop a Planned Maintenance Programme
- Deciding Right Maintenance Strategies
- TPM Training
- Develop TPM Culture and Improvements

Who Should Attend
Quality Assurance / Quality Control / Production / Process Managers, Executives, Engineers, Supervisors and anyone who would like to improve their knowledge in Maintenance

<table>
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<tr>
<th>Dates</th>
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In-House Training Available

9.5 Electrical and Air Conditioning Maintenance

Objectives
- State the basic requirement of installation for AV or HVAC
- State and describe the type of services diagnosis and how to be repaired
- Identify components of air conditioning

Contents
- Introduction: Operating Conditions
- Pump-Down and Charging
- Service Diagnosis and Repairs
- Electrical Fault Finding and Controls
- Study of an AHU Installation, Its Elements and Controls

Who Should Attend
Engineers and Technicians with some exposure to or have experience in handling or managing Air Conditioning Systems

<table>
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<tr>
<th>Dates</th>
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</table>

In-House Training Available
9.6 Intensive Course on Soldering and Brazing

Objectives
- Provide knowledge on the fundamentals of soldering and brazing
- Describe processes and methods of assessing soldered and brazed joints and apply

Contents
- Soldering and Brazing Fundamentals
  - Physical and Metallurgical Phenomena in Brazing and Soldering
  - Brazing and Soldering Processes
  - Brazing and Soldering Filler Metals and Fluxes
  - Base Materials and Braze Ability
  - Brazing and Soldering of Metals and Metallic Alloys
  - Brazing and Soldering of Non-Metallic Materials
- Design and Inspection of Soldered and Brazed Joints
  - Design and Strength of Brazed and Soldered Joints
  - Inspection of Brazed and Soldered Joints
  - Microstructure Characterisation and Defects in Brazed and Soldered Joints
  - Safety Considerations in Brazing and Soldering

Who Should Attend
Manufacturing Engineers, Consulting Engineers, Project Engineers, Process Engineers, Foremen, New/Trainee Engineers

<table>
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<tr>
<th>Dates: March 19 – 20, October 3 – 4</th>
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<td>Non-Members RM1,590 (inclusive of GST)</td>
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In-House Training Available

9.7 Maintenance Cost Control, Reductions and Energy Saving

Objectives
- Understand factors contributing to maintenance cost
- Learn how to select suitable maintenance type
- Learn to optimise maintenance cost
- Understand energy cost impact to operation

Contents
- Introduction to Maintenance Type
- Role of Maintenance
- Overall Equipment Effectiveness
- Right Maintenance and Minimising Cost
- Impact on Modern Technologies
- Operation Cost and Energy Reduction
- Energy cost in Building or Factory Operation
Who Should Attend
Managers in Maintenance, Engineering & Production, Engineers/Supervisors/Technicians and
those involved in Maintenance Cost Reduction Programmes

<table>
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<td>Fees</td>
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In-House Training Available

9.8 Maintenance Planning, Scheduling and Follow Up NEW

Objectives
- Understand the selection of maintenance type
- Understand the maintenance planning requirement and time losses
- Understand the concept of Total Productive Maintenance (TPM)
- Learn to optimise the maintenance cost and reduction
- Understand the maintenance structure and the benefits
- Learn the 5 Why concept in problem solving

Contents
- Introduction of Maintenance Type
- Identify Maintenance Requirement
- Maintenance Planning
- Optimise Maintenance Cost
- TPM Implementation
- Calculation OEE (Overall Equipment Efficiency)
- 5 Why

Who Should Attend
Plant/Production/Maintenance Engineers, Technicians, Supervisors, Plant/Operations Managers

<table>
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<th>Dates</th>
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</table>

In-House Training Available

9.9 Penyelenggaraan Asas Untuk Juruteknik

Objectives
- Teknik teknik terkini untuk menjadi juruteknik yang cemerlang
- Peningkatan prestasi peralatan dengan menggunakan teknik memperbaiki yang efektif
- Melakukan kerja harian dengan sikap yang positif dan dengan kerjasama
- Menggunakan cara proaktif oleh juruteknik dengan analisa data dan rekod
- Menganalisa rekod penyelenggaraan, perancangan dan perlaksanaan kerja juruteknik
- Pengurusan bengkel penyelenggaraan yang betul
- Kesedaran asas keselamatan dan kesihatan kerja dan alam sekitar

Contents
- Penyelenggaraan
- Jenis-Jenis Penyelenggaraan
- Pemeliharaan Keadaan Asal Mesin
9.10 Predictive Maintenance (PdM)

Objectives
- Understand the basics of predictive maintenance
- Determine why equipment deteriorate
- Identify equipment reliability and extend equipment useful life
- Learn to plan and schedule PdM tasks
- Develop task lists for different equipment to have zero unplanned equipment failures

Contents
- Overview of Various Maintenance Strategies
- Machine Failure
- Maintenance Strategies
- Develop a Predictive Maintenance Programme
- Predictive Techniques Guidelines
- Predictive Training
- Predictive Maintenance Assessment

Who Should Attend
Quality Assurance / Quality Control / Production / Process Managers, Executives, Engineers, Supervisors and anyone who would like to improve their knowledge in Maintenance

<table>
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Fees:
- FMM Members RM1,272 (inclusive of GST)
- Non-Members RM1,590 (inclusive of GST)

In-House Training Available

9.11 Solar Photovoltaic System and Application

Objectives
- Provide the fundamental knowledge in solar photovoltaic system and its application

Contents
- Introduction to Solar Photovoltaic (PV) Systems
  - Fundamental Concept of Solar Irradiation and Instruments
- Semiconductor Physics and Optics for Solar Cell
- Electrical and Electronic Basics for Photovoltaic System
- Photovoltaic Engineering
  - Sun’s Position and Sun-Tracker
  - Photovoltaic Module and Array
  - Inverter for Converting DC to AC
- Photovoltaic System Design and Economic Analysis
  - Photovoltaic System Sizing
  - Economics Analysis

Who Should Attend
Electrical/Electronic Engineers and physics graduates

| Dates: February 26 – 28, July 3 – 5 |
| Duration: 3 days | Scheme: SBL | CPD Hours: 21 |
| Fees: FMM Members RM2,544 (inclusive of GST) | Non-Members RM3,180 (inclusive of GST) |

In-House Training Available

### 9.12 Technical Troubleshooting and Decision-Making for Maintenance

#### Objectives
- Gain in-depth understanding of failures
- Understand the implication of high downtime
- Apply latest troubleshooting skills

#### Contents
- Understanding Problems
  - Autonomy of problems
- Current Problem Solving Approaches
- Troubleshooting Techniques
  - Using the right tools
  - Physical troubleshooting
  - Mind mapping process
  - P-M analysis
- Decision-Making for Maintenance

Who Should Attend
Technicians and Maintenance personnel

| Dates: April 9 – 10, September 5 – 6 |
| Duration: 2 days | Scheme: SBL | CPD Hours: 14 |
| Fees: FMM Members RM1,272 (inclusive of GST) | Non-Members RM1,590 (inclusive of GST) |

In-House Training Available

### 9.13 Basic Principles of Electricity

#### Objectives
- Gain an understanding of electrical principles at workplace and for electrical devices
- Undertake the daily tasks in a safe and organised manner in the use of electrical devices

#### Contents
- Review of Electrical Principles
- Electrical Terms, Units and Measures
- AC/DC Supplies and Comparison
- Single Phase and Three Phase Distribution, 415V vs 240V
- Power Factor
- Electrical Panel Components and Principles of Operation

- Case Study
  - Identification and Tracing of an In-House Electrical Schematic

- Task Setting

- Electrical Motors
  - Single Phase Motors and Circuits
  - Three Phase Motors and Circuits

- Electrical Protection
  - Electric Shocks
  - Earthing and Earthing Schemes
  - Switch Gear and Circuit Protections (Fuses, MCBs and RCDs)
  - A Brief on Local and International Regulations

- Case Study
  - Task Clarification
  - Identifying the Components in a Local Electrical Diagram
  - Planning for Continuous Improvements

Who Should Attend
Facility technicians responsible for the electrical maintenance

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<th>Scheme: SBL</th>
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In-House Training Available

9.14 HVAC Maintenance

Objectives
- To identify and measure appropriate operating conditions
- Analyse the functions and to carry out preventive and corrective maintenance
- Gain technical knowledge needed for decision making situations in air conditioning maintenance

Contents
- Introduction: Operating Conditions
- Pump-Down and Charging
- Service diagnosis and repairs
- Electrical Fault Finding and Controls
- Wiring Diagrams
- Electrical Protection
- Chiller
- Components and Types
- AHU
- Case Studies
- Practical Air Conditioning Maintenance Case Studies
Who Should Attend
Engineers and technicians with some exposure to or experience in handling or managing Air Conditioning Systems

<table>
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(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of programmes.)
10. INFORMATION AND COMMUNICATION TECHNOLOGY

10.1 Microsoft Excel 2010 Essential Skills

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*In-House Training Available*

10.2 Microsoft Excel 2013 Essential Skills

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*In-House Training Available*

10.3 Microsoft Excel 2016 Essential Skills

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*In-House Training Available*

10.4 Manipulating Data Effectively with Microsoft Excel 2010

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*In-House Training Available*

10.5 Manipulating Data Effectively with Microsoft Excel 2013

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<th>Scheme</th>
<th>CPD Hours</th>
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*In-House Training Available*

10.6 Manipulating Data Effectively with Microsoft Excel 2016

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<th>Scheme</th>
<th>CPD Hours</th>
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*In-House Training Available*

**Dates:** January 16 – 17, February 6 – 7, March 13 – 14, April 10 – 11, May 8 – 9, June 11 – 12, July 10 – 11, August 7 – 8, September 6 – 7, October 9 – 10, November 8 – 9, December 4 – 5

**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14

**In-House Training Available**

### 10.8 Mastering Microsoft Excel Array Formulas 2007/2010/2013/2016

**Dates:** February 13, March 26, April 2, May 21, June 11, July 16, August 20, September 17, October 22, November 16, December 17

**Duration:** 1 day  
**Scheme:** SBL  
**CPD Hours:** 7

**In-House Training Available**


**Dates:** January 15, March 19, May 2, July 2, September 12, November 12

**Duration:** 1 day  
**Scheme:** SBL  
**CPD Hours:** 7

**In-House Training Available**


**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14

**In-House Training Available**


**Dates:** January 11 – 12, February 8 – 9, March 6 – 7, April 17 – 18, May 15 – 16, June 11 – 12, July 17 – 18, August 14 – 15, September 13 – 14, October 16 – 17, November 15 – 16, December 6 – 7

**Duration:** 2 days  
**Scheme:** SBL  
**CPD Hours:** 14

**In-House Training Available**


**Dates:** March 27, June 26, August 27, October 26, December 12

**Duration:** 1 day  
**Scheme:** SBL  
**CPD Hours:** 7

**In-House Training Available**
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10.20 **PowerPivot: Powerful Data Analysis and Data Modeling in Microsoft Excel 2010/2013/2016**

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**Duration:** 2 days  
**In-House Training Available**

10.21 **Microsoft PowerPivot 2010/2013/2016 DAX Functions**

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**Duration:** 1 day  
**In-House Training Available**

10.22 **Microsoft Word 2010 (Fundamental & Intermediate)**

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**Duration:** 2 days  
**In-House Training Available**

10.23 **Discover the Techniques to A Professional Word 2010 Report**

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**In-House Training Available**

10.24 **Microsoft Word 2010 Mail Merge In-Depth Application**

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10.25 **Microsoft Word 2013 (Fundamental & Intermediate)**

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**Duration:** 2 days  
**In-House Training Available**

10.26 **Discover the Techniques to A Professional Word 2013 Report**

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10.43 **Microsoft Project 2010 (Fundamental & Intermediate)**

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10.44 **Microsoft Project 2013 (Fundamental & Intermediate)**

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10.45 **Microsoft Project 2016 (Fundamental & Intermediate)**

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10.46 **Microsoft Visio 2010**

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10.47 **Microsoft Visio 2013**

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10.48 **Microsoft Publisher 2010**

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<td>Duration</td>
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<tr>
<td>Scheme</td>
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<td>CPD Hours</td>
<td>7</td>
</tr>
<tr>
<td>Training</td>
<td><strong>In-House Training Available</strong></td>
</tr>
</tbody>
</table>

10.49 **Microsoft Publisher 2013**

<table>
<thead>
<tr>
<th>Dates</th>
<th>February 5, May 7, August 1, November 12</th>
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<tr>
<td>Duration</td>
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<tr>
<td>Scheme</td>
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<tr>
<td>CPD Hours</td>
<td>7</td>
</tr>
<tr>
<td>Training</td>
<td><strong>In-House Training Available</strong></td>
</tr>
</tbody>
</table>

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of programmes.)
11. SUPERVISING SKILLS

11.1 Effective Supervisory Management Skills

Objectives
- Improve proficiency in 6 key skill areas
- Identify skill strengths and weaknesses
- Understand the keys to effective planning, prioritising and coaching
- Build productive relationships with other colleagues
- Build advanced communication skills to be effective supervisors
- Use the model of feedback system
- Align with corporate goals of a result-driven culture
- Have a follow-up Personal Action Planner to continuously practice and apply techniques and skills learned

Contents
- Putting Your Priorities to Work
- The Four Quadrants of Time Management
- Leadership
- Coaching
- Effective Communication Skills
- Interpersonal Skills
- Types of Personalities
- Teamwork and Managing Change
- Application to Workplace

Who Should Attend
Department Heads, Executives, Officers, Supervisors, Potential Supervisors and others whose duties include supervision of a group of subordinates

Dates: February 26 – 27, August 6 – 7
Duration: 2 days  Scheme: SBL  CPD Hours: 14
Fees: FMM Members RM1,272 (inclusive of GST)  Non-Members RM1,590 (inclusive of GST)
In-House Training Available

11.2 Kemahiran Penyeliaan Yang Berkesan

Objectives
- Memajukan penyelia dengan ilmu, mengenali peralatan dan mengetahui sifat-sifat tanggungjawab yang perlu ada dalam pengurusan penyeliaan
- Memahami cara-cara perhubungan kemanusiaan dengan lebih baik dan berkesan
- Memajukan kebolehan penyelia dengan penggunaan teknik-teknik komunikasi dan perlaksanaan yang terbaik agar mereka berfungsi dengan lebih lancar dan lebih produktif di dalam memenuhi objektif organisasi

Contents
- Proses Kepimpinan
- Harapan Organisasi
- Pengurusan Masa
- Komunikasi
- Penyelesaian Masalah dan Membuat Keputusan
• Penyerahan Tanggungjawab Yang Berkesan
• Pengurusan Konflik

Who Should Attend
Department Heads, Executives, Officers, Supervisors, Potential Supervisors and others whose duties include supervision of a group of subordinates

<table>
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<tr>
<td>Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST)</td>
</tr>
</tbody>
</table>

11.3 Kepimpinan dan Kemahiran Motivasi Untuk Ketua Operator

Objectives
• Mendalami peranan mereka sebagai barisan pertama pihak pengurusan kepada pekerja
• Membina pengetahuan, kemahiran dan sikap untuk memimpin pekerja
• Belajar kelakuan kepimpinan, dan mempraktikkannya di tempat kerja
• Berkomunikasi untuk mendapatkan kerjasama dan hasil baik daripada pekerja
• Belajar cara untuk membina hubungan kemanusiaan melalui kepintaran emosi (EQ) yang berkesan
• Membina kumpulan kerja yang bermotivasi dan berprestasi tinggi

Contents
• Tanggungjawab Penyeliaan
• Kepimpinan Dalam Penyeliaan
• Cara Berkomunikasi Yang Berkesan
• Hubungan Kemanusiaan dan Kepintaran Emosi (EQ)
• Kemahiran Motivasi dalam Prestasi Kerja
• Pembentukan Kumpulan Kerja Untuk Hasil Menang-Menang

Who Should Attend
Eksekutif, Penyelia dan Ketua Operator

<table>
<thead>
<tr>
<th>Dates: April 11 – 12 , October 9 – 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 2 days</td>
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<td>Scheme: SBL</td>
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<tr>
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</tr>
</tbody>
</table>

11.4 Kursus Pengurusan Stress dan Amalan Gaya Hidup Sihat

Objectives
• Meningkatkan pengetahuan kesihatan
• Memupuk sikap positif terhadap kesihatan
• Mengamalkan gaya hidup sihat

Contents
• Pengenalan
• Pengurusan Stress Dari Aspek Psikologi
• Amalan Gaya Hidup Sihat
• Senaman
• Rekreasi

Who Should Attend
Semua peringkat pekerja

<table>
<thead>
<tr>
<th>Dates: July 16 – 17, December 12 – 13</th>
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<tbody>
<tr>
<td>Duration: 2 days</td>
</tr>
<tr>
<td>Fees: FMM Members RM1,272 (inclusive of GST)</td>
</tr>
</tbody>
</table>

**In-House Training Available**

11.5 **Membina Penyelia Yang Berkesan dan Berprestasi**

**Objectives**
- Menjadi penyelia yang berkesan dalam menjalankan tugas sehari
- Memahami tugas sebagai ketua yang kemampuan berfikir dan bertindak dengan professional
- Mempelajari cara-cara penyerahan tugas yang terbaik bagi menghindari berlakunya konflik antara ahli kumpulan, ketua dan organisasi

**Contents**
- Konsep Penyeliaan dan Kepimpinan Dalam Organisasi
- Membina Diri Sebagai Penyelia Cemerlang
- Pengurusan Motivasi Pekerja
- Penyerahan Tanggungjawab Yang Berkesan
- Pengawalan Produktiviti dan Kualiti Kerja
- Kemahiran Bekerja Dalam Kumpulan
- Hubungan Kemanusiaan dan Komunikasi
- Menangani Masalah dan Perubahan Di Tempat Kerja

Who Should Attend
Supervisors, Team Leaders and others whose duties include supervision of a group of subordinates

<table>
<thead>
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</tr>
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<tbody>
<tr>
<td>Duration: 2 days</td>
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<tr>
<td>Fees: FMM Members RM1,272 (inclusive of GST)</td>
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</tbody>
</table>

**In-House Training Available**

11.6 **Motivasi, Hubungan Kemanusiaan, Pengurusan Masa dan Menangani Pekerja Bermasalah**

**Objectives**
- Show the importance of positive work attitude and identify the importance of human relations skills
- Identify the nature of motivation skills and the relationship between job satisfaction and effective human relations
- Understand the concept of quality time management
- Acquire excellent work ethics through quality time management
- Understand the issues related to difficult people
- Deal with difficult people at the workplace
Contents
- Motivasi Kerja: Implikasi & Perlaksanaannya
- Hubungan Kemanusiaan: Suatu Kaedah Mendekati Pekerja
- Pengurusan Masa dan Tugas
- Menangani Pekerja Bermasalah

Who Should Attend
Supervisors, Team Leaders and others whose duties include supervision of a group of subordinates

<table>
<thead>
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<tr>
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</tr>
</tbody>
</table>

In-House Training Available

11.7 Sikap Kerja Positif ke Arah Kecemerlangan Organisasi

Objectives
- Meningkatkan kefahaman dan penghayatan mereka tentang konsep kerja dan kepentingan sikap positif dalam melaksanakan tugas-tugas dan tanggungjawab-tanggungjawab yang diamanahkan
- Mengenalpasti kekuatan-kekuatan dan kelemahan-kelemahan diri
- Memupuk sikap positif di tempat kerja
- Meningkatkan motivasi diri
- Meningkatkan disiplin dan jati diri
- Meningkatkan prestasi dan produktiviti di tempat kerja

Contents
- Proses Penganalisisan Kendiri
- Menyerlah Potensi Diri
- Pembangunan Kerjaya Yang Berkesan
- Pengaruh Sikap Kerja Dalam Pembangunan Potensi Diri
- Memupuk Motivasi
- Merancang Untuk Kerjaya yang Cemerlang

Who Should Attend
Semua peringkat pekerja

<table>
<thead>
<tr>
<th>Dates: March 12 – 13, October 1 – 2</th>
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<tr>
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</tbody>
</table>

In-House Training Available

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of the programmes.)
12  COMMUNICATION

12.1  FMM Certificate in English Language for Business Communication (40 Hours)

Objectives
- Use the English Language in different situations
- Able to speak and communicate in English confidently

Contents
- Language and Vocabulary
  - Meeting People/Greetings and Response
  - Introducing Yourself/Introducing a Friend
  - Describing Jobs
  - Giving and Receiving Information
  - Asking and Telling Time
  - Asking People to do Things
  - Making Request
  - Asking Permission
  - Talking About Family and Relatives
  - Talking About Future Activities
  - Talking About Sickness and Health
  - Talking About Hobbies
  - Holiday and Customs
  - Travel Talk
  - Social Interaction
- Grammar
  - Parts of Speech
  - Nouns
  - Verbs
  - Tenses

Who Should Attend
This course is designed for anyone who wants to improve their ability to communicate in the English Language effectively in the business environment

| Dates: March 3 – May 6, September 8 – November 18 |
| Duration: 40 hours |
| Scheme: SBL |
| Fees: FMM Members RM1,272 (inclusive of GST) Non-Members RM1,590 (inclusive of GST) |

In-House Training Available

12.2  Effective Interpersonal Skills: Building Better Work Relationship

Objectives
- Solve problems by clarifying the real issues and roadblocks
- Minimise conflict and build group commitment
- Influence others and motivate them to profitable action through interpersonal skills
- Give criticism when necessary and praise to produce results
- Make trade-offs without being a pushover on big issues
- Implement plans without strong-arm tactics
- Develop credibility based on respect and trust
- Find alternatives to working with “difficult” people
• Generate enthusiasm for your ideas and proposals
• Give direction without creating “static”
• Save time, energy and talent by improving the entire “people” side of your job

Contents
• Communication and the Workplace
• Understanding Perception, Self-concept and Expressing Emotions
• Nonverbal and Verbal Skills
• Using Listening and Feedback Skills to Build High-Performance Work Relationships
• Assertively and Productively Manage Conflict
• Being a Team Player: The Synergistic Impact of All Your Interpersonal Skills

Who Should Attend
Managers, team leaders and supervisors who want to maximise their positive impact on others through effective interpersonal skills

<table>
<thead>
<tr>
<th>Dates: April 2 – 3, October 8 – 9</th>
<th>Duration: 2 days</th>
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<td>Non-Members RM1,590 (inclusive of GST)</td>
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</tbody>
</table>

In-House Training Available

12.3 Komunikasi Bahasa Melayu yang Efektif untuk Pekerja Asing

Objectives
• Menyesuaikan diri dengan perbendaharan kata yang sering digunakan dalam Bahasa Melayu
• Membaca dan memahami arahan, notis, dan papan tanda yang memberi maklumat yang perlu diketahui untuk berfungsi sehari-hari
• Mengendalikan perbualan dengan lancar dan yakin

Contents
• Memperkenalkan Diri
• Mendapat Maklumat penting
• Mempraktikan Pelbagai Jenis Ayat Mudah dan Kompleks
• Menanya dan Memberi Arah/Tunjuk Jalan

Who Should Attend
Semua pekerja asing yang perlu kemahiran bertutur dalam Bahasa Melayu

<table>
<thead>
<tr>
<th>Dates: May 23 – 24, December 12 – 13</th>
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<td>Fees: FMM Members RM1,272 (inclusive of GST)</td>
<td>Non-Members RM1,590 (inclusive of GST)</td>
</tr>
</tbody>
</table>

In-House Training Available
### 12.4 Technical Communication in Emails, Reports & Minutes Writing

**Objectives**
- Understand best practices of Plain English in email writing and report writing in the business context
- Use modern business language when composing emails
- Compose effective emails that will get results
- Improve the tone in email messages
- Improve and apply appropriate email etiquette
- Develop competence in using various techniques of report writing
- Organise information presented in a systematic manner
- Understand the value of planning, providing and disseminating relevant information to the recipient of the report
- Write minutes of a meeting using the skills taught

**Contents**
- Introduction to Email Etiquette
- Grammar Refresher
- Report Writing
- Minutes of Meeting

**Who Should Attend**
People who want to develop skills and apply effective techniques in planning, organising and writing, emails and reports, and the necessary skills in writing minutes of meetings

<table>
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<tr>
<th>Dates: February 12 – 13, July 2 – 3</th>
<th>Duration: 2 days</th>
<th>Scheme: SBL</th>
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</table>

**In-House Training Available**

### 12.5 The Art of Effective Communication

**Objectives**
- Unleash the power of great communication and leadership within everyone to stand out and deliver their messages with confidence and authority
- Stimulate creativity, teamwork and the art of persuasive communication
- Break past presentation nerves to communicate more clearly and effectively

**Contents**
- What Makes a Great Communicator
- Learn the Art of Delivering Messages with Clarity and Confidence
- It is Never What You Say But How You Say It
- Paralinguistic Exercises to Enhance Communication Skills
- Vocal Exercises, Articulate, Volume, Pitch, Non-Verbal Cues
- Importance of Making a Good First Impression
- Case Studies in Communication & Leadership Excellence
- Art of Presentation & Persuasion – Group Debate Exercise
- Great Leaders Are Good Listeners
- Tools for Active Listening
- Group Exercise (Storytelling)
- Power of Written Communication
• Effective Emails: Improving Internal Group Communication
• Building Lasting Relationships with Customers
• Case Studies in Extraordinary Customer Service

Who Should Attend
All levels of employees

<table>
<thead>
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<th>Dates: March 13 , September 5</th>
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<td>Duration: 1 day</td>
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<tr>
<td>Fees: FMM Members RM742 (inclusive of GST) Non-Members RM1,060 (inclusive of GST)</td>
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</table>

12.6 English for Customer Service

Objectives
• Communicate confidently and effectively with customers
• Produce grammatically correct sentences and clear messages
• Able to listen well and speak with correct pronunciation

Contents
• Speaking Skill
  - Greetings
  - Polite Requests and Refusals
  - Giving and Clarifying Information
  - Dealing with Complaints
  - Making Apologies
• Listening Skill
  - How to Listen Without Interrupting
  - Practice Active Listening
  - Practice Listening and Decoding Messages
• Vocabulary
  - Words Related to Specific Industry and Service
  - Phrases Needed for Specific Business Objective
• Grammar
  - Making Sentences
  - Framing and Answering Questions
• Pronunciation and Intonation
  - Oral Practice and Drills

Who Should Attend
Customer Service/Customer Care, Sales, Marketing and Front Desk Staff

<table>
<thead>
<tr>
<th>Dates: Upon request</th>
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<tr>
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<tr>
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</table>

In-House Training Available
12.7 Improving Interdepartmental Communication

Objectives
- Understand the sources and the causes of interdepartmental conflicts
- Take the responsibility to lead corrective measures
- Build confidence in leading people in doing what should be done and not what they like done
- Learn the behavioural skills of improving interdepartmental communication and how to use them at the workplace
- Build levels of communication skills to help achieve the above
- Understand the paradigm of communication in conflict
- Realise their ultimate responsibility as team leader and colleagues is to obtain results through managing people and how they collaborate
- Practice creating rapport, setting goals and managing consequences

Contents
- Communication Problem
- Remove the Silo Mentality
- Initiation of Interdepartmental Communication
- Styles of Communication
- Analysis of Your Communication Style

Who Should Attend
All levels of employees

<table>
<thead>
<tr>
<th>Dates: Upon request</th>
<th>Scheme: SBL</th>
<th>CPD Hours: 14</th>
</tr>
</thead>
</table>

12.8 Kemahiran Berkomunikasi dan Pembentukan Kumpulan Kerja

Objectives
- Meningkatkan kesedaran tentang pentingnya kemahiran komunikasi dan interpersonal yang baik untuk memajukan organisasi
- Memahami proses komunikasi dan implikasinya terhadap keberkesanan pengurusan
- Mendedah kepada teknik berkomunikasi di peringkat individu dan kumpulan
- Memahami asas-asas komunikasi berkesan dan peranan pentingnya dalam kerjaya serta kehidupan peribadi kita
- Mengenalkan diri rintangan dan halangan dalam komunikasi dan cara-cara berkesan mengatasinya
- Meningkatkan kemahiran mendengar
- Mengendalikan situasi komunikasi yang sukar
- Meningkatkan kekeyakinan diri serta kemahiran berinteraksi dengan orang lain di pelbagai peringkat

Contents
- Pengenalan kepada Komunikasi antara Perseorangan
- Persepsi dan Komunikasi antara Perseorangan
- Kemahiran Mencerap dan Memberi Respon
- Berkomunikasi Secara Verbal
- Berkomunikasi Secara Bukan Verbal
- Hubungan Interpersonal
12.9 Technical Report Writing for Engineers and Professionals

Objectives
- Develop competence in using various report writing techniques
- Use Plain English and appropriate structures for effective and clear communication
- Organise information presented in a systematic manner
- Understand the value of planning, providing and disseminating relevant information to the recipient of the report

Contents
- Plain English in Clear Writing
- Grammar Matters – Empower your Writing Style (Activity-Based)
- Paragraph Power (Activity-Based)
- Types of Illustration/Graphics – for effective communication
- Report Structure
- Analysing Sample Reports
- Stages in the Report Writing Process
- Preparing and Organising Outline of a Report
- Refining and Editing Report

Who Should Attend
Engineers and Technical Professionals

Dates: Upon request
Duration: 2 days  Scheme: SBL  CPD Hours: 14
In-House Training Available

12.10 Writing Persuasive Business / Project Proposals

Objectives
- Align your solutions directly with the client’s business needs and objectives
- Develop and deliver an individually tailored, customer-focused message every time
- Develop a clear and persuasive writing style
- Establish credibility through presenting convincing, concrete evidence
- Structure proposal to present a winning value proposition
- Produce a proposal that is easy to read, easy to understand and act upon

Contents
- The Challenges Faced in Writing a Great Proposal
- The Power of Proposals
- Six Key Elements of High-Quality Proposals
• Planning for the Proposal
• Strategies in Written and Verbal Communication
• The Proposal Writing Process
• Writing to Win

Who Should Attend
Managers, Executives and those who want to improve their skills in writing winning proposals

<table>
<thead>
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<tbody>
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In-House Training Available

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of the programmes.)
13 INDUSTRY 4.0

13.1 Understanding Industry 4.0

Objectives
- Differentiate the industry framework
- Design the Industry 4.0 framework from Transducers, Networks, Cloud to Applications
- Illustrate some scenario of Smart Factory in Smart Cities
- Carry out a simple demonstration of the Industry 4.0 framework

Contents
- Framework of Industry 4.0
- Sensors and Actors
- Wireless Sensor Networks and Internet of Things
- Gateway, Database and Cloud
- Analytics and Applications
- Smart Factory in Smart Cities
- Hands-on, Demo, and Case Study

Who Should Attend
Decision makers, managerial personnel, working adults from technical or non-technical field, and students

Dates: To be advised
Duration: 1 day     Scheme: SBL     CPD Hours: 7
In-House Training Available

13.2 Cyber Security Analyst Defender – with professional certification

Objectives
- To provide necessary knowledge and skills to protect their information assets
- To immerse into an interactive environment and acquire fundamental understanding of various computer and network security threat
- Help take the necessary steps to mitigate security exposure

Contents
- Foundations of Security
- Securing Operating Systems
- Protecting Systems Using Antiviruses
- Data Encryption
- Data Backup and Disaster Recovery
- Internet Security
- Securing Network Connections
- Securing Online Transactions
- Securing Email Communications
- Social Engineering and Identity Theft
- Security on Social Networking Sites
- Information Security and Legal Compliance
- Securing Mobile Devices
Who Should Attend
This course is specifically designed for today's computer users who use the internet and the world-wide web extensively for work, study and play

<table>
<thead>
<tr>
<th>Dates</th>
<th>Duration</th>
<th>Scheme</th>
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<tbody>
<tr>
<td>January 22 – 26, February 19 – 23, March 26 – 30, April 23 – 27, May 21 – 25, June 4 – 8</td>
<td>5 days</td>
<td>SBL</td>
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</tbody>
</table>

13.3 Data Service and Big Data Analytics Associate - with professional certification

Objectives
- Immediately participate and contribute as a Data Science Team Member on big data and other analytics projects
- Deploying the Data Analytics Lifecycle to address big data analytics projects
- Reframing a business challenge as an analytics challenge
- Applying appropriate analytic techniques and tools to analyse big data, create statistical models and identify insights that can lead to actionable results
- Selecting appropriate data visualisation to clearly communicate analytic insights to business sponsors and analytic audiences
- Using tools such as: R and R Studio, MapReduce/Hadoop, in-database analytics, Window and MADlib functions
- Explain how advanced analytics can be leveraged to create competitive advantage and how the data scientist role and skills differ from those of a traditional business intelligence analyst

Contents
- Introduction and Course Agenda
- Introduction to Big Data Analytics
- Data Analytics Lifecycle
- Review of Basic Data Analytic Methods Using R
- Advanced Analytics – Theory and Methods
- Advanced Analytics - Technologies and Tools
- The Endgame, Putting it All Together

Who Should Attend
Managers of team of business intelligence, analytics, and big data professionals, Current Business and Data Analysts, database professionals

<table>
<thead>
<tr>
<th>Dates</th>
<th>Duration</th>
<th>Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 26 – 30, June 25 – 29</td>
<td>5 days</td>
<td>SBL</td>
</tr>
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</table>

13.4 OpenStack Administration I + OpenStack Administration II - with professional certification

Objectives

OpenStack Administration I
- Deploy a Red Hat Open Stack Platform proof of concept environment
- Manage software-defined networks, subnets, routers, and floating IP addresses
- Manage images and flavors
- Provision of virtual machine instances
- Manage security groups and rules
- Manage block and object storage
Customise instances
Create scalable stacks

**OpenStack Administration II**
- Understand the concepts of undercloud, overcloud, and Heat templates
- Manage internal Red Hat OpenStack Platform communication
- Build custom disk images
- Manage Ceph and Swift
- Troubleshoot a SDN infrastructure
- Manage resilient compute resources
- Troubleshoot general Red Hat OpenStack Platform issues
- Monitor cloud metrics
- Deploy Heat stacks

**Contents**

**OpenStack Administration I**
- Introduction
- Launch an instance
- Organise people and resources
- Describe cloud computing
- Manage Linux networks
- Prepare and deploy an internal instance
- Manage block storage
- Manage object storage
- Prepare and deploy an external instance
- Customise instances
- Deploying scalable stacks
- Install OpenStack
- Comprehensive review of Red Hat OpenStack Administration I

**OpenStack Administration II**
- Introduction
- Manage an enterprise OpenStack deployment
- Manage internal OpenStack communication
- Build and customise images
- Manage storage
- Manage resilient compute resources
- Manage and troubleshoot
- Manage resilient compute resources
- Troubleshoot OpenStack issues
- Monitor cloud metrics for autoscaling
- Orchestrate deployments

**Who Should Attend**

**OpenStack Administration I** - Linux system administrators and cloud administrators interested in, or responsible for, maintaining a private cloud

**OpenStack Administration II** - Designed for Linux® system administrators, cloud administrators, and cloud operators

<table>
<thead>
<tr>
<th>Dates: January 8 – 12 &amp; January 15 – 18, March 5 – 9 &amp; March 12 – 15, April 2 – 6 &amp; May 7 – 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 9 days</td>
</tr>
</tbody>
</table>
13.5 Certified Internet of Things (IoT) Technologist - with professional certification

**Objectives**
- Understand architecture and system design of IoT
- Design, develop and manage smart IoT applications

**Contents**
- Overview of Internet of Things (IOT) system
- Overview of Advancement in MEMS based sensor
- Reliability of sensing technology – robustness, sensitivity, security
- Types of sensors
- Integration of sensor output to ADC
- Interface circuitry ADC to micro controller and communication protocol
- Sensing instrumentation and measurement
- IoT concepts and standards
- IoT component dimensioning
- IoT Communications Protocols
- IoT Internet Gateways
- IoT Device Requirements Design
- Cloud Computing of IoT
- Securing IoT Networks
- Application Stacks to IoT
- IoT Data
- IoT Smart-X Applications

**Who Should Attend**
Participants are recommended to have preferably min. 2 years of experience in networking/internet and wireless communication technologies. However, if you do not have any experience, it is recommend that you take a networking course before enrolling in this course

**Dates**: March 19 – 22

**Duration**: 4 days **Scheme**: SBL

13.6 Professional Cloud Security Manager - with professional certification

**Objectives**
- Explain what it takes to secure the different cloud computing services and deployment models
- Explain design security regarding the cloud infrastructure, configurations, and applications running within a cloud computing environment
- Explain, apply, and analyse how to manage access to cloud computing resources using accounts, users and groups
- Explain, apply, and analyse methods to secure data, operating systems, applications, and the overall infrastructure of the cloud

**Contents**
- Course Introduction
- Cloud Computing: Security, Risks and Governance
- Physical and Operations Security: A Shared Responsibility
- Security Management Controls in Cloud Computing
- Legal, Contractual and Operational Monitoring in the Cloud
- Network Security Management in the Cloud
Business Continuity, Disaster Recovery and Capacity/Performance Planning
Advanced Cloud Security Management Practices

Who Should Attend
IT Security Professionals (e.g., Security Engineers, Analysts and Architectures), IT Risk and Compliance Professionals (e.g., Risk Management, Audit and Compliance Managers), Auditors of Cloud Computing Services, Network Engineers/Administrators and Email System Administrators

<table>
<thead>
<tr>
<th>Dates: To be advised</th>
<th>Scheme: SBL</th>
<th>CPD Hours: 21</th>
</tr>
</thead>
</table>

### 13.7 Big Data Foundation  
**NEW**

**Objectives**
- Be updated on Big Data fundamentals, technologies and governance
- Learn of available sources of Big Data
- Understand Data Mining, its concepts and some of the tools used for Data Mining
- Gain knowledge on Hadoop, including its concepts, how to install and configure it, the concepts behind MapReduce, and how Hadoop can be used in real life scenarios
- Equip knowledge on MongoDB, including its concepts, how to install and configure it, the concepts behind document databases and how MongoDB can be used in real life scenarios

**Contents**
- Course Introduction
- Big Data Fundamentals
- Big Data Sources
- Data Mining – Concepts and Tools
- Big Data Technologies – Hadoop
- Big Data Technologies – MongoDB
- Exam Preparation Guide

**Who Should Attend**
This course is best suited for Information Technology professionals who possess intermediate to advanced programming, system administration, or relational database skills and are looking to move into the area of Big Data

<table>
<thead>
<tr>
<th>Dates: June 4 – 5</th>
<th>Scheme: SBL</th>
<th>CPD Hours: 14</th>
</tr>
</thead>
</table>

### 13.8 Cyber Security Essential for Computer Users  
**NEW**

**Objectives**
- To immerse into an interactive environment to acquire fundamental understanding of various computer and network security threats
- Able to take the necessary steps to mitigate security exposure

**Contents**
- Foundations of Security
- Securing Operating Systems
• Protecting Systems Using Antiviruses
• Data Encryption
• Data Backup and Disaster Recovery
• Internet Security
• Securing Network Connections
• Securing Online Transactions
• Securing Email Communications
• Social Engineering and Identity Theft
• Security on Social Networking Sites
• Information Security and Legal Compliance
• Securing Mobile Devices

Who Should Attend
This course is specifically designed for today’s computer users who use the internet extensively to work, study and play

<table>
<thead>
<tr>
<th>Dates</th>
<th>February 14 – 15, April 11 – 12, May 23 – 24, June 20 – 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>2 days</td>
</tr>
<tr>
<td>Scheme</td>
<td>SBL</td>
</tr>
<tr>
<td>CPD Hours</td>
<td>14</td>
</tr>
</tbody>
</table>

(New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of the programmes.)
Certificate Programmes
1. **FMM Certificate in Boilerman (Engine Drive Steam Boiler) (BM)**

**Objectives**
- Enhance knowledge and upgrade the skills of personnel handling and operating steam boilers in order to efficiently manage and handle steam boilers towards better work performance
- Create opportunities for career advancement
- Prepare participants to sit for the Boilerman Examinations conducted by Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP/DOSH)

**Contents**
- Acts and Regulations Related to Boilers
- Types of Steam Boilers
- Essential Fittings and Mountings
- Preparation for Mandatory Inspection
- Types of Test Related to Boilers
- Boiler Maintenance
- Boiler House/Room Requirements
- Construction of Boilers
- Water Treatment
- Boiler Commissioning and Accessories

**Who Should Attend**
At least 2 years of working experience as a Steam Engine or Steam Boiler Attendant (directly handling Boiler) or at least 3 years working experience as an Apprentice or Journeyman Fitter in a Steam Plant or Engineering Workshop (indirectly handling Boiler)

| Intakes: March, May, July, November |
| Duration: 4 days | Scheme: SBL |
| Fees: FMM Members RM1,908 (inclusive of GST) | Non-Members RM2,544 (inclusive of GST) |

*In-House Training Available*

2. **FMM Certificate in Steam Engineer**

**Objectives**
- Provide in-depth professional knowledge and skills for sound and effective Boiler/Steam Plant Operations and Management practices
- Enhance the knowledge pertaining to boiler management, which is perhaps the best way to avoid losses
- Prepare participants for the Steam Engineer’s Examination conducted by JKKP/DOSH leading to a Certified Steam Engineer

**Contents**
- Safety Steam Plant Operation
- Factories and Machinery Act 1967
- Boiler Construction
- Boiler Efficiency
- Boiler Operations
- Boiler Fittings
- Water Treatment
- Combustion System
- Boiler Damage and Repair
Steam Traps Operations and Maintenance
Steam Turbine
Materials Used in Steam Plant
Welding
Material Treatment
Chemical Cleaning

Who Should Attend
Practicing Boiler Operators, Technicians and Mill Engineers, Shift Charge Engineers, Junior Engineers and those who are interested to upgrade their career in steam plant operations, from small process plants to major utilities in factories, hotels, hospitals, plantations, etc

<table>
<thead>
<tr>
<th>Intakes</th>
<th>March, June, August, December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>4 days</td>
</tr>
<tr>
<td>Scheme</td>
<td>SBL</td>
</tr>
<tr>
<td>Fees</td>
<td>FMM Members RM2,332 (inclusive of GST)  Non-Members RM2,968 (inclusive of GST)</td>
</tr>
</tbody>
</table>

**In-House Training Available**

3. **FMM Certificate in Safety and Health Officer**

Objectives
- Provide in-depth professional knowledge and skills for effective Occupational Safety and Health management practices
- Enhance the legal knowledge pertaining to Occupational Safety and Health and be equipped with necessary know-how and techniques for performing various Occupational Safety and Health activities
- Create opportunities for career advancement and development in Occupational Safety and Health within an organisation
- Prepare participants for Safety and Health Officer Examination conducted by the National Institute of Occupational Safety and Health (NIOSH)

Contents
- Module 1: Occupational Safety and Health Management
- Module 2: Occupational Safety and Health Legislation
- Module 3: Occupational Health
- Module 4: Occupational Safety

Who Should Attend
Safety and Health Officers / Committee Members, Human Resource Officers, Engineers and Supervisors from various sectors of industries

<table>
<thead>
<tr>
<th>Intakes</th>
<th>March, May, July, November</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>21 days</td>
</tr>
<tr>
<td>Scheme</td>
<td>SBL</td>
</tr>
</tbody>
</table>
| Fees          | FMM Members RM3,922 (inclusive of GST)  Non-Members RM4,240 (inclusive of GST)  
(Fee excludes the external NIOSH examination) |

**In-House Training Available**
4. **FMM-MNSC Certificate in Shipping**  

**Objectives**  
- Gain comprehensive knowledge on shipping and its operational practices for the Manufacturing and Shipping sectors to facilitate efficient shipment activities  
- Provide an understanding of current laws and practices pertaining to transport in domestic and international trade  
- Update on documentation and operating procedures involved in shipment, payments and insurance of goods  

**Contents**  
- Module 1: Introduction and Overview  
- Module 2: Carriage of Goods by Sea  
- Module 3: Carriage of Goods by Air  
- Module 4: Carriage of Goods by Land (Multi-modalism)  
- Module 5: Duties and Responsibilities of Freight Forwarders  
- Module 6: Packing and Marking  
- Module 7: Banking for Shippers  
- Module 8: Laws and Practices Relating to Trade and Customs  
- Module 9: Shippers’ Cargo Insurance  

*(Individual module is available)*  

**Who Should Attend**  
Personnel from Manufacturing sector (Purchasing and Shipping Departments), Logistics, Warehousing, Cargo Handling, Freight Forwarding, Import, Export and Insurance  

<table>
<thead>
<tr>
<th>Intakes: April, October</th>
<th>Duration: 10 days</th>
<th>Scheme: SBL</th>
<th>Fees: FMM Members RM3,604 (inclusive of GST) Non-Members RM4,452 (inclusive of GST)</th>
<th>In-House Training Available</th>
</tr>
</thead>
</table>

5. **FMM Certificate in Energy Management**  

**Objectives**  
- Gain an awareness of the importance of energy conservation and energy efficiency issues  
- To use knowledge and skills gained to execute energy efficiency practices at workplace, which may include HVAC systems, electrical systems, steam generators, furnaces and internal combustion engines  
- Be able to conduct energy audit and implement energy saving programmes  
- Gain knowledge on new technologies and advances in the efficient utilisation of energy  
- Prepare participants to be registered Certified Energy Manager  

**Contents**  
- Introduction to Energy Efficiency  
- Energy Efficiency in HVAC Systems  
- Energy Efficiency in Electrical Systems  
- Energy Efficiency in Mechanical Systems  
- Energy Audit  
- Energy Analysis  
- Advances and New Technologies in Energy Efficiency
Who Should Attend
Factory/Facility/Maintenance/Service Managers and Engineers, Senior Managerial Production and Technical Personnel who are involved in managing and operating energy-related matters in their organisations

| Intakes: | March, July, November |
| Duration: | 14 days |
| Scheme: | SBL |
| Fees: | FMM Members RM4,134 (inclusive of GST) Non-Members RM4,770 (inclusive of GST) |

In-House Training Available

6. FMM Certified Quality Engineer

Objectives
- Acquire in-depth knowledge and skills in applying the principles of Quality Engineering and Management at the workplace
- Enhance the ability to use Quality Engineering and Management techniques to implement an effective quality system or programme
- Create opportunities for career advancement and development in Quality Engineering and Management within an organisation

Contents
- Quality Management Practices and Applications
  - Total Quality Management
  - Quality Improvement and Planning Tools
  - Quality Audit
- Quality Statistical and Analytical Methods and Applications
  - Distribution and Statistical Inference
  - Statistical Process Control
  - Design of Experiment
  - Acceptance Sampling Plan
- Quality Measurement Systems, Safety and Liability
  - Measurement, Metrology and Calibration
  - Reliability and Product Liability

Who Should Attend
Executives, Engineers, Assistant Managers and Managers who have a few years working experience in quality-related fields

| Intakes: | April, November |
| Duration: | 19 days |
| Scheme: | SBL |
| Fees: | FMM Members RM4,770 (inclusive of GST) Non-Members RM5,724 (inclusive of GST) |

(Fee excludes the external ASQ examination)

In-House Training Available
7. **FMM Certified Quality Manager**

**Objectives**
- Provide working knowledge of quality standards and concepts
- Implement quality programmes to attain and maintain customer satisfaction and focus
- Manage projects that support overall strategic goals and continuous improvement
- Manage and motivate human resource in the support of organisational goals through employee empowerment
- Create opportunity for career advancement in strategic quality management

**Contents**
- Leadership
- Strategic Plan Development and Deployment
- Management Elements and Methods
- Quality Management Tools
- Customer-Focused Organisation
- Supply Chain Management
- Training and Development

**Who Should Attend**
Senior Engineers and Managers who have several years of working experience in quality-related fields in industry and are involved in decision-making

<table>
<thead>
<tr>
<th><strong>Intakes:</strong> March, October</th>
<th><strong>Duration:</strong> 12 days</th>
<th><strong>Scheme:</strong> SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fees:</strong> FMM Members RM3,922 (inclusive of GST)</td>
<td><strong>Non-Members RM4,452 (inclusive of GST)</strong></td>
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<tr>
<td>(Fee excludes the external ASQ examination)</td>
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</table>

**In-House Training Available**

8. **FMM Certified Quality Technician**

**Objectives**
- Provide theoretical and operational skills for paraprofessionals to analyse and solve quality-related problems
- Learn to prepare inspection plans, select sampling plan applications, prepare procedures and train inspectors, perform audits, analyse quality costs and other quality data, and apply fundamental statistical methods for process control
- Create opportunities for career advancement and development in Quality Assurance and Control within an organisation

**Contents**
- Quality Concepts and Tools
  - Quality Philosophies & Foundation
  - Quality Concepts, Quality Tools and Team Functions
- Statistical Techniques
  - Statistical Calculations
  - Control Charts
- Metrology and Calibrations
  - Types of measurement and test equipment
  - Control and maintenance of measurement and test equipment
- Inspection and Test
  - Blueprint reading and interpretation
  - Inspection concepts, techniques and processes
- Sampling and Non-conforming materials

  Quality Audits
  - Audit types, terminology and components
  - Audit tools and techniques
  - Audit communication tools

  Corrective and Preventive Actions

Who Should Attend
Paraprofessionals and technical personnel who are in support, and are under the supervision of quality engineers

<table>
<thead>
<tr>
<th>Intakes: May, November</th>
<th>Scheme: SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 16.5 days</td>
<td>Fees: FMM Members RM4,240 (inclusive of GST) Non-Members RM5,088 (inclusive of GST)</td>
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<tr>
<td></td>
<td>(Fee excludes the external ASQ examination)</td>
</tr>
</tbody>
</table>

In-House Training Available

9. FMM Certificate in Supply Chain Management

Objectives
To develop a specialist skill and gain a qualification relevant to the fast-moving logistic and supply chain industry that offers a growing range of potential opportunities for development

Contents
- What is Supply Chain Management (SCM) and Traditional Supply Chain
- Setting Service Standards
- Objectives and Issues with Supply Chain Management
- Seven Principles of SCM
- Total Cost Analysis (TCA)
- Vendor Assessment and Supply Chain Tools
- Enterprise Resource Planning (ERP), Internet and Supply Chain Improvement

Who Should Attend
Managers, Executives, Officers and Supervisors who deal with a whole spectrum of business and organisation, process, sales, purchasing, manufacturing, warehousing, logistics, etc.

<table>
<thead>
<tr>
<th>Intakes: March, July, October</th>
<th>Scheme: SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 5 days</td>
<td>Fees: FMM Members RM2,544 (inclusive of GST) Non-Members RM3,074 (inclusive of GST)</td>
</tr>
</tbody>
</table>

In-House Training Available

10. FMM Certificate in Production Planning and Control

Objectives
- Understand the concepts and tools used in planning and operating an effective manufacturing system
- Understand the approaches and techniques needed to ensure the effectiveness and efficiency in daily production operations
- Develop potential team leaders in the manufacturing industry
Contents
- Planning and Control
- Production Planning Systems
- Material Requirement Planning
- Inventory Management
- Just-In-Time
- Supply Chain Management
- Maintenance Management and Major Losses
- TPM Development

Who Should Attend
Executives and Supervisors whose are involved in the planning, production and operations

<table>
<thead>
<tr>
<th>Intakes: February, April, August, November</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 5 days</td>
</tr>
<tr>
<td>Scheme: SBL</td>
</tr>
<tr>
<td>Fees: FMM Members RM2,544 (inclusive of GST)  Non-Members RM3,074 (inclusive of GST)</td>
</tr>
<tr>
<td>In-House Training Available</td>
</tr>
</tbody>
</table>

11. FMM Certificate in Procurement and Inventory Management

Objectives
- Enable participants to understand the roles and functions of purchasing / procurement and inventory management in order to maximise profit and productivity
- Be equipped with the ability to find the right supplies at the best prices without sacrificing quality and service
- Develop skills and techniques in negotiation

Contents
- Overview of Purchasing
- Purchasing Modes and Organisation
- Procedures, documentation and records
- The Economics of Purchasing
- Sourcing
- Approaches to supply
- Costs, prices and value analysis
- Purchasing support tools
- Negotiation Techniques
- Outsourcing and contracts
- Computer-based purchasing systems
- Purchasing quality
- Inventory and least total cost logistics

Who Should Attend
Managers, Executives, Officers, Supervisors and Administrators who are involved in the procurement and inventory management

<table>
<thead>
<tr>
<th>Intakes: March, July, October</th>
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</thead>
<tbody>
<tr>
<td>Duration: 5 days</td>
</tr>
<tr>
<td>Scheme: SBL</td>
</tr>
<tr>
<td>Fees: FMM Members RM2,544 (inclusive of GST)  Non-Members RM3,074 (inclusive of GST)</td>
</tr>
<tr>
<td>In-House Training Available</td>
</tr>
</tbody>
</table>
12. **FMM Certificate in Warehouse Management**

**Objectives**
- Define warehouse management and inter-departmental relationships
- Describe warehouse operations, warehouse storage systems and conventional storage methods
- Plan warehouse improvement programme
- Carry out warehouse measurements and effective stocktaking and facility development
- Organise warehouse in respect of manpower management and profitability

**Contents**
- Warehouse Management and Warehouse Operations
- Packing and Picking Operations
- Warehouse Measurement Techniques
- Warehouse Improvement and Effective Stocktaking
- Development of Facility and Warehouse

**Who Should Attend**
Executives, Officers, Clerks and those involved in areas of store and warehouse

<table>
<thead>
<tr>
<th>Intakes: April, August</th>
<th>Duration: 5 days</th>
<th>Scheme: SBL</th>
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</thead>
<tbody>
<tr>
<td>Fees: FMM Members RM2,544 (inclusive of GST)</td>
<td>Non-Members RM3,074 (inclusive of GST)</td>
<td></td>
</tr>
</tbody>
</table>

**In-House Training Available**

13. **FMM Certificate in Lean Manufacturing**

FMM Certificate in Lean Manufacturing will provide an introduction to the methods and practices involved in Lean Manufacturing Management. It presents the information by using both a conceptual framework and real-life examples to further the learning process.

**Objectives**
- Understand the concepts and implementation of Lean Manufacturing
- Gain a working knowledge of Kaizen, JIT, 5S, waste reduction and elimination and TPM
- Enhance awareness of the Kanban Systems, implementation, auditing and improving Kanban
- Enhance the importance of Value Stream Mapping, supporting tools and techniques and implementation

**Contents**
- Module 1: Introduction to Lean Manufacturing
- Module 2: Kanban Systems
- Module 3: Value Stream Mapping (VSM)

*(Individual module is available at certificate level)*
Who Should Attend
Managers, Engineers, Executives, Technicians and those who wish to improve their understanding and skills in relation to the application of lean management and its implementation in manufacturing

<table>
<thead>
<tr>
<th>Intakes: April, October</th>
<th>Scheme: SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 15 days</td>
<td></td>
</tr>
<tr>
<td>Fees: FMM Members RM5,724 (inclusive of GST) Non-Members RM6,784 (inclusive of GST)</td>
<td></td>
</tr>
</tbody>
</table>

14. **FMM Certificate in Malaysian Employment Law**

**Objectives**
To provide an in-depth understanding of salient provisions of the Employment Act 1955 and its amendments, and other related employment laws practiced in Malaysia such as Employees Provident Fund, Act 1991, Workmen’s Compensation Act 1952, Children and Young Persons (Employment) Act 1966 and Employees’ Social Security Act 1969 for application at the workplace

**Contents**
- Introduction
- Essential Aspects of The Employment Act 1955 and Amendments
- The Essential Aspects of the Children and Young Persons (Employment) Act 1966
- The Essential Aspects of the Employees Provident Fund Act 1991
- The Essential Aspects of the Employees’ Social Security Act 1969
- The Essential Aspects of the Workmen’s Compensation Act 1952

Who Should Attend
Heads of Department, Line Managers, Executives and Supervisors

<table>
<thead>
<tr>
<th>Intakes: April, October</th>
<th>Scheme: SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 4 days</td>
<td></td>
</tr>
<tr>
<td>Fees: FMM Members RM2,120 (inclusive of GST) Non-Members RM2,438 (inclusive of GST)</td>
<td></td>
</tr>
</tbody>
</table>

**In-House Training Available**

15. **FMM Certificate in Industrial Relations and Practices in Malaysia**

**Objectives**
To develop potential human resource practitioners within your organisation so as to contribute significantly to the development and workplace practices of the industrial relations functions

**Contents**
- Trade Unions
- Industrial Relations Act 1967
- Collective Bargaining
- Employee Misconduct and Disciplinary Action
- Domestic Inquiry Procedures
- Trade Disputes and Industrial Action
- Industrial Court
Who Should Attend
Human Resource Personnel, Heads of Department and Line Managers who want to acquire an in-depth knowledge and practical applications of Industrial Relations Management in an organisation

<table>
<thead>
<tr>
<th>Intakes: March, September</th>
<th>Scheme: SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 4 days</td>
<td>Fees: FMM Members RM2,120 (inclusive of GST) Non-Members RM2,438 (inclusive of GST)</td>
</tr>
</tbody>
</table>

Fees

In-House Training Available

FMM Certificate in Compensation, Benefits and Performance

Objectives
This course covers the importance of the management of equity such as pay and benefits as compensation for performance. Participants will be exposed to the internal and external strategies that determine wage, job evaluation and types of benefits and the importance of other benefits in achieving an organisation's mission.

Contents
- Pay Model
- Strategic Perspectives
- Defining Internal Alignment
- Job Analysis
- Evaluating Work: Job Evaluation
- Pay-Basis Structures
- Determining the level of Pay
- Designing Pay Levels, Mix and Pay Structures
- Employee Contributions: Determining Individual Pay
- Designing a Pay-for- Performance Plan Efficiency
- Performance Appraisals
- Employee Benefits
- Benefits Options
- Compensation to Special Groups
- Union Role in Wage and Salary Administration
- International Pay Systems
- Government and Legal Issues in Compensation
- Budgets and Administration

Who Should Attend
Human Resource Managers, Executives, Line Managers and Supervisors

<table>
<thead>
<tr>
<th>Intakes: April, October</th>
<th>Scheme: SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 4 days</td>
<td>Fees: FMM Members RM2,120 (inclusive of GST) Non-Members RM2,438 (inclusive of GST)</td>
</tr>
</tbody>
</table>

In-House Training Available
17. **FMM Executive Certificate in Human Resource Management**

**Objectives**
- Gain knowledge and awareness of the strategic and operational roles of human resource in an organisation
- Understand performance management, meaning and nature of organisational behaviour
- Gain an insight into the laws, systems and practices of occupational safety and health management
- Understand the importance of training and development to an organisation

**Contents**
- Module 1: Human Resource Management
- Module 2: Organisational Behaviour
- Module 3: Occupational Safety and Health Management
- Module 4: Training and Development

**Who Should Attend**
Executives, Officers and Supervisors who are involved in human resource functions

<table>
<thead>
<tr>
<th>Intakes: April, October</th>
<th>Scheme: SMETAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 16 days</td>
<td></td>
</tr>
<tr>
<td>Fee: RM4,240 (inclusive of GST)</td>
<td>In-House Training Available</td>
</tr>
</tbody>
</table>

18. **FMM Executive Certificate in Industrial Relations Management**

**Objectives**
- Understand the development and functions of the Trade Union
- Equip with the pertinent regulations governing key human resource issues under the Industrial Relations Act 1967
- Gain an understanding of the process of collective bargaining
- Learn what constitutes misconduct and how the domestic enquiry procedures and process work
- Be familiar with some common trade disputes and industrial actions taken
- Understand the role of the Industrial Court

**Contents**
- Module 1: Industrial Relations Practices in Malaysia
- Module 2: Malaysian Employment Law
- Module 3: Compensation and Benefits
- Module 4: Collective Bargaining and Negotiation

**Who Should Attend**
Executives, Officers and Supervisors who are involved in human resource and industrial relations functions

<table>
<thead>
<tr>
<th>Intakes: May, November</th>
<th>Scheme: SMETAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration: 16 days</td>
<td></td>
</tr>
<tr>
<td>Fee: FMM Members RM4,240 (inclusive of GST)</td>
<td>In-House Training Available</td>
</tr>
</tbody>
</table>
19. **FMM Sijil Pengurusan Stor dan Gudang**

**Objectives**
- Pengetahuan asas bagaimana makro ekonomi seperti faktor-faktor perundangan, sosial dan politik mempengaruhi operasi perniagaan secara umum dan secara khusus kepada stor dan gudang
- Teknik pengurusan inventori yang efektif untuk memastikan kecekapan dalam merancang dan mengawal inventori
- Memahami peranan dan fungsi pembelian dalam sesuatu organisasi
- Memahami prinsip-prinsip dan aplikasi praktikal operasi dan pentadbiran dalam pengurusan aktiviti inventori
- Pengetahuan yang perlu bagi memahami sumbangan stor dan gudang ke arah mencapai produktiviti dan keuntungan organisasi

**Contents**
- Modul 1: Persekitaran Perniagaan
- Modul 2: Pengurusan Inventori
- Modul 3: Pengurusan Pembelian
- Modul 4: Operasi Penyimpanan
- Modul 5: Pentadbiran Stor dan Gudang

**Who Should Attend**
Pekerja-pekerja yang kini bertugas di Stor dan Gudang di peringkat penyeliaan dan operasi, juga disyorkan kepada mereka yang tidak mempunyai kelayakan akademik formal dan baru menceburi bidang Stor dan Gudang

<table>
<thead>
<tr>
<th>Intakes: May, November</th>
<th>Duration: 13 days</th>
<th>Scheme: SBL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees: FMM Members RM5,724 (inclusive of GST) Non-Members RM6,678 (inclusive of GST)</td>
<td>In-House Training Available</td>
<td></td>
</tr>
</tbody>
</table>

(Certificate Programmes are conducted during weekends only. Intakes stated are subject to change. New programmes will be added from time to time. Please contact FMM Institute for further details and schedule of Certificate programmes.)
FMM Institute – Location Map

Notes:

- Unless otherwise stated, all training programmes are conducted in the English Language.
- FMM Institute reserves the right to change the facilitator, reschedule or cancel any of the training programmes.
- Class schedule is subject to change.
- Please request for individual programme brochure or download at www.fmm.edu.my.
Registration Details
Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded a week before the date of commencement of each 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 14 or more working days before the start of the programme. Cancellation received 7 – 13 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 0 – 6 working days 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 two (2) participants and 20% discount is applicable for registration of three (3) or more participants for the same programme, scheduled on the same dates.

Published course fees are inclusive of 6% Goods and Services Tax (GST).

The FMM Institute reserves the right to change the facilitators, reschedule or cancel the programmes and all efforts will be taken to inform participants of the changes. FMM Institute is not responsible for covering airfare, hotel or the travel costs incurred by participants.

For further enquiries, please contact us at:
FMM Institute, Wisma FMM, No. 3, Persiaran Dagang, PJU 9, Bandar Sri Damansara, 52200 Kuala Lumpur
Tel: 03-62867200 Fax: 03-62776712 E-mail: training@fmm.org.my Website: www.fmm.edu.my

REGISTRATION FORM

<table>
<thead>
<tr>
<th>The Assistant Manager</th>
<th>Please tick (✓) accordingly:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FMM Institute (475427-W)</td>
<td>PSMB Scheme</td>
</tr>
<tr>
<td>GST Registration No: 001764515840</td>
<td>☐ SBL ☐ SBL-KHAS ☐ SMETAP ☐ Non-Contributor</td>
</tr>
<tr>
<td>Tel: 03-62867200</td>
<td></td>
</tr>
<tr>
<td>Fax: 03-62776712</td>
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</tbody>
</table>

Dear Madam,

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

<table>
<thead>
<tr>
<th>Name:</th>
<th>Designation:</th>
<th>Programme Title:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<td>3.</td>
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(Please attach a separate list if space is insufficient)

Enclosed cheque/bank draft No. ___________________ for RM _________________ being payment for _________________ participant(s) made in favour of the “FMM Institute”.

Submitted by:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Designation:</th>
<th>E-mail:</th>
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</tbody>
</table>

Company:____________________________________________________________

Address: _______________________________________________________________

My Corporate Identity No: _____________________________________________

GST Registration No: ___________________________

FMM Membership No: ___________ Tel No: ___________ Fax No: ___________ Date: ___________
Appreciation

FMM Institute

would like to

Thank You

for your continuous support.