



## FMM INSTITUTE TRAINING PROGRAMMES September & October 2017

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

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

PROGRAMMES	PSMB Scheme	Dates
<b><u>Management &amp; Personal Development</u></b>		
▪ Emotional Intelligence (EQ) at Work: Fostering Human Relations for Success	SBL	Sep 6 – 7
▪ Melahirkan Pengurus yang Cemerlang [NEW]	SBL	Sep 6 – 7
▪ Sharpen Your Negotiation Skills for Business Success [NEW]	SBL	Sep 27 – 28
▪ The Many Hats of the Production Manager	SBL	Oct 23 – 24
<b><u>Customer Service, Sales and Marketing</u></b>		
▪ The Art of Marketing: Promote Your Products to Reach the Target Customers Effectively	SBL	Sep 13 – 14
▪ Professional Selling Skills [NEW]	SBL	Sep 26 – 27
▪ Leading a Sales Team	SBL	Oct 9 – 10
<b><u>Human Resources &amp; Industrial Relations</u></b>		
▪ Practical Approach in Managing Poor Performance at Workplace	SBL	Sep 4 – 5
▪ Misconduct, Effective Investigation and Prosecution for Domestic Inquiry	SBL	Oct 16 – 17
<b><u>Financial Management</u></b>		
▪ How to Prepare and Maintain Full Set of Accounts	SBL	Sep 6 – 7
▪ Financing Your Business [NEW]	SBL	Sep 11 – 12
▪ Collecting Difficult Accounts	SBL	Oct 4 – 5

PROGRAMMES	PSMB Scheme	Dates
<b><u>Export Management</u></b>		
▪ Cargo Claims in Practice: Sea, Air and Land	SBL	Oct 2
<b><u>Industrial Safety</u></b>		
▪ Occupational First Aid and Cardiopulmonary Resuscitation (CPR) Programme	SBL/SBL-KHAS	Sep 4 – 5 Sep 25 – 26
▪ Warehouse Safety and Manual Material Handling [NEW]	SBL	Sep 25 – 26
▪ Behaviour-Based Safety and Safety Performance Measurements (Awarded 10 CEP Points by DOSH)	SBL	Sep 28 – 29
▪ Emergency Response Planning and Preparedness [NEW]	SBL	Oct 2 – 3
▪ Safe Forklift Driving Skills	SBL	Oct 23
<b><u>Production, Operations and Logistics</u></b>		
▪ Effective Inventory Control: Balancing Cost and Operation Efficiency [NEW]	SBL	Sep 18 – 19
▪ Warehouse and Store Process Improvement (BM) [NEW]	SBL	Oct 2 – 3
▪ Cost Reduction Strategies for the Manufacturing Industry	SBL	Oct 4 – 5
▪ Hone Your Negotiation Skills for Business Success [NEW]	SBL	Oct 11 – 12
▪ Pengiraan dan Penilaian Stok [REVISED]	SBL	Oct 16 – 17
<b><u>Quality System and Productivity Management</u></b>		
▪ Shop Floor Control and Management [NEW]	SBL	Sep 6 – 7
▪ Productivity Workshop: 5S Implementation at Workplace	SBL	Sep 11 – 12
▪ Understanding ISO 14001:2015 EMS Requirement		Oct 9 – 10
▪ Understanding ISO 9001:2015 Quality Management System Requirements		Oct 23 – 24
<b><u>Maintenance and Technical</u></b>		
▪ Basic Principles of Electricity [NEW]	SBL	Sep 6 – 7
▪ Predictive Maintenance [NEW]	SBL	Sep 13 – 14
▪ Technical Troubleshooting and Decision Making for Maintenance [NEW]	SBL	Oct 2 – 3
<b><u>Supervisory Skills</u></b>		
▪ Kemahiran Penyeliaan Yang Berkesan	SBL	Sep 25 – 26
<b><u>Communication</u></b>		
▪ Enhance your Personal Performance with Effective Interpersonal Skills [NEW]	SBL	Oct 16 – 17
▪ Writing Persuasive Business/Project Proposals [NEW]	SBL	Oct 9 – 10

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

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