



FMM INSTITUTE TRAINING PROGRAMMES February 2019

FMM Institute is pleased to forward you a list of our training programmes scheduled for February 2019.

Below are the programmes to be held at Shah Alam Convention Centre unless otherwise stated:

PROGRAMMES	PSMB Scheme	Dates
<u>Senior Management</u>		
<ul style="list-style-type: none"> ▪ Developing Leaders Business Acumen [NEW] @ <i>Royale Chulan Damansara Hotel</i> 	SBL	Feb 27 – 28
<u>Management & Personal Development</u>		
<ul style="list-style-type: none"> ▪ Creative Thinking and Decision Making: Making the Right Choices and Overcoming Obstacles with Creativity 	SBL	Feb 25 – 26
<u>Human Resource and Industrial Relations</u>		
<ul style="list-style-type: none"> ▪ Employers! Know Your Legal Rights (Understanding Employment Act 1955 with its Amendments) 	SBL	Feb 19
<u>Customer Service, Sales and Marketing</u>		
<ul style="list-style-type: none"> ▪ Customer Service Excellence: Win and Keep Customers 	SBL	Feb 20 – 21
<u>Financial Management</u>		
<ul style="list-style-type: none"> ▪ Collecting Difficult Accounts: Action Plan for Success 	SBL	Feb 20 – 21

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operations and Logistics</u>		
▪ Cost Reduction Strategies for the Manufacturing Industry: Putting Strategy into Execution	SBL	Feb 20 – 21
▪ Operasi Stor dan Gudang	SBL	Feb 25 – 26
<u>Quality Systems and Productivity Improvement</u>		
▪ Risk and Opportunity Management in Perspectives of ISO 9001:2015 and ISO 14001:2015 [NEW]	SBL	Feb 18
▪ Achieving Zero Defect Through Poka Yoke	SBL	Feb 25 – 26
<u>Industrial Safety</u>		
▪ Warehouse Safety and Manual Material Handling	SBL	Feb 27 – 28
<u>Maintenance and Technical</u>		
▪ Maintenance Planning, Scheduling and Follow Up	SBL	Feb 18 – 19
▪ Energy Audit	SBL	Feb 20 – 21
<u>Supervisory Skills</u>		
▪ Kepimpinan dan Kemahiran Motivasi untuk Ketua Operator	SBL	Feb 18 – 19
<u>Communication</u>		
▪ English for Customer Service	SBL	Feb 25 – 26

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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