



For the attention of: Training/Human Resource Managers

TRAINING PROGRAMMES
February 2020



FMM Institute is pleased to forward you a list of our training programmes scheduled for **February 2020** as below:

Below are the programmes to be held at **Concorde Hotel Shah Alam** unless otherwise stated:

PROGRAMMES	PSMB Scheme	Dates
<u>Industry 4.0, Technical and Maintenance</u>		
▪ Automation and Industry 4.0	SBL	Feb 17
▪ An Introduction to Industrial Internet of Things (IIoT)	SBL	Feb 18
▪ Cost Reduction Techniques for Maintenance	SBL	Feb 17 – 18
<u>Management</u>		
▪ The Do's and Don'ts in Decision-Making for Supervisors	SBL	Feb 12 – 13
▪ Kursus Motivasi, Kepimpinan, Hubungan Kemanusiaan dan Pembentukan Kumpulan Kerja	SBL	Feb 24 – 25
<u>Personal Development</u>		
▪ Transformasi Diri dan Pembentukan Personaliti Unggul	SBL	Feb 12 – 13
▪ Developing Excellent Time Management	SBL	Feb 24
▪ Emotional Intelligence (EQ) at Work: Fostering Human Relations for Success	SBL	Feb 24 -25
<u>Customer Service, Sales & Marketing</u>		
▪ The Magic Moment in Customer Service	SBL	Feb 19 – 20
▪ The Art of Marketing: Promote Your Products to Reach the Target Customer Effectively	SBL	Feb 26 – 27
<u>Human Resource & Industrial Relations</u>		
▪ Conducting Training Needs Analysis (TNA) and Evaluate Training Effectiveness	SBL	Feb 19 – 20
▪ Misconduct, Effective Investigation and Prosecution for Domestic Inquiry	SBL	Feb 26 – 27
<u>Financial Management</u>		
▪ Practical Cost and Costing Management for Planning and Control (for Manufacturing Industries) (REVISED)	SBL	Feb 18 – 19
<u>Production, Operations, Logistics and Export Management</u>		
▪ Crafting and Management of Logistics Contract	SBL	Feb 24 – 25

PROGRAMMES	PSMB Scheme	Dates
<u>Quality Systems & Productivity Improvement</u>		
▪ Risk and Opportunity Management in the Perspectives of ISO 9001:2015 and ISO 14001:2015	SBL	Feb 12
▪ 7 Alat QC dan Pelaksanaan QCC	SBL	Feb 26 – 27
<u>Industrial Safety</u>		
▪ Behaviour-Based Safety and Safety Performance Measurements	SBL	Feb 19 – 20
▪ Scheduled Waste Management	SBL	Feb 26 – 27
<u>Communication</u>		
▪ Effective Communication towards Efficient Problem-Solving and Decision-Making	SBL	Feb 17 – 18

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

Visit us at www.fmm.edu.my