



FMM INSTITUTE TRAINING PROGRAMMES July 2019

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

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

PROGRAMMES	PSMB Scheme	Dates
<u>Senior Management</u>		
▪ Talent Management and Succession Planning for Senior Management @ <i>Royale Chulan Damansara Hotel</i>	SBL	Jul 10 – 11
▪ Innovation and Creativity for Organisational Success [NEW] @ <i>Royale Chulan Damansara Hotel</i>	SBL	Jul 22 – 23
<u>Management & Personal Development</u>		
▪ Coaching and Mentoring Skills	SBL	Jul 8 – 9
▪ Leading Conflict Resolution and Collaboration at the Workplace [NEW]	SBL	Jul 24 – 25
▪ Professional Development Programme for PAs & Secretaries	SBL	Jul 29 – 30
<u>Customer Service, Sales & Marketing</u>		
▪ Customer Service Excellence: Win and Keep Customers	SBL	Jul 15 – 16
<u>Human Resource and Industrial Relations</u>		
▪ Conducting Training Needs Analysis (TNA) and Evaluate Training Effectiveness	SBL	Jul 15 – 16
<u>Financial Management</u>		
▪ Building an Effective Credit Risk Management [NEW]	SBL	Jul 17 – 18
<u>Export Management</u>		
▪ Understanding Licensed Manufacturing Warehouse (LMW)	SBL	Jul 10 – 11
▪ Import Export Procedures, Documentation and INCOTERMS 2010	SBL	Jul 17 – 18

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operations and Logistics</u>		
▪ Cost Reduction Strategies for the Manufacturing Industry: Putting Strategy into Execution	SBL	Jul 1 – 2
▪ Best Practices in Inventory Management [NEW]	SBL	Jul 8
▪ Effective Negotiation Skills for Purchasers	SBL	Jul 22 – 23
<u>Quality Systems and Productivity Improvement</u>		
▪ Risk and Opportunity Management in the Perspectives of ISO 9001:2015 and ISO 14001:2015	SBL	Jul 10
▪ Total Quality Management	SBL	Jul 29 – 30
<u>Industrial Safety</u>		
▪ How to Develop an Effective Safety and Health Committee	SBL	Jul 8 – 9
▪ Warehouse Safety and Manual Material Handling (10 CEP Points Awarded by DOSH)	SBL	Jul 24 – 25
<u>Maintenance and Technical</u>		
▪ Basic Electricity for Non-Electrical Personnel (8 CDP Credit Hours Awarded by ST)	SBL	Jul 3 – 4
▪ Cost Reduction Techniques for Maintenance	SBL	Jul 22 – 23
<u>Supervisory Skills</u>		
▪ Effective Supervisory Management Skills	SBL	Jul 3 – 4
▪ Supervisory Development: Develop Effective Coaching Skills to Deliver Optimum Performance (BM) [NEW]	SBL	Jul 24 – 25
<u>Communication</u>		
▪ Effective Communication Skills at Workplace [NEW]	SBL	Jul 1 – 2
▪ English for Customer Service	SBL	Jul 31 – Aug 1

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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