



For the attention of: Training/Human Resource Managers

TRAINING PROGRAMMES
March 2020



FMM Institute is pleased to forward you a list of our training programmes scheduled for **March 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>		
▪ Electrical and Air Conditioning Maintenance	SBL	Mar 16 – 17
▪ Maintenance Planning, Scheduling and Follow Up	SBL	Mar 30 – 31
<u>Senior Management</u>		
▪ Innovation and Creativity for Organisational Success	SBL	Mar 11 – 12
<u>Management</u>		
▪ Essential Skills for Managerial Success	SBL/SBL-Khas	Mar 2 – 3
▪ Membina Penyelia yang Berkesan dan Berprestasi	SBL	Mar 25 – 26
▪ Impactful Leadership in Practice	SBL	Mar 30 – 31
<u>Personal Development</u>		
▪ Sikap Kerja Positif	SBL	Mar 18 – 19
<u>Customer Service, Sales & Marketing</u>		
▪ Client Handling Skills	SBL	Mar 11
▪ Leading a Sales Team: Techniques for Breakthrough Results	SBL	Mar 25 – 26
<u>Human Resource & Industrial Relations</u>		
▪ Developing Effective Human Resource Policies and Procedures Manual (NEW)	SBL	Mar 16 – 17
▪ Employers! Know your Legal Rights (Understanding Employment Act 1955 with it's Amendments)	SBL	Mar 23
<u>Financial Management</u>		
▪ Corporate Liability Under S.17A of the MACC Act 2019 (NEW)	SBL	Mar 2
▪ Management Budgeting and Reporting (NEW)	SBL	Mar 18 – 19
▪ ABC of Finance Through Simulation (NEW)	SBL	Mar 23 – 24

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operation, Logistics and Export Management</u>		
▪ Shipping, Documentation, Procedures and INCOTERMS 2020 (NEW)	SBL	Mar 2 – 3
▪ Planning and Control for Production Efficiency	SBL	Mar 4 – 5
▪ Going Global: Fundamentals and Practices of Export Marketing Management (NEW)	SBL	Mar 9 – 10
▪ Decision-Making in Warehousing	SBL	Mar 18 – 19
▪ Effective Advanced Negotiation Skills for Business Success	SBL	Mar 30 – 31
<u>Quality Systems & Productivity Improvement</u>		
▪ Achieving Zero Defects Through Poka Yoke	SBL	Mar 9 – 10
▪ Teknik Kawalan Kualiti untuk QC	SBL	Mar 18 – 19
▪ ISO 14001:2015 Environmental Management System (EMS) Lead Auditing Training	SBL	Mar 30 – 31
<u>Industrial Safety</u>		
▪ Hazard Identification, Risk Assessment and Risk Control (HIRARC)	SBL	Mar 4 – 5
▪ Understanding and Implementing Job Safety Analysis (JSA)	SBL	Mar 9 – 10
▪ Environment and Safety Awareness	SBL	Mar 16
<u>Communication</u>		
▪ English for Customer Service	SBL	Mar 23 – 24

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

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