



August 17, 2020

For the attention of: Training/Human Resource Managers

TRAINING PROGRAMMES
November 2020



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

Below are the programmes to be held at **FMM Selangor & Kuala Lumpur Branch** (No.8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park 40150 Shah Alam, Selangor) unless otherwise stated:

| PROGRAMMES | PSMB Scheme | Dates |
|---|--------------------|--------------------------|
| <u>Industry 4.0, Technical and Maintenance</u> | | |
| ▪ Maintenance Cost Control, Reductions and Energy Saving | SBL | Nov 2 – 3 (Mon-Tue) |
| ▪ HVAC Maintenance | SBL | Nov 9 – 10 (Mon-Tue) |
| ▪ Technical Troubleshooting and Decision-Making for Maintenance | SBL | Nov 25 – 26 (Wed-Thu) |
| <u>Management</u> | | |
| ▪ Leadership and People Management Proficiencies | SBL | Nov 2 – 3 (Mon-Tue) |
| ▪ Lead by Attraction | SBL | Nov 9 – 10 (Mon-Tue) |
| ▪ Production Manager's Survival Tools | SBL | Nov 25 – 26 (Wed-Thu) |
| <u>Personal Development</u> | | |
| ▪ Impact and Influence: The Art of Persuasion | SBL | Nov 23 – 24 (Mon-Tue) |
| <u>Customer Service, Sales and Marketing</u> | | |
| ▪ Customer Relationship Management: Customer Retention | SBL | Nov 11 – 12 (Wed-Thu) |
| <u>Human Resource and Industrial Relations</u> | | |
| ▪ Developing Skills in HR Administration | SBL | Nov 4 – 5 (Wed-Thu) |
| <u>Production, Operations, Logistics and Export Management</u> | | |
| ▪ Effective Inventory Control: Balancing Cost and Operation Efficiency | SBL | Nov 11 – 12 (Wed-Thu) |
| ▪ Lean Practices in Store, Warehouse and Logistics | SBL | Nov 25 – 26 (Wed-Thu) |
| <u>Quality Systems and Productivity Improvement</u> | | |
| ▪ Eliminate Quality Problem Using 8D Approach | SBL | Nov 11 – 12 (Wed-Thu) |
| ▪ ISO 9001:2015 Quality Management System (QMS) Internal Auditor Training | SBL | Nov 18 – 19 (Wed-Thu) |
| <u>Industrial Safety</u> | | |
| ▪ Total Chemical Safety Management | SBL | Nov 18 – 19 (Wed-Thu) |

For further information, please contact Pn Siti Nazihah, Pn. Fatahiyah, Cik Syazwani or Cik Azrini at tel: 03-55692950 or e-mail us at siti_nazihah@fmm.org.my, fatahiyah@fmm.org.my, syazwani@fmm.org.my or azrini@fmm.org.my

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