

TRAINING CALENDAR 2014

FMM Institute Selangor Branch

Centre for
Professional
Development



FMM's Vision

Making Malaysian Industries Globally Competitive


FMM's Quality Policy

Total Commitment to Service Excellence and Quality

FMM Institute's Vision

To be the leading organization in providing a comprehensive range of training programmes and advanced learning opportunities with educational excellence in industry practices and technology in tandem with the nation's surge towards developed nation status

What makes FMM Institute a preferred training centre for the industry and service sector?

- More than 44 years of industrial and manufacturing experience under FMM
 - Our corporate training programs are specially designed and executed by experienced trainers
 - Programmes are industrial-based
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- 2. Enhancing Your Creative Thinking and Problem Solving Skills
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- 5. Effective Customer Service and Complaints Management
- 6. How to Prepare and Maintain Full Set of Accounts
- 7. Production Planning and Control
- 8. Inventory and Stores Management
- 9. Materials Planning and Control
- 10. Operasi Stor dan Gudang
- 11. Perancangan dan Pengawalan Inventori
- 12. Supply Chain Management
- 13. Logistics Management in Manufacturing
- 14. Understanding ISO 9001:2008 Quality Management System Requirements
- 15. ISO 9001:2008 Quality Management System Internal Audit
- 16. 7 Alat QC dan Pelaksanaan QCC
- 17. Teknik Kawalan Kualiti Untuk QC
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- 20. Occupational First Aid Skills and CPR
- 21. Mengendali Bahan Kimia Dengan Selamat

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FMM INSTITUTE

Profile

FMM Institute, a subsidiary company of the Federation of Malaysian Manufacturers, was established to provide industry-relevant skills training for the manufacturing and services sectors for the continuing development of the human capital. It was incorporated on January 12, 1999. The Institute on average conducts 1,000 programmes and trains 18,000 participants in various categories of programmes nation-wide annually.

In line with its primary objective to develop the potentials and enhance the skills of personnel at every level of industry, FMM Institute offers a wide range of functional corporate training programmes to cater to the needs of the manufacturing and services sectors. The Institute is also approved by the SME Corporation Malaysia to conduct SMEs Skills Upgrading Programmes for SMEs so as to enjoy the 70% SMEs Skills Upgrading Grant.

FMM Institute, Selangor Branch is located in Hicom Glenmarie, Shah Alam to service member companies in Selangor totaling about 1200 members.



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TRAINING SCHEMES





Human Resource Development Fund (HRDF)

Employers who are registered with Pembangunan Sumber Manusia Berhad (PSMB) are eligible for training grants through the various schemes available under the HRDF. The schemes are as follows:

- *SBL Scheme*
Employers can claim for reimbursement from HRDF upon completion of programme. However, **approval from PSMB is required prior to commencement of programme by completing the SBL online application form.** Training grants can be considered for all types of training programmes (both in-house and external) for the retraining and skills upgrading of employees relevant to the needs of employers
- *PROLUS Scheme*
Employers can claim for reimbursement without the need to apply for prior approval. It is only for training programmes with Approved Training Programme (ATP) status.
- *PERLA Scheme*
FMM Institute will claim the entire amount directly from the employer's account with HRDF. No prior approval is needed under this scheme. However, employers are required to reserve levy through the online system for payment of course fee to FMM Institute. Employer must submit Form PSMB/PER/T2/06 to FMM Institute before the commencement of programme. It is only applicable for training programmes with Approved Training Programme (ATP) status.
- *SBL-KHAS Scheme*
Similar to the PERLA scheme but **approval from PSMB is required prior to commencement of programme by completing the SBL-KHAS online application form. Employers must submit Form PSMB/SBL-KHAS/T2/09 to FMM Institute prior to commencement of programme.**
- *SME Corporation Malaysia (SME Corp)*
Under this scheme, a total of 35 SMEs Skills Upgrading Programmes were approved by SME Corporation Malaysia to be conducted for SMEs so as to enjoy the 70% SMEs Skills Upgrading Grant.

Eligibility to SMEs Skills Upgrading Programmes

Manufacturing sector (including agricultural-based industries) and manufacturing-related services - annual sales value is not more than RM50 million or with less than 200 full-time employees.

Services sector (including ICT) - annual sales value is not more than RM20 million or with less than 75 full-time employees.

SMEs must be registered under the Companies Act 1965 (Private Limited companies) or the Registration of Business Act 1956 (Enterprise companies) with majority Malaysian shareholders (minimum 60%). SMEs who contribute to the HRDF can also apply for training grants under the various schemes available under the HRDF. The SMEs Skills Upgrading Programmes can also be conducted on in-house basis.

A stylized sun graphic in the top right corner, composed of a solid yellow circle and several radiating lines of varying lengths and thicknesses, some solid yellow and some white with yellow outlines.

CORPORATE TRAINING PROGRAMMES



1. MANAGEMENT AND PERFORMANCE DEVELOPMENT

1.1 Coaching and Mentoring Skills

Objectives

- In-depth understanding of the principles of mentoring, coaching and management styles
- Apply the coaching models in the workplace
- Understand that coaching is an integral part of a manager's effective leadership strategic management activity
- Learn "what to say" and "how to say it" when coaching
- Prepare, deliver and review coaching and mentoring sessions
- Make the right decisions including the unpleasant ones
- Enrol others during their leadership application

Contents

- The Katz Model of Skills
- Managing Performance
- Coaching at the Workplace
- Counselling Difficult Workers
- Mentoring Work Performance
- Mentoring System
- Nurturing and Retaining Key Talents
- Feedback
- Being a Mentor is a New Paradigm
- Mapping the Way

Who Should Attend

Heads of Department, Managers and Assistant Managers

Dates: June 4-5

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

1.2 Effective Time Management

Objectives

- List barriers to successful time management
- Understand and demonstrate the use of to-do list and the ABC prioritisation technique
- Explain the benefits and drawback of various calendar systems
- Manage voicemail to reduce time spent checking messages
- Write SMART goals and develop strategies to achieve them
- Demonstrate how to say 'no'
- Take control of matters that would derail workplace productivity
- Delegate tasks and assignments
- Develop an action plan for better use of time

Contents

- The Realities of Time
- Jump Start Your Day: Proven Time Tools that Work
- Time Stealers Be Gone: Eliminating Time Wasters for Good
- Procrastination Pest: Killing that Bug for Good
- Be Smart: Goal Setting for Peak Performance
- Organising Your Work Area and Your Paperwork
- I'm Drowning: A Lifejacket Please
- Working Better with Others
- Meeting Time and Its Effectiveness
- Tactics for Managing Home Time Better

Who Should Attend

Managers, Executives and Supervisors.

Dates: Apr 7-8, Sept 29-30

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



1.3 Emotional Intelligence at Work

Objectives

- Develop the paradigms to balance and manage logic and emotions daily
- Identify practical alternatives in dealing with emotions
- Focus energy into the right areas to produce optimum results in personal and professional life
- Create paradigms to be optimistic and responsible for self-success
- Learn the five criteria of EQ maturity
- See things in a new perspective
- Develop trustworthiness, responsibility, proactivity and ownership

Contents

- Emotional Intelligence (EQ)
- Enhancing EQ in Human Relations
- Building Trust in the Workplace
- Self-Awareness and Growth
- EQ in Leadership
- EQ in Building Teams
- Success Agreement System

Who Should Attend

Managers, Executives and Supervisors.

Dates: Apr 9-10

Duration: 2 days

Scheme: SBL/SBL-KHAS

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

1.4 Enhancing Your Creative Thinking and Problem Solving Skills

Objectives

- Analyse and interpret patterns
- See patterns and trends (both obvious and hidden)
- Identify cause and effect relationships
- Come up with creative, innovative and out-of-the box solutions
- Justify recommendations in a rational and sound manner

Contents

- Problem Definition and Assessment
- Putting Yourself Within Striking Distance
- Creative Techniques and Tools I
- Creative Techniques and Tools II

Who Should Attend

Managers, Strategic Planners, Entrepreneurs and Executives.

Dates: Apr 14-15, Aug 25-26

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



1.5 Essential Management Skills

Objectives

- Appreciate the role of the modern manager in line with organisation's vision and goals
- Develop self-awareness and better management values
- Improve interpersonal skills to play a more effective role as managers
- Motivate themselves and their teams
- Cultivate better leadership skills and techniques to enhance a better working environment
- Apply effective communication skills to create a caring, trusting, honest and respectful environment
- Build a dynamic team that is able to achieve high performance
- Accept accountability and accept or adapt to changes

Contents

- Management Style
- Personal Awareness
- Interpersonal Skills
- Motivating Ourselves and Others
- Developing Leadership Styles
- Communication Par Excellence
- Building a Dynamic Team
- Managing Change

Who Should Attend

Managers, Executives, Supervisors and others who need to acquire managerial skills to ensure better performance.

Dates: May 5-6, Sept 2-3

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

1.6 The Heart and Techniques of Leadership

Objectives

- Choose to build communication bridges for better relationships
- Learn the Situational Leadership model
- Practice coaching and mentoring skills to next level
- Lead by role-modelling the values of leadership
- Realise that Emotional Intelligence (EQ) is the foundation of effective leadership
- Create strategies to build and sustain trust as the leader in your team

Contents

- Leadership Style Diagnosis
- The Katz Model of Skills
- Leadership Styles
- Coaching at Workplace
- Emotional Intelligence Choices
- Emotional Intelligence Leadership
- Success Formula
- Managing Consequences

Who Should Attend

Executives and Supervisors

Dates: Sept 8-9

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



1.7 Presentation and Communication Skills

Objectives

- Improve presentation abilities
- Build greater interpersonal relationships
- Enhance job performance
- Become a better communicator

Contents

- Is Communication Really that Important?
- Communication is the Main Ingredient in Service Culture
- Pre-Presentation Planning
- Presentation Planning Sheet
- Effective Presentation Skills
- Improve Your Handouts
- Group Presentation Project
- Obstacles in Communication
- Communication in the Office
- Be a Good Listener
- The Amazing Power of Human Relations
- Art of Criticism
- Communication is the Way to Teamwork

Who Should Attend

Managers, Executives, Supervisors, Manufacturing/Service staff and those who want to enhance their presentation and communicative skills as well as to further improve interpersonal relationships.

Dates: Nov 3-4

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

2. CUSTOMER SERVICE, SALES AND RETAIL

2.1 Effective Customer Service and Complaints Management

Objectives

- Save money by doing what your customers want and eliminating what they don't really care about
- Balance customer needs with the reality of your business operations
- Create and keep a service gap between you and your competitors
- Reduce customer complaints
- Spot areas needing immediate improvement
- Develop an attitude of "surprising and delighting the customer"
- Use measurement to reward rather than punish

Contents

- Preparing the Organisation
- Developing Customer Focus
- Creating a Strategy for Excellent Service
- Designing a System to Consistently Deliver
- Training and Supporting Our Front-Liners
- Measuring and Implementing an Excellent Customer Service Programme
- Complaints Management: Changing Complaints to Compliments

Who Should Attend

This course is specially designed for those who are at the executive, supervisory and managerial levels and who are in charge of front-line and support staff in the customer service, sales and marketing department.

Dates: Jun 9-10

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



2.2 Sales Negotiations

NEW

Objectives

- Identify the “don’ts” in sales negotiating
- Identify negotiating objectives
- Apply the various strategies and tactics required in sales negotiations
- Assess leverages and limitations, musts and wants
- Assess the key parties and key influences in the buyer negotiating team
- Use the various negotiations planning tools

Contents

- What is involved in Sales Negotiations?
- Sales and Negotiation Crimes
- Basic Sales Negotiation Principles
- Identifying Negotiation Objectives: Ours and Theirs
- Assessing Leverages and Limitations
- Assessing the Key Parties and Key Influences
- Negotiation Styles
- Planning Win-Win Strategies and Tactics
- Negotiation Tools

Who Should Attend

Sales Managers, Sales Executives and Sole Proprietors.

Dates: Jan 20-21

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

2.3 Key Account Management

Objectives

- Build partnership and customer care programmes that work
- Build business strategies that capitalise on long-term relationships with your best and profitable customers
- Gain competitive advantage by putting in value and taking out non-value
- Create new markets for customers with diverse needs
- Develop win-win solutions with your customers
- Build long-term tactical plan to reinforce closer relationships with your customers

Contents

- The Importance of Account Management
- The Value Chain of Your Organisation
- The Buying Team
- Negotiation-Selling Strategy
- Developing a Relationship-Building Plan
- Managing Key Account
- Control and Measuring Success
- The Customer Purchasing Ledger
- The Daily Sales Report
- The Weekly Planner
- The Monthly Performance Review
- Managing Service Breakdown

Who Should Attend

Sales/Marketing Managers and Sales/Marketing Executives.

Dates: Mar 24-25

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



2.4 Drafting a Marketing Plan

Objectives

- Formulate and draft a simple marketing plan
- Gain an overview of the basic concept and key functions of marketing
- Familiarise themselves with the meaning of specialised terms commonly used in marketing
- Understand specific application of strategic planning in the consumer, industrial and service sectors
- Apply the four Ps of marketing
- Integrate advertising, sales promotion and public relations into their overall strategic planning

Contents

- The Benefits of a Marketing Plan
- Where are You Now?
- The Position Audit
- Where do You Want to Be?
- The Strategic Issues
- Which is the Best Way to Get There?
- The Tactical Issues
- Putting Details to the Plan
- Marketing Action Plan
- Marketing Action Timetable
- Monitoring and Controlling the Plan

Who Should Attend

Sales/Marketing Personnel.

Dates: Feb 17-18

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

2.5 Don't Hit Your Target, Break Them! With Power Selling!

Objectives

- To empower the sales professionals with advance selling concept and skills
- To uplift the skill sets of seasoned sales professionals and thus increase their sales success.
- How to managing various selling situations with strong emphasis on the buying psychology, practical techniques, consultative approach and building long term client relationship

Contents

- Secret of Power Seller 1
- Connecting with the Customer
- Uncovering Needs
- Presenting Solutions
- Getting Customer Commitment
- Secret of Power Seller 2

Who Should Attend

Sales/Marketing Personnel.

Dates: May 5-6, Nov 3-4

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



3. FINANCIAL MANAGEMENT

3.1 Finance for Non-Financial Managers and Executives

Objectives

- Equipped with knowledge of finance, in order to effectively manage the business organisation
- Understand the concepts, language and basic rules of accounting and finance
- Build confidence in applying the practical financial tools learnt to evaluate investment, finance and make other business decisions
- Analyse accounting data, evaluate strategic options and interpret corporate financial performance

Contents

- Introduction to Finance
 - Building Financial Knowledge
 - Understanding Financial Statements
- How to Get Value from Understanding Costs
 - Introduction to Cost Behaviour
 - Business Contribution Margin
- Understanding Business Future
 - Budgetary Planning
 - Generating Revenue
 - Business Control
- Working Capital Can Make or Break the Business
 - Helping to Manage Working Capital

Who Should Attend

Professionals, Managers and Executives from all functions who have no formal training in finance and accounting, but need to understand and interpret financial statements to carry out their work responsibilities more effectively.

Dates: Jun 4-5, Nov 7-8

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

3.2 How to Prepare and Maintain Full Set of Accounts

Objectives

- Understand the basics and necessity of accounting
- Understand the glossary of accounting terms, accruals, prudence and matching concepts, accounting principles, financial statements, journal entries, etc
- Explain the concept of double-entry (debits and credits) and fully understand what is meant by 'books must be balanced'
- Understand the relationship between all accounts and the financial statements (how and which category they fall into)
- Know how to provide for depreciation, bad debts and other entries
- Interpret financial statement
- Prepare Balance Sheet and Income Statement

Contents

- History and the Necessity of Bookkeeping
- Glossary and Understanding of Terms
- Concept of 'Double-Entry' in Accounts
- Accruals, Prudence and Matching Concepts
- Journal Entries, Posting into Accounts and Fixed Assets Accounting
- Accounts Receivable, Accounts Payable and Bank Reconciliation
- Inventory Accounting and Methods of Valuation
- Hire-Purchase and Loan Accounting
- Share Capital, Share Premium and Other Sources of Funding and Reflection in Books
- Interpretation of Financial Statements

Who Should Attend

Accountants, Accounts and Finance Executives, Accounts Clerks and Bookkeepers.

Dates: Apr 14-15, Aug 18-19

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



4. HUMAN RESOURCE AND INDUSTRIAL RELATIONS

4.1 HR Skills for Junior Executives

Objectives

- This course aims to provide an employee, new to the human resource profession, an overview of the functions of Human Resource so that the new employee acquires a basic knowledge of expectations in the role as a Human Resource Personnel.

Contents

- Overview of Human Resource Management
- The Labour Laws in General
- Manpower Planning
- Training Your Human Capital
- Employee Reward and Remuneration
- The Scope and Function of Payroll Section
- Common Disciplinary Issues
- Performance Management Programmes
- Communication
- Importance of Documentation
- Working Environment

Who Should Attend

Executives, Officers and those who are new to the human resource function.

Dates: May 21-22, Nov 5-6

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

4.2 Conducting Training Needs Analysis (TNA) and Evaluating Training Effectiveness

Objectives

- Identify the organisation's training needs through needs assessment
- Conduct an effective TNA to successfully identify suitable organisational, functional/technical, personal behavioural competencies and skills required to meet organisational vision
- Prepare strategic training plans for the organisation in order to improve competence and achieve more accurate results
- Develop a master plan of recommendations for future training strategies based on the TNA findings
- Apply the various evaluation techniques at key stages of training implementation plan
- Establish a process and evaluation procedure to manage the training effectiveness

Contents

- Training and Development Basics
- Training Needs Analysis (TNA)
- The Formal TNA Process
- Three Levels of Needs Assessment
- Training Needs Assessment Steps and Techniques
- Evaluating Training Programmes
- Analysing the Present Quality Procedure for Training
- Understanding Work-Based Competency Plan (WBCP) as a Basis of Measurement
- Making Your Training Outcomes Visible

Who Should Attend

Trainers, Managers, Executives, Human Resource Development Specialists and others who make decisions about training and are involved in analysing, designing and implementing organisational training plans.

Dates: Mar 17-18, Aug 11-12

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



4.3 HRM: Recruitment and Selection **NEW**

Objectives

- Understand the importance of recruitment to the organization
- Identify the outcomes of the Selection Decision to the organization
- Detail the main biases that can occur during the selection process
- Implement an effective Recruitment Process
- Understand the function of the interview and types of interview questions that can be employed
- Discuss applications of psychometric testing within the recruitment process
- Effectively measure the recruitment process

Contents

Session I

- Recruitment & the organization
- Goals & Philosophy of organization
- The selection decision
- Reliability & Validity
- Biases in selection

Session II

- The Recruitment Process
- Job Analysis
- Job Description – Key Element
- Internal Recruiting
- Best practices
- External Recruiting

Session III

- Recruitment Interview
- Assessment
- Interview Objectives
- Types of Interview Qs
- Psychometric testing/validity
- Reference checking

Session IV

- Measuring Recruitment
- Quality of Hire
- Interview Time
- Cost per hire
- Interview Cost
- Recruiter effectiveness
- Summary

Who Should Attend

Heads of Departments, All HR managers, executives and Line Managers

Dates: Mar 13-14, Sept 8-9

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



4.4 Performance Management & KPIs Proposal

NEW

Objectives

- Understand the concepts of performance management
- Discover the main obstacles to effective performance management
- Understand the nature of the performance management & MBO
- Understand a range of techniques that can be applied in performance management
- Use these techniques to build an effective KPIs system
- Explain the benefits of having an effective performance management & KPIs system
- Understand and practice the skills of conducting an effective performance appraisal using KPIs

Contents

Day 1

Performance Management:

- Definition of Performance Management
- Shifts in Performance Management
- Performance Management Toolkit for consistency
- Reasons for Performance Management
- Performance appraisal preparation and conducting appraisal
- Challenges of performance appraisal
- Job Analysis and Self-Assessment
- Grading System and rewards/benefits
- Bias and halo effect
- Results communicated
- Lack of proper location

Day 2

Key Performance Indicators:

- Definition Key Performance Indicators (KPIs)
- Examples of KPIs
- Goals of KPIs
- Design of KPIs and the use of KPIs
- KPI characteristics & Workshop
- The role of supervisor / individual
- Creating a Benchmark
- Managing Individual Performance

Who Should Attend

All HODs, Managers, Human Resource Managers, Executives, Officers, Planners and anyone who is responsible for KPIs development and monitoring

Dates: Apr 28-29, Oct 13-14

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600



5. EXPORT MANAGEMENT

5.1 Shipping the Right Way: Procedures, Documentation and INCOTERMS 2010

Objectives

- Understand the import and export procedures and documentation from a practical point
- Learn the various steps of import and export procedures and documentation flow
- Determine the correct domestic and international trade terms, which offer greatest cost savings
- Avoid shipping errors and accurately describing the materials to be shipped
- Identify proper claims procedures and obtain thorough understanding on claims documents
- Gain an update on the relevant Government Controlling Regulatory Trade Requirements

Contents

- Import Documentation and Procedures
 - International Purchases
 - Issues in International Purchasing
 - Import Licenses
 - Handling Hazardous Materials
 - Documentary Credit
 - Various Steps of Import Procedures and Documentation Flow
 - Duty Drawback and Claims Procedures
 - Direct Release
- Export Documentation and Procedures
 - Various Steps of Export Procedures and Documentation Flow
 - Tips for Importers and Exporters
 - Case Studies
- INCOTERMS 2010

Who Should Attend

Those who are involved in import/export/shipping operation; freight forwarding; purchasing and supply chain activities; transporting; bill processing; trade documentation; manufacturing; sales administration; marine insurance; finance and administration.

Dates: Feb 5-6, Aug 13-14

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

5.2 Import and Export Fundamental Principles

Objectives

- Demonstrate an understanding of the theoretical and practical principles of Import and Export in order for them to make effective decisions in carrying out the obligations of importers and exporters
- Use contemporary skills to minimise shipping hazards anticipated
- Use the knowledge or tools available as checklist to plan the documentary and cargo flow in an effective manner

Contents

- Overview of Import and Export
- Documentation
- Various Modes of Transportation (Land, Sea and Air)
- International Trade Term
- International Trade Facilities
- Shipper's Liabilities
- Customs Procedures Including Drawback

Who Should Attend

Those who are involved in import/export/shipping operation; freight forwarding; purchasing and supply chain activities; transporting; bill processing; trade documentation; manufacturing; sales administration; marine insurance; finance and administration.

Dates: May 28-29, Nov 3-4

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

5.3 Letters of Credit (LC) **REVISED**

Objectives

- Understand the various types of letter of credit
- Understand the need for banking facilities to meet the short-term and the long-term financial requirement of a business
- Know the operating procedures of various banking facilities for importers and exporters

Contents

- Definition of Letter of Credit
- Payment terms/methods of settlement in international trade
- Letter of Credit application checklist
- Beneficiary checklist
- Normal Irrevocable Letter of Credit (LC)
- Unconfirmed LC , Confirmed LC, Red Clause LC, Revolving LC, Transferable LC, Back-to-Back LC, Standby LC
- Parties Involved in LC Transaction
- Export documents pertaining to LC – Invoice, draft, bill of Lading, certificate of Origin etc.
- Discrepancies in export documents – are there any alternatives for exporters to present documents with discrepancies, to negotiating bank?
- Highlight on UCP600-relevant articles
- INCOTERMS
- International Standard Bank Practice (ISBP) for Examination of
- Documents Under Letter of Credit

Who Should Attend

Financial Controllers, Account Executives, Finance Executives and personnel involved in importing, manufacturing, exporting, shipping, freight forwarding, and trading concerns.

Dates: Mar 5-6, Aug 20-21

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,300 Non-Members RM1,600

6. OPERATIONS AND LOGISTICS

6.1 Production Planning and Control

Objectives

- Explain a comprehensive overview of the various aspects of production planning and scheduling
- Develop skills in viewing and analysing specific production problems with an understanding of the organisations' objectives, needs and resource constraints
- Use tools and techniques for the analysis of production problems

Contents

- Operation Management and Production Planning and Control
- Forecasting
- Aggregate Planning
- Capacity Planning
- Location Role in Inventory Management
- Master Scheduling for Production (MPS)
- Materials Requirement Planning (MRP)
- Operations Scheduling (OS)
- Inventory Management

Who Should Attend

Production Managers, Executives and Senior Supervisors who are responsible for manufacturing. Others involved in planning and production control will also benefit from this programme.

Dates: May 15-16

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



6.2 Effective Negotiation Skills for Purchasers

Objectives

- Identify concepts and practices of successful negotiations to improve competency in achieving organisational purchasing objectives
- Apply negotiation skills, techniques and knowledge in effectively executing the tasks of getting the best deal in buying of materials and services
- Gain confidence in interfacing with vendors

Contents

- What is Negotiation?
- Internal and External Negotiations
- Analysis of Current Style
- Preparation and Planning
- Setting Buying Objectives
- Information Gathering
- The Power of Listening
- Appropriate Question Types
- Methods of Persuasion
- Rules for Persuasion Techniques
- The Human Elements

Who Should Attend

Purchasing Managers, Executives and Officers who are interested to acquire the knowledge, techniques and skills in negotiating will find the programme useful and beneficial.

Dates: Apr 7-8, Sept 24-25

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

6.3 Materials Planning and Control

Objectives

- Examine various aspects of managing materials requirements
- Design a systematic approach in order to prevent down times caused by materials shortages and other delay factors
- Plan and forecast materials in terms of economical and operational efficiencies

Contents

- Organisation and Functions of Materials Planning and Control
- Budget and Budgetary Control
- Master Scheduling Plan (MSP)
- Distribution Requirements Planning (DRP)
- Time-Phasing Requirements (TPR)
- Capacity Requirements Planning (CRP)
- Materials Requirements Budget (MRB)
- Materials Requirements Planning (MRP)
- Work Study
- Statistical Considerations in Materials Planning and Control
- Break-Even Analysis

Who Should Attend

Purchasing Executives, Materials Planners, Purchasers, Logistics Managers, Inventory Controllers and all those whose jobs require them to plan and organise materials to meet their organisations' objectives.

Dates: Apr 21-22

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



6.4 Operasi Stor dan Gudang

Objectives

- Identify the principles and functions of operating store and warehouse in order to increase productivity
- Identify the responsibilities of the staff members of store and warehouse management
- Apply proper and good practices in the management of store and warehouse

Contents

- Stor dan Inventori – Kaitannya dengan Operasi Perniagaan
- Perhubungan Stor dengan Jabatan-Jabatan Lain dalam Organisasi Perniagaan
- Pengenalan dan Kodifikasi Barang
- Kawalan Inventori
- Sistem Lokasi Stok
- Prosedur-Prosedur dalam Pentadbiran Operasi Stor
- Pemeriksaan dan Pengiraan Stok
- Perakaunan Inventori
- Keselamatan Kerja di Stor dan Gudang
- Keselamatan Harta Benda Stor dan Gudang

Who Should Attend

All personnel from the store and warehouse management functions who have difficulty in comprehending the contents of a similar programme conducted in English Language.

Dates: Mar 10-11, Aug 10-11

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

6.5 Perancangan dan Pengawalan Inventori

Objectives

- Identify concepts and practices of planning and controlling inventory
- Apply the techniques, knowledge and skills to effectively execute the tasks entrusted
- Uplift the confidence of the participants to initiate development in managing inventory effectively

Contents

- Konsep
- Organisasi
- Klasifikasi Bahan-bahan Keperluan
- Perancangan Inventori
- Menentukan Keperluan Inventori
- Perancangan Keperluan Bahan
- Maklumat-Maklumat Penting dalam Pelaksanaan MRP
- Konsep dan Amalan JIT
- Mengawal Bahan-bahan Lebihan dan Buangan

Who Should Attend

Executives, Supervisors and Clerks who are directly or indirectly involved in materials planning and control, inventory and financial control.

Dates: Dec 1-2

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



6.6 Supply Chain Management

Objectives

- Have a comprehensive overview of the various aspects of supply chain management
- Link forecasting to capacity
- Enhance understanding and decision making capability in scheduling and sequencing
- Better quantify, measure and seek improvements
- Understand and anticipate issues to reduce costs and wastes
- Improve handling of the critical components - culture and human resource

Contents

- Supply Chain Management
- Supply Chain Optimisation
- Roles of Sourcing and Purchasing
- Capacity
- Human Matrix Optimisation
- The Role of Just-In-Time (JIT)
- 5 Basic Activities of Supply Chain
- Operational Scheduling and Sequencing
- Supply Chain Success

Who Should Attend

Managers, Executives, Officers and Supervisors who deal with a whole spectrum of business and organisation processes, from sales, purchasing, manufacturing, warehousing, logistics, and etc.

Dates: Jun 26-27

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

6.7 Logistics Management in Manufacturing

Objectives

- Understand the fundamental principles of logistics and support to manufacturing
- Know the importance of logistics related to customer service, inventory management, transportation, storage and material handling, packaging and reverse logistics in manufacturing
- Use logistics strategies in achieving logistics effectiveness
- Integrate logistics in manufacturing with supply chain management

Contents

- Logistics Management, Business Logistics and Production Logistics
- Improving the Effectiveness of Logistics Management
- Logistics Roles and Impacts in Production KPIs
- Logistics Function in Today's Manufacturing
- Logistics Transformation in Global Arena
- Analysing Value Chain Activities
- Change Management in Logistics Management and Manufacturing
- Logistics Strategies in Manufacturing

Who Should Attend

All levels of employees in logistics.

Dates: July 13-14

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



7. QUALITY SYSTEMS AND PRODUCTIVITY IMPROVEMENT

7.1 Understanding ISO 9001:2008 Quality Management System Requirements

Objectives

- Gain knowledge of the ISO 9001:2008 Standard
- Identify key processes, including process mapping, and techniques required in fulfilling the standards
- Identify and manage the key and support processes
- Acquire knowledge to help prepare your company for QMS certification or maintenance
- Improve customer satisfaction through understanding and application of the international standards
- Develop a business management system control plan

Contents

- Introduction to ISO 9001:2008
- Understanding Section 4 Quality Management System
- Understanding Section 5 Management Responsibility
- Understanding Section 6 Resource Management
- Understanding Section 7 Product Realisation
- Understanding Section 8 Measurement, Analysis and Improvement

Who Should Attend

Managers, Executives, Officers, Internal Auditors and Engineers.

Dates: Aug 11-12

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

7.2 ISO 9001:2008 Quality Management System Internal Audit

Objectives

- Explain the ISO 9001:2008 standard requirements
- Adopt the auditing process, including process auditing, and techniques required to fulfil the standards' requirements through a case study exercise
- Evaluate the significance of audit findings
- Report audit findings and complete reports
- Apply knowledge to help prepare your company for QMS external audits
- Improve customer satisfaction through understanding and application of the standards

Contents

- Review the ISO 9001:2008 Requirements
- Auditor Roles and Responsibilities
- Process Approach to Auditing
- Overview of Process Approach to Auditing
- P-D-C-A and P-D-S-A Auditing Cycles
- Internal Audit Inputs and Outputs
- Management Systems Audit Models
- Planning an Audit
- Preparing Audit Checklist
- Conducting the Audit
- Audit Reporting
- Audit Team Meeting
- Corrective Action and Preventive Action
- Audit Closure

Who Should Attend

Managers, QMR, Internal Quality/Environmental Auditors, Executives, Officers, Engineers, Supervisors, Line Leaders and Technicians.

Dates: Apr 16-17, Aug 27-28

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



7.3 Lean Manufacturing for Optimum Efficiency

Objectives

- Understand the concepts and implementation of Lean Manufacturing
- Have a working knowledge of Kaizen and Continuous Improvement
- Enhance awareness of wastes reduction
- Comprehend Just-in-Time and push/pull production
- Use Poka Yoke to identify or prevent problems

Contents

- Introduction to Lean
- Waste Identification and Elimination
- Line Balancing
- Visual Management
- Poka Yoke
- Kaizen and Continuous Improvement

Who Should Attend

Managers, Executives and those who wish to improve their understanding and skills in relation to the application of lean management in manufacturing.

Dates: Apr 3-4

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

7.4 Value Stream Mapping

Objectives

- "See the flow" of your value stream and wastes in the flow
- View all products from a system perspective
- Understand both material and information flows of your value stream
- Draw a blueprint for lean transformation - the future state map
- Prioritise activities needed to achieve the future state

Contents

- Introduction to Value Stream Mapping
- Characteristics, Benefits and Importance of Value Stream Mapping
- Current State Map: Step-By-Step Guide
- Establish Takt Time
- Compile Present State Map
- Future State Map: Step-By-Step Guide
- Compile Future State Map
- Common Symbols Used
- Limitations of Value Stream Mapping
-
- Supporting Tools and Techniques

Who Should Attend

Engineers, Managers, Executives and Supervisors from all departments and those who are involved in streamlining work processes, cutting lead times, reducing costs, improving customer satisfaction and increasing quality.

Dates: Mar 17-18

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

7.5 Failure Mode and Effect Analysis (FMEA)

Objectives

- Define failure mode and effect analysis (FMEA)
- Explain how FMEA helps improve reliability, cost and lead time
- Identify the 3 stages of “Bathtub Curve” and types of failures they represent
- Explain and illustrate the purpose of design and process FMEAs
- Use and practice appropriate FMEAs at workplace
- Identify several potential benefits of using FMEA
- Identify the key imperatives of an effective FMEA implementation

Contents

- FMEA Approach and Benefits
- Failure Causes
- Failure Effects
- Mitigation and Controls
- Risk Assessment
- Risk Priority Number (RPN)
- Reaction Plan
- Design FMEA
- Process FMEA
- Service FMEA
- FMEA and Control Plan Integration

Who Should Attend

Quality, Research and Development, Process Control and Supplier Quality Engineers, Supervisors and Technicians.

Dates: May 5-6

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

7.6 Bengkel Kualiti: 7 Alat QC dan Pelaksanaan QCC

Objectives

- Explain QCC concept and its use
- Explain PDCA concept and relate it to 7 QC tools
- Collect and analyse data using the 7 QC tools

Contents

- Konsep Asas QCC
- PDCA
- Checksheet
- Carta Pareto (Pareto Chart)
- Rajah Tulang Ikan (Fish-Bone Chart)
- Carta Kekerapan (Histogram)
- Carta Kawalan (Control Chart)
- Graf Serakan (Scatter Chart)
- Analisa Berlapisan (Stratification)
- Pelaksanaan QCC

Who Should Attend

QCC Team Leaders, QCC Team Members, QCC Facilitators, Production/QC and QA personnel and Technicians from Operator level to Supervisory level.

Dates: Mar 12-13

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



7.7 Teknik Kawalan Kualiti Untuk QC

Objectives

- Explain the importance of prevention
- Explain concept of zero defect
- Conduct effective audits
- Collect data using checksheets
- Analyse data using Pareto diagrams
- Implement effective segregation for the production floor
- Read and understand AQL tables

Contents

- Apakah Kualiti?
- Bagaimana Mencapai Kualiti?
- Definisi Konsep 'Zero Defect'
- Peranan dan Tanggungjawab
- Sifat-Sifat QA/QC Cemerlang
- Mencegah Campuran
- Mengesan dan Mencegah 'Rejects'
- Pengumpulan Data
- Analisa Data
- Jadual AQL
- Analisa Berlapisan

Who Should Attend

QA/QC Inspectors, QA/QC Supervisors, QA/QC Auditors and Quality Checkers.

Dates: Jun 16-17

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

7.8 Bengkel Produktiviti: Pelaksanaan 5S

Objectives

- Explain each of the 5S in detail
- Explain at least three systems for Seiri
- Explain the seven principles of Seiton
- Prepare a complete Seiso schedule
- Perform 5S audit and present report
- Given a work area and materials, rearrange any workplace to 5S standard
- Use 5S kit to start 5S implementation

Contents

- Konsep dan Manfaat 5S
- SEIRI – Asingkan
- SEITON – Susun
- SEISO – Kebersihan
- SEIKETSU – Piawai
- SHITSUKE – Disiplin
- Pelaksanaan 5S

Who Should Attend

5S Committee Members, Manufacturing, Administrative and Logistics personnel at all levels.

Dates: May 19-20

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

7.9 Teknik-Teknik Peningkatan Produktiviti

Objectives

- Explain the importance of analysing and improving productivity in today's business environment
- Define and measure productivity
- Identify opportunities for productivity improvement
- Identify obstacles to productivity
- Develop and evaluate productivity improvement ideas
- Develop action plans to implement productivity improvement ideas

Contents

- Produktiviti
- Teknik Peningkatan Produktiviti
- Pengukuran Kerja
- Model Rujukan
- Penyelenggaraan Produktif Menyeluruh (TPM)
- Pengurangan Kos Bahan
- Pengurusan Kos
- Tentu Ukur (Benchmarking)
- Tindakan Mengelak Pembaziran dan Meningkatkan Produktiviti

Who Should Attend

Managers, Department Heads, Executives, Supervisors and those who are interested to acquire the necessary knowledge and skills in improving productivity management in an organisation.

Dates: Sept 24-25

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

7.10 Negotiation Skills **NEW**

Objectives

- Understand the elements to a successful negotiation
- Recognize the traits of an effective negotiation
- Identify with the key concepts that apply to all types of negotiation
- Understand the impact of culture and the approaches to attain agreement
- Develop the right personal influence to reach agreement

Contents

- Introduction to Negotiation
- Your starting Points
- Preparing for Successful Negotiation
- Using Culture to Attain Agreement
- Power Play in Negotiation
- The Influential Negotiator
- When Relationship Matters in Negotiation
- Create Satisfaction with Your Outcome

Who Should Attend

Executive level

Dates: Sept 24-25

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



8. ENGINEERING AND MAINTENANCE

8.1 Penyelenggaraan Asas Untuk Juruteknik

Objectives

- Understand maintenance concepts
- Differentiate the activities of maintenance
- Select the right type of maintenance
- Maintain basic equipment condition and operating standards
- Manage spare parts effectively
- Apply appropriate stocking strategies
- Apply the seven-step process of implementing preventive maintenance
- Identify the behavioural requirements for maintenance personnel

Contents

- Penyelenggaraan
- Jenis-Jenis Penyelenggaraan
- Pemeliharaan Keadaan Asal Mesin
- Pengkalan Piawai Operasi
- Penyelenggaraan Pencegah Efektif
- Pengurusan Alat Ganti
- Tatatertib Unggul Penyelenggaraan

Who Should Attend

All maintenance personnel will find this programme beneficial.

Dates: Mar 3-4

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

8.2 Penyelenggaraan Berjadual Terancang dan Ramalan

Objectives

- Understand maintenance functions
- Identify the causes of equipment failure
- Gain knowledge on preventive maintenance
- Select critical equipments and parts
- Prepare checklist and predictive maintenance schedule
- Systematically implement predictive maintenance

Contents

- Pengenalan kepada Penyelenggaraan
- Penyelenggaraan Terancang Berjadual
- Persediaan untuk Penyelenggaraan Terancang
- Sediakan Senarai Semak dan Jadual
- Pelaksanaan Penyelenggaraan Terancang
- Pengenalan kepada Penyelenggaraan Ramalan (PdM)
- Pelaksanaan Penyelenggaraan Ramalan

Who Should Attend

Engineers, Technicians, Supervisors and Maintenance personnel.

Dates: Sept 3-4

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



8.3 Root Cause Failure Analysis for Maintenance

Objectives

- Understand what cause failures
- Know how to analyse failures
- Apply 'decision diagram' methodology
- Draft proactive maintenance strategy
- Use proactive tools to overcome failures

Contents

- Autonomy of Failures
- Root Cause Analysis
- Mechanical Failures
- Electrical Component Failures
- Pneumatic Failures
- Pro act Failures

Who Should Attend

Maintenance Engineers, Maintenance Supervisors, Maintenance/Predictive Maintenance Technicians and also Equipment personnel.

Dates: Dec 1-2

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

8.4 Technical Troubleshooting and Decision Making for Maintenance

Objectives

- Gain in-depth understanding of failures
- Understand the implication of high downtime
- Apply latest troubleshooting skills

Contents

- Understanding Problems
 - Autonomy of Problems
- Current Problem Solving Approaches
- Troubleshooting Techniques
 - Using the Right Tools
 - Physical Troubleshooting
 - Mind Mapping Process
 - P-M Analysis
- Decision Making for Maintenance

Who Should Attend

Maintenance personnel.

Dates: Jun 9-10

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



9. INDUSTRIAL SAFETY AND ENVIRONMENTAL MANAGEMENT

9.1 Occupational First Aid Skills and CPR

Objectives

- Understand basic first aid principles and procedures
- Identify common injuries at the workplace and how to deal with these injuries
- Possess life-saving and life-sustaining skills

Contents

- Wound and Bleeding
- Musculoskeletal Injuries
- Burn Injuries
- Shock
- Basic Life Support
- Patient Transport

Who Should Attend

This programme is specially designed for all Management Staff, Supervisors, Production Workers and especially those in high-risk category at workplace.

Dates: Mar 3-4, Sept 8-9

Duration: 2 days

Scheme: SBL/SBL-KHAS

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

9.2 Mengendali Bahan Kimia Dengan Selamat

Objectives

- Mengendali bahan kimia dengan selamat
- Memahami peruntukan perundangan yang berkaitan
- Mengenalpasti dan menyatakan ciri-ciri label yang betul
- Merancang dan melaksanakan langkah-langkah kecemasan
- Melaksanakan pemeriksaan keselamatan di tempat kerja

Contents

- Prinsip Pengurusan Keselamatan Kimia
- Akta Keselamatan dan Kesihatan Pekerjaan 1994
- Pengelasan, Pembungkusan dan Pelabelan Bahan Kimia Berbahaya 1997
- Risalah Data Keselamatan Kimia
- Penggunaan dan Standard Pendedahan Bahan Kimia Berbahaya Kepada Kesihatan 2000
- Kawalan Terhadap Bahaya Kemalangan Besar Dalam Perindustrian 1996
- Pertolongan Cemas dan Pelan Tindakan Kecemasan
- Prosedur Pengendalian Yang Selamat
- Pengangkutan dan Penstoran Bahan Kimia
- Kesan Kesihatan Bahan Kimia
- Alat Lindung Diri dan Praktikal
- Perbincangan dan Praktikal

Who Should Attend

Juruteknik Makmal Perubatan/Ahli Jawatankuasa Keselamatan dan Kesihatan, Pegawai/Pengamal Keselamatan dan Kesihatan dan Pekerja yang mengendali bahan kimia.

Dates: Jun 16-17, Oct 13-14

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



9.3 HACCP and Food Safety

**BACK BY
POPULAR
DEMAND**

Objectives

- Gain a comprehensive overview of HACCP
- Understand key principles of HACCP
- Familiarise with audit procedures
- Link hygiene to implementation

Contents

- Origin of HACCP
- Why the Need for HACCP
- Traditional Limitations
- Relevant Laws
- Benefits of Implementation
- The Need to Understand Hygiene
- Guidelines and Principles of HACCP
- The Audit Dimensions
- Cultural Enablers: Do We Do It for Certification Only?

Who Should Attend

Managers, Executives, Officers and Supervisors who are involved in the food and beverage industries, manufacturers and service providers.

Dates: April 16-17, Oct 21-22

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

9.4 Safe Forklift Driving Skills

Objectives

- Learn about various components of a forklift and their functions
- Perform daily forklift safety performance inspection and preventive maintenance
- Learn about loads, safe operating procedures and operational rules of a forklift
- Acquire proper skills required to drive a forklift and practice safe driving skills at the workplace

Contents

- Personal Safety
- Accident Statistics/Causes
- Components of a Forklift
- Forklift Checks and Inspections
- Loads Handling
- Safe Operating Procedures
- Operational Rules
- Forklift Familiarisation
- Safety, Performance Inspection and Preventive Maintenance

Who Should Attend

Supervisors, Line Leaders, Forklift Operators who have just started to handle a forklift and others who have no experience in handling forklifts.

Dates: Mar 10, Sept 8

Duration: 1 day

Scheme: SBL

CPD Hours: 7

Fees: FMM Members RM800 Non-Members RM1,000



10. SUPERVISORY AND MOTIVATIONAL SKILLS

10.1 Kepimpinan dan Kemahiran Motivasi Untuk Ketua Operator

Objectives

- Enhance knowledge, skill and attitude as leaders
- Accept each person as an individual and be able to motivate them to perform progressively
- Develop an objective awareness and understanding of individual and organisational roles
- Understand the concept of internal customers and teamworking for synergistic results
- Develop a positive work attitude and communicate effectively

Contents

- Tanggungjawab di dalam Penyeliaan
- Kepimpinan di dalam Penyeliaan
- Kemahiran Pemimpin "Situational" yang Berkesan
- Asas Komunikasi
- Kemahiran Hubungan Kemanusiaan
- Menggerakkan Prestasi
- Menyelia Prestasi
- Kajian Kes

Who Should Attend

This programme is designed especially for Line Leaders and Operators who have the potential to be trained to handle greater responsibilities.

Dates: Aug 25-26

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

10.2 Bimbingan dan Kawalan Prestasi Kerja Untuk Ketua Operator

Objectives

- Develop effective techniques of guiding subordinates at work
- Acquire knowledge on supervising problematic subordinates
- Enhance ways of communication to transform conflict into co-operation
- Apply techniques of monitoring subordinates performance through daily performance system

Contents

- Fokus Kepada Pelanggan
- Menyelia Pekerja Bermasalah
- Bimbingan di Tempat Kerja
- Mengawas Prestasi Kerja
- Membina Keyakinan Diri Sebagai Pemimpin
- Kerjasama Pasukan Memberi Hasil

Who Should Attend

This programme is designed specially as a follow-up for past participants of the programme on "Kepimpinan dan Kemahiran Motivasi Untuk Ketua Operator", Supervisors and Senior Leaders.

Dates: May 7-8

Duration: 2 days

Scheme: PERLA/PROLUS

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



10.3 Kemahiran Penyeliaan Yang Berkesan

Objectives

- Memajukan penyelia sedia ada dengan memiliki ilmu, mengenali peralatan dan mengetahui sifat-sifat tanggungjawab yang perlu ada dalam pengurusan penyeliaan
- Melengkapkan peserta-peserta dengan tugas dan tanggungjawab yang semakin mencabar dengan lebih memahami cara-cara perhubungan kemanusiaan dengan lebih baik dan berkesan
- Bagi membantu peserta-peserta dalam memajukan kebolehan mereka sebagai penyelia yang berjaya, dengan penggunaan teknik-teknik komunikasi dan pelaksanaan yang terbaik agar kumpulan pengeluaran mereka berfungsi dengan lebih lancar di dalam perancangan dan lebih produktif di dalam memenuhi objektif organisasi

Contents

- Proses Kepimpinan
- Harapan Organisasi
- Pengurusan Masa
- Komunikasi
- Penyelesaian Masalah dan Membuat Keputusan
- Penyerahan Tanggungjawab Yang Berkesan
- Pengurusan Konflik

Who Should Attend

Department Heads, Executives, Officers, Supervisors, Potential Supervisors and others whose duties include supervision of a group of subordinates.

Dates: May 28-29

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

10.4 Effective Supervisory Management Skills

Objectives

- Understand the organisational status of a supervisor
- Understand the concept of delegation, authority relationships, communication principles, target setting and the need for rules and regulations
- Understand the supervisory roles, tasks and duties and how these impact work group behaviour
- Develop supervisory skills so as to influence group work behaviour and motivation

Contents

- The Organisational Status of Supervisor
 - Organisation, Its Structure and Functions
 - Delegation and Employee Accountability
- Supervisor's Tasks and Duties
 - Organisational Objectives
 - Setting Work Group and Tasks
- Supervisory Skills
 - Supervisory Attributes
 - Problem Solving and Decision Making Techniques
 - Time Management and Strategies in Managing Time
 - Effective Communication
 - Coaching and Counselling

Who Should Attend

Assistant Managers, Senior Executives, Executives and Supervisors.

Dates: Feb 24-25 , Jul 1-2

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



10.5 Motivasi, Kepimpinan, Hubungan Kemanusiaan Dan Pembentukan Kumpulan Kerja

Objectives

- Show the importance of positive work attitude and identify the importance of human relations skills
- Identify the nature of motivation skills and the relationship between job satisfaction and effective human relations
- Review the role for effective team building and identify contribution of leadership in developing good human relations
- Consider the significance of alternative managerial styles in attitude development and develop action plans

Contents

- Motivasi Kerja: Implikasi dan Perlaksanaannya
- Kepimpinan: Seni Mempengaruhi Pekerja
- Hubungan Kemanusiaan: Suatu Kaedah Mendekati Pekerja
- Pembentukan Kumpulan Pekerja

Who Should Attend

Junior Management Staff, Supervisors, Line Leaders and Section Heads who wish to improve on the aspects of working with people to provide a conducive working environment in an organisation.

Dates: Sept 10-11

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

10.6 Sikap Kerja Positif

Objectives

- Understand and practise positive working concepts in an organisation
- Adopt highly effective communication principles based on creating a positive working environment
- Understand positive working values and skills in order to increase efficiency and quality of work
- Plan and design positive steps towards building positive work culture at the workplace

Contents

- Suatu Pendekatan Ke Arah Kecemerlangan Organisasi
- Konsep Positif
- Kesepaduan Sikap Positif
- Menilai Sikap Positif
- Bagaimana Membentuk Sikap Positif
- Sikap Positif dalam Budaya Kerja Cemerlang
- Kaedah Membentuk Sikap Positif dalam Budaya Kerja Cemerlang
- Dorongan dan Motivasi Diri untuk Membentuk Sikap Positif
- Peranan Hubungan Kemanusiaan untuk Membentuk Sikap Positif

Who Should Attend

Executives, Supervisors, Line Leaders, Administrative and Clerical staff.

Dates: Jan 22-23 , Aug 25-26

Duration: 2 days

Scheme: PERLA/PROLUS

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

10.7 Increase Your Productivity Through Winning Attitude

Objectives

- Take responsibility for your growth in life and at work
- Understand your role better and why it is important
- Develop a positive and proactive outlook
- Improve the core competency skills
- Enhance professional image and practice

Contents

- What is Our Purpose and Role in the Workplace?
- Why are We important to the Organisation?
- Why is Change Necessary?
- Enhancing Positive Working Relationships
- Proactive Approach Towards Your Job
- Motivating Self and Others
- Enhancing Efficiency and Effectiveness
- Developing Communication Effectiveness
- Instilling Pride in Your Organisation
- Managing Personality Differences

Who Should Attend

Executives and Administrative staff.

Dates: Nov 12-13

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

10.8 Boosting Confidence to Increase Your Performance

Objectives

- Change your approach to the way you carry yourself and work with others
- Build the faith in one's abilities and skills
- Choose the life you want to lead
- Give yourself the special lift in confidence and be a beacon of hope

Contents

- Valuing the Different Aspects of Confidence
- Understanding People and Work
- Delivering Confidence: Work of Leaders
- Knowing How Confidence Can Grow or Erode
- Facing Reality and Reinforcing Responsibility
- Developing Win-Win Situations for People
- Inspiring Proactive and Creative Actions
- Boosting Your Communication Abilities and Skills
- Demonstrating Your Professionalism
- Building Your Total Image
- Accepting Responsibilities
- Believing You Can Excel and Reach for the Sky

Who Should Attend

Executives, Supervisors and Administrative staff.

Dates: Oct 1-2

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



11. COMMUNICATION AND CLERICAL DEVELOPMENT

11.1 Effective Communication Skills at the Workplace

Objectives

- Identify communication problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Develop skills in listening actively and empathetically to others
- Enhance your ability to handle difficult situations without being manipulated
- Identify behavioural style and its unique challenges
- Organise information in a clear and concise manner
- Implement techniques for varying your vocal tones and body language

Contents

- What is Professional Communication?
- What is a Skilled Communicator?
- Communication Barriers
- Asking Questions
- Using Your Body Language for Impact
- Building High Impact Messages
- The Power of Positive Language
- Gaining the Confidence of Others
- Listening Skills
- From Impact to Actions
- The Ten Commandments of Positive Relationships
- Assertive Formula

Who Should Attend

All levels of employees.

Dates: Apr 16-17, Sept 22-23

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

11.2 Enhance Your Administrative Skills

Objectives

- Learn how to self-manage to become more effective and efficient
- Improve communication skills
- Increase effectiveness in recognising and managing conflict
- Dealing with difficult people

Contents

- Personal Best, Professional Best
- Putting Others at Ease
- Distorted Thinking
- The Steps to Feeling Good
- Assertiveness
- Communication Skills
- Asking and Listening
- Non-Verbal Messages
- Writing Skills
- Self-Management
- Setting Goals
- Working as a Team
- Working with Difficult People

Who Should Attend

Administrative staff.

Dates: Mar 4-5, Oct 2-3

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



11.3 Managing Office Records and Files Effectively

Objectives

- Gain a better understanding of the importance of proper record management practices
- Organise the records of an organisation more systematically and efficiently
- Increase efficiency in processing records and files in respect of arrangement, keeping, filing, retrieving, maintaining and disposing of records

Contents

- Theory and Practice in Record Management
- File Operation
- Security Requirement and Characteristics of Good Record/Filing Room
- Electronic Media in Filing Operations
- Rules and Regulations Governing Record Management
- Last Stages in Records Management – Final Destiny

Who Should Attend

Secretaries, Administrative Supervisors and Clerical staff in various organisations who want to ensure their records are properly filed and managed.

Dates: Mar 3-4

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500

11.4 Teknik Pengurusan Rekod Yang Efektif

NEW

Objectives

- Dapat mempertingkatkan kesedaran tentang pentingnya amalan pengurusan rekod yang baik dipejabat masing-masing
- Dapat mempertingkatkan kemahiran dalam mengendalikan rekod agensi masing-masing
- Dapat mempertingkatkan fahaman mendalam pengurusan rekod secara teori dan praktikal yang akan membolehkan pelaksanaan dan tanggungjawab terhadap rekod di agensi masing-masing
- Dapat meningkatkani lagi kemahiran memproses rekod-rekod khususnya dalam mengendalikan rekod-rekod di peringkat penyusunan, penyimpanan, penjagaan dan pelupusan rekod
- Dapat memperbaiki dan mengurangkan masa mengesan rekod/maklumat serta dapat memberi maklumat dengan cepat dan tepat.
- Dapat meningkatkan kecekapan dan imej agensi masing-masing.

Contents

- Praktis dan amalan dalam pengurusan rekod operasi fail
- Ciri-ciri tempat menyimpan rekod yang baik
- Perundangan dalam pengurusan rekod
- Peringkat akhir pengurusan rekod / Pelupusan rekod tidak aktif

Who Should Attend

Eksekutif Pentadbiran, Penyelia, Pembantu Eksekutif, Setiausaha, Perkeranian dll

Dates: Sept 22-23

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



11.5 Program Pembangunan Perkeranian

Objectives

- Understand the administrative role and function of an organisation
- Learn the importance of realising the organisation's mission and objectives through daily work
- Identify ways to foster good working relationship, positive work attitude and effective working habits so as to contribute positively towards the organisation's productivity Acquire excellent work ethics and work culture for personal improvement and organisational Development

Contents

- Peranan dan Fungsi
- Sistem Pejabat
- Motivasi
- Perhubungan Kemanusiaan
- Komunikasi Berkesan
- Pengurusan Masa dan Tugas
- Perkhidmatan Pelanggan

Who Should Attend

All levels of Clerical Staff, Secretaries, Personal and Administrative Assistants.

Dates: July 16-17

Duration: 2 days

Scheme: SBL

CPD Hours: 14

Fees: FMM Members RM1,200 Non-Members RM1,500



FMM Institute has been approved as SME Corporation Malaysia's (SME Corp) Professional Training Provider (PTP) and under this scheme, a total of 35 SMEs Skills Upgrading Programmes were approved by SME Corp to be conducted for SMEs so as to enjoy the 70% SMEs Skills Upgrading Grant.

Eligibility to SMEs Skills Upgrading Grant

- Manufacturing sector (including agricultural-based industries) and manufacturing-related services - annual sales value is not more than RM50 million or with less than 200 full-time employees.
- Services sector (including ICT) - annual sales value is not more than RM20 million or with less than 75 full-time employees.
- SMEs must be registered under the Companies Act 1965 (Private Limited companies) or the
- Registration of Business Act 1956 (Enterprise companies) with majority Malaysian shareholders (minimum 60%).

SMEs who contribute to the HRDF can also apply for training grants under the various schemes available under the HRDF

SMEs Skills Upgrading Programmes

1. Effective Time Management

Dates: Apr 7-8, Sept 29-30
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

2. Enhancing Your Creative Thinking and Problem Solving Skills

Dates: Apr 14-15, Aug 25-26
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

3. Essential Management Skills

Dates: May 5-6, Sept 1-2
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

4. Presentation and Communication Skills

Dates: Nov 3-4
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

5. Effective Customer Service and Complaints Management

Dates: Jun 9-10
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

6. How to Prepare and Maintain Full Set of Accounts

Dates: Apr 14-15, Aug 18-19
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

**7. Production Planning and Control**

Dates: May 15-16
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

8. Inventory and Stores Management

Dates: May 26-27, Oct 14-15
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950

9. Materials Planning and Control

Dates: Apr 21-22
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

10. Operasi Stor dan Gudang

Dates: Mar 10-11, Aug 10-11
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

11. Perancangan dan Pengawalan Inventori

Dates: Dec 1-2
Duration: 2 days
Scheme: SBL
Fee: RM300 (after 70% Skills Upgrading Grant) RM1,000 (before Skills Upgrading Grant)

12. Supply Chain Management

Dates: Jun 26-27
Duration: 2 days
Scheme: SBL
Fee: RM300 (after 70% Skills Upgrading Grant) RM1,000 (before Skills Upgrading Grant)

13. Logistics Management in Manufacturing

Dates: Jul 13-14
Duration: 2 days
Scheme: SBL
Fee: RM300 (after 70% Skills Upgrading Grant) RM1,000 (before Skills Upgrading Grant)

14. Understanding ISO 9001:2008 Quality Management System Requirements

Dates: Aug 11-12
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

15. ISO 9001:2008 Quality Management System Internal Audit

Dates: Apr 16-17, Aug 27-28
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

16. 7 Alat QC dan Pelaksanaan QCC

Dates: Mar 12-13
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

17. Teknik Kawalan Kualiti Untuk QC

Dates: Jun 16-17
Duration: 2 days
Scheme: SBL
Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

**18. Teknik-Teknik Peningkatan Produktiviti**

Dates: Sept 24-25
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

19. Penyelenggaraan Asas Untuk Juruteknik

Dates: Mar 3-4
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

20. Occupational First Aid Skills and CPR

Dates: Mar 3-4, Sept 8-9
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

21. Mengendali Bahan Kimia Dengan Selamat

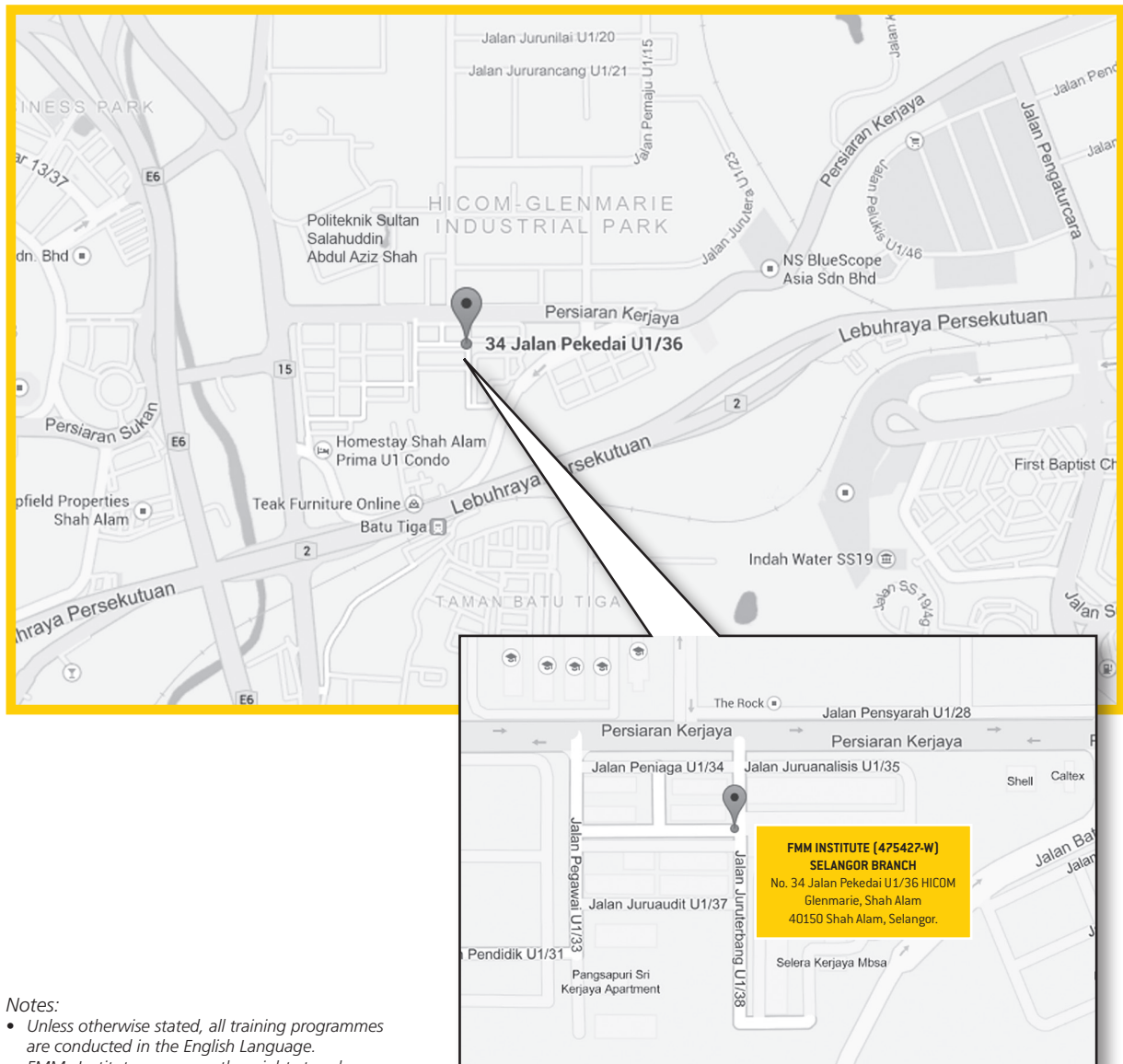
Dates: Jun 16-17, Oct 13-14
 Duration: 2 days
 Scheme: SBL
 Fee: RM285 (after 70% Skills Upgrading Grant) RM950 (before Skills Upgrading Grant)

Note: Fee is based on per participant

(New programmes will be added from time to time, subject to the approval of SME Corporation Malaysia. Please contact FMM Institute for further details and schedule of SMEs Skills Upgrading Programmes.)

FMM INSTITUTE SELANGOR –
& LOCATION MAP
REGISTRATION FORM





Notes:

- Unless otherwise stated, all training programmes are conducted in the English Language.
- FMM Institute reserves the right to change the facilitator, reschedule or cancel any of the training programmes.
- Class schedule is subject to change.
- Please request for our individual programme brochure.



Registration Details

Registration is on a first-come first-served basis. Cheques made in favour of the **"FMM Institute"** should be forwarded a week before the date of commencement of each programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute would be deemed as confirmed. All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 0 – 6 working days before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost. 10% discount is applicable for registration of three (3) or more participants for the same programme on the same time. The FMM Institute reserves the right to change the facilitators, reschedule or cancel the programmes and all efforts will be taken to inform participants of the changes.

REGISTRATION FORM

The Manager

FMM Institute, Selangor Branch

Tel: 03-55692950

Fax: 03-55694346/55692576

Dear Madam,

Please register the following participant(s) for the programme(s) below:

(To be completed in BLOCK LETTERS)

Name: Designation: Programme Title: Date:

1. _____
2. _____
3. _____

(Please attach a separate list if space is insufficient)

Enclosed cheque/bank draft No. _____ for RM _____
being payment for _____ participant(s) made in favour of the **"FMM Institute"**.

Submitted by:

Name: _____

Designation: _____ E-mail _____

Company: _____

Address: _____

FMM Membership No.: _____

My Corporate Identity No.: _____

Tel No.: _____ Fax No.: _____

Date: _____

Please tick (✓) PSMB Scheme accordingly:

- | | |
|-----------------------------------|------------------------------------------|
| <input type="checkbox"/> SBL | <input type="checkbox"/> PERLA |
| <input type="checkbox"/> SBL-KHAS | <input type="checkbox"/> Non-Contributor |
| <input type="checkbox"/> PROLUS | |

2014



FMM Institute
Selangor Branch

January

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February

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March

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24	25	26	27	28	29	30
						31

April

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27	28	29	30			

May

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June

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July

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28	29	30	31			

August

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23	24	25	26	27	28	29
30	31					

September

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22	23	24	25	26	27	28
29	30					

October

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26	27	28	29	30	31	

November

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24	25	26	27	28	29	30

December

Mo	Tu	We	Th	Fr	Sa	Su
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

2014 Public Holidays

1 January	<i>New Year</i>
14 January	<i>Prophet Muhammad's Birthday</i>
17 January	<i>Thaipusam</i>
31 January	<i>Chinese New Year</i>
1 February	<i>Chinese New Year</i>
1 May	<i>Labour Day</i>

13 May	<i>Wesak Day</i>
7 June	<i>Agong's Birthday</i>
15 July	<i>Nuzul Al-Quran</i>
28 July	<i>Hari Raya Aidilfitri</i>
29 July	<i>Hari Raya Aidilfitri</i>
31 August	<i>National Day/Merdeka Day</i>

16 September	<i>Malaysia Day</i>
5 October	<i>Hari Raya Haji</i>
23 October	<i>Deepavali</i>
25 October	<i>Awal Muharram</i>
11 December	<i>Sultan of Selangor's Birthday</i>
25 December	<i>Christmas</i>



FMM Institute Selangor

would like to

thank you

for your continuous support





**FMM INSTITUTE (475427-W)
SELANGOR BRANCH**

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40150 Shah Alam, Selangor.

Tel: 03-55692950 Fax: 03-55694346

Email: fmmselangor@fmm.org.my