



**April
21 & 22, 2014
Monday &
Tuesday
8:45 am - 5:00 pm
@ FMM Institute, Perak**

OBJECTIVES

Upon completion of this course, participants will be able to :

- understand benefits of well written SOP
- format of a good SOP
- develop a proper SOP
- manage SOPs effectively

WHO SHOULD ATTEND

Quality Management Representatives, Production & QA Executive, Production & QA Engineers, Maintenance & Process Technicians, Supervisors/Line Leaders

Developing Contents Of Standard Operating Procedures (SOP)

category **ISO**

A Standard Operating Procedure (SOP) is a set of written instructions that document a routine or repetitive activity followed by an organization. The development and use of SOPs are an integral part of a successful quality system as it provides individuals with the information to perform a job properly, and facilitates consistency in the quality and integrity of a product or end-result. The term "SOP" may not always be appropriate and terms such as protocols, instructions, worksheets, and laboratory operating procedures may also be used.

Course Content

- WHAT IS AN SOP?**
- WHAT IS THE BENEFIT OF AN SOP?**
- ISO 9001 DOCUMENTATION PYRAMID**
- PREREQUISITE INFORMATION NEEDED FOR SOP WRITING**
- WHO, WHAT, HOW, WHEN (3W&1H)**
- DIFFERENTIATE SOP, WORK INSTRUCTION AND ONE-POINT LESSON**
- BASIC PARTS OF AN SOP**
- HEADER & TITLE**
- PURPOSE & SCOPE**
- ROLES & RESPONSIBILITIES**
- ABBREVIATIONS & DEFINITIONS**
- FORMS & DOCUMENTATION**
- SPECIAL NOTES**
- PROCEDURES**
- RELATED DOCUMENTS & REFERENCES**
- APPENDIX & TRACKING**

Trainer

Mr Selvaganabathy Alagirisamy who holds a Bachelor Degree of Science (Hons) (majoring in Microbiology) from University Kebangsaan Malaysia, a Certificate in Quality Engineering from American Society for Quality (ASQ) and an Executive Diploma in Safety & Health Management brings with him many years of experience in various fields such as Quality Assurance and Quality Control, ISO 9001, Production and Operations, Laboratory Management and 5S. Mr Selvabathy is also a certified lead auditor for ISO 9000:2000 series.

Mr Selvaganabathy also has numerous years of experience in auditing and training on Good Warehouse Practices and Inventory Management in manufacturing. His working experience spans over 17 years in pharmaceutical and tobacco industry and he had provided training & consultancies for several multinational and local companies such as Philip Morris Malaysia, Sampoerna, Omya Malaysia, Baerlocher Malaysia and United Seasons Malaysia.

REGISTRATION FORM



FMM INSTITUTE PERAK (Centre for Professional Development)
Attn : Puan Eda / Ms Harvindar / Ms Nicole
No. 1, Lorong Raja DiHilir, Off Jalan Raja DiHilir, 30350 Ipoh, Perak.
Fax. No. : (05) 548 8221 & (05) 548 8331 • Tel. No. : (05) 548 8660
Email : fmmperak@fmm.org.my

(475427-W)



SBL Scheme
Also available as an In-House Course

DEVELOPING CONTENTS OF STANDARD OPERATING PROCEDURES (SOP)

Dear Sir / Madam Please register the following participant(s) for the above programme:

	Name	Designation	I.C. No.
1.			
2.			
3.			
4.			

Submitted by:

(Please attach a separate list if space is insufficient.)

Name:		Designation:	
Company:	Tel:	Fax:	Email:
Address:			
FMM Membership No:		MyColD:	

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

ADMINISTRATIVE DETAILS

Closing date: April 14, 2014

Medium of Instruction: English

CPD: 14 hours

COURSE FEE (Fees include Course Materials, Refreshment, Lunch and Certificate of Attendance)

FMM Members RM 500.00 per pax

Others RM 600.00 per pax

Registration:

- Upon Faxing / Mailing the completed Registration Form to FMM Institute, Perak, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.
- Will be based on First-Come-First-Served basis.

Payment:

- Cheques made in favour of **FMM INSTITUTE** should be forwarded to FMM Institute Perak.
- For SBL Scheme, an Attendance of 100% is a MUST, in any case, employers will be billed in full.

Cancellation:

- Must be in Writing with Reasons.
- 7 days before the course ~ No Payment Charged
- 3-6 days before the course ~ 50% Payment Charged
- < 3 days before the course ~ Full Payment Charged
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

Disclaimer:

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.