



SEMINAR ON EFFECTIVE DOCUMENTATION AND OFFICE RECORDS MANAGEMENT

JAN 12-13, 2026 | FMM EASTERN | 9.00AM - 5.00PM

OVERVIEW

This workshop is designed to equip participants with the knowledge and skills necessary to effectively manage documentation and proper office records management. Through a combination of theoretical insights and practical exercises, you will learn how to create, update, and control documentation in a way that supports your organization's quality management system. By the end of this workshop, you will have a clear understanding of how to implement and maintain clear documentation practices.

LEARNING OBJECTIVE

By attending this workshop, participants will:

- Participants will learn how to organize documents efficiently.
- Understand ISO 9001:2015 Clause 7.5 requirements
- Understand how to utilize 5S in documents and filing system

METHODOLOGY

- Pre Assessment
- Knowledge sharing
- Hands-on Exercise

TRAINER PROFILE

Florance Gabriel is an accomplished professional with more than 30 years of experience in Company Secretarial, Banking, Manufacturing, and Training & Development. Holding a Bachelor's Degree in Business Administration from RMIT University, Melbourne, Australia, she exemplifies her dedication to academic excellence. As the former Head of Branch at the Federation of Malaysian Manufacturers (FMM), Florance demonstrated exceptional leadership and management skills. She successfully oversaw the Eastern Branch, managing its daily operations and a diverse membership base from Pahang, Terengganu, and Kelantan. Throughout her career, Florance has organized and executed impactful training programs, conferences, workshops, and annual dinners. These experiences have not only strengthened her ability to build relationships across all levels but also showcased her talent for creating engaging and memorable experiences. Certified as an HRD Corp trainer, Florance is passionate about engaging with individuals and driving personal and professional growth. Her certifications as a lead auditor for ISO 37001:2018 and ISO 9001:2015 further validate her commitment to maintaining high standards within organizations.

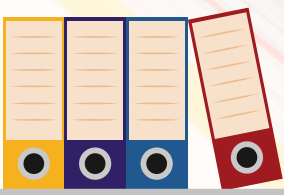
In addition to her professional achievements, Florance also excels as a Master of Ceremony for prestigious events. Her exceptional public speaking and presentation skills bring professionalism and elegance to every occasion. Florance Gabriel's profile represents extensive experience, leadership acumen, and a commitment to continuous learning and development. With a proven track record in corporate, manufacturing, and entrepreneurial environments, she is an invaluable asset to any organization seeking a remarkable professional who can engage and inspire others.

FEES

Member: RM 972.00

Non-Member : RM 1,080.00

(Price above are inclusive of 8% SST)



Call /Email Us For More Information:

09-560 6554 /fmmeastern@fmm.org.my



COURSE CONTENT



DAY 1

8.45 AM - Registration

Introduction and welcome

Programme objectives / personal objectives

Ice breaker activity!

Pre - assessment of current filing system

Activities: To be introduced on the day of training

10.30 AM - Morning tea break

Module 1: Introduction to ISO standards and guidelines

- **Overview of ISO and its importance**
- **Introduction to ISO 9001:2015 and clause 7.5: documented information**
- **Understanding the relevance of ISO guidelines to documentation and office management**

Module 2: Basics of documentation organization

- **Importance of organized documentation**
- **Types of documents typically used in organizations**

Review and discuss current filing system

1.00 PM - Lunch

Energizer Activity

Module 3: Practical steps to organize documentation

- **Gathering and categorizing materials**
- **Creating a Standardized filing system**
- **Determining retention and disposal schedules**

3.30 PM - Evening Tea Break

Module 4: Standardizing scattered materials

- **Creating a comprehensive and accessible filing list**
- **Decision - making: Filing Vs. Disposal**

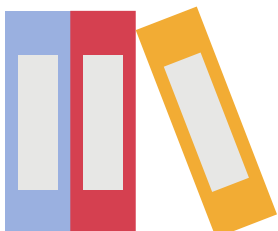
Document Types and their purpose

- **Differentiating between policies, procedures, work instructions, and records**

Module 5: Creating an effective document hierarchy

Structuring documents for clarity and ease of access

5.00 PM - end of day 1



DAY 2

8.45 AM - Registration

Recap what we learned yesterday

Module 6: 5S for filing: Organizing an efficient records system

- **Sort (seiri): Eliminating unnecessary documents**
- **Set in order (seiton): Arranging files for easy access**
- **Shine (seiso) Keeping filing areas clean and clutter - free**
- **Standardize (seiketsu): Establishing consistent filing practices**
- **Sustain (shitsuke): Maintaining discipline in records management**

10.30 AM- Morning tea break

Module 7: Document control and version management

- **Implementing version control procedures**
- **Ensuring consistency and accuracy across document versions**
- **Ensuring documents security and confidentiality**

Module 8: Practical steps to organize documentation

- **Gathering and categorizing materials**
- **Creating a standardized filing system**
- **Determining retention and disposal schedules**

standardizing scattered materials

- **Creating a comprehensive and accessible filing list**
- **Decision - making: Filing vs. disposal**

1.00 PM - Lunch

Module 9: Practical session: Organizing your documents

- **Participants organize current documents and filing system**
- **Discuss best practices for filing and folder structures**

3.30 pm - evening tea break

Module 9: Practical session: Organizing your documents (Continued)

- **Participants organize current documents and filing system**
- **Discuss best practices for filing and folder structures**

5.00 PM - end of day 2



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

CENTER FOR PROFESSIONAL DEVELOPMENT

SEMINAR ON EFFECTIVE DOCUMENTATION AND OFFICE RECORDS MANAGEMENT

JAN 12-13, 2026 | 9:00AM - 5:00PM | FMM EASTERN BRANCH



...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

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,

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, 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.

ENQUIRIES & REGISTRATION

Ms Wanhui / Ms Elly
Email : fmmeastern@fmm.org.my
Tel: 09-560 6554/ 5244

Please tick accordingly:

- Fees:** ☐ **FMM Member: RM 972.00/pax**
(inclusive of 8% Service Tax)
- ☐ **Non Member: RM 1,080.00/pax**
(inclusive of 8% Service Tax)

**Fees include course materials and
Certificate of Attendance**

CANCELLATION

- Must be 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.

PAYMENT

- **Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full**.

REGISTRATION FORM

Closing Date
Jan 1, 2026

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

(Please attach a separate list if space is insufficient)

- ☐ We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.
- ☐ We will **NOT BE CLAIMING under training grant from HRD Corp**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company : _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____

TIN No. : _____ SST No: _____

Company Stamp