



CREDIT EVALUATION AND CASH COLLECTION

OBJECTIVES

- Understand the meaning and reasons for Credit Management
- Appreciate the important of credit policy in defining the objectives, function and responsibilities of credit department to achieve maximum profitability from trading.
- Realize the need of credit assessment due to selective risk-taking in the interests of increasing overall profitability.
- Establish a Collection Policy that not only ensure recovery of debts, but also provide follow up procedures in monitoring and collection of debts

COURSE CONTENT

Credit Management

- Its purpose & objectives
- Policies and procedures

Important of credit assessment

- What are the C's of business credit?
- Why is this important?
- Where to get the information

The C's of business credit

- Credit Scoring methods and Report

Prioritize debts recovery

- Unless we prioritize recovering debts, it will go down as a result of poor debt recovery management
- Collection Policy
- Right attitude
- Negotiation Techniques

Case Study

- How to reduce the risk of late payment

ADMINISTRATIVE DETAILS

Date : July 16, 2026

Time : 9.00am – 5.00pm

Venue : FMM Selangor & Kuala Lumpur Branch
No 8A, Jalan Pensyarah U1/28, Hicom
Glenmarie Industrial Park, 40150 Shah Alam,
Selangor.

Fees : FMM Members – RM 1026.00 per participant
Non-Members – RM 1,242.00 per participant

(inclusive of 8% service tax)

(Fees include course materials, Refreshments and
Certificate of Attendance)

TRAINER PROFILE

Mr Bee Hong Soo has been involved in the area of Credit Management for the past 38 years, with the last 32 years in the management team. Trained by Americans and worked his way up, 'rank and file', and his working experience in various industries, together with 5 years in the Sales, he had accumulated vast, hands-on working experience, which had contributed greatly to making his training sessions very practical and performance orientated. He is an associate member of Malaysian Institute of Management, a committee member of Association of Credit Management Malaysia and an affiliate member of Institute of Credit Management (UK). As B H Soo's forte is in Credit Management, he carefully crafts and customizes his credit control and debt collection training sessions that meet organizational needs and carries out the sessions effectively, which is not only practical but performance orientated. PSMB-MIM Certified Trainer [Cert. No: TTT/3813] attitude about it, and lives a healthier and happier life". He is therefore energetic and highly-charged when conducting training sessions. B H Soo has conducted many trainings, for 14 years now, including in-house training for Mydin, Mara, Cuckoo, NAFA and Pavilion, and was also invited by associations to speak on 'credit control and debt collection'.

WHO SHOULD ATTEND

Credit Assistants, Executives & Managers, Finance, Accounts & Admin. Executives & Managers, Executives to Senior Managers, Marketing Professionals in-charge of collection

For further inquiries please contact:

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Visit us at: www.fmm.edu.my / www.fmm.org.my

REGISTRATION FORM

CREDIT EVALUATION AND CASH COLLECTION

July 16, 2026 (Thursday)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | **COID: (475427W_SELANGOR)**
Email: siti_nazihah@fmm.org.my/ azrini@fmm.org.my
Tel: 03-5569 2950/4471/4171

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

1. Name	Designation	Email
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Nationality	IC/Passport No.
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2. Name	Designation	Email
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Nationality	IC / Passport No.
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(If space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come first-served basis. 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 programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming from HRD Corp and 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 from HRD Corp. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

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