



ISO 9001:2015 AWARENESS & IMPLEMENTATION



8 - 9 DECEMBER 2025 | 8:30AM - 4:30PM

**FMM SARAWAK BRANCH, LEVEL 5 (SOUTH), WISMA STA, 26, JALAN DATUK
ABANG ABDUL RAHIM, 93450 KUCHING, SARAWAK**

FEE

FMM MEMBER:
RM1134.00/pax

NON - MEMBER:
RM1350.00/pax
(Inclusive of 8% service tax)



OVERVIEW

ISO 9001 Quality Management System is the most effective solution in the business process in all areas of industries. This program mainly explores the topics of Process Approach, Risk-based Thinking, to develop your ability to manage issues successfully. This program will also clearly explain the fundamental concepts and controls for the ISO 9001 standard. It is not only ideal for managers, but including supervisors, and employees who are directly or indirectly involved in daily operation-related quality management systems. This program is designed to provide an understanding of ISO 9001's concepts, clauses, process approach, and quality management principles. The training explains the fundamentals of ISO 9001 requirements through practical examples and application in their daily job.



OBJECTIVES

- To improve awareness and understanding of ISO 9001 Quality Management System
- Identify and manage risk by applying a risk-based approach
- To develop and enhance skills in audit management
- Refresh employees on ISO 9001 on the new clauses. Contents
- Introduction to ISO 9001: 2015
- Enhance the quality and improve customer satisfaction.



OUTLINE

- Introduction to ISO 9001: 2015
- Enhance the quality and improve customer satisfaction.
- Introductions on Quality Management Principles
- Process & PDCA approach
- Risk Based Thinking and Other Management Standards
- Understanding the clauses and Scope of QMS
- Normative Reference, Terms and Conditions
- Clauses related to Leadership
- Clauses related to Planning
- Clauses Related to Support
- Clauses Related to Operation
- Performance Evaluation & Improvement



FACILITATOR

Mr Sethuraman Ramasamy

is both a practitioner and an educator in the logistics and supply chain field. He provides consultancy on logistics competency and performance measurement to various customers in Malaysia. In addition, he is also a freelance/part-time lecturer which provides courses in certificate, diploma, degree in logistics and supply chain management. He has more than 20 years of experience in the logistics area, gained through his work stint in manufacturing, logistics service providers, setting up new manufacturing plants, six sigma champion projects, implementation of supply chain management, setting up 3PL logistics management and liaison with Malaysian Customs, MIDA and MITI. He has also assisted clients to improve their supply chain management and develop the integrated logistics systems, stock level reduction, improve the purchasing and inventory management performance and enhance customer service standards. He has given lectures and was a speaker on logistics management, warehousing, purchasing, operation management, distribution, customer service and strategic planning at seminars held in Kuala Lumpur, Johor Bahru, Kuantan, and Penang. In addition he has conducted various in-house training programmes related to logistics and supply chain management. He is also one of the leading Strategic Planning and Supply Chain Trainer cum Researcher with hands-on experience in an international business environment. He was the Strategic Partner and was primarily responsible for designing and implementing of business strategies relating to customers global supply chain initiatives. He has wide management exposure in different areas of business; having held key management positions in Logistics Operations, Inventory Management, Manufacturing Integration and Quality. Besides his work, he also actively involved himself in teaching and training. He has conducted seminars and workshops on Strategic Business Planning and Supply Chain in many manufacturing in Malaysia. He has the unique ability to connect with people and uses humor and creative teaching techniques in his workshop sessions. He adopts a practical approach and provides relevant applications in his session. He is also able to simplify the theories and relate them to real life examples to enhance the learning process. Sethuraman currently pursuing PhD in Supply Chain Management. He also holds a MBA in Logistics Management from University Industry Selangor (UNISEL) and degree in Bachelor of Social Science from Universiti Sains Malaysia (USM).



TARGET PARTICIPANTS

Managers, Administrators, Executives, Supervisors, and those who handle the daily Operations.

For further details, please contact us: Evance Sinel, Aleesa, Farrez Teh



082-332784/787



evance@fmm.org.my



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FMM SARAWAK OFFICE, WISMA STA, LEVEL 5, KUCHING, SARAWAK

The Manager,

FMM Institute (475427W_Sarawak),

Tel: 082-332784 Fax: 082-332785 ,

Email: evance@fmm.org.my / fmmsarawak@fmm.org.my

Dear Sir/Madam,

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

(To be completed in BLOCK LETTERS)

PLEASE TICK ☒ ACCORDINGLY:

PSMB Scheme:

☐ HRD Corp Claimable Courses

☐ Non Contributor

FEES:

☐ **FMM Member: RM 1134.00/pax**
(Inclusive of 8% Service Tax)

☐ **Non Member: RM 1350.00/pax**
(Inclusive of 8% Service Tax)

No	Name	Designation	Email	Nationality	IC No
1.					
2.					

(If space is insufficient, please attach a separate list)

Registration is on a first-come first-served basis. Completed registration should be forwarded to FMM Institute before **December 1, 2025**. Completed registration form online, faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

Those who register but do not turn up for the programme will be billed accordingly. There will be no refund for cancellation within 2 days prior to the programme, 50% refund for cancellation between 3 - 6 days and full refund for cancellation 7 days prior to the programme. However, replacement will be accepted at no additional cost. FMM Institute reserves the right to cancel or reschedule the programme and all efforts will be taken to inform participants of any changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

We hereby confirmed that (please tick accordingly):

☐ We will be claiming from **HRD Corp** and full payment would 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. 511083-105884**

Submitted by:

Name:	Designation:	Email
Tel:	Fax:	Mobile Number:
Company:	FMM Membership No:	My Corporate Identity No.
Adress:	Company Stamp & Signature	Date: