



TEKNIK-TEKNIK PENYELESAIAN MASALAH UNTUK PENYELIA



27 - 28 OCTOBER 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

Penyelesaian masalah merupakan satu kemahiran yang cukup penting untuk golongan penyelia. Dalam operasi seharian pelbagai masalah boleh timbul dan pekerja akan sentiasa merujuk kepada penyelia mereka. Dengan mengetahui pelbagai teknik penyelesaian masalah, operasi seharian menjadi lancar.

OBJECTIVES

- Menggunakan proses penyelesaian masalah
- Menggunakan teknik penyelesaian yang berkesan
- Mempelajari pelbagai teknik penyelesaian masalah
- Mengaitkan kreativiti dengan penyelesaian masalah

OUTLINE

- Pengenalan
- Penyelesaian Masalah
- Kreativiti
- Teknik-Teknik Penyelesaian Masalah
- Kaedah 6 Langkah
- Konsep Berpasukan

FACILITATOR

Dr Jasjit Kaur

has 35 years of industrial experience across manufacturing and services, with 20 years in plastics, textiles, electronics, and hospitality before becoming a trainer. She holds a Ph.D. in Technology/Operation Management, an MBA, and a BBA (Hons.). Her roles included Group Human Resource/Administration Manager and Assistant Director of Human Resources, where she managed HR, purchasing, and logistics. She has successfully negotiated collective agreements, established SOPs, and implemented training and KPI management systems, and has experience in quality management for ISO 9002. In the hotel industry, she worked with a 5-star chain, developing customer service programs. As a corporate trainer for 15 years, she has conducted training in Malaysia and Singapore in both English and Malay, covering soft skills and HR management for various industries, including electronics, textiles, and healthcare. Her training is hands-on, using real-world examples to ensure effective learning and rapport with participants.

TARGET PARTICIPANTS

Penyelia semua jabatan, Penyelia yang baru dinaikkan pangkat atau akan dinaikkan pangkat, Eksekutif dan Jurutera ('Engineers') yang baru



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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 **October 20, 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: