



**FMM Institute**

Co. No: 199901000527 (475427-W)  
Perak Branch



# COACH YOUR STOREKEEPER TO BE A HIGH PERFORMER

**February 11-12, 2026 (Wednesday-Thursday)**  
**8.45 am – 5.00 pm** **FMM Institute, Perak**



As a warehouse leader, our responsibility is not only to manage inventory but to develop storekeeper who are accurate, disciplined and accountable. This course equips us with practical coaching skills to improve people performance, reduce errors and strengthen warehouse operations.

## TRAINER

**PUAN SITI ZALEHA BINTI ISMAIL** possesses an MBA from UKM, a BBA (Hons) in Retail Management and a Diploma in Banking, both from UiTM. She has more than 15 years of working experience in the fields of training and development, retail, purchasing and procurement. She began her career with Guardian Pharmacy as a Retail Executive and moved on to PLUS Expressway Bhd as the Management Executive (Contract & Procurement) and grew steadily to be the Assistant Manager of Purchasing and Inventory. She was also the Head of Department/Deputy Senior Manager Group Human Resources of an Oil and Gas Services Company.

**PUAN SITI**, a certified trainer registered with PSMB has been actively involved in public training since 2003 and her area of expertise includes Organizational Development/Change Management, Training & Development, Purchasing, Supply Chain Management, Logistic Management and Retail Management. Pn Siti has conducted various training programs such as Retail Management, Logistic Management, Marketing Management, Purchasing & Inventory Management, Effective Purchasing Assistant/ Storekeeper, Supply Chain Management, Inventory Control and others Inventory, Purchasing and Retail related courses and motivational courses. She was the Internal Trainer for Plus Expressway and has conducted numerous purchasing and inventory related for its employees. On top of that, she was also invited to conduct training on Mind Aviation/ Motivational and Cross Cultural, Gender & Religion for National Service Program. She is also a part-time Lecturer for open University Malaysia and Institute Putra, Malacca. In the past, she has conducted Training Courses for OPEN University Malaysia, Institut Putra Tell Asia Consulting, KL, Starza Corporation Sdn Bhd, PLUS, and Projek Lebuhraya Utara-Selatan Berhad.

## COURSE CONTENTS

### TOPIC 1 : INTRODUCTION – WAREHOUSE PERFORMANCE ISSUES

- Identify common warehouse issues and risks
- Diagnose root causes of common warehouse issues
- Reduce repeated errors

### TOPIC 2 : SUPERVISOR ROLES

- The role of supervisor vs storekeeper
- Difference between supervising, coaching and mentoring
- Critical tools and skills for conducting coaching
- Coaching competencies

### TOPIC 3 : PLANNING FOR COACHING

- Coaching Model
- Setting coaching goals
- Getting to know the business and entrepreneur
- Setting the date, place and discussion topic

### TOPIC 4: CONDUCTING BIZCOACHING & RECORDING RESULTS

- Develop “constructive questions”
- Discuss issues
- Identify needs
- Record discussion results/outcomes

### TOPIC 5 : MITIGATION PLAN TO IMPROVE WAREHOUSE PERFORMANCE

- Recognize storekeeper behavior directly impact stock accuracy, productivity and compliance
- Mitigate action plan to avoid; Error, Delay, Compliance
  - ✓ Storekeeper
  - ✓ System
  - ✓ SOPs
- Create Simple Development Plan for Continuous Improvement

Enquiries – please contact **Ms Vaani / Pn Eda / Ms Harvindar**  
**(05) 548 8660** **(05) 548 8221** [fmm\\_institute\\_perak@fmm.org.my](mailto:fmm_institute_perak@fmm.org.my)

## OBJECTIVES

At the end of the sessions program participants;

- Understand the role of coaching in warehouse performance
- Apply effective coaching techniques on the warehouse floor
- Motivate storekeepers to become high performer
- Handle warehouse issues and mitigate plan to improve warehouse performance

## WHO SHOULD ATTEND

- Store manager
- Store supervisor

## METHODOLOGY

Lecture, Group Discussion, Case Study

**Closing Date:**  
**FEBRUARY 4, 2026**

## COURSE DETAILS

Date **February 11-12, 2026 (Wednesday-Thursday)**

Time **8.45am - 5.00pm**

Venue **FMM Institute Perak, No 1, Lorong Raja DiHilir  
30350 Ipoh, Perak**

Medium of Instruction **B.Malaysia**

CPD **14 hours**

Fees ☐ **Members RM1,134.00/pax**

☐ **Non-Members RM1,296.00/pax**

*(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)*

## ADMINISTRATIVE DETAILS

### HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : 475427W\_PERAK
- HRD Corp Programme No: **Provided upon confirmation**

### 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.

### PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**
- FMM Institute TIN No. **C10626805080**

### 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

~ Registration Form ~

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FMM Institute

No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

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

1.	Name		Designation	
			HP No	
	NRIC		Email	
2.	Name		Designation	
			HP No	
	NRIC		Email	
3.	Name		Designation	
			HP No	
	NRIC		Email	

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

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- ☐ 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**. Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

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