



**FMM INSTITUTE**  
CENTRE FOR PROFESSIONAL  
DEVELOPMENT

**EASTERN BRANCH**

WWW.FMM.ORG.MY

# TRAINING CALENDAR

Building Competence,  
Shaping Excellence

## 2026

### FMM EASTERN BRANCH

B-4, Jalan Air Putih 2/1, 25300  
Kuantan, Pahang Darul Makmur.

Tel : +609-560 6554/5244

Email : fmmeastern@fmm.org.my



## *A New Chapter Begins:*

# FMM REBRANDS FOR MALAYSIA'S INDUSTRIAL FUTURE



**FMM**  
FEDERATION OF MALAYSIAN  
MANUFACTURING

The Federation of Malaysian Manufacturing (FMM) unveiled its refreshed identity and new logo during its 57th Anniversary Dinner on August 18, 2025, marking a major milestone following its name change earlier in March. The rebranding reflects FMM's expanded role across the entire manufacturing supply chain and its renewed commitment to advancing Malaysia's industrial growth.

The new logo, officiated by Ministers YB Gobind Singh Deo and YB Steven Sim Chee Keong, features a bold wordmark that symbolizes clarity, strength, and unity. Each element represents FMM's core purpose: **the "F" for Federation, the "M" for Malaysian Manufacturing, and a bridge block illustrating FMM's role in connecting manufacturers, innovators, and stakeholders.**

Shifting from "Manufacturers" to "Manufacturing," the new identity positions FMM as a key driver of digitalisation, sustainability, and ecosystem development. Moving forward, FMM aims to strengthen supply chain linkages, promote digital-first policies, champion a just green transition, and deepen regional engagement within ASEAN, RCEP, and global markets.

Above all, FMM emphasises that the future of manufacturing depends on people—skills, talent development, and innovation. Amid global uncertainties, including trade shifts and new tariff measures, FMM continues to support workforce readiness through TVET and the Government-Industry TVET Coordination Body (GITC).

FMM stands firm as an organisation built on industry, driven by purpose, and committed to shaping the future of Malaysian manufacturing.





# FMM INSTITUTE

CENTRE FOR PROFESSIONAL  
DEVELOPMENT

## **FMM'S VISION**

Making Malaysian Industries Globally Competitive

## **FMM INSTITUTE'S VISION**



To be the leading organization in providing a comprehensive range of training programme and advanced learning opportunities with educational excellence in manufacturing practices and technology in tandem with the nation's surge towards developed nation status.

## **FMM INSTITUTE'S MISSION**

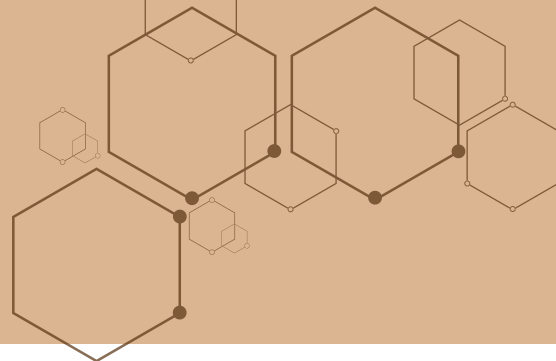
To establish FMM Institute as the centre of excellence to expand and diversify training and educational programmes and to offer qualifications from Certificate/ Diploma to Degree and Masters level.

## **OUR QUALITY POLICY**

Total Commitment To Excellence And Quality



# TABLE OF CONTENTS



<b>T</b>	<b>FMM INSTITUTE PROFILE .....</b>	<b>7</b>
<b>R</b>	<b>FMM INSTITUTE'S NETWORK .....</b>	<b>8</b>
<b>A</b>	<b>CUSTOMISED IN-HOUSE PROGRAMMES .....</b>	<b>9</b>
<b>I</b>	<b>MONTHLY TRAINING PROGRAMMES .....</b>	
<b>N</b>	<b>1 MANAGEMENT AND PERSONAL DEVELOPMENT</b>	
<b>I</b>	1.1 Effective Documentation and Office Records Management .....	10
<b>N</b>	1.2 Managerial Communication for New Leaders .....	10
<b>G</b>	1.3 Coaching & Mentoring for High Performance.....	10
	1.4 High-Impact Presentation Skills .....	10
	1.5 10 Practical Stress Management Tools & EQ Towards .....	10
	Better Mental Health	
	1.6 Efficient Document Management in MSME .....	10
	(Micro, Small & Medium Enterprise	
	1.7 Business Growth & Innovation Strategies .....	11
	1.8 Strategies & Challenges in Office Administration Roles and .....	11
	Documentation	
	1.9 Technical Report Writing .....	11
	1.10 Productivity Workshop: 6S Implementation.....	11
	1.11 Remuneration Strategies .....	11
	1.12 Effective Planning and Organizing for Better Work Performance.....	12
	1.13 Positive Impact Masterclass (Growth Mindset & Resilience).....	12
	1.14 New Era Leadership .....	12
	1.15 Pembentukan Penyelia Yang Efektif & Berkebolehan.....	12
	1.16 Effective Business Writing Skills .....	12
<b>C</b>	<b>2 HUMAN RESOURCES</b>	
<b>A</b>	2.1 Improving TNA Practices & Creating a Competency Matrix .....	10
<b>L</b>	2.2 Managing Non Performer .....	10
<b>E</b>	2.3 Understanding Labour Laws- The Employment Act 1955 .....	10
<b>N</b>	(Amendment 2022)	
<b>D</b>	2.4 Poor Performance, Absenteeism & Problematic Employees .....	11
<b>A</b>	2.5 Remuneration Strategies .....	11
<b>R</b>	2.6 Employment Related Laws.....	12

# TABLE OF CONTENTS

## 3

### CUSTOMER SERVICE, SALES AND MARKETING

3.1	The Art of Marketing .....	10
3.2	Effective Customer Service and Complaints Management .....	11
3.3	WIN WIN Communication and Interpersonal Skills .....	12

## 4

### FINANCIAL MANAGEMENT

4.1	Finance for Non-Finance Executive & Managers .....	10
-----	--	----

## 5

### MAINTENANCE & TECHNICAL

5.1	Total Productive Maintenance .....	11
5.2	Planned Maintenance (PM) Challenging the Team to Zero Unplanned Machine Breakdown .....	12

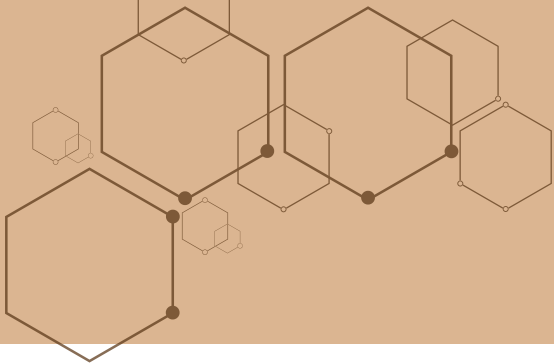
## 6

### QUALITY MANAGEMENT & PRODUCTIVITY

6.1	Power BI- Data Visualization and Business Intelligence .....	10
6.2	ISO 14001:2015 EMS Competent Internal Quality Auditor .....	10
6.3	Operational Excellence for Manufacturing .....	10
6.4	ISO 9001:2015 Quality Management System Requirements Amendment: 2024 .....	10
6.5	Production, Planning and Control Strategies .....	10
6.6	Bengkel Kualiti: Juruaudit Dalaman ISO 9001:2015 .....	11
6.7	Project Management & Agile Methodologies .....	11
6.8	Fundamental Supply Chain Management Workshop to Enhance Business Effectiveness .....	11
6.9	7 QC Tools .....	11
6.10	Scheduling Using MS Project 2016 .....	11
6.11	8D Problem Solving .....	12
6.12	Quality Workshop: Root Cause Analysis and Systematic Problem Solving .....	12
6.13	Mastering Project Management Essentials .....	12
6.14	Effective Housekeeping- The 6S .....	12
6.15	Quality Workshop: Calibration and Measurement System Analysis .....	12



# TABLE OF CONTENTS



T  
R  
A  
I  
N  
I  
N  
G  
  
C  
A  
L  
E  
N  
D  
A  
R

<b>7</b>	<b>INDUSTRIAL SAFETY</b>	
7.1	Power Up Your Safety and Health Committee .....	10
7.2	Schedule Waste Management .....	10
7.3	Efficient & Effective Incident Reporting .....	10
7.4	Incident Investigation & Analysis Using The Tripod Beta Methodology .....	11
7.5	OSHA 1994 Awareness .....	11
7.6	Workplace Safety and Health Awareness .....	11
7.7	Chemical Spill & Splash Controls .....	12
<b>8</b>	<b>INFORMATION TECHNOLOGY</b>	
8.1	Innovative Management Using Digital Technology .....	12
<b>9</b>	<b>FMM CERTIFICATE PROGRAMME</b>	
9.1	FMM Certificate in Boilerman.....	13
9.2	FMM Certificate in Occupational Safety & Health Coordinator (OSH-C) .....	13





FMM Institute was incorporated as a separate company of the Federation of Malaysian Manufacturers (FMM) on January 12, 1999. This effort was specifically to expand and focus on its training functions, in line with the objectives of FMM to develop the potentials and enhance the skills of personnel at every level in the industry.

This will create a pool of manpower trained in all aspects of industrial skills and management capabilities to face the challenges as the country moves into the status of an industrialised nation.

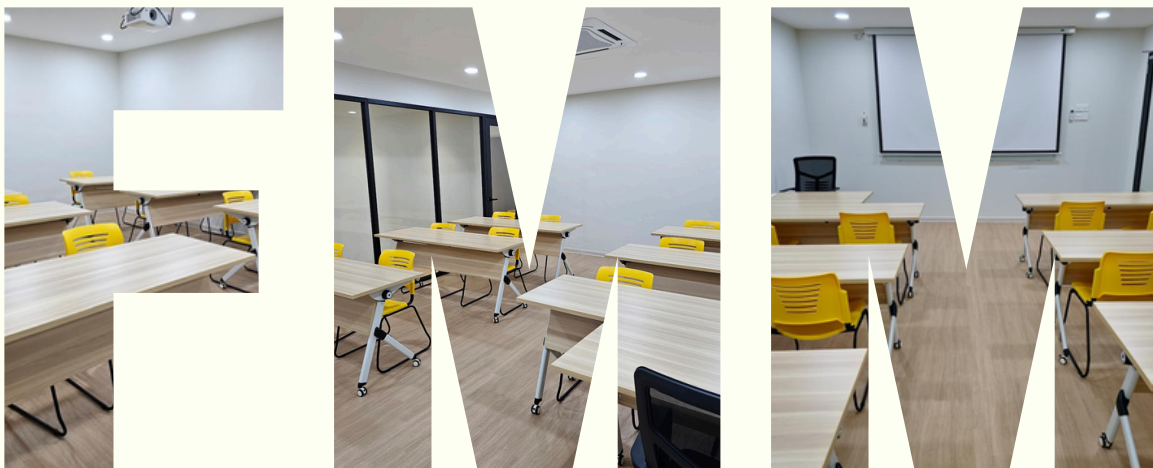
**FMM Institute Eastern Branch** which covers the states of Pahang, Kelantan and Terengganu was set up with a prime objective to meet and match the training demand and to provide adequate knowledge of industrial skills and management techniques for the industry. Dedicated to provide the best in training and continuous education, FMM Institute aims to be the ultimate one-stop training centre for the manufacturing industry.

FMM Institute offers a wide range of functional training programmes to cater to the diverse needs of the manufacturing and services sectors. Continuing professional education provides the opportunity for the working personnel to gain the necessary qualifications to upgrade themselves both professionally as well as for self development. This opportunity is made possible through FMM Institute's certificate, public and in-house programmes in selected areas of industrial and management skills.

FMM Institute's programmes could also be specially customised to meet the training needs of specific industries and conducted on in-house basis. Programme outlines and objectives are discussed with the companies and facilitators will be selected to develop the programmes accordingly. All in-house programmes are packaged to be cost effective for companies with no compromise on the quality of the programmes and the desired results.

FMM Institute considers various factors such as inputs from the industry and engagements with training experts and consultants from relevant areas to deliver programmes of high degree of flexibility in terms of duration, learning and teaching resources and venues. In addition, FMM Institute constantly evaluates the performance of its facilitators and ensures that they keep abreast with the latest information and knowledge.

FMM Institute is an Approved Training Provider (Class A) registered with the Pembangunan Sumber Manusia Berhad (PSMB), Ministry of Human Resources since 1995. The Institute received the Private Higher Education Institution (IPTS) status from the Ministry of Education in July 2001 which is an approval to conduct MQA approved Diploma and Higher Level programmes. FMM Institute Eastern Branch currently offers Certificate, Public and In-House courses in various fields.



# FMM Institute – Network

Eastern Branch  
B-4, Jalan Air Putih 2/1  
25300 Kuantan, Pahang Darul Makmur  
Tel: 09-560 6554/ 5224  
Email: fmmeastern@fmm.org.my

<p>Head Office Wisma FMM, No 3, Persiaran Dagang, PJU 9 Bandar Sri Damansara 52200 Kuala Lumpur Tel: 03-62867200 Fax: 03-62776712 E-mail: training@fmm.org.my</p>	<p>Selangor &amp; Kuala Lumpur Branch No 8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor Darul Ehsan Tel: 03-5569 2950/4471/4171 Fax: 03-5569 4346 Email: fmmselangor@fmm.org.my</p>
<p>Kedah/Perlis Branch No 2, Lorong BLM 1/4 Bandar Laguna Merbok 08000 Sungai Petani, Kedah Tel: 04-4403273/3628 Fax: 04-4426876 E-mail: fmmkedahperlis@fmm.org.my</p>	<p>Johor Branch No 1 &amp; 3, Jalan Kencana Mas 1/1 Kawasan Perindustrian Tebrau III 81100 Johor Bahru, Johor Tel: 07-3577613 Fax: 07-3577618 E-mail: fmmjohor@fmm.org.my</p>
<p>Penang Branch 2767 Mukim 1, Lebuah Tenggara 2 Bandar Seberang Jaya 13700 Seberang Perai Tengah, Penang Tel: 04-3992057 Fax: 04-3994863 E-mail: fmmpenang@fmm.org.my</p>	<p>Sabah Branch No. 143, 1st Floor, Block Q Lorong Plaza Permai 1, Alamesra Plaza Permai 88400 Kota Kinabalu, Sabah Tel: 088-447 580 Fax: 088-447 570 Email: fmmsabah@fmm.org.my</p>
<p>Perak Branch No 1, Lorong Raja Di Hilir (Off Jalan Raja Di Hilir) 30350 Ipoh, Perak Darul Ridzuan Tel: 05-5488660/550/770 Fax: 05-5488221/331 E-mail: fmmperak@fmm.org.my</p>	<p>Sarawak Branch Level 5 (South), Wisma STA, 26, Jalan Datuk Abang Abdul Rahim 93450 Kuching, Sarawak Tel: 082-332787/ 84 Fax: 082-332785 E-mail: fmmsarawak@fmm.org.my</p>
<p>Negeri Sembilan Branch No 123, Jalan S2 D31, City Centre Seremban 2, 70300 Seremban Negeri Sembilan Darul Khusus Tel: 06-6031616/26/27 Fax: 06-6031628 E-mail: fmmnsembilan@fmm.org.my</p>	<p>Malacca Branch D3-4, Plaza Jayamuda Jalan Pelanduk Putih 75300 Melaka Tel: 06-2831639/2812827 Fax: 06-2838090 E-mail: fmmmalacca@fmm.org.my</p>





# IN HOUSE PROGRAMME

FMM Institute Eastern Branch is able to tailor-make In-House Training Programmes to suit individual company's need. Course outlines and objectives are discussed with companies in order to customise the courses and the facilitators will develop the training materials accordingly.

ALL FMM Institute Training Programmes can be offered on In-House basis. The benefits are:

- Contents are customised to suit training objectives;
- Conducted at own premise;
- Cost effective and flexible scheduling;
- Pool of experienced trainers with relevant experiences.

## **TOP MOST POPULAR IN-HOUSE PROGRAMMES**

### **MANAGEMENT AND PERFORMANCE DEVELOPMENT**

1. Leadership Development Coaching
2. Developing EQ and Problem Solving Skills
3. Coaching and Mentoring Skills
4. Creative Thinking and Problem Solving

### **QUALITY SYSTEMS AND PRODUCTIVITY IMPROVEMENT**

1. Teknik Kawalan Kualiti untuk QC
2. ISO 9001: 2008 QMS Internal Auditing
3. Quality Improvement Tools and Techniques
4. Teknik Peningkatan Productiviti

### **HUMAN RESOURCE AND INDUSTRIAL RELATIONS**

1. Handling Misconduct and Discipline
2. Conducting Domestic Inquiries
3. Understanding The Employment Act 1955
4. Coaching and Counselling Skills

### **SALES AND MARKETING**

1. Excellent Customer Service
2. Handling Customer Complaints
3. Winning Back Lost Customers
4. Sales Negotiation Skills

### **SUPERVISORY AND MOTIVATIONAL SKILLS**

1. Kemahiran Penyeliaan Berkesan
2. Perancangan dan Kawalan Pengeluaran untuk Penyelia
3. Effective Supervisory Skills
4. Enhancing Emotional Intelligence at Work

### **INDUSTRIAL SAFETY AND ENVIRONMENT MANAGEMENT**

1. First Aid, CPR and AED Training
2. Safe Forklift Driving Skills
3. Occupational Safety and Health Management
4. Safe Handling of Chemical

### **PROCUREMENT, LOGISTICS AND OPERATIONS**

1. Production Planning and Control
2. INCOTERMS 2020, Import and Export Documentation
3. Effective Negotiation Skills for Purchasers
4. Operasi Stor dan Gudang




### **MAINTENANCE**

1. Root Cause Analysis for Maintenance
2. Basic Electricity and Troubleshooting
3. Total Productive Maintenance
4. Penyelenggaraan Asas untuk Juruteknik



# MONTHLY TRAINING PROGRAMME



NO.	PROGRAMMES	DATE	DURATION	FMM MEMBER	NON-MEMBER
<b>JANUARY 2026</b>					
1	Effective Documentation and Office Records Management	Jan 12-13	2 days	972	1080
2	Improving TNA Practices & Creating a Competency Matrix 	Jan 21-22	2 days	864	972
<b>FEBRUARY 2026</b>					
1	Power Up Your Safety and Health Committee	Feb 3-4	2 days	972	1080
2	Scheduled Waste Management	Feb 5-6	2 days	972	1080
3	Managerial Communication for New Leaders	Feb 9-10	2 days	972	1080
4	Power BI Data Visualization and Business Intelligence	Feb 11-12	2 days	972	1080
<b>MARCH 2026</b>					
1	Managing Non Performer	Mar 9-10	2 days	972	1080
2	ISO 14001:2015 EMS Competent Internal Quality Auditor	Mar 12-13	2 days	972	1080
3	Coaching & Mentoring for High Performance	Mar 16-17	2 days	972	1080
4	Operational Excellence for Manufacturing	Mar 30-31	2 days	972	1080
<b>APRIL 2026</b>					
1	Efficient & Effective Incident Reporting	April 2-3	2 days	864	972
2	Implementing ISO 9001:2015 Quality Management System Requirements Amendent:2024	April 6-7	2 days	972	1080
3	The Art of Marketing	April 15-16	2 days	864	972
4	High-Impact Presentation Skills 	April 20-21	2 days	972	1080
5	Finance for Non-Finance Executives & Managers	April 22-23	2 days	864	972
6	Production, planning and Control Strategies	April 27-28	2 days	972	1080
7	Understanding Labour Laws –The Employment Act 1955 (AMENDMENT 2022)	April 29-30	2 days	972	1080
<b>MAY 2026</b>					
1	10 practical stress management tools & EQ towards better mental health 	May 4-5	2 days	972	1080
2	Efficient Document Management in MSME (Micro, Small & Medium Enterprises)	May 7-8	2 days	864	972



# MONTHLY TRAINING PROGRAMME




NO.	PROGRAMMES	DATE	DURATION	FMM MEMBER	NON-MEMBER
<b>MAY 2026</b>					
3	Bengkel Kualiti: Juruaudit dalaman ISO9001:2015	May 11-12	2 days	972	1080
4	Incident Investigation & Analysis Using The Tripod Beta Methodology	May 13-14	2 days	972	1080
5	Total Productive Maintenance	May 18-19	2 days	972	1080
<b>JUNE 2026</b>					
1	Poor Performers, Absenteeism & Problematic Employees 📺	June 4-5	2 days	972	1080
2	OSHA 1994 Awareness	June 8-9	2 days	972	1080
3	Business Growth & Innovation Strategies	June 10-11	2 days	972	1080
4	Strategies & Challenges in Office Administration Roles and Documentation	June 15-16	2 days	864	972
5	Workplace Safety and Health Awareness	June 24-25	2 days	864	972
<b>JULY 2026</b>					
1	Effective Customer Service and Complaints Management	July 2-3	2 days	864	972
2	Technical Report Writing	July 6-7	2 days	972	1080
3	Fundamental Supply Chain Management Workshop To Enhance Business Effectiveness	July 14-15	2 days	864	972
4	Project Management & Agile Methodologies	July 20-21	2 days	972	1080
5	Productivity Workshop: 6S implementation	July 22-23	2 days	972	1080
<b>AUGUST 2026</b>					
1	7QC Tools	Aug 3-4	2 days	864	972
2	Scheduling Using MS Project 2016	Aug 10-11	2 days	972	1080
3	Remuneration Strategies	Aug 17-18	2 days	864	972



# MONTHLY TRAINING PROGRAMME



NO.	PROGRAMMES	DATE	DURATION	FMM MEMBER	NON-MEMBER
<b>SEPTEMBER 2026</b>					
1	Innovative Management using Digital Technology 	Sept 1-2	2 days	864	972
2	Employment Related Laws	Sept 3-4	2 days	972	1080
3	Effective Planning and Organizing for Better Work Performance	Sept 7-8	2 days	972	1080
4	Positive Impact Masterclass (Growth Mindset & Resilience)	Sept 9-10	2 days	864	972
<b>OCTOBER 2026</b>					
1	8D Problem Solving	Oct 5-6	2 days	972	1080
2	Quality Workshop: Root Cause Analysis and Systematic Problem Solving	Oct 7-8	2 days	972	1080
3	Chemical Spill & Splash Controls	Oct 12-13	2 days	972	1080
4	Mastering Project Management Essentials	Oct 14-15	2 days	972	1080
5	Effective Business Writing Skills	Oct 19-20	2 days	972	1080
<b>NOVEMBER 2026</b>					
1	New Era Leadership	Nov 3-4	2 days	972	1080
2	WIN WIN Communication & Interpersonal Skills 	Nov 10-11	2 days	972	1080
3	Planned Maintenance (PM) Challenging the Team to Zero Unplanned Machine Breakdown	Nov 16-17	2 days	864	972
4	Effective Housekeeping – The 6S	Nov 23-24	2 days	972	1080
<b>DECEMBER 2026</b>					
1	Pembentukan Penyelia Yang Efektif & Berkebolehan	Dec 7-8	2 days	972	1080
2	Quality workshop: Calibration and Measurement System Analysis	Dec 14-15	2 days	972	1080

Note:  
Additional training programmes will be added from time to time when there are demands.



## FMM Certificate in Boilerman

- Specially developed to upgrade the Theoretical and Operational Skills of Boiler Supervisors, Operators, Assistants and Apprentice in handling Steam Boilers.
- Prepare participants for the Boilerman Grade 2/ Garde 1 examinations conducted by Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP).

» April 14 -17 , 2026

Member: RM1,944

» July 8 -11, 2026

Non-Member : RM2,592



## FMM Certificate in Occupational Safety and Health Coordinator (OSH-C)

It is a requirement to appoint **AT LEAST ONE** of its employees as an Occupational Safety and Health Coordinator to manage OSH affairs if an employer **employs five or more employees** at work.

29A of the Occupational Safety and Health (Amended) Act 2022

» April 21-23 , 2026

Member: RM1,026

» June 24-26, 2026

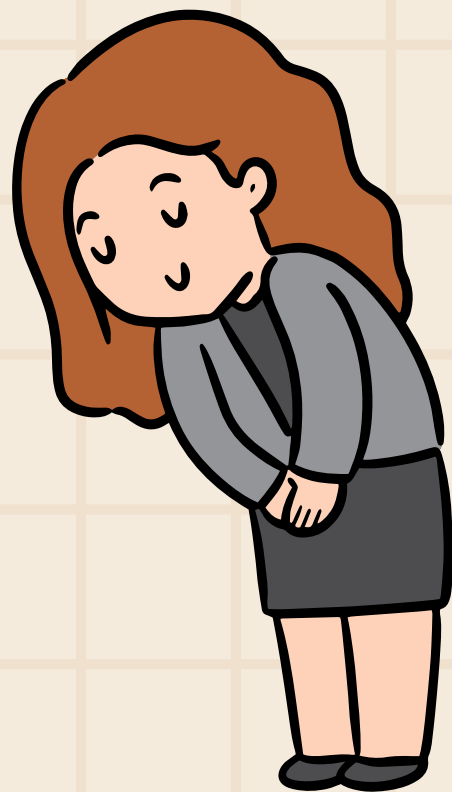
Non-Member : RM1,350

» Aug 23-25, 2026





FMM INSTITUTE  
199901000527 (475427-W)  
EASTERN BRANCH



# Thank You

for your continuous support given  
to us

**MORE INFO >>**

Ms. Wanhui / Ms Elly  
09-560 6554 / 5224  
[fmmeastern@fmm.org.my](mailto:fmmeastern@fmm.org.my)

