



# LIST OF TRAININGS

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# TRAINING LIST

## ***Administrative and Secretarial Training and Courses.***

- *Writing Professional Email*
- *Customer Service Managing and Phone Etiquette*
- *Documentation skill for Organization*
- *Effective Business Communication Skills*
- *Effective Relationship Management*
- *Office Record and Files Management Skills*

## ***ISO and Management System Training and Courses.***

- *ISO 9001: Quality Management Systems*
- *ISO 14001: Environmental Management Systems*
- *ISO 45001: Occupational Health and Safety Management Systems*
- *ISO 22000: Food Safety Management Systems*
- *ISO 27001: Information Security Management Systems*
- *Fives-S: Lean Manufacturing*



# TRAINING LIST

## ***ISO and Management System Training and Courses.***

- *AS9100: Quality Management Systems (Aerospace)*
- *ISO 22301: Business Continuity Management*
- *ISO 22000: Food Safety Management Systems*
- *ISO 27001: Information Security*
- *ISO 39001: Road Traffic Safety Management Systems (RTS)*
- *MSPO: Malaysia Sustainable Palm Oil*
- *RBA: Responsible Business Alliance*
- *ISO 9001: Awareness Training*
- *ISO 9001: Document Controller*
- *ISO 9001: Internal Auditor*
- *ISO 14001: Awareness Training*
- *Environmental Impact & Aspect*
- *Environment Compliance Obligation*
- *ISO 14001: Internal Environmental Auditor*
- *ISO 45001: Awareness*
- *Hazard Identification, Risk & Opportunities*
- *ISO 45001: Internal Occupation Health and Safety Auditor Training*
- *TL9000 R6.0 Awareness Training*



# TRAINING LIST

## ***ISO and Management System Training and Courses.***

- *TL9000 R6.0 Internal Auditor*
- *ISO 39001: Awareness Training*
- *ISO 3900: Internal Road Traffic Safety Auditor*
- *ISO 22000: Awareness Training*
- *ISO 22000: Risk Assessment Training*
- *IATF 16949: Automotive Quality Management System Awareness*
- *Advance Product Quality Plan*
- *Product Parts Approval Plan*
- *ISO 22000: Risk Assessment Training*
- *FMEA Training: Failure Mode and Effect Analysis*
- *MSA Training: Measurement System Analysis*
- *Statistical Process Control*
- *IATF 16949 Internal Auditor*
- *ISO 13485: Medical Devices Quality Management Awareness*
- *ISO 13485 Medical Devices Risk Management*
- *ISO 13485: Internal Medical Device Auditor*
- *RSPO Supply Chain Mass Balance Awareness*



# TRAINING LIST

## ***ISO and Management System Training and Courses.***

- *Good Manufacturing Practices (GMP)*
- *ISO 31000: Risk Management Awareness*
- *Malaysian Sustainable Palm Oil (MSPO 2530)*
- *Food Handling*

## ***Language & Communication Skills Training and Courses***

- *Effective Self Confidence Communication Skills*
- *Good Communication: Gain Skills from the best*
- *Effective Communication without Fear*
- *Cross Cultural Communication Skills*
- *Tele-Conference Communication Etiquette*
- *Telephone Etiquette & Presentations for Conference-Call Meeting*
- *Learn English For Hospitality Field*
- *Effective and basic English Language for Writing & Speaking*



# TRAINING LIST

## ***Language & Communication Skills Training and Courses***

- *Effective and basic Malay Language for Writing & Speaking*
- *Business English Proficiency*
- *Essential Body Language for Communication*
- *Good Interpersonal Skills*
- *Professional and Personalities Communication Skills*
- *Negotiating, Influencing, Persuading Communication Skills*
- *Effective Presentation in 24 hours*
- *Impactful Public Speaking Skills*
- *Customer Service Managing Mindset to Creating A Win-Win Solutions*
- *Good Presentation Skills*



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## ***Employees Managing and Development Training and Courses***

- *Time and Stress Management*
- *Critical and Creative thinking in Problem Solving*
- *Customer Service Mindset for Win-Win Solutions*
- *Good Leadership and Supervisory Skills*
- *Good Communication and Negotiation for Interview Session*
- *Highly Effective People Policy*
- *Critical Thinking and think outside the box Training*
- *Training a trainer*
- *Effective Emotion Management in Organization*
- *Stress Management for an Achievement in Organization*
- *Grooming for Professionalism*
- *Project Management*





# TRAINING LIST

## ***Employees Managing and Development Training and Courses***

- *Team Building Winning Synergy*
- *Work Planning Strategies & Good Time Management*
- *Strengthen EQ to Build Up Teamwork*
- *Build Confidence in Interaction for Women in Organization*
- *Work-Life Balance Training*
- *Critical Thinking & Build up Good Habit for Self Improvement*
- *Understanding human behaviour and Enhance people skills*
- *Good problem solving and decision making*
- *Create Motivation and good attitude towards productivity*
- *Developing positive and non-toxic work culture*
- *Interpersonal Communication & Logical Thinking Strategies*





# TRAINING LIST

## ***Good Supervisory & Leadership Skills***

- *Coaching and Mentoring Skills*
- *Effective supervisory management skills*
- *Leadership skills*
- *Good Habits, Attitudes, Discipline in Leadership.*
- *Self Management for the People Management Through EQ*
- *Employee Performance Management and Supercharge Supervisory*
- *People Management Skills*
- *People Management with EDNA Concept*
- *Effective Leadership and Interpersonal Skills*
- *Developing Competencies in Handling Difficult People and Situation*



# TRAINING LIST

## ***Microsoft and Computerized Training and Courses***

- *Microsoft Office 365: Big Data Analysis Training*
- *Data Analysis and Dashboard Reporting*
- *Microsoft Excel: Data Analysis Tools For Accountant*
- *Basic of Microsoft Excel Courses*
- *Intermediate of Microsoft Excel Courses*
- *Advanced of Microsoft Excel Courses*
- *Basic of Microsoft Office 365 Courses*
- *Intermediate of Microsoft Office 365 Courses*
- *Advanced of Microsoft Office 365 Courses*
- *Basic of Microsoft Powerpoint Courses*
- *Intermediate of Microsoft Powerpoint Courses*
- *Advanced of Microsoft Powerpoint Courses*
- *Basic of Microsoft Word Courses*
- *Intermediate of Microsoft Word Courses*
- *Advanced of Microsoft Word Courses*



# TRAINING LIST

## ***Human Resource and Management Training and Courses***

- *Industrial Relation 1967 Training*
- *Employment Act 1955 Training*
- *Anti Bribery & Corruption Training*
- *Coaching and Mentoring Skills for Performance Appraisal*
- *HR for Non-HR Manager*
- *Security Management System*
- *Interview Skills for Recruitment*
- *Recruitment and Selection Skills*
- *Discipline Management & Domestic Inquiry*
- *Benchmarking Performance for Key Performance Index (KPI)*
- *Global Talent Management Skills*
- *Effective Performance Review towards Employees*
- *Good Performance & Job Mastery*
- *Training Needs Analysis (TNA)*
- *Roles & Responsible in Employee Relation*
- *Writing HR Policies and Procedures*



# TRAINING LIST

## ***Human Resource and Management Training and Courses***

- *HR Administrations Skills*
- *Compensation & Benefit Skills*
- *Strategic Talent Management*
- *Employee Engagement & Retention*
- *Effective Conducting On the Job Training (OJT)*

## ***Hospitality & Service Training and Courses***

- *Call Center Training*
- *Complaint Handling for Customer Service*
- *Coaching & Consulting Service*
- *Effective Customer Service*
- *Professionalism Grooming for Employees*
- *Front Office Management*
- *Habits of Highly Successful Revenue Managers*
- *Good Service of Hospitality Teamwork*



# TRAINING LIST

## ***Hospitality & Service Training and Courses***

- *Build up Intra-Interpersonal Skills for Hoteliers*
- *Management of Knowledge and Skills Building*
- *Supervisory & Leadership Skills for Hotelier*
- *Transform Complaint Into Opportunity*
- *Supervisory & Leadership Skills in Housekeeping*
- *Customer Satisfaction Management Skills*
- *Essential Butler Training*
- *The Art of Protocol & VIP Service*



# TRAINING LIST

## **Quality Control (QC)**

- *5S, 6S and 7S Training*
- *7 Quality Control (QC) Tools*
- *8 Discipline Problem Solving*
- *Advanced Product Quality Planning (APQP)*
- *Calibration & Measurement*
- *Continuous Improvement Project*
- *Data Analysis for Ongoing Improvement & Management Action*
- *DMAIC Cycle*
- *QA & QC Leader & Supervisor Training*
- *Failure Mode & Effect Analysis (FMEA)*
- *FMEA - through Automotive Industry Action Group (AIAG)*
- *Gage Repeatability & Reproducibility (Range Method)*
- *Kaizen Training*
- *Lean Manufacturing Workshop*
- *Lean Six Sigma Yellow Belt*
- *Lean Six Sigma Green Belt*



# TRAINING LIST

## **Quality Control (QC)**

- *Lean-Value Stream Mapping & 8 Types of Waste*
- *Measurement & Calibration*
- *Measure System Analysis (MSA)*
- *Measurement System Analysis (MSA) & Gage Repeatability & Reproducibility (GR&R)*
- *Measurement System Analysis (MSA) Using Minitab*
- *Poka Yoke & Risk Management Workshop*
- *Root Cause Analysis (RCA)*
- *Six Sigma Awareness*
- *Statistical Process Control (SPC)*
- *Total Productive Maintenance*
- *Plan Do Check Action (PDCA)*
- *Preventive Predictive Maintenance*
- *Product Part Approval Process (PPAP)*
- *Project Leadership Management & Communication*
- *Project Management 101*





# TRAINING LIST

## **Quality Control (QC)**

- *Project Risk Management & Problem Solving*
- *QCC Facilitator Certification Program*
- *Risk Based Thinking*

## **Strategic Business Management**

- *Business Etiquette & Personal Grooming*
- *Business Succession & Planning*
- *Business Writing*
- *Corporate Professionalism*
- *Creative Thinking & Decision Making*
- *Customer & Quality Valuation*
- *Effective Inter-Intrapersonal Skills*
- *Email for Entrepreneurs*
- *Media & Public Relations*
- *Operation Administration*



# TRAINING LIST

## ***Strategic Business Management***

- *Persuading, Negotiating & Influencing Skills (Business Relations)*
- *Confidently Presented*
- *Sales Projections Training*
- *Strategic Management & Performance*
- *Building Confidence in Management*
- *Emboldening Management Strength*
- *Winning Image-Managing Clients*
- *Change Management*
- *Basic Skill Language of Writing & Speaking (English & Malay)*
- *Essential Body Language*
- *Intra & Interpersonal Skills*
- *Personalities & Organisational Communication*
- *Skills of Persuading, Negotiation & Influencing*



# TRAINING LIST

## ***Strategic Business Management***

- *Mastering the Power of Presentation and Practical Presentation results in 24 hours*
- *Public Speaking with Impact*
- *Oriented Customer Service Mindset - Creating a Win-Win Solution.*

## ***Safety Related Training***

- *5S Towards Productive & Safe Environments of Workplace*
- *Accident Investigation & Reporting*
- *Assessing & Determining OSH Law*
- *Basic Scaffolding Erecting & Awareness*
- *Basic Confined Space Awareness Program*
- *Behavioural Based Safety; Solution to Safety Improvement*
- *Chemical Compliance Program*
- *Chemical Safety (Accidental Release Control & Hazardous Communication)*



# TRAINING LIST

## ***Safety Related Training***

- *Chemical Health Risk Assessment (CHRA) Guideline*
- *4-Step Accident Prevention Plan*
- *HIRARC Risk & Opportunities*
- *Setting Up Safety Committee*
- *Effectual Environmental Health & Safety Committee*
- *Electrical Safety Management Plan & Program*
- *Environmental Compliance Obligation*
- *Emergency Response Team Basic Fire Fighting & Team Building*
- *Evacuation Exercise*
- *Emergency Response Team, Self Contain Breathing*
- *Apparatus (SCBA) & Basic Hamzat*
- *Emergency Response Planning Fire*
- *Fighting & Evacuation Drill (ISO14001)*
- *Environmental Health & Safety Train the Trainer*
- *Environmental Impact & Aspect Evaluation*



# TRAINING LIST

## ***Safety Related Training***

- *Environmental Quality Act 1974 & Clean Air Regulation*
- *FMA 1974 & Regulation*
- *Hazard Identification, Risk Assessment & Control*
- *HAZMAT Handling & Emergency Response*
- *Hearing Conservation & Training Program*
- *Hot Work Safety Precautions Training*
- *Implementation of OSHA 1994 & Regulation*
- *Incident Investigation & Root Cause Analysis*
- *Industrial First Aid, CPR & AED Handling*
- *Electrical Safety & Drill*
- *Maintenance Lock Out & Tag Out Program*
- *Machinery Safety & Machine Guarding*
- *Noise Conservation Program*
- *Occupational Health & Safety At Workplace*
- *Occupational Ergonomic Risk*
- *Management & Back Injury*
- *Office Industrial Ergonomics Awareness Training*
- *Overhead Crane Safety*



# TRAINING LIST

## Safety Related Training

- *System of Permit to Work*
- *Personal Protection Equipment*
- *Radiation Safety Awareness*
- *RoHS & Conflict Mineral*
- *Safe Handling of Forklift, Forklift & Stacker, Sharp & Cutting Tools*
- *Safe Operation System & Injury - Prevention on Press Equipment*
- *Safe Way of Using Machinery*
- *Scheduled Waste Management*
- *Understanding towards Malaysia Environmental Law*
- *Working at Height & Personal Protection Equipment*
- *Workplace Inspection & Audit*



# TRAINING LIST

## **Maintenance**

- *Autonomous Maintenance Sensory Inspection Skills for Operators & Technicians*
- *Basic Maintenance for Supervisors/Technicians*
- *Basic Skills in Shaft Alignment to Prevent Early Equipment Problems*
- *Basic Electrical Engineering for Manufacturing*
- *Hydraulics & Pneumatics- Understanding & Introduction to Practical Trouble-Shooting Strategies*
- *Industrial Engineering (IE) Techniques for Higher Productivity Efficiency*
- *Process Control Management*
- *Maintenance Store Planning & Control Techniques*
- *Overall Equipment Effective & Autonomous Maintenance (OEE & AM)*





# TRAINING LIST

## **Maintenance**

- *Practical Electrical Engineering for Manufacturing*
- *Practical Modern TPM for Process Plants & Manufacturing*
- *Preventive & Predictive Maintenance*
- *PM Analysis for Advanced Quality & Engineering Problem Solving*
- *Reducing Unplanned Breakdowns Through Instant Maintenance*
- *Value Engineering & Product Cost Down*

## **Technical**

- *7 Steps Approach to Reduce Unplanned Breakdown*
- *Basic AutoCAD 2D*
- *Autonomous Maintenance for Manufacturing Operations*



# TRAINING LIST

## **Technical**

- *Best Practices in Industrial Hydraulics Troubleshooting Technology*
- *CCP154 Logix500™ Controllers - RSLogix™ Level 4: Structured Text/Sequential Function Chart Programming*
- *Effective Preventive Maintenance*
- *Effective Spare Part Management*
- *Electrical Assembly Safety & Basic Assembly Knowledge*
- *Electrical Engineering for Non-Electrical Engineers*
- *Electrostatic Discharge Control*
- *Energy Management*
- *Hydraulics & Pneumatic Practises in Industries*
- *Introduction to Total Productive Maintenance*
- *Lock-Out Tag-Out (LOTO)*
- *Basic Electrical Safety Training*
- *Mitsubishi Course (GX-Developer Basic)*
- *Mitsubishi PLC Training*



# TRAINING LIST

## **Technical**

- *Motion Control Fundamentals*
- *Mould Setting for Injection Moulding Process*
- *Omron Basic PLC & CX-Programmer*
- *OMRON-INT PLAC Programming - Programmable Logic Controllers*
- *Operators Machine Responsibilities (OMR)*
- *Planned Maintenance System*
- *PLC Diagnostic & Troubleshooting using Omron C Series PLC*
- *PLC Intermediate*
- *Practical Electronics for Technicians and Engineers*
- *Predictive Maintenance Techniques*
- *Total Production Management*
- *Total Productive Maintenance (TPM) - Introduction of Autonomous Maintenance*
- *Total Productive Maintenance Towards Effective Maintenance*



# TRAINING LIST

## **Technical**

- *Troubleshooting and Maintenance Hydraulics and Pneumatics Practices in Industries*
- *Troubleshooting and Maintenance in Programmable Logic Controller (PC) - Omron & Modicon*

## **Account Training**

- *Effective Credit Control & Cash Management*
- *Letter of Credit: Documentation and Procedures to Minimize the Payment Risk*
- *Accounting and Finance for Practitioners*
- *An Overview of Malaysia Private Entities Reporting Standards (MPERS)*
- *Cash Flow Management Strategies*
- *Commercial Finance for Intermediate Level*
- *Credit Control & Debt Collection Strategist*
- *Deferred Tax - Building Up Your Foundation*



# TRAINING LIST

## **Account Training**

- *Derivatives Valuation Methodologist*
- *Effective Collective Calls for Successful Debt Recovery*
- *Effective Credit Management & Debt Recovery*
- *Effective Tax Planning For SMEs*
- *Finance for Mid Level, Finance Managers, Non-Finance Personnel*
- *Financial Markets Training*
- *Financial Ratio Analysis*
- *Financial Statement & Analysis for Finance Personnel*
- *Forensic Accounting (How to Investigate Financial Fraud)*
- *Sales & Service Tax (SST) for Human Resource Personnel*
- *Sales & Service Tax (SST) Importance for Business*
- *SST Hands-On Implementation and Planning*



# TRAINING LIST

## **Account Training**

- *SST Implementation- Latest Updates, Readlines Assessment, Tax Codes, SST Accounting Transactions, SST03 Tax Return, GAF and SST Audit*
- *SST Implementation Advisory & Planning on Advertising Industry*
- *SST Implementation Advisory & Planning on Travel Industry*
- *SST Implementation Readiness Assessment Tax Code Mapping & Final Preparation*
- *SST Post Implementation Review for Manufacturing and Trading Sectors*
- *SST Updates, Contentious Issues, Risk Management and Common Errors*
- *SST Updates, Tax Planning and Contentious Implementation Issues*
- *Implementation SST in Malaysia - Accounting Functions With Customs Approved Software*



# TRAINING LIST

## **Account Training**

- *Implementation of Goods and Service Tax (SST) in Malaysia*
- *Insight and Overview to Malaysia Private Reporting Standards (MPERS)*
- *Cash Flow Management*
- *Manufacturing Costing for Non-Costing Personnel*
- *Mastering Accounting and Financial Statement Analysis*
- *Mastering Difficult Accounting Issues*
- *MPERS (Malaysia Private Entities Reporting Standard)*
- *Practical Budgeting & Cost Control Techniques*
- *Preparations for Compliance with SST Audit*
- *Preparing Group Consolidation Under MFRS 3 and MFRS 10*
- *Risk Management - Fraud Prevention & Forensics*





# TRAINING LIST

## **Account Training**

- *Risk Management - Fraud Prevention & Forensics*
- *Risk Management - Fraud & Error*
- *Smart Budgeting for Planning and Control*
- *Strategic Financial Planning & Budgeting*

## **Purchasing & Procurement**

- *Building Effective Purchasing Assistants/Clerks*
- *CTPAT: Customs Trade Partnership Against Terrorism*
- *Developing Effective Buyer/Purchaser*
- *Effective Purchasing Management*
- *Effective Procurement Cost Reduction & Negotiation Skills*
- *Suppliers Management*



# TRAINING LIST

## ***Purchasing & Procurement***

- *Successful & Effective Purchasing Negotiations Skills*
- *Understanding & Implementing Supply Chain Management*
- *Malaysia Import & Export Procedures*
- *Familiarization of Chartered Shipping*
- *Global Import & Export Management*
- *Managing the Airway Bill*
- *Mastering Incoterms in Import & Export*
- *Global Air Freight Operations & Customs*
- *Understanding the Risk Factors in Airway Bill*

## ***Warehouse Management***

- *Inventory Control Management for Storekeeper/Warehouse Clerk*
- *Just-In-Time Production & Warehouse Management*
- *Improving Skills of Store Employees*



# TRAINING LIST

## ***Warehouse Management***

- *Modern Inventory & Warehouse Management*
- *Manufacturing Inventory & Planning with JIT*
- *Production Planning & Control for Planners*
- *Production Planning & Warehouse Management*
- *Strategic Selection of Incoterms 2010 to Protect Your International Payment*
- *Smart Inventory Reduction Strategies*
- *Understanding Incoterms 2010 & Letter of Credit*
- *A Balanced Approach to Supply Chain Management*
- *Applying Accounting Tools to Inventory*
- *Best Practises in Inventory Management*
- *Best Practises of Global Logistics & Distribution Planning*
- *Best Practises of Supply Chain Management*
- *Contemporary Logistics Certification Program*
- *Creating Values Along Supply Chain and The Process Management*
- *Distribution Logistics*



# TRAINING LIST

## ***Warehouse Management***

- *Engineering the Warehouse*
- *Enterprise Supply Chain Management*
- *Excellence in Warehouse Management*
- *Fashion Retail Supply Chain Best Practices*
- *Fundamentals of Food Supply Chain Management & Logistics*
- *Global Supply Chain Management Skills*
- *Green Logistics*
- *Humanitarian Logistics and Disasters*
- *Improving Efficiency and Minimizing Costs of Modern Warehouse*
- *Integral Warehouse Management*
- *Intermodal Freight Transport*
- *Introduction to Air Freight and the Global Supply Chain*
- *Inventory Management & Purchasing Skills*
- *Lean Distribution*



# TRAINING LIST

## ***Warehouse Management***

- *Logistics and Distribution Management*
- *Logistics and Supply Chain Management*
- *Logistics Management and Strategy*
- *Management Skills for Warehouse Supervisors*
- *Managing Channels to Markets through Distribution of Channels*
- *Managing Project Supply Chain*
- *Master of Logistics & Retail Management*
- *Retailing Logistics & Fresh Food Packaging*
- *Mastering Global Logistics*
- *Mastering Logistics and Supply Chain Management in Construction*
- *Mastering Materials Management*
- *Overcoming Supply Chain Challenges in Times of Crisis*
- *Practical Practises in Logistics Contract*
- *Principles & Issues of Supply Chain and Distribution Management*
- *Production Logistics*



# TRAINING LIST

## ***Warehouse Management***

- *Quantitative Measurements for Logistics*
- *Retail Security and Loss Prevention*
- *Reverse Logistics Best Practices*
- *Selecting, Buying, Installing & Using a Modern Warehouse Management System*
- *Service Management*
- *Shipping and Port Management Specialist in Maritimes Logistics*
- *Strategic Inventory Management*
- *Strategic Procurement Skills for Competitive Advantage*
- *Strategic Supply Chain Management Certificate*
- *Supplier Relationship Management in the Supply Chain*
- *Supply Chain & Air Freight in Aviation Logistics*
- *Supply Chain Risk*



# TRAINING LIST

## ***Warehouse Management***

- *Supply Chain Risk Management & Resilience in Logistics*
- *Supply Chain Risk Management & Vulnerability*
- *Supply Chain and Logistics in Emerging Markets*
- *Sustainable Value and Supply Chain*
- *The Market-Driven Supply Chain*
- *Warehouse Management & Inventory Control*
- *Warehouse Management for Best-In-Class Performance*
- *Warehouse Operations - Planning & Management*







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