

bsi.

# 2019

## Penang

### Operational Excellence Courses



INVESTORS  
IN PEOPLE



By Royal Charter

## In-House Training

Our courses can be delivered at any premises of your choice. We can tailor it to your organisation, spending time focused on your objectives. This ensures that your people learn from best practices suited to your own organisation, in the setting where they will be using them.

Training programmes are priced by the total course-days rather than by the delegate, enabling you to make savings for groups, and you can save on the travel and accommodation expenses too.

## Coaching Session

Track your performance by subscribing to our coaching sessions. Coaches are dispatched to your location and will observe your performance overtime, in your application of any Operational Excellence techniques by BSI.

Coaches will facilitate you by providing gap analysis study of your current state of deployment and general advisory based on common understanding in the industry.

Practice your new skills and knowledge under the view of our expert performance coaches.

## Public Training

Public training courses are available to employees from any organization, and are perfect when you want to train one or two people. They provide an effective training allowing you to benchmark with peers from different industries.

We take great care in selecting high quality venues, paying special attention to location, facilities and service standards. Courses are available in four locations – Malaysia, Penang, Johor Bahru & Kuching.



# Glossary



This course is certified by International Association for Six Sigma Certification.



This course is certified by British Standard Institution (BSI).



This course includes 6-months Minitab Software License.



This is a **Beginners** course. It is suitable for anyone without prior knowledge.



This is an **Intermediate** course. It is suitable for anyone with some prior knowledge of the subject.



This is an **Advanced** course. It is suitable for anyone with proficient knowledge of the subject.



This course has an examination or project coursework to be completed.



This course is an upgrade to a Six Sigma Black Belt, a Lean Sigma Black Belt or a Lean Master.



This course has pre-requirement to qualify for another course.



This is Phase 1 of the coursework. Attend Phase 2 to complete the course.



This is Phase 2 of the coursework. Upon completion of this phase, you will receive your certificate.



















## Performance Management Courses

	Fees Per Person (MYR)	Days	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
Developing & Managing <b>Key Performance Indicators</b> (KPIs) <span style="float: right; font-size: small;">Int bsi.</span>	1,700.00	2.0	22-23					20-21						02-03	

## Diagnostics & Problem Solving Courses

	Fees Per Person (MYR)	Days	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
<b>The A3 Report:</b> A Lean Problem Solving and Reporting Process <span style="float: right; font-size: small;">Int bsi.</span>	900.00	1.0								26					
Problem Solving Through <b>7 Quality Control (QC) Tools</b> Made Easy <span style="float: right; font-size: small;">Beg bsi.</span>	1,500.00	2.0			11-12				04-05		17-18		28-29		
<b>8-Discipline</b> (8D) Team Oriented Problem Solving Techniques <span style="float: right; font-size: small;">Beg bsi.</span>	1,500.00	2.0	29-30				09-10		02-03				18-19		
Effective <b>Root Cause Analysis</b> (RCA) <span style="float: right; font-size: small;">Beg bsi.</span>	1,500.00	2.0		19-20			06-07			14-15			11-12		
Effective <b>PDCA</b> Management & Deployment Techniques <span style="float: right; font-size: small;">Beg bsi.</span>	900.00	1.0						11							

# Po Yen



Po Yen graduated from the Oklahoma State University with a B.Sc. Industrial System Engineering. He is a proficient Gemba guru with in-depth exposure in operational and productivity change improvement.

His competency is in Lean Practices, and he has successfully coached many organizations to achieve customer satisfaction, breakthrough innovation and improvement in Quality-Cost-Delivery (QCD).

Po Yen is a Lean Master Trainer and has trained more than 1,000 delegates in Lean Strategy and Methodology. Po Yen is also a master in the topics of Training Within Industry (TWI), Total Productivity Improvement (TPM), 5S, Kaizen, Root Cause Analysis and more.

# Chee Ming

Chee Ming graduated from the University of Malaya with a Bachelor of Engineering (Hons.) in Electrical and Electronics Engineering and a Master of Science in Applied Physics.

Chee Ming is a Certified Six Sigma Black Belt with the International Association of Six Sigma Certification (IASSC), Lean Sigma Master Black Belt and an AEMAS certified Energy Manager.

He is also a specialist on topics like Measurement System Analysis (MSA), Design of Experiment (DOE), Minitab, PPAP, 8-D Problem Solving, Statistical Process Control (SPC), Failure Mode Effect Analysis (FMEA), Total Productive Maintenance (TPM) and more.

In his 20 years of career, Chee Ming has successfully trained over 350 companies, more than 100 Six Sigma Green Belts and coached over 370 projects to completion.



# Christina

Christina graduated from the University of Singapore with a Bachelor of Science (Honours) and University of Strathclyde in Scotland with a Master of Business Administration.

She is an experienced trainer in the areas of Management Systems – ISO 9001, ISO/TS 16949, ISO 13485, FDA QSR, and in Lean and Operational Process Improvement.



Christina has conducted Certified Lean Master and Lean Expert Training Programmes that certified 26 new Lean Masters and Experts who successfully implemented change programs in their organisations.

As a Master Trainer, she is able to train on all LEAN concepts / methodologies which includes Certificated Lean Training, 5S, Kaizen, Value Stream Mapping, Poka-Yoke, and so forth.

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# Jessy

Jessy graduated from the prestigious University of Mississippi with a B.Sc. (Cum Laude) in Chemical Engineering.

She is a Master Trainer with 15 years of hands-on experience in Lean Methodologies, Process Improvement tools, Production Management concepts, and Quality tools.

She provides coaching to implement Lean tools and carry-out kaizen projects.

She has implemented various kaizen initiatives such as streamlining NPI (new product introduction) procedures, minimizing changeover durations, raising productivities, implementing Total Productive Maintenance, optimizing warehouse operations, improving purchasing while controlling inventory level, set-up 5S programme, and a range of other lean projects.



# Contact us

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