



BSI Training Academy

Course Portfolio

Malaysia 2019

Public Training | In-house Training

bsi.

...making excellence a habit.™

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Welcome to the BSI Training Academy

At the BSI Training Academy, our focus is on helping clients embed knowledge and skills so they can add more value to their organizations and their CVs. We offer one of the widest ranges of standards-related training in the world from meeting medical devices regulations to managing your energy effectively. But we don't just train you to meet standards – we help you to understand how to embed them into your organization. When you train with us, you get the full benefit of our expert knowledge. We know what an auditor will look for – so we train you to meet it. We know the thinking behind the standard – so we embed this in our courses to drive and inspire your people. Our team of highly trained tutors bring with them a wealth of practical industry expertise and specialist knowledge, many of them with multiple professional qualifications. We train thousands of delegates but we treat each delegate as an individual, recognizing their own unique learning objectives. So, no matter where you are on your journey towards embedding excellence, we hope you'll choose BSI to take care of your learning needs.

Our client promise:

- An ongoing relationship to ensure we understand and meet your continuing training needs
- A clear learning journey to embed skills and add value to your organization
- A best-in-class pre-course experience, including timely delivery of information so you arrive at your training fully prepared and ready to learn
- A training experience that uses accelerated learning techniques
- A highly regarded BSI qualification to acknowledge your new expertise
- Opportunities to network with peers on the course and learn through shared experiences

Follow us on:    

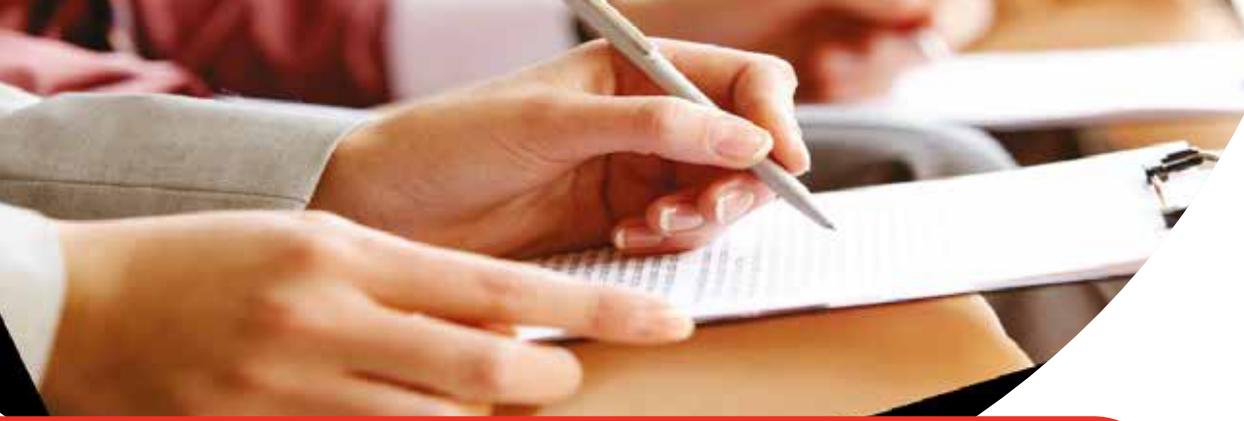
Why train with BSI

Great businesses rely on great people

Research shows that when an organization invests in training and development, they reap real rewards:



*Source: City of Bristol Benefits of Training article



Why choose in-house training?

Our courses can be delivered in-house at a location of your choice. This ensures that your people learn best practices suited to your own organization.

Our in-house courses are led by experienced tutors who are skilled in the subject matter.

Choose in-house training if:

- You want to train a group of people
- You want the training structured to the needs of your organization
- You want to reduce the level of risk to proprietary and confidential information
- You want to save money on travel and accommodation

Request an in-house quote

info.malaysia@bsigroup.com | Kuala Lumpur
info.malaysiajb@bsigroup.com | Johor Bahru
info.malaysiapg@bsigroup.com | Penang
info.malaysiakh@bsigroup.com | Kuching

What our delegates say about our in-house training

"A knowledgeable and approachable trainer with in depth knowledge of his subject matter"

"Excellent trainer with abundance of knowledge across many fields"

"Our tutor was excellent at training, gave practical basic examples of working. Very positive attitude, gave individual time to participants"

"A dry subject taught and delivered well, de-mystified - much appreciated"

"I feel that this was the best course I have been on as it did not feel like a course, more of a 'two-way conversation that I learned from'. If I could have put together a course then this is the one I would have collated"

Which course is right for you?

 <p>Understand</p> <p>Introduction, requirements and entry level courses</p> <p>Who should attend?</p> <ul style="list-style-type: none">• Ideal for new starters• Ideal for talent with great potentials	 <p>Implement</p> <p>Implementation courses</p> <p>Who should attend?</p> <ul style="list-style-type: none">• Those responsible for implementing or have recently taken responsibility for a management team• Those who supporting the front line tasks	 <p>Prove its working</p> <p>Internal auditor courses, leadership courses for mid-management</p> <p>Who should attend?</p> <ul style="list-style-type: none">• Those tasked with conducting internal audits or monitoring their management system's performance• Those managing people in a team, required leadership skills	 <p>Make excellence a habit</p> <p>Business improvement courses, lead auditor, business leader/management team</p> <p>Who should attend?</p> <ul style="list-style-type: none">• Those tasked with conducting and leading management system audits• Those leaders handling talent management, leading the team and inspiring the people
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BSI offers training in different formats

In-house training

An in-house training course is one held at your premises and is open only to your employees. Training in-house eliminates travel expenses and additional time away from the office. It also keeps your content and discussions confidential. Another benefit for choosing in-house is that we can customize the course based on your specified needs.

Public training

Our public training courses take place in locations across Malaysia. Attendees are away from office distractions and benefit from interacting and networking with people from other organizations.



Transition timeline

Several standards have undergone radical transformation, bringing questions and concerns over the new structure, revised documentation requirements, and a variety of other changes needed to meet standard conformance. There are new demands on management. Risk now takes center stage and must be considered throughout the organization.

BSI is uniquely positioned to lead you through the twist and turns of the revisions and the impact they may have on your business. We are offering several transition courses for both standards to help you begin your transition journey. Get started today!

ISO Revisions Timeline

Below is a table which shows, at a glance, the timetable for the publication of revisions for all of the standards scheduled to be updated.





Quality Management

ISO 9001

Our ISO 9001 training will provide you with an awareness of quality management systems, tools and techniques recognized Quality Management System (QMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge.

ISO 9001:2015 Requirements

2 days | RM1,500 | SBL Khas



Gain a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Who should attend?

Anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 9001:2015 QMS.

What will I learn?

- Importance and benefits of an ISO 9001:2015 QMS
- Key requirements, terms and definitions of ISO 9001:2015
- Structure of ISO 9001:2015, which incorporates the Annex SL common framework for management system standards
- Main concepts such as risk-based thinking, process approach, Plan-Do-Check-Act, and 7 management principles

ISO 9001:2015 Implementation

2 days | RM1,500 | SBL Khas



Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your QMS and achieve continual quality improvement.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 9001:2015 QMS.

What will I learn?

- A typical framework for implementing ISO 9001:2015 following the PDCA cycle
- Considering key concepts and requirements of ISO 9001:2015 from an implementation perspective
- Implementing key concepts and requirements of ISO 9001:2015
- Specific documented information requirements of ISO 9001:2015

ISO 9001:2015 Deep Dive 2 days | RM1,500



This course explores the topics of: Process Approach, Risk-based Thinking, External Provision and Auditing Leadership within the context of the organization in order to develop your ability to tackle them successfully.

Who should attend?

People working directly with an ISO 9001:2015 QMS, including managers, implementers and auditors.

What will I learn?

- What a process approach is and how to undertake simple process mapping techniques
- Framework, principles and processes for risk management in the context of high level structure (HLS) management system standards
- What is meant by the external provision of processes, products and services
- Leadership requirements of the new standard from an auditing perspective and how to conduct an audit of leadership activities in line with HLS management systems standards

ISO 9001:2015 Strategic Approach to

Risk-Based Thinking 2 days | RM1,500



This course aims to help you understand what is meant by the concept of context of the organization and how you can apply risk-based thinking as you plan, develop, audit and maintain your quality management system.

Who should attend?

This course is designed for managers, executives and quality professionals who need a practical understanding of the context of the organization and risk-based thinking.

What will I learn?

- Understand the organizational context in the planning and implementation of your QMS
- Apply risk-based thinking in the QMS
- Use a structured method to develop an effective QMS relevant to your organization's context

Quality Management

Supplier Based Auditing 2 days | RM1,500



By attending this course you'll gain the knowledge and skills to not only conduct supplier audits, but also identify whether requirements have been met to enable appropriate selection and management of suppliers within your organization.

Who should attend?

Anyone who is involved in supplier quality assurance functions and supplier auditing, such as engineers and managers.

What will I learn?

- Understand the fundamentals on supplier auditing
- Plan, conduct, report and follow up audit findings to ensure contractual requirements between the supplier and the customer have been met

ISO 9001:2015 Internal Auditor

2 days | RM1,500 | SBL Khas



This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 9001:2015. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?

Anyone involved in the auditing, maintaining or supervising of an ISO 9001:2015 QMS.

What will I learn?

- Guidelines of management system auditing according to ISO 19011:2011
- Application of auditing guidelines to ISO 9001:2015
- Initiating, preparing and conducting audit activities
- Completing audit and follow-up

ISO 9001:2015 Lead Implementer

5 days | RM3,200



This training combines our 9001 requirements and implementing courses, with an additional 2 days of content with examination. This will provide delegates with an: In depth understanding of the standard; the best practice methods to implement the standard within your organization; and ensure its effectiveness by teaching delegates soft skills such as leadership, management effective delegation, problem solving and motivation.

Who should attend?

Those who are responsible for the management and implementation of a ISO 9001:2015 management system

What will I learn?

- Gain an in depth knowledge of the requirements of 9001
- Be able to perform a detailed gap analysis and project plan
- Know what each clause requires for effective implementation
- Develop the soft and management skills to be able to effectively lead the implementation of an effective ISO 9001:2015 management system within your organization

CQI and IRCA Certified ISO 9001:2015 Lead Auditor

5 days | RM4,200 | SBL Khas



Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up. You'll gain the knowledge and skills required to undertake and lead a successful management systems audit. You'll sit a 2-hour exam to test your knowledge and understanding.

Who should attend?

Anyone with the need to audit an organization's ISO 9001:2015 QMS.

What will I learn?

- Gain the skills to plan, conduct, report and follow up an audit in accordance with the globally recognized audit standard ISO 19011
- Identify the aims and benefits of an audit
- Interpret the requirements for audit application
- Grasp the application of risk-based thinking, leadership and process management

Automotive Management

IATF 16949

IATF 16949:2016 is the global technical specification and quality management standard for the automotive industry. It outlines everything you need to know about achieving best practice when designing, developing, manufacturing, installing or servicing automotive products. Our experts can help you to understand and audit IATF 16949:2016 with our training courses.

IATF 16949:2016 Requirements

2 days | RM1,500



This course will help you identify key requirements, the structure of an effective Automotive QMS and what this means for you.

Who should attend?

Anyone involved in the planning, implementing, maintaining, supervising or auditing of an IATF 16949:2016 management system.

What will I learn?

- The history of IATF 16949:2016, the role of IATF and the standards that support the programme
- The relationship between IATF 16949:2016, ISO 9001:2015 and the Annex SL high level structure
- Terms and definitions of ISO 9000:2015 and IATF 16949:2016
- Key concepts and requirements of ISO 9001:2015 and IATF 16949:2016

IATF 16949:2016 Implementation

3 days | RM2,100



Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, monitor your AuQMS and achieve continual quality improvement.

Who should attend?

Anyone involved in the planning, implementing, maintaining, supervising or auditing of an IATF 16949:2016.

What will I learn?

- Interpret key concepts and requirements of IATF 16949:2016 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective AuQMS

- Conduct a base line review of an organization's current position with regard to IATF 16949:2016
- Implement key concepts and requirements of IATF 16949:2016

IATF 16949:2016 Internal Auditor

2 days | RM1,500



This course develops the necessary skills to assess and report on the conformance, and the effective implementation of processes, based on IATF 16949:2016. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?

Anyone involved in the auditing, maintaining or supervising of an IATF 16949:2016 Automotive QMS.

What will I learn?

- Apply ISO 19011 guidelines to auditing IATF 16949
- Explain the importance of customer-specific requirements in the internal audit process
- Identify the automotive process approach when auditing
- Prepare audit activities, taking account of customer-specific requirements
- Conduct audit activities using the process approach

IATF 16949:2016 Certified First and Second Party

Lead Auditor 5 days | RM6,500



This course will allow you to consolidate your expertise with the latest developments and contribute to the continuous improvement of the business. You'll grasp the key principles and practices of effective AuQMS audits in line with IATF 16949:2016 and also ISO 19011 'Guidelines for auditing management systems'.

Who should attend?

Anyone with the need to audit an organization's IATF 16949:2016 QMS.

What will I learn?

- Describe the purpose of an AuQMS, of QMS standards, of management system audits, of third party certification and of business benefits
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up an AuQMS audit in accordance with ISO 19011, and ISO/IEC 17021, as applicable

Automotive Core Tools for Auditors (APQP, PPAP, FMEA, SPC, MSA)

2 days | RM1,500



This course is designed to equip the automotive quality management system auditors with the essential knowledge on the core tools applications from the auditor perspectives.

Who should attend?

All auditors (first and second party), executive and quality professionals who need to be equipped with a thorough understanding of the core tools for an effective implementation of auditing.

What will I learn?

- Understanding the basic core tools concepts for the auditor
- Understanding the desired outputs from the core tools
- Able to understand and interpret the core tools outputs such as APQP process, PPAP submission requirements, FMEAs (design & process), control charts, process capability study and measurement system analysis (for both variable and attribute measuring systems)

Measurement Systems Analysis (MSA)

2 days | RM1,500



This course provides an overview of MSA and the approaches used to analyse both attribute and variable measurements systems defined in the MSA reference manual.

Who should attend?

Anyone supporting the Advanced Product Quality Planning (APQP) process especially those involved in gage design, process measurement and initial process studies to support new product and process introduction.

What will I learn?

- Identify the correct measurement systems analysis tool to use when evaluating measurement systems
- Identify whether a measurement system is acceptable for its intended use
- Identify the different sources of variation present in a measurement system
- Identify, stability, bias, linearity, repeatability and reproducibility

Advanced Product Quality Planning (APQP) and Control Plan Methodology

1 day | RM900



This course provides an overview of the tools, procedures and reporting requirements specified in the APQP and Control Plan reference manual (APQP and Control Plan Second Edition AIAG); detailing the critical steps in the Product Quality Planning Cycle and the role of the control plan(s).

Who should attend?

Anyone involved in APQP activities (either as a team member or leading the activities)..

What will I learn?

- Identify the activities involved in the APQP process
- Explain the APQP process steps in detail and how they apply to different organizations
- Explain and discuss examples of Control Plans for different applications/scenarios

Production Part Approval Process (PPAP)

1 day | RM900



This course provides an overview of the Production Part Approval Process (PPAP), and the generic PPAP process requirements for production parts as defined in the Production Part Approval reference manual.

Who should attend?

Anyone responsible for the submission of parts to customer(s) for production approval. and those involved in the Advanced Product Quality Planning (APQP) process.

What will I learn?

- Identify PPAP submission requirements including customer-specifics
- Recognize when customer notification and submission is required
- Explain submission and levels of evidence required for each levels
- Determine documented information (records) to be retained and retention times

Potential Failure Mode and Effects Analysis (FMEA) - updated to AIAG/VDA Alignment

2 days | RM1,500



This course provides an overview both the of the methodology used to develop design and process FMEA is line with the methods specified in the FMEA reference manual (FMEA Fourth Edition); detailing the critical steps to identify and mitigate product and process risks.

Who should attend?

Anyone involved in product and process development activities, either as a team member or leading the activities.

What will I learn?

- Identify the activities involved in the development of an FMEA
- Identify failure modes and apply risk rankings using the severity, occurrence and detection ranking tables defined in the Potential Failure Mode and Effects Analysis reference manual
- Assign risk priority numbers (RPN) to each failure mode identified
- Determine actions to reduce or eliminate high RPN's

Statistical Process Control (SPC)

2 days | RM1,500



This course provides an overview of the methodology used to evaluate a process using statistical methods, and using this information to evaluate and take action on both the process and the output from the process.

Who should attend?

Anyone involved in verifying new manufacturing processes, ongoing process control and process improvement.

What will I learn?

- Identify and select the appropriate control chart as defined in the Statistical Process Control reference manual
- Calculate Cp/Cpk and Pp/Ppk
- Calculate control limits
- Identify out of control conditions

VDA 6.3

VDA 6.3 is a guideline for undertaking effective process audits, which is required by a large number of OEM customers within the German automotive supply chain. It focuses on process audit from the product development phase to the mass production phase.

VDA 6.3 Process Audit (3rd Edition 2016)

2 days | RM2,000



This course is specially designed for those looking at process audit aligned with the requirements of VDA 6.3. You'll learn about the audit requirements and concepts, and gain an in-depth understanding of how to use the questionnaire of VDA 6.3.

Who should attend?

This course is designed for managers, executive and quality professionals who needs to understand and implement the VDA 6.3 process audit requirements. It is suitable for all involved in initial certification, maintenance and upgrading of auditing knowledge.

What will I learn?

- German Automotive's process-audit methodology
- The relations between product, process and system audits
- Application of the VDA 6.3 questionnaire
- Application of audit scoring
- Planning, conducting and reporting on an internal audit performed against the requirements of VDA 6.3

315: VDA 6.3 Qualification for Process Auditor

5 days | RM13,500



This course is designed for participants who want to achieve their qualification as a certified VDA 6.3 process auditor in as short a time as possible.

Who should attend?

Personnel from the QM departments of organisations tasked with conducting process audits in their own organization (internal) or in the supply chain (external). This course further addresses external auditors (as service providers).

What will I learn?

- Guide you through the basic requirements for process audits and enable integrated application in the automotive industry
- Basics of process auditing includes general requirements, methods, principles, assessment scheme and risk analysis

Integrated Management

Effective Implementation of Documented Information Systems

1 day | RM800



With the publication of the latest ISO 9001 and 14001 Standards, a generic term of documented information has replaced the common terms of documents and records that have been used for the previous few generations of ISO standards. With the new Standards, they allow for more freedom in determining what types of documents and records that are needed to conform and comply with the requirements.

Who should attend?

This programme is suitable for all levels of personnel tasked to:

- Develop the document and/or record control process for their organization
- Maintain and improve the existing documented information control processes.
- The delegate may be new to documentation control, or need to have a better understanding of the requirements and methodologies of document and record control

What will I learn?

- To understand and how to meet the documented information requirements from various management system standards
- To appreciate the various methodologies used in managing the documented information system
- To understand the full cycle of documented information system and how to manage and control it

Building Information Modelling

BIM Level 2

Building Information Modelling (BIM) is a collaborative way of working, underpinned by digital technologies, allowing for more efficient methods of designing, delivering and maintaining physical built assets throughout their entire life cycle. Developed in conjunction with leading industry consultants with expertise in Malaysia, our BIM training courses provide the most relevant and up-to-date information.

BIM Fundamentals 2 days | [Request a quote](#)



This course provides the knowledge you need to understand the fundamental principles of BIM, in particular Level 2 and its associated outcomes. You'll focus on the context, key drivers and benefits that relate to the governments objectives of achieving Level 2 BIM.

Who should attend?

Anyone involved in the design, construction and project management (including specialist subcontractors and clients) of BIM activities.

What will I learn?

- Explain the basic principles and terminology of BIM
- Understand the governments objectives towards achieving Level 2 BIM
- Engage with clients on the benefits and key drivers associated to BIM
- Manage teams and projects to ensure all members of the supply chain are aware of the requirements to be able to deliver
- Grasp the concept of 'Digital Built Britain' and ensure your business recognizes the need for the development of BIM as part of its agenda

BIM Processes & Procedures

2 days | [Request a quote](#)



Develop your knowledge and skill by understanding both the management processes and technical ability needed to work in a BIM Environment. You'll gain insight into applying BIM best practice procedures and learn how to effectively manage projects and individual requirements to BIM Level 2.

Who should attend?

All construction industry professionals requiring the knowledge and understanding of processes and procedures to deliver projects in line with BIM Level 2.

What will I learn?

- Skills required to be able to deliver projects to BIM Level 2
- Assessing the supply chain to see if they have the skills and knowledge to deliver BIM
- The relevance of ISO 9001 in relation to BIM
- ISO 55000 and PAS 55: Strategies towards Asset Management
- Creating and using documents such as the BIM Protocol, BIM Execution Plan (BEP) and the Master Information Delivery Plan (MIDP)
- Legal and contractual implications of BIM and how they may affect your projects

Building Information Modelling

BIM Implementation 2 days | Request a quote



Make your implementation easier by understanding the strategic and technical processes required to apply BIM on all levels. This course provides the knowledge and skills you need to successfully manage each step of your building project.

Who should attend?

Anyone involved in the implementation of BIM within their organization, including managers, senior staff and directors in building and infrastructure projects.

What will I learn?

- Main cultural and technical barriers in BIM Adoption and how to overcome these
- Embedding new BIM processes and procedures
- How BIM enables growth by offering a value added solution
- Supporting Change Management processes
- Changes in systems and procedures enabling BIM processes to be undertaken effectively and within organizational financial structure

BIM Level 2 Professional Training

5 days | RM7,000



This course help you easily implement BIM by understanding the strategic and technical processes required to apply BIM on all levels. It provides the knowledge and skills you need to successfully manage each step of your building project by encouraging the use of a consistent management framework.

Who should attend?

All construction industry professionals requiring the knowledge and understanding of processes and procedures to deliver projects in line with BIM Level 2.

What will I learn?

- Engage with clients on the benefits and key drivers associated to BIM
- Manage teams and projects to ensure all members of the supply chain are aware of the requirements to be able to deliver
- Identify the key benefits of implementing BIM
- Understand how to effectively embed BIM processes within your business
- Develop a plan and determine the resources required for implementation

Risk Management

ISO 31000

Whether you work in a public, private or community enterprise, you can benefit from ISO 31000, because it applies to most business activities including planning, management operations and communication processes. Whilst all organizations manage risk to some extent, the best-practice recommendations of this international standard were developed to improve management techniques and ensure safety and security in the workplace at all times.

ISO 31000:2018 Introduction

1 day | RM1,300



This course will enable you to understand risk management, learn about ISO 31000 and get the foundation you need to start managing your organization's risks effectively.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 31000 risk management framework.

What will I learn?

- Explain the key challenges and imperatives to manage risk
- Use ISO 31000:2018 key terms and definitions
- Identify the importance and benefits of ISO 31000:2018 to your organization
- Recognize the principles, framework and process for managing risks relevant to your organization

ISO 31000:2018 Implementation

2 days | RM2,600



Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation, develop your risk management process, and achieve continual improvement.

Who should attend?

This course is intended for managers and prospective implementers of risk management, and for stakeholders in such efforts.

What will I learn?

- Recognize a risk management framework for implementing ISO 31000:2018 guidelines
- Interpret the relationships of principles, framework and risk process, based on the guidelines of ISO 31000:2018 (from an implementation perspective)
- Conduct a baseline review of an organization's current position with regard to ISO 31000:2018
- Implement a risk management framework, and risk management process, aligned with principles for managing risk based on ISO 31000:2018 guidelines



Occupational Health and Safety

ISO 45001

Whatever the size or nature of your organization, quality occupational health and safety training is vital to success – first class internal processes are reflected in quality customer service delivery. Work with us to gain ISO 45001 qualifications and gain the confidence and competencies to eliminate occupational and health risks to all stakeholders.

ISO 45001:2018 Requirements 2 day | RM1,500

Gain a thorough understanding of the history and development of ISO 45001, key terms, definitions, and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Who should attend?

Anyone involved in the planning, implementing, maintaining, supervising, or auditing of an ISO 45001 Management System.

What will I learn?

- The background of ISO 45001 and its intended outcome
- The terms and definitions used
- The key concepts and structure of ISO 45001
- The main requirements of ISO 45001

ISO 45001:2018 Migration 1 day | RM800

This course introduces you to the new ISO high level structure for management system standards and explores the differences between OHSAS 18001:2007 and ISO 45001:2018.

Who should attend?

Anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 45001 migration.

What will I learn?

- Annex SL Appendix 2 and the framework for the new ISO high level structure
- Specific new requirements relating to Context, Leadership, Planning, Support and Operation
- New and revised terms and definitions applicable to ISO 45001:2018
- Key differences to the requirements from OHSAS 18001:2007

ISO 45001:2018 Implementation 2 days | RM1,500

Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your OH&S MS.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 45001 OH&S MS.

What will I learn?

- Recognize a typical framework for implementing ISO 45001 following the PDCA cycle
- Interpret key concepts and requirements of ISO 45001 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective OH&S MS

ISO 45001 Implementing Changes 1 day | RM800

Discover how to implement the key requirement differences between OHSAS 18001:2007 and ISO 45001 and develop a migration action plan. Learn what is needed when migrating from OHSAS 18001:2007 to ISO 45001.

Who should attend?

Those involved in the planning, implementing or supervising of an ISO 45001 migration.

What will I learn?

- Specific new implementation requirements and factors to consider when implementing them
- Using gap analysis to conduct a baseline review of your current system
- Changes and additions needed to your existing systems
- What implementation could look like through examples provided in a toolkit

Occupational Health and Safety

ISO 45001 Internal Auditor

2 days | RM1,500 | SBL Khas



This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 45001. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?

Anyone involved in auditing, maintaining, or supervising, of an ISO 45001 management system.

What will I learn?

- Initiate the audit
- Prepare and conduct audit activities
- Prepare and distribute the audit report
- Audit follow up

ISO 45001:2018 Strategic Approach to Risk-based Thinking

2 days | RM1,500



This course is specially designed to provide understand of risk-based thinking. Practical activities are incorporated into this training to translate this concept into structured methodology that will assist organizations to address the strategic development of the system.

Who should attend?

Anyone who may become involved in the certification, maintenance and internal auditing of the OH&S management system in an organization.

What will I learn?

- An understanding of the context of the organization in planning and implementation of the occupational health and safety (OH&S) management system
- An understanding of application of risk-based thinking in the context of ISO 45001:2018
- An understanding of structured method in developing an effective OH&S management system relevant to the context
- An understanding of how to integrate the actions to address the risks and opportunities into the OH&S management system processes or other business processes

Hazardous Chemical Management

1 day | RM800



This course will provide you with the necessary knowledge to manage hazardous chemicals within your organization including labelling, classification, storage, handling, processing and disposal.

Who should attend?

Anyone who is responsible for or handles hazardous chemicals, including those in environmental management and/or health and safety.

What will I learn?

- Recognise and classify types of hazardous chemicals use in your organization
- Understand and decide on proper handling, storage and disposal methods for hazardous chemicals
- Choose proper protection and precaution measures when spills or accidental release of hazardous chemicals occurs

Malaysian OHS Laws Interpretation & Application

1 day | RM900 | Free law book



This course will help to equip yourself with adequate understanding on how to decode and apply the legal requirements that applicable to your industry. Consequently, update your legal register to meet part of clause 6.1.3 of ISO 45001.

Who should attend?

This course is suitable for Safety and Health committee member, OH&S management system committee member and/or personnel with assigned responsibility for compliance obligations to meet ISO 45001.

What will I learn?

- Provide delegates with a general introduction to, familiarize and awareness of the Malaysian occupational health & safety laws.
- Provide understanding of the currently prevailing acts, regulations and codes of practices related to occupational health and safety

Occupational Health and Safety

OHS Risk Assessment (based on ISO 45001:2018)

1 day | RM800



OH&S Risk Assessment process is the core process for occupational health and safety risk management. An organization needs to identify risks through the process of finding, recognizing and describing the risks that are present in the workplace. This leads to risk analysis and risk evaluation before any risk treatment can be instituted to reach an acceptable or tolerable risk level.

Who should attend?

This course specially designed to meet the needs of safety and health committee members, working teams for ISO 45001 management system compliance and all interested functions and levels.

What will I learn?

- To understand the concept of risk assessment
- To be able to identify occupational health and safety hazards and OH&S risks
- To be able to use qualitative methodology of risk assessment
- To be able to recommend practical control measures

ISO 45001:2018 Lead Implementer

5 days | RM4,000



This training combines our ISO 45001 requirements and implementation courses, with an additional 2 days of content with examination. You'll have the knowledge of ISO 45001 requirements and methods for its implementation, and the skills to effectively lead, manage and delegate activities to ensure the effective implementation of ISO 45001 within your organization.

Who should attend?

Those who are responsible for the management and implementation of an ISO 45001 management system.

What will I learn?

- Conduct a baseline review of an organization's current position with regard to ISO 45001
- Implement key concepts of ISO 45001
- Implement key requirements of ISO 45001
- Identify the leadership skills, based on best practice, to lead the implementation of a Management System

CQI and IRCA Certified ISO 45001:2018 Lead Auditor

5 days | RM4,500 | SBL Khas



This course is to provide delegates with the knowledge and skills required to perform first, second and third-party audits of occupational health and safety management systems against ISO 45001, in accordance with ISO 19011 and ISO/IEC 17021, as applicable.

Who should attend?

Anyone with the need to audit an organization's OH&S management system.

What will I learn?

- Explain the purpose of an occupational health and safety management system, of occupational health and safety management system standards, of management system audit, of third-party certification, and the business benefits of improved performance of the occupational health and safety management system.
- Plan, conduct, report and follow-up an audit of an occupational health and safety management system to establish conformity (or otherwise) with ISO 45001, and in accordance with ISO 19011 and ISO/IEC 17021 where appropriate.

CQI and IRCA Certified ISO 45001:2018 Auditor Migration

2 days | RM2,800



This course is ideal for existing auditors as it combines the 1-day 'ISO 45001 Migration' course with an additional day of auditing activities. You'll learn how ISO 45001 is different to OHSAS 18001:2007, and apply this practically in order to build your ISO 45001 auditing skill.

Who should attend?

OHSAS 18001:2007 Internal and Lead Auditors who need to migrate to ISO 45001.

What will I learn?

- Explain the purpose and use of Annex SL Appendix 2 and describe a generic management system
- Communicate the new requirements relating to: Context, Leadership, Planning, Support and Operation, in Annex SL Appendix 2
- Identify the main terms and definitions in ISO 45001 which differ from OHSAS 18001:2007
- Communicate OH&S specific requirements in ISO 45001 that differ from OHSAS 18001:2007

Anti-Bribery



ISO 37001

ISO 37001 is the new international standard designed to help organizations implement an Anti-Bribery Management System (ABMS). It specifies a series of measures your organization can implement to help prevent, detect and address bribery. Designed to be integrated into your organization's existing management processes and controls, ISO 37001 also follows the common ISO structure for management system standards, for easy integration with ISO 9001 for example.

ISO 37001:2016 Anti-Bribery Requirements

1 day | RM900



This course introduces the concepts of anti-bribery, explains the benefits of an ABMS and the key requirements and context of ISO 37001:2016. It's applicable to all organizations including the public, private and voluntary/non-for-profit sectors.

Who should attend?

Anyone with responsibility for anti-bribery management.

What will I learn?

- Identify the key concepts of bribery
- Explain the background, structure and intent of ISO 37001:2016
- Interpret the requirements for 'adequate procedures' contained within ISO 37001:2016
- Explain how anti-bribery management fits into your organization
- Demonstrate the business benefits of implementing an effective ABMS
- Describe the Plan-Do-Check-Act management system approach and how it relates to ISO 37001:2016

Understanding Bribery and Effective Due Diligence

2 days | RM1,500



This course focuses on the operational and technical challenges faced in understanding bribery and effective due diligence. You'll gain an understanding of the nature and impact of bribery, the harm it can do, the risk it poses to organizations and the methods used to identify risk through an effective assessment.

Who should attend?

Certification auditors or anyone working in the public, private and voluntary sectors.

What will I learn?

- Communicate the nature, scale and features of bribery
- Describe the methods used by people involved in bribery and recognize motives and concealment
- Identify bribery indicators and red flags
- Identify how to assess the risk of bribery and critical touch points (CTP's)
- Address unacceptable bribery risks
- Recognize due diligence with regard to business associates
- Describe the identification and response to suspicions of bribery
- Investigate bribery and subsequent corrective action
- Demonstrate learning to a practical scenario



ISO 37001:2016 Anti-Bribery Implementation

2 days | RM1,500



This course will guide you through an implementation of an ISO 37001 ABMS using a combination of practical exercises and class discussions. You'll also receive a take-home reference toolkit containing essential documents and information you can reference and use during your organization's implementation process.

Who should attend?

Anyone with responsibility for anti-bribery management.

What will I learn?

- Determine the threat of bribery within the context of your organization
- Recognize key management system concepts relating to the implementation of ISO 37001
- Identify a typical framework for implementing ISO 37001 following the PDCA cycle
- Interpret the requirements of ISO 37001 from an implementation perspective in the context of your organization
- Implement the requirements of ISO 37001 in your organization

ISO 37001:2016 Anti-Bribery Internal Auditor

2 days | RM1,500



This course provides a solid foundation in all aspects of the audit process. You'll be taken through a structured programme stage by stage that includes a balance of theory and practice.

Who should attend?

All personnel who are/will be coordinating anti-bribery management system internal audit activities within your organization.

What will I learn?

- Explain the principles of auditing; and the principles of auditing to ISO 37001:2016
- Prepare and distribute the audit report
- Initiate, prepare and conduct the audit activities
- Complete the audit
- Perform audit follow-up activities

ISO 37001:2016 Anti-Bribery Best Practice Programme

5 days | RM4,500



Led by an experienced tutor, this course implements the concepts of anti-bribery, explains the benefits of an ABMS and the key requirements and context to audit against that of ISO 37001:2016. It's applicable to all organizations including the public, private and voluntary/non-for-profit sectors.

Who should attend?

Anyone with responsibility for anti-bribery management including those with responsibilities for ethical behavior, corporate governance, risk and compliance, management systems, anti-bribery measures, human resources, procurement and those managing/selecting business associates especially if operating in high risk bribery environments.

What will I learn?

- Explain the background, structure and intent of ISO 37001:2016
- Interpret the requirements for 'adequate procedures' contained within ISO 37001:2016
- Implement to the requirements of ISO 37001:2016
- Conduct internal audit to the requirements of ISO 37001:2016
- Explain how anti-bribery management fits into your organization
- Demonstrate the business benefits of implementing an effective ABMS

Business Continuity

ISO 22301

The impact of disasters on business can be substantial, regardless of the size of your organization. ISO 22301, the standard for Business Continuity, is suitable for complex, global organizations – but it's just as relevant for smaller organizations too. ISO 22301 provides an international best practice framework for identifying potential threats, evaluating their impact and developing capability to minimize the impact of disruption.

ISO 22301:2012 Introduction

1 day | RM1,300



This course will help you to prepare for the unexpected and protect your organization with a basic understanding of business continuity. You'll learn about the key concepts of business continuity, understand the benefits of a business continuity management system and become familiar with the requirements of ISO 22301.

Who should attend?

Continuity, risk, quality, IT, environmental, health and safety manager, consultants and auditors who are new to ISO 22301 business continuity.

What will I learn?

- Understand the key concepts of business continuity
- How to introduce business continuity management to your organization
- Identify critical business functions and potential disruptions
- Understand how to protect your business ahead of disruption
- Understand how to recover business critical functions in crisis situations organization

Crisis Management

1 day | RM1,300



This course helps you understand the principles and practices of incident and crisis management. You'll learn how to develop and manage relevant incident and crisis management response(s).

Who should attend?

Anyone involved in emergency planning and crisis management.

What will I learn?

- Describe the type of circumstances where incident and crisis management are relevant
- Explain the key features of effective Incident and Crisis Management Plans
- Identify when Incident and Crisis Management Plans should be used and when to stand down
- Demonstrate use of Crisis Management Plans to deal with a disaster
- Formulate Incident and Crisis Management Plans relevant to their organization

Business Impact Analysis

1 day | RM1,300



This course enables delegates to understand the principles and practices of Business Impact Analysis and apply these in order to inform organizations regarding resilience and recovery strategies.

Who should attend?

Anyone involved in providing critical services, with client expectations of no disruption, or rapid recovery time should attend Business Impact Analysis training.

What will I learn?

- Analyze a business system and identify critical activities
- Explain recovery time objectives and how impacts vary with time
- Identify critical resources for resilience protection and/or recovery measures
- Shape supply chain decisions
- Formulate a Business Impact Analysis as a key practice for planning business resilience and recovery measures

Business Continuity

Business Continuity Plans (BCP) Principles and Practices

1 day | RM1,300



This course enables you to understand the principles and practices of Business Continuity Plans, identify where they are applicable and where they are not. You will have the skills to construct a BCP that's relevant to your situation.

Who should attend?

Anyone involved in providing critical services with the interest or responsibility of formulating recovery arrangements following service disruption.

What will I learn?

- Analyse continuity requirements and determine if BCPs are suitable and relevant
- Develop plans for continuity management and disaster recovery
- Identify resource requirements for the successful implementation of BCPs
- Construct BCPs to recover services back to BAU
- Exercise BCPs to validate them

ISO 22301:2012 Implementation

2 days | RM2,600



Learn how to establish a business continuity management system within your organization and clarify roles and responsibilities during disruption. You'll identify and protect business critical functions, building resilience and capability to continue operating during unexpected events.

Who should attend?

Business continuity managers and consultants, risk, information security, IT and operations managers and consultants.

What will I learn?

- Understand business continuity management best practice
- Design, plan and implement your own business continuity management system
- Create business continuity policies, objectives and processes
- Understand how to meet ISO 22301 requirements and prepare for certification

ISO 22301:2012 Internal Auditor

2 days | RM2,600



Become a business continuity auditor by taking our ISO 22301 internal auditor training course. Learn how to complete each stage of the internal audit process, by understanding the requirements of ISO 22301 within the context of an audit.

Who should attend?

Business continuity managers, consultants and management system auditors who want to audit to ISO 22301.

What will I learn?

- The scope and requirements of ISO 22301 in the context of an audit
- How to manage every stage of the audit process
- Plan, conduct and report on an ISO 22301 internal audit
- Recommend improvements to a business continuity management system
- Confidence in maintaining ISO 22301 certification
- Effective business continuity management during times of disruption

ISO 22301:2012 Lead Auditor

5 days | RM7,000



This course will develop the knowledge and skills required to lead a BCMS audit, with emphasis on independent auditing principles and practices. Led by an expert instructor, practical exercises, group activities and class discussions will be used to guide you through the entire audit process from the planning of the audit through to reporting the results.

Who should attend?

Anyone with responsibility for managing a BCMS audit.

What will I learn?

- Describe the purpose of a business continuity management system, of business continuity management systems standards, of management system audit and of third party certification.
- Explain the role of an auditor to plan, conduct, report and follow up business continuity management system audit in accordance with ISO 19011 (and ISO 17021 where appropriate).
- Plan, conduct, report and follow up an audit of a business continuity management system to establish conformity (or otherwise) with ISO 22301 in accordance with ISO 19011 (and ISO 17021 where appropriate)



Information Security

ISO/IEC 27001

Loss of client, employee and intellectual data is one of the biggest threats facing modern organizations and it is vital that you take steps to safeguard your company and customer information. Our ISO/IEC 27001 training courses follow a structure to help you familiarize yourself with the standard, understand how to implement an Information Security Management System (ISMS), and how to audit it.

ISO 27001:2013 Requirements

1 day | RM1,000



This comprehensive one day course explores in depth all of the business implications of the international standard for ISO/IEC 27001 ISMS.

Who should attend?

Anyone with interest on information security, data protection, corporate governance, risk and compliance, management systems, security, IT services, human resources, financial and accounting records and any business area that interacts with high risk private data.

What will I learn?

- Why ISMS is important to an organization
- What are the key concepts and principles in ISO/IEC 27001 including the various clauses, definitions and regulations
- Effective information security management throughout your organization

ISO 27001:2013 Implementation

3 days | RM4,000



Using a step-by-step process, this comprehensive course helps delegates understand the requirements of ISO/IEC 27001. It covers the fundamental disciplines needed and the methods that should be applied when implementing Information Security Management Systems.

Who should attend?

Information security managers, IT and corporate security managers, corporate governance managers, risk and compliance managers and information security consultants.

What will I learn?

- How to identify a typical framework to implement an ISMS compliant with ISO/IEC 27001 following the Plan, Do, Check, Act (PDCA) cycle
- How to conduct a base line review of the organization's current position with regard to ISO/IEC 27001
- How to implement key elements of ISO/IEC 27001
- Develop vital processes, policies and procedures that can be put into practice effectively

ISO 27001:2013 Internal Auditor

2 days | RM3,200



The course aims to provide guidance and practical experience in planning, executing, and reporting Information Security Management System audits.

Who should attend?

Information security managers, IT and corporate security managers, corporate governance managers, risk and compliance managers and information security consultants.

What will I learn?

- What are the principles of auditing conformance to ISO/IEC 27001
- What are audit activities and how to initiate an audit
- Your company will have an internal resource and process to be able to conduct its own audit of its ISMS to assess and improve conformance with ISO/IEC 27001

CQI and IRCA Certified ISO 27001:2013 Lead Auditor

5 days | RM7,000



Learn how to conduct and lead audits to enable successful management of an ISO/IEC 27001 management system. This globally recognized lead auditor qualification will equip you with the skills to manage threats and reduce risks to your management system through enhanced information security processes.

Who should attend?

Information security managers, IT and corporate security managers, corporate governance managers, risk and compliance managers and information security consultants.

What will I learn?

- Understand the role of the auditor in the context of an Information Security Management System
- How to build an Information Security Management System (ISMS) and understand the processes within the system
- Learn how to manage and lead an ISO/IEC 27001 audit team
- Your company will have an internal resource and process to be able to conduct its own audit of its ISMS to assess and improve conformance with ISO/IEC 27001
- You will gain a professional qualification that certifies that you have the knowledge and skills to be able to lead a team to conduct an audit of an ISMS in any organization
- Successful auditing will improve the protection of any organization's private data to meet market assurance and corporate governance needs

ISO 27001:2013 Lead Implementer

5 days | RM5,800



We'll teach you how to set up an ISMS that conforms to ISO/IEC 27001 in an organization. You'll focus on developing your project management ability to lead a team with the implementation of an ISMS in your business, organization's obligations and your personal responsibilities.

Who should attend?

Information security managers, IT and corporate security managers, corporate governance managers, risk and compliance managers, project managers, information security consultants and ISO/IEC 27001 auditors.

What will I learn?

- How to identify a typical framework to implement and ISMS compliant with ISO/IEC 27001 following the Plan, Do, Check, Act (PDCA) cycle
- How to conduct a base line review of the organization's current position with regard to ISO/IEC 27001
- How to interpret the requirements of ISO/IEC 27001 from an implementation perspective in the context of their organization
- Acquire expertise to support your organization in implementing, managing and maintaining an ISMS as specified in ISO/IEC 27001
- Create the framework for your own ISMS
- Understand the relationship between an Information Security Management System, including risk management and controls, and compliance with the requirements of different stakeholders of the organization corporate governance needs



Service Management

ISO/IEC 20000-1

ISO/IEC 20000-1 is ideal for any service provider, large or small, who wants to provide assurance in the quality of the services they deliver. It's commonly used for IT services, facilities management and business services to help ensure effective and resilient services in today's changing service delivery environment.

ISO/IEC 20000-1:2018 Requirements

1 day | RM1,000



By attending this course you'll learn about the ISO/IEC 20000-1 requirements and how to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Who should attend?

Anyone involved in defining, planning, auditing, implementing or managing a service management system (SMS) based on ISO/IEC 20000-1:2018.

What will I learn?

- Explain why an SMS is important and its benefits
- Explain the background of ISO/IEC 20000-1 and its intended outcome
- Recall the terms and definitions used
- Define the key concepts and structure of ISO/IEC 20000-1
- Identify the main requirements of ISO/IEC 20000-1

ISO/IEC 20000-1:2018 Transition

1 day | RM1,000



By attending this course you'll get involved in activities that will help you to identify the gaps in your current service management system (SMS) and start planning your transition to the new standard.

Who should attend?

Anyone who knows ISO/IEC 20000-1:2011 and will be involved in the planning, implementing, maintaining, supervising or auditing of an ISO/IEC 20000-1 transition.

What will I learn?

- Explain the purpose and use of Annex SL (which specifies the HLS) and describe a generic management system
- Communicate the new requirements relating to context, leadership, planning, support, operation, performance evaluation and improvement in Annex SL
- Identify the main terms and definitions in ISO/IEC 20000-1:2018 which differ from ISO/IEC 20000-1:2011
- Communicate service management specific requirements in ISO/IEC 20000-1:2018 that differ from ISO/IEC 20000-1:2011
- Recognize the development process and perspectives that were considered in the revision

ISO/IEC 20000-1:2018 Implementing Changes

1 day | RM1,000



Learn what is needed when transitioning from ISO/IEC 20000-1:2011 to ISO/IEC 20000-1:2018 so your organization can respond to changing service management trends and deliver a valuable service.

Who should attend?

Those involved in the planning, implementing or supervising of an ISO/IEC 20000-1:2018 transition.

What will I learn?

- Recognize specific new or changed SMS requirements and factors that need to be considered when implementing them
- Identify what implementation could look like through examples provided in a toolkit
- Use gap analysis to conduct a baseline review of your current SMS against the differences
- Prepare to implement the changes and additions needed to your existing systems

ISO/IEC 20000-1:2018 Implementation

2 days | RM3,200



By attending this course you'll discover how to implement an SMS based on ISO/IEC 20000-1:2018, how to develop an implementation plan, create necessary documentation and implement your SMS.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO/IEC 20000-1:2018 SMS

What will I learn?

- Interpret key concepts and requirements of ISO/IEC 20000-1:2018 from an implementation perspective
- Identify the benefits specific to your organization in relation to implementing an effective SMS
- Prepare for third party certification

ISO/IEC 20000-1:2018 Internal Auditor

2 days | RM3,200



You'll learn how to assess and report on the conformity and effectiveness of an SMS based on ISO/IEC 20000-1:2018. You'll also gain the skills to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?

Anyone involved in auditing, maintaining or supervising an SMS based on ISO/IEC 20000-1.

What will I learn?

- Explain guidelines for management system auditing according to ISO 19011
- Apply 19011 guidelines to auditing ISO/IEC 20000-1:2018
- Integrate SMS audits with those for other management systems
- Apply the requirements of ISO/IEC 20000-1:2018 in the context of an audit

CQI and IRCA ISO/IEC 20000-1:2018 Lead Auditor

5 days | RM7,000



The course explains the principles and practices of independent auditing for an ITSMS, and guides delegates through the entire audit process from managing an audit programme to reporting on audit results.

Who should attend?

Internal auditors, management representatives, compliance managers and those who want to become third party auditors for ISO/IEC 20000-1.

What will I learn?

- Understand and apply the requirements ISO/IEC 20000-1 in the context of an audit
- Plan and conduct an ISO/IEC 20000-1 audit
- Manage audit communication and interviews
- Report and follow up on an ITSMS audit
- Conduct opening, closing, and follow-up audit meetings
- Integrate ITSMS audits with those for other management systems



Environmental Management

ISO 14001

Our ISO 14001 management systems training puts environmental best practice at the heart of your operations. It enables your business to grow and succeed while reducing its impact on the environment. You will learn how to meet the latest Environmental Management Systems (EMS) policy requirements and benefit from a structured approach.

ISO 14001:2015 Requirements

2 days | RM1,500 | SBL Khas



Using a step-by-step process, this course helps you understand the requirements of ISO 14001. Understand how you can use ISO 14001 to save your organization money and demonstrate to staff and customers that you are operating sustainably.

Who should attend?

Any individual requiring knowledge of ISO 14001 and environmental management systems.

What will I learn?

- Structure of ISO 14001 which incorporates the Annex SL common framework for management system standards
- Main concepts such as process approach, Plan-Do-Check-Act, lifecycle perspective, aspects and impacts
- Address concerns that feed directly into your corporate responsibility
- Demonstrate environmental commitment to clients, regulators and the public

ISO 14001:2015 Deep Dive

2 days | RM1,500



This course explores the topics of Lifecycle Perspective, Risks and Opportunities, External Provision and Leadership within the content of the organization in order to develop your ability to tackle them successfully.

Who should attend?

People working directly with an ISO 14001:2015 EMS, including managers, implementers and auditors.

What will I learn?

- Life cycle perspective including key features and phases and how it is applied in ISO 14001
- Framework, principles and processes for risk management in the context of high level structure (HLS) management system standards
- What is meant by the external provision of processes, products and services
- Why and when such control is necessary and how it can be demonstrated

Malaysian Environmental Laws Interpretation & Application

1 day | RM900 | Free law book



This course will be presented with introduction of Malaysian Environmental laws, detailed explanation of the requirements for expose participants to its interpretation and what it takes to comply.

Who should attend?

Management and executives who are responsible for ensuring that the organization is in compliant with the rules and regulations

What will I learn?

- To familiarize and be aware of the Malaysian Environmental laws
- To explore the importance of compliance to the relevant acts and regulations.

ISO 14001:2015 Strategic Approach to Risk-based Thinking

2 days | RM1,500



This course will help you understand risk-based thinking. It uses practical activities to translate this concept into a structured methodology that will help you to address the strategic development of the EMS in your organization.

Who should attend?

This course is designed for managers, executives and environmental professionals who need a practical understanding of the context of the organization and risk-based thinking.

What will I learn?

- Understand the context of your organization in planning and implementation of the environmental management system (EMS)
- Understand the application of risk-based thinking in the context of ISO 14001:2015
- Understand the of structured method in developing an effective EMS relevant to the context
- Understand how to integrate actions that address the risks and opportunities into your EMS processes or other relevant business processes

Practical Environmental Aspect Determination

1 day | RM800



This course will help you understand the environmental aspects relating to activities, products and services of your organization. You'll discover a practical method to document the information and to analyse which ones are significant.

Who should attend?

This course is designed for management level or project committees in organizations wishing to implement ISO 14001:2015.

What will I learn?

- Determine the environmental aspects of their organization's activities, products and services, considering a life-cycle perspective
- Understand the methodology for determining potentially significant environmental aspects with both adverse and beneficial impacts
- Understand of how the aspects relate to compliance obligations
- Understand how the aspects are linked to the risks and opportunities and how to incorporate the actions into your organization's processes

Scheduled Waste Management

1 day | RM800



EQ (Scheduled Wastes) Regulations 2005 states, "Every waste generator shall ensure that all his employees involved in the identification, handling, labelling, transportation, storage, and spillage or discharge response for scheduled wastes attend training programmes."

Who should attend?

All individuals in organizations handling scheduled wastes.

What will I learn?

- Basic understanding on storage and handling of scheduled wastes and its records keeping
- Working knowledge on the EQ (Scheduled Wastes) Regulations 2005
- Sound understanding on the importance of records keeping such as notification of scheduled wastes (Second Schedule), inventory of scheduled wastes (Fifth Schedule), consignment notes for scheduled wastes (Sixth Schedule), and the purpose and use of Seventh Schedule, i.e. information of scheduled wastes

ISO 14001:2015 Implementation

2 days | RM1,500



If you've already got a thorough understanding of ISO 14001 and need to implement the standard in your organization, then this course is for you.

Who should attend?

If you're leading an implementation of ISO 14001, part of a team involved in planning the implementation of ISO 14001 or you need to conduct a gap assessment of your current system.

What will I learn?

- Gain the confidence to satisfy the requirements of ISO 14001
- Able to ensure ISO 14001 adds value to your organization

ISO 14001:2015 Internal Auditor

2 days | RM1,500



This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 14001:2015. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

Who should attend?

Anyone involved in the auditing, maintaining or supervising of an ISO 14001:2015 EMS.

What will I learn?

- Guidelines of management system auditing according to ISO 19011:2011
- Application of auditing guidelines to ISO 14001:2015
- Initiating, preparing and conducting audit activities
- Preparing and distributing the audit report
- Completing audit and follow-up

ISO 14001:2015 Lead Implementer

5 days | RM3,200



This training combines our 14001 requirements and implementing courses, with an additional 2 days of content with examination. This will provide delegates with: An in depth understanding of the standard; the best practice methods to implement the standard within your organization; and ensure its effectiveness by teaching delegates management skills such as leadership, effective delegation, problem solving and motivation.

Who should attend?

Those who are responsible for the management and implementation of a ISO 14001:2015 management system.

What will I learn?

- Recognize a typical framework for implementing ISO 14001:2015 following the PDCA cycle
- Interpret key concepts and requirements of ISO 14001:2015 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective EMS
- Conduct a base line review of an organization's current position with regard to ISO 14001:2015
- Implement key concepts and requirements of ISO 14001:2015

CQI and IRCA Certified ISO 14001:2015 Lead Auditor

5 days | RM4,200



You'll acquire the skills to plan, conduct, report and follow-up an EMS audit that establishes conformity and enhances environmental performance.

Who should attend?

Anyone with the need to audit an organization's ISO 14001:2015 EMS.

What will I learn?

- Explain the purpose and benefits of an EMS
- Explain the role of an auditor to plan, conduct, report and follow up an audit in accordance with ISO 19011
- Gain the skills to plan, conduct, report and follow up an audit in accordance with ISO 19011 (and ISO 17021 where appropriate)

Energy Management

ISO 50001

Our ISO 50001 Energy Management Systems training courses will help you understand how to use, develop and manage policies and procedures to improve your energy efficiency, achieve targets, and reduce costs. We can help you create awareness and embed a culture of best practice when managing energy across your organization, allowing you to reduce your impact on the environment.

ISO 50001:2018 Requirements

1 day | RM800



You'll learn about ISO 50001, common terms and definitions in the standard as well as the key concepts and requirements related to ISO 50001:2018 Energy Management Systems (EnMS).

Who should attend?

Anyone involved in the planning, implementing, maintaining, supervising or auditing of an ISO 50001 Energy Management System.

What will I learn?

- Why an EnMS is important to an organization and its benefits
- The background of ISO 50001:2018 and its intended outcome
- The terms and definitions used
- The key concepts and structure of ISO 50001:2018
- The main requirements of ISO 50001:2018

ISO 50001:2018 Implementation

2 days | RM1,500



This course aim to provide you to understand and apply a range of tools and techniques to establish and implement an energy management system (EnMS) that can help your organization improve energy use, consumption and efficiency, by implementing the requirements of ISO 50001:2018.

Who should attend?

Any person or team tasked with or interested in establishing, implementing and maintaining an energy management system based on ISO 50001:2018.

What will I learn?

- Plan and implement an ISO 50001:2018 EnMS
- Define the resources required to implement an EnMS
- Develop and utilize the technical aspects of energy review, energy baselines, energy performance indicators, and energy measurements
- Develop energy policies, processes, objectives, energy targets and documented information

ISO 50001:2018 Internal Auditor

2 days | RM1,500



This course aim to provide guidance and practical experience in planning, executing, reporting and audit follow-up of an internal audit, when monitoring the effectiveness and conformity of an Energy Management System (EnMS).

Who should attend?

Any person or team tasked with, or interested in, auditing the conformity and the effectiveness of an energy management system based on ISO 50001:2018.

What will I learn?

- Explain and apply the guidelines of management systems auditing according to ISO 19011:2018
- Explain the application of these guidelines to auditing ISO 50001:2018
- Plan an internal audit of ISO 50001:2018
- Prepare internal audit activities
- Conduct an internal audit

CQI & IRCA ISO 50001:2018 Lead Auditor

5 days | RM5,800



This course aim to provide the knowledge and skills required to perform first, second and third-party audits of energy management systems against ISO 50001:2018, in accordance with ISO 19011:2018 and ISO/IEC 17021:2015, as applicable.

Who should attend?

Any person or team tasked with, or interested in, leading an audit of an organization's EnMS and those seeking to become a second-party EnMS auditor based on ISO 50001.

What will I learn?

- Plan, conduct and follow-up on auditing activities that add real value
- Build stakeholder confidence by leading and managing the EnMS audit process
- Grasp the application of risk-based thinking, leadership and process management



Food Safety

ISO 22000, HACCP, GMP

Organizations involved in the food supply chain are responsible for sourcing and delivering safe food to the highest quality. From understanding the principles and application of HACCP to implementing effective internal audit processes, we'll help you meet customer requirements and ensure your food products are in line with global food safety best practice.

ISO 22000:2018 Requirements

1 day | RM800



Learn how to embed continual improvement at the heart of your organization through an ISO 22000 FSMS. The revised standard is an opportunity for organizations to align their strategic direction and increase focus on improving food safety performance.

Who should attend?

Anyone involved in the planning, implementing, maintaining, supervising, or auditing of an ISO 22000 food safety management system.

What will I learn?

- The ability to consistently provide safe foods and relevant products and services that meet customer and applicable statutory and regulatory requirements
- Addressing risks associated with its objectives
- The ability to demonstrate conformity to specified food safety management system requirements

ISO 22000:2018 Transition Training

1 day | RM800



This course introduces you to the new ISO high level structure (HLS) for management system standards and explores the changes between ISO 22000:2005 and ISO 22000:2018.

Who should attend?

Anyone involved in the planning, implementing or supervising of an ISO 22000:2018 transition, as well as ISO 22000:2005 auditors who need to convert to ISO 22000:2018.

What will I learn?

- Explain the purpose and use of Annex SL Appendix 2 and the framework for the new ISO high level structure
- Describe the new requirements relating to context, leadership, planning, support and operation
- Explain key concepts such as risk-based thinking and process approach
- Communicate specific FSMS requirement changes from ISO 22000:2005

ISO 22000:2018 Implementation

2 days | RM1,500



In this course you'll gain the required skills to conduct a base-line review of your organization's current position and implement the key principles of ISO 22000. Using a step-by-step approach, you'll learn how to develop an implementation plan, create necessary documentation and monitor your FSMS Plan.

Who should attend?

Anyone involved in the planning, implementing, maintaining or supervising of an ISO 22000 FSMS.

What will I learn?

- Recognize a typical framework for implementing ISO 22000 following the PDCA cycle
- Interpret key concepts and requirements of ISO 22000 from an implementation perspective
- Identify the benefits specific to an organization in relation to implementing an effective FSMS

ISO 22000:2018 Internal Auditor

2 days | RM1,500



This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 22000. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports, and complete follow-up activities.

Who should attend?

Anyone involved in the auditing, maintaining or supervising of an ISO 22000 FSMS.

What will I learn?

- Initiate the audit
- Prepare and conduct audit activities
- Prepare and distribute the audit report
- Complete the audit and audit follow up

CQI and IRCA Certified ISO 22000:2018 Auditor Transition

2 days | RM2,800



This course is designed to highlight the key differences between ISO 22000:2005 and ISO 22000:2018 so that CQI/IRCA qualified auditors can upgrade their skillset to align with the new standard to successfully audit food organizations throughout the food chain.

Who should attend?

ISO 22000:2005 Internal and Lead Auditors who need to transition to ISO 22000:2018.

What will I learn?

- Plan an audit to ISO 22000:2018
- Establish that the scope and criteria for an audit are appropriate
- Prepare an on-site audit plan that is appropriate to the organization's context and processes
- Conduct ISO 22000:2018 audits
- Audit food safety management system requirements
- Generate audit findings
- Demonstrate the ability to collect and verify appropriate audit evidence, including appropriate sampling

CQI and IRCA Certified ISO 22000:2018 Lead Auditor

5 days | RM4,200



You'll gain the knowledge and skills required to undertake and lead a successful food safety management systems audit; using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up.

Who should attend?

Anyone with the need to audit an organization's FSMS.

What will I learn?

- Describe the purpose of a FSMS, of FSMS standards, of management system audits and of third party certification
- Explain the role of an auditor to plan, conduct, report and follow up a FSMS audit in accordance with ISO 19011 (and ISO 22003 including ISO/IEC 17021, where appropriate)
- Plan, conduct, report and follow up an audit of a FSMS to establish conformity (or otherwise) with FSSC 22000 and ISO 22000 in accordance with ISO 19011 (and ISO 22003 including ISO/IEC 17021, where appropriate)
- Apply the concept of product and process risk to audit findings

Applying PAS 96:2014 – A Guide to Protecting and Defending Food and Drink from Deliberate Attack

1 day | RM800



This course has been designed to equip you with the most current food industry knowledge on the application of risk methodologies to assess and manage threats to your food supply chain and sensitive raw materials.

Who should attend?

Food industry professionals from a diverse range of functions including senior management, technical/quality assurance, engineering, production, operations, procurement/purchasing, human relations/security, supply and distribution.

What will I learn?

- Explain the importance and benefits of PAS 96:2014
- Explain TACCP (Threat Assessment Critical Control Point)
- Explain VACCP (Vulnerability Assessment Critical Control Point)
- Distinguish different types of risk assessment methodologies
- Conduct a supply chain vulnerability risk assessment
- Conduct a raw material risk assessment
- Review TACCP

Root Cause Analysis in the Food Industry

1 day | RM800



This course will provide delegates with a framework to implement root cause analysis and provides two commonly used methodologies to identify root cause.

Who should attend?

Food industry professionals from a diverse range of functions including senior management, technical/quality assurance, engineering, production, operations, procurement/purchasing, human relations/security, supply and distribution.

What will I learn?

- Describe the key concepts of root cause analysis (RCA)
- Explain the intent and benefits of RCA
- Describe a formal RCA process and identify the steps to implement
- Interpret key concepts of different RCA methodologies and distinguish the most appropriate methodology for different types of nonconformities
- Apply the concept of RCA methodologies to a variety of food industry nonconforming situations

Good Manufacturing Practice

1 day | RM800



By attending this GMP course delegates will demonstrate that you have the knowledge to identify risks due to poor implementation of GMP thus reducing the potential risk of food contamination.

Who should attend?

Chefs (senior level), production managers, maintenance managers, purchasers (who have impact on purchasing the correct raw material & incoming inspection), stewarding managers (hospitality), QA managers.

What will I learn?

- Explain food safety risks from GMP
- Demonstrate knowledge of each GMP component and their impact on food safety
- Be able to review existing work place GMPs and amend them accordingly, if required

HACCP Plans and GMP Implementation

2 days | RM1,500



This course provide you with knowledge of the essential good manufacturing practices (GMP) required to implement a preventative HACCP based FSMS along with an overview of the intent and specific requirements of the BSI HACCP and GMP Certification Criteria to demonstrate due diligence in food processing and handling operations and minimize audit nonconformances.

Who should attend?

Anyone who is likely to participate in developing, implementing and reviewing HACCP plans; or would like to further their knowledge in food safety risk assessment.

What will I learn?

- Apply CODEX HACCP food safety risk methodology
- Relate CODEX HACCP methodology to your company HACCP plans and the requirements of the BSI HACCP and GMP Certification Criteria
- Participate in developing and reviewing HACCP plans

Medical Devices

ISO 13485

Our medical device training courses will help you understand all the necessary requirements so you can ensure that you maintain compliance and embrace internationally collated best practice.

ISO 13485:2016 Deep Dive - Clause by Clause

2 days | RM2,600



This course enables a clause by clause understanding of ISO 13485:2016, which provides an effective solution to meet the comprehensive requirements of an effective QMS.

Who should attend?

Senior management, quality managers, regulatory affairs managers, internal and external auditors, consultants and anyone involved with the implementation of the standard.

What will I learn?

- Explain the scope and the structure of ISO 13485:2016
- Explain how to interpret the requirements of the standard within your organization
- Develop your knowledge of how the requirements of ISO 13485:2016 are established and maintained in an organization
- Identify the systems that are required to implement an ISO 13485:2016 QMS in order to gain or maintain certification to ISO 13485:2016

ISO 13485:2016 Implementation

2 days | RM2,800



This course provides the knowledge and process steps to enable the effective implementation of a QMS that is in line with the requirements for ISO 13485:2016 certification.

Who should attend?

Anyone involved in defining, planning, or implementing an ISO 13485:2016 QMS, as well as management representatives and implementation team members.

What will I learn?

- Identify the steps for defining, planning, organizing and scheduling necessary activities
- Implement an effective quality management system
- Conduct a base line review of an organization's current position with regard to ISO 13485:2016

ISO 13485:2016 Internal Auditor

2 days | RM2,800



This course is intended for medical device quality professionals wishing to build on their current knowledge of ISO 13485:2016 and evaluate the effectiveness of their QMS.

Who should attend?

Medical device quality professionals with knowledge of quality management systems and ISO 13485:2016, individuals interested in conducting first-party or second-party audits, management representatives, internal auditors and consultants.

What will I learn?

- Explain the structure and scope of ISO 13485:2016 and how it applies to the organization seeking regulatory compliance
- Identify the key principles of auditing and auditor responsibilities
- Conduct an effective audit based on process identification, sampling and questioning
- Determine if corrective action has been effectively implemented

Process Validation for the Medical Devices Industry Concepts and Awareness

2 days | Request a quote



This course provides an introductory understanding of Process Validation for general management system standards and regulations requirements.

Who should attend?

All levels of personnel involved with the process validation activities from planning, executing, reporting, reviewing, approving and maintaining the process validation.

What will I learn?

- Understanding of the fundamentals and basic principles of process validation
- Understanding of how, when, where and why you should validate a process
- Implementation and documentation guide

CQI & IRCA ISO 13485:2016 Lead Auditor

5 days | RM5,800



Learn to describe the purpose of an ISO 13485:2016 QMS audit and satisfy third-party certification. You'll acquire the skills to plan, conduct, report and follow up a QMS audit that establishes conformity and enhances overall organizational performance.

Who should attend?

Medical Device professionals interested in conducting first-party, second-party, and/or third-party audits, management representatives, quality directors and consultants.

What will I learn?

- Describe the purpose of a quality management system, of quality management systems standards, of management system audit and of third-party certification
- Explain the role of an auditor to plan, conduct, report and follow up a quality management system audit in accordance with ISO 19011 (and ISO 17021 where appropriate)
- Plan, conduct, report and follow up an audit of a quality management system to establish conformity (or otherwise) with ISO 13485 and in accordance with ISO 19011 (and ISO 17021 where appropriate)

Introduction to ISO 14971 Medical Devices to Risk Management for Medical Devices

1 day | RM1,300



This course is designed to provide you with an understanding of the impact that ISO 14971:2009 has on the decision making process at medical device manufacturing firms.

Who should attend?

Regulatory, quality, design development, manufacturing, marketing managers and personnel, decision makers on management system strategy and internal auditors.

What will I learn?

- Identify the links between ISO 13485 and ISO 14971
- Learn how risk management applies to the product lifecycle
- Ensure compliance continues throughout product lifecycle

Understanding of FDA 21 CFR part 820 – Quality System Regulation

2 days | RM1,500



This course will give you a detailed overview of the United States regulatory requirements for medical devices. Understand the expectations of the FDA 21 CFR 820 for quality system regulation and feel prepared for an FDA inspection.

Who should attend?

All functions and levels of an organization who need to gain some basic understanding of the US FDA 21 CFR Part 820 requirements

What will I learn?

- Overview of the FDA and intention of the 21 CFR Part 820

- The up-to-date requirements of 21 CFR Part 820 and other Parts such as Part 11, Part 803 and Part 821
- Working knowledge in application of the requirements
- Ability to prepare and host an FDA inspection

Medical Device Directive (MDD) to Medical Device Regulation (MDR) Transition

2 days | RM2,800



The course will give a general guideline of how to approach application of the new MDR, and will highlight the differences to the MDD that will affect all manufacturers.

Who should attend?

Manufacturers of medical devices, especially: regulatory affairs, design and development, clinical affairs specialists, quality management, and quality assurance personnel.

What will I learn?

- Explain the changes in the structure and administration of the regulation
- Recognize new economic operators affected by the regulation
- Identify key changes to the requirements concerning the steps for conformity assessment

Medical Device Single Audit Program (MDSAP) Fundamentals and Readiness

2 days | RM3,500



This course will prepare you to host a MDSAP audit and allow you to determine if your own internal QMS processes are consistent with the requirements of the MDSAP audit mode for the jurisdictions where your products are marketed.

Who should attend?

Quality Assurance and Regulatory Affairs professionals within medical device organizations currently active in participating territories and organizations expanding their market reach to jurisdictions participating in MDSAP.

What will I learn?

- Demonstrate awareness of MDSAP fundamentals
- Explain the structure and scope of the MDSAP audit programme:
- Explain the differences between MDSAP and other QMS audits
- Identify MDSAP documentation

Operational Excellence

Organizations need to strive for operational excellence to create value and to sustain business growth. A well-structured programme that delivers continuous improvement can drive performance by achieving more with less. For every organization, the path towards excellence needs to match its value and objectives, with the right focus to get results.

Lean Six Sigma

Understanding Lean and Six Sigma

2 days | RM1,500



When both of these proven operational strategies combined, it simply doubles the operational improvement results. So understand how you can maximize them in your organization and projects with our two-day training course.

Who should attend?

Anyone who wants to achieve operational excellence and know more about these two revolutionary methodologies and their combined effect.

What will I learn?

- An overview of how the Lean methodology can bring your organization towards business excellence
- An overview of how the Six Sigma methodology can help to improve business requirements
- Experience the DMAIC process combine the effectiveness of Lean and Six Sigma

Certified Lean Sigma Yellow Belt

3 days | RM2,900



Organizations implementing Lean Sigma need to train the project team members as Yellow Belts in which they will be equipped with the DMAIC methodology and the basic Lean Sigma tools used.

Who should attend?

Associate/ assistant engineers, senior technicians, executives/ officers, and/or anyone who is a member of the Lean Sigma team.

What will I learn?

- Understand the concepts of Lean Sigma and the DMAIC process steps.
- Support Green and Black Belts as team members to participate effectively in improvement projects.
- Be able to apply the improvement tools learned in day-to-day job activities.

Certified Lean Sigma Green Belt

9 days | RM11,100 | IASSC Accredited | SBL Khas



You'll be introduced to intermediate level tools and techniques to analyse and improve processes using the Lean Sigma approach. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Engineers, supervisors, group leaders, executives and officers that need the knowledge and skills in most of the Lean Sigma fundamental tools.

What will I learn?

- An overview of how the Lean methodology can bring your organization towards business excellence
- An overview of how the Six Sigma methodology can help to improve business requirements
- Experience the DMAIC process combine the effectiveness of Lean and Six Sigma

Certified Lean Sigma Black Belt

18 days | RM18,750 | IASSC Accredited | SBL Khas



This course helps you to gain an in-depth understanding of both Lean and Six Sigma concepts, methods and tools that are necessary to achieve breakthrough improvements, critical to business processes. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Organizational leaders that are assigned to carry out Lean Sigma projects.

What will I learn?

- Work with management to set up process improvement projects
- Lead project teams to execute improvement projects and mentor improvement project teams led by Green Belts
- Disseminate and apply Lean Sigma principles, methodologies and tools in the organization

Operational Excellence

Upgrading to Certified Lean Sigma Black Belt

9 days | RM12,000 | IASSC Accredited | SBL Khas   

This course is designed to advance you as a qualified Green Belt to Black Belt level. You'll get an in-depth understanding of both Lean and Six Sigma concepts, methods and tools and skills to successfully apply them within your organization. (including 6-month Minitab Training Licenses and IASSC Certification Exam)

Who should attend?

Anyone who is a Lean Sigma Green Belt and wants to expand their expertise to become Lean Sigma Black Belt.

What will I learn?

- Develops skills to do more advanced analysis using the Lean Sigma approach
- Work with management to set up process improvement projects
- Lead project teams to execute improvement projects
- Serve as mentors to improvement project teams lead by Green Belts
- Share and apply Lean Sigma principles, methodologies and tools across your organization to drive process improvement

Certified Service Lean Sigma Yellow Belt

3 days | RM2,900   

This course will provide you with the skills needed to become a Lean Sigma yellow belt, so that you may serve on the improvement project team.

Who should attend?

Anyone who is a member of the Lean Sigma team.

What will I learn?

- The purpose of Lean Sigma and its key concepts
- The DMAIC improvement process
- Service value stream mapping
- Data collection plan, descriptive statistics, process capability analysis, cause and effect analysis, process redesign

Certified Service Lean Sigma Green Belt

9 days | RM9,650   

This course aims to equip you with the knowledge and skills to analyse and improve processes using the integrated Lean Sigma approach within service environment. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

This training is relevant to process owners who are responsible for the Green Belt role in the Lean Sigma deployment programme within a service organization.

What will I learn?

- Work with functional management to set up process improvement projects
- Lead a project team to execute improvement projects within the function

Certified Service Lean Sigma Black Belt

18 days | RM16,850   

This course is designed for participants who are expected to play the Black Belts role in Lean Sigma implementation in non-manufacturing organizations. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Cross functional project leads who are tasked by the management to play the Black Belt role in Lean Sigma deployment programme.

What will I learn?

- Utilize the structured DMAIC methodology in solving functional problems with breakthrough results.
- Demonstrate the linkages between projects and desired business results
- Manage and facilitate effective improvement project teams across the organization

Upgrading to Certified Service Lean Sigma Black Belt

9 days | RM10,100   

This course is designed to advance you as a qualified Green Belt to Black Belt level. You'll learn how to combine Lean and Six Sigma methodologies to create the best approach to resolve operational issues and improve process performance. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Anyone who is a Service Lean Sigma Green Belt and wants to expand their Service Lean Sigma expertise.

What will I learn?

- Utilize the structured DMAIC methodology to solve functional problems
- Assist the management team to set up process improvement projects
- Lead project teams to execute improvement projects
- Disseminate and apply Lean Sigma mindset, methodologies and tools across your organization

Lean Sigma Champion

2 days | Request a quote  

This training programme provides the pre-requisite knowledge before any leader's embarkation to become a Lean Sigma champion.

Who should attend?

General managers, directors, departmental heads, senior managers and managers.

What will I learn?

- Identify and manage Lean Sigma projects and cultural change effectively.
- Understand and have the clarity on the roles and responsibilities of a Champion during Lean Sigma implementation

Lean Manufacturing Value Stream Improvement

2 days | RM1,500



This course provides you with a comprehensive overview of the principles, roadmap and techniques needed to transform a traditional organization to a Lean one.

Who should attend?

Anyone who is responsible for productivity, quality and/or efficiency improvement in an organization.

What will I learn?

- How to identify opportunities for waste elimination in your organization
- What a value stream is and be able to chart the current and ideal future state
- Identify lean improvement opportunities and project priorities
- Re-design your value streams and focus on value-added activities

Lean Office : Improving Transactional Processes with Lean

1 day | RM900



This course introduces lean tools to learn to see waste in transaction processes, streamline process steps and improve process delivery efficiency.

Who should attend?

Top management, Lean leaders/facilitators, heads of supporting department and individuals who work in office/supporting functions, and service environment.

What will I learn?

- Understand Lean Principles and its application in office transactional processes
- Grasp the essence of Lean – elimination of inefficiencies and wastes
- Know the specific lean tools and techniques to address transaction/office processes

Certified Lean Practitioner

5 days | RM4,125 | SBL Khas



By this course you'll be introduced to tools and techniques that have been successfully applied in manufacturing and service organizations to deliver great results, including significant cost savings and improved operational performance.

Who should attend?

Managers, engineers, maintenance and production supervisors and executives responsible for process improvement.

What will I learn?

- Identify waste in the workplace
- Identify opportunities that can enhance your organization's ability to provide value to your customers
- Carry out a work-based study on specific tasks and identify opportunities for improvement

Certified Lean Expert

10 days | RM8,250 | SBL Khas



Attending this course will equip you with the practical knowledge on how to introduce Lean initiatives to the shopfloor.

Who should attend?

Managers, engineers, maintenance and production professionals responsible for production capacities, flexibility and responsiveness to meet demand.

What will I learn?

- Understand the contents of Lean initiatives – philosophy, principles and techniques
- Lead and manage Lean improvement teams to enhance shopfloor performance
- Train team members on Lean initiatives
- Identify key improvement opportunities and resolve issues
- Replicate Lean initiatives on factory-wide operations.

Certified Lean Master

15 days | RM12,000 | SBL Khas



By attending our lean master training you will build on your existing Lean expert knowledge. You'll gain confidence to address lean issues and opportunities at both strategic and operational levels.

Who should attend?

Senior managers, managers, engineers and operational professionals responsible for Lean improvement and culture transformation projects.

What will I learn?

- Understand the contents of lean initiatives – philosophy, principles and techniques
- Lead and manage lean improvement teams to enhance performance
- Train and guide lean experts on lean initiatives
- Take the lead in identifying and prioritizing key improvement opportunities and manage obstacles

Operational Excellence

Upgrading to Certified Lean Master Programme

5 days | RM4,500 | SBL Khas



By attending our upgrading to Lean Master training, you'll build on your existing Lean expert knowledge. You'll gain confidence to address lean issues and opportunities at both strategic and operational levels.

Who should attend?

Senior managers, managers, engineers and operational professionals responsible for Lean improvement and culture transformation projects.

What will I learn?

- Understand the contents of lean initiatives – philosophy, principles and techniques
- Lead and manage lean improvement teams to enhance performance
- Train and guide lean experts on lean initiatives
- Take the lead in identifying and prioritizing key improvement opportunities and manage obstacles

Quick Changeover for Operational Flexibility and Responsiveness 1 day | RM900



This course will provide you with the practical knowledge to reduce changeover time and enhance your organisation's flexibility and responsiveness to meet customers' demands.

Who should attend?

Engineers, maintenance and production professionals, and other personnel who are responsible for enhancing production capacities, flexibility and responsiveness to meet customer demands.

What will I learn?

- The purpose and impact of Quick Changeovers on production and business
- How Quick Changeovers enable mix production and flexibility
- The 6 Steps required to significantly reduce set-up and changeover time
- Understand and apply the tools and techniques in Quick Changeovers

Total Productive Maintenance (TPM): Key to Production Effectiveness 1 day | RM900



This course will provide you with a good overview of the concepts and practical approaches for implementing an effective TPM programme.

Who should attend?

Management, engineers, maintenance and production professionals responsible for the development, implementation and/or improvement of the maintenance management system and enhancing production capacities in an organization.

What will I learn?

- Define the difference between conventional maintenance versus the world class approach to maintenance that is TPM
- An overview of TPM's eight pillars
- Comprehend the eight major equipment losses
- Capture the correlation between equipment losses and OEE

Constraints Management : Key to Achieving 'The Goal'

2 days | RM1,500



This course will help you to understand what possible constraints are preventing you from reaching your goal and how to recognize them, before taking steps to manage, exploit and break free from such constraints, thus enabling you and your team to achieve higher goals.

Who should attend?

Managers, engineers, executives, production and service professionals and personnel who are responsible for the development and implementation of the operational management system and enhancing operation capacities.

What will I learn?

- Performance measures from a TOC perspective
- Synchronous manufacturing - Drum Buffer Rope (DBR) Methodology
- How to manage bottleneck processes via the 5 focusing steps
- Performance metrics in TOC
- Tools to improve the bottleneck processes

Standard Operations with Training Within Industry (TWI)

2 days | RM1,500



This course will provide you with the knowledge and skills to understand the TWI model and how to effectively put it to use.

Who should attend?

Supervisors, trainers and executives responsible for operations and staff development. Those tasked with work process improvement for quality and productivity enhancement.

What will I learn?

- TWI is and its enormous potential
- The application of TWI tools and techniques
- The importance of the correct training approach
- How daily work operations can be improved to increase productivity and eliminate waste
- The importance of human factors for a successful work team

The A3 Report : A Lean Problem Solving and Reporting Process

1 day | RM900



This course aims to provide you with a clear understanding of the importance of being Lean, including problem solving and reporting within the organization.

Who should attend?

Front line managers, team leaders, senior managers, managers, engineers, executives and process owners who are responsible for problem-solving and reporting on operational, product or service, and quality issues.

What will I learn?

- An introduction to Lean
- 7 operational wastes
- Common mistakes
- What is an A3 report, its content and format

An Introduction to Lean Warehousing

2 days | RM1,500



This course combines theory with group exercises, simulation activities and a case study to convey the concept of what is a Lean warehouse and how it can benefit your organization.

Who should attend?

Managers and supervisors from manufacturing facilities, freight forwarding organizations, warehouses and stores, or any facility dealing with high frequency and high volume material movement and storage.

What will I learn?

- The purpose of Lean warehousing and its approach
- Identify common wastes in warehouse operations
- Know how various types of wastes impact operations and profitability

Work Engineering for Productivity Improvement

1 day | RM900



Work Engineering with focus on work methods and measurement is a proven practical and time-tested methodology to enhance your production or operational management, particularly in the areas of shortening cycle time and overall lead time of your conversion process.

Who should attend?

Engineers, supervisors, technicians, and line leaders involved in operational management in the manufacturing sectors.

What will I learn?

- Work Engineering principles and applications
- Tools and techniques to reduce manage and improve work
- How to conduct work engineering and analysis comprehensively
- Proposing and improving operations for productivity

5S Principles and Implementation

2 days | RM1,500



This course will provide you with the tools and knowledge to confidently implement 5S into your organization. You'll find the 5S approach to be an indispensable tool to help you improve workplace organization, employee discipline and morale.

Who should attend?

Managers, executives, engineers and supervisors who are responsible for overseeing or carry out improvement in the workplace.

What will I learn?

- The principles of 5S
- Benefits of 5S and workplace efficiency
- How to implement and sustain a 5S culture in any organization
- How to develop self-directed employees by using a team-focused approach

Operational Excellence

5S Auditing 2 days | RM1,500



Managers, executives, engineers, team leaders and supervisors who are responsible for reviewing the status of 5S implementation.

Who should attend?

Senior managers, managers, engineers and operational professionals responsible for Lean improvement and culture transformation projects.

What will I learn?

- How to prepare, plan, conduct and report on an 5S audit
- The 5S implementation status and related scores
- Identify areas for improvement towards a more efficient and productive workplace
- How to present audit findings in a formal and structured manner

Zero Defect Through Poka Yoke

1 day | RM900



This course will help you to get started on developing and implementing an error-proofing system for your organization using the Poka-Yoke method which seeks to remove the causes of defects.

Who should attend?

Front line managers, engineers or executives who are involved in the development and implementation of Poka Yoke as part of their quality and profitability improvement initiatives.

What will I learn?

- The 6 Principles of error proofing
- Poka Yoke methods
- Types of Poka Yoke devices
- Poka Yoke implementation with root cause analysis
- How to implement ZDQ and Poka Yoke into your organization

A Guide to Kaizen Implementation

1 day | RM900



This course is to train Lean Leaders on how Kaizen can be successfully implemented through work teams to enhance production quality, productivity and yield.

Who should attend?

This course is suitable for front line managers, team leaders, executives and those who are responsible for driving Kaizen activities.

What will I learn?

- Kaizen Event and Workplace Kaizen
- A systematic approach of how both Kaizen Event and Workplace Kaizen are carried out
- A practical approach to progress tracking and results reporting of these activities

Total Productive Maintenance (TPM) for IATF 16949:2016

1 day | RM900



This course will provide you with a good overview of the concepts and practical approaches for implementing an effective TPM programme to align with IATF 16949:2016.

Who should attend?

Managers, engineers, IATF auditors, maintenance and production professionals responsible for the implementation and/or maintenance of the IATF 16949:2016 automotive quality management system.

What will I learn?

- The holistic programme of TPM, and its purpose
- An overview of TPM's 8 pillars
- The scope of work needed to fulfil IATF 16949:2016, clause 8.5.1.5

Understanding Six Sigma

1 day | RM900



This course presents a thorough overview of the Six Sigma concepts and techniques for successful implementation, as well as a clear explanation of DMAIC - the improvement methodology used in Six Sigma.

Who should attend?

Anyone who wants to achieve operational excellence, or to learn more about this revolutionary methodology.

What will I learn?

- The concept of Six Sigma
- How organizations can benefit from implementation
- The purpose of Six Sigma in action as a corporate programme for quality
- The DMAIC improvement methodology for their projects

Certified Six Sigma Yellow Belt

2 days | RM1,900



This course will provide you with the skills to become a Six Sigma Yellow Belt so you can work with Green and Black belts within your organization to implement Six Sigma to drive business improvement.

Who should attend?

Associate/ assistant engineers, senior technicians, administrative executives/officers, and/or anyone who wants to be a trained as a Six Sigma project team member.

What will I learn?

- Effectively support Black Belts and Green Belts on improvement projects
- Basic Six Sigma tools for analysing and improving processes

Certified Six Sigma Green Belt

6 days | RM6,950 | SBL Khas



By attending this course, you'll get an overview of Six Sigma and learn about the key concepts associated with building effective project teams. You'll be introduced to intermediate level quality tools from the Six Sigma methodology to help you deliver improvements within your organization. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Engineers, supervisors, group leaders, executives and officers that need knowledge of Six Sigma fundamental tools and how to apply them to improve business performance.

What will I learn?

- Effectively apply Six Sigma methods and tools necessary to execute an engineering improvement project

- Work with Black Belts to identify and implement improvement projects
- Effectively lead teams to complete improvement projects within their departments
- Apply Six Sigma methods and tools
- Control day-to-day quality of your products/services

Certified Six Sigma Black Belt

14 days | RM13,200 | SBL Khas



This course is designed to develop experts, providing an in-depth understanding of the Six Sigma concepts, methods and tools that drive improvements in key processes. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Organizational leaders who are responsible for Six Sigma projects, such as managers, section managers, principal/senior engineers and senior officers.

What will I learn?

- Analyse and improve business or manufacturing processes using the Six Sigma approach
- Effectively facilitate the management team to identify improvement projects
- Effectively lead cross functional teams to improve organizational work processes
- Provide coaching to Green Belts on project execution, Six Sigma methods and tool application
- Share and apply Six Sigma principles, culture and methodology across the organization as a leading change agent

Upgrading to Certified Six Sigma Black Belt

8 days | RM9,200 | SBL Khas



By attending this course you'll advance from a qualified Green Belt to Black Belt level, gaining a more in-depth understanding of the Six Sigma concepts, methods and tools to lead on improving key processes that will drive business success. (including 6-month Minitab training licenses and IASSC certification exam)

Who should attend?

Anyone who is a Six Sigma Green Belt who wants to improve their knowledge and expertise as a Six Sigma Black Belt.

What will I learn?

- Effectively analyse and improve business or manufacturing processes using the Six Sigma approach
- Work with management to identify improvement projects
- Effectively lead teams to improve processes
- Share and apply Six Sigma principles, culture and methodology across your organization as a change agent

Operational Excellence

Six Sigma Champion : Change Sponsor

2 days | Request a quote



This course is to develop leaders for the effective implementation of the Six Sigma tools and methodology. These will help you to achieve breakthrough improvement in your business process performances.

Who should attend?

This training is designed for CEO's direct reports, general managers, directors, departmental heads, senior managers and managers.

What will I learn?

- How to identify and manage Six Sigma projects and cultural change effectively
- The clarity on the roles and responsibilities of a Champion during Six Sigma implementation
- How to utilise effective methods to select Black Belts and Green Belts in your organization
- Manage and measure Six Sigma deployment

Six Sigma for Top Management

1 day | Request a quote



This course is exclusively designed for organizational leaders looking for a methodology that will help their organizations achieve breakthrough business results using Six Sigma.

Who should attend?

Top or senior management level (i.e. CEOs and their direct reports).

What will I learn?

- A clear understanding on the purpose and benefits of implementing Six Sigma
- Clarity on how Six Sigma can be fitted to your corporate business strategy
- How to define roles and responsibilities of top management

Performance Management

Developing and Managing Key Performance Indicators (KPIs)

2 days | RM1,700



This course aims to help you understand balanced scorecard and performance management concepts so that you can develop team/function objectives and key performance indicators for individuals that align with your organization's strategy.

Who should attend?

This course is designed for top management, senior managers or executives who are involved in establishing, leading and managing the implementation of performance measurement programme in the organization.

What will I learn?

- Understand the fundamentals of performance management
- Develop key performance indicators for an organization
- Deploy and manage key performance indicators
- Understand the change management perspective of performance management

Problem Solving

Problem Solving Through 7QC Tools Made Easy

2 days | RM1,500



This course is based on a proven problem-solving model by Deming, who advocated the PDCA Cycle of Plan-Do-Check-Act. The 7 QC tools are the fundamental techniques used at the different stages in the PDCA cycle.

Who should attend?

Anyone who would like to implement a basic, proven problem-solving methodology.

What will I learn?

- What is a problem solving model and how the PDCA cycle can be adopted
- How and when to use the 7QC Tools
- How the 7QC tools can be integrated into a quality management system (ISO 9001, IATF 16949, etc.) and other applicable management systems

8-Disciplines team-oriented Problem Solving Technique

2 days | RM1,500



This course will provide you with concepts and practical approaches to implement the 8D problem solving technique within your organization.

Who should attend?

This course is designed for team leaders, managers, executives, supervisors or facilitators who are responsible for solving problems in their workplace.

What will I learn?

- How to implement effective team problem solving techniques
- Utilize root cause analysis technique, including 5 Whys for both special and common cause analysis and decision-making
- Understand the use of QC tools within each step of the 8D method

Effective Root Cause Analysis

2 days | RM1,500



This course provides you with hands-on experience using a Root Cause Analysis (RCA) approach so you can more effectively solve your day-to-day operational problems and prevent recurrence.

Who should attend?

If you're a front line manager, team leader, quality assurance engineer/executive, supervisor or facilitator responsible for problem-solving or initiating improvements.

What will I learn?

- Understand the concept, definition and process of the root cause analysis using SURF methodology
- Uncover the real root causes of problems faced in your daily operations and enable fact-based decision-making
- Understand and differentiate the types of causes within a problem

Effective PDCA Management and Deployment Techniques

1 day | RM900



This course will provide you with an understanding of PDCA, how it can be used effectively, and common tools associated with the model.

Who should attend?

All personnel, from managerial to supervisory level who need to adopt the PDCA principle in their daily work.

What will I learn?

- The definition of each phase of the PDCA cycle
- How it can be effectively utilized in the problem solving, improvement initiatives, and any daily operational matters
- Common tools associated with each phase of the PDCA model

Fundamentals of Acceptance Sampling

1 day | RM900



This course will provide you with guidance on quality tools, the different types of acceptance sampling plans and their benefits and provides practical exercises to enhance your understanding.

Who should attend?

This course is designed for all personnel, from shop floor to managerial levels, especially operators or inspectors who are hands-on practitioners to implement a quality control via acceptance sampling.

What will I learn?

- Attribute sampling plan – ISO 2859-1 (ANSI/ASQC Z1.4, MIL-STD-105E)
- Single sampling plan
- Double sampling plan
- Multiple sampling plan
- Variable sampling plan – ISO 3951-1 (ANSI/ASQC Z1.9, MIL-STD-414)
- Single specification and double specification
- Numerical and graphical method
- Switching rules

Process Mapping Toolbox Towards Excellence

2 days | RM1,500



This course will introduce you to the purpose of process mapping, the various approaches for daily operation and process improvement, and how to apply process mapping effectively in your organization.

Who should attend?

This training is designed for management representatives (MR), managers, engineers, executives and those who are involved in business or operational improvement.

What will I learn?

- The purpose and benefits of process mapping
- Applications and tools for process mapping
- Recommended tools and techniques for after process mapping

Zero Acceptance Number Sampling Plan

1 day | RM900



This training course will introduce you to zero acceptance number sampling plans, the benefits and how to create a plan.

Who should attend?

This course is designed for all personnel, from shop floor to managerial levels, especially operators or inspectors who are hands-on practitioners to implement a quality control via acceptance sampling.

What will I learn?

- OC curve for acceptance sampling plan
- Application of zero acceptance number sampling plan
- Sampling plan switching rules
- Lot-by-lot sampling for attributes and variables
- Continuous sampling for attributes

Gage Repeatability & Reproducibility (GR&R)

1 day | RM900



This course is based on the AIAG Measurement System Analysis (MSA) Reference Manual and will provide you with a good understanding of measurement system concepts.

Who should attend?

This course is designed for managers, engineers or executives who are involved in the development and implementation of Measurement System Analysis as part of their quality assurance and improvement programme, particularly within ISO 9001, or another applicable standard.

What will I learn?

- Understand the measurement system concepts
- A systematic approach for conducting a GR&R study
- The ability to evaluate the GR&R results and to decide on what follow up action to be taken

An Effective Calibration System

2 days | RM1,500



This course will help you to understand, plan and implement a cost effective calibration system into your organization.

Who should attend?

This course is designed for front-line managers, engineers, executives and supervisors who are involved in the development and implementation of their organizations' equipment calibration system, a vital part of all quality assurance and management system initiatives.

What will I learn?

- The requirements of calibration for quality assurance and for compliance to quality management system standards
- How to appraise and identify calibration requirements and frequency
- How to develop an in-house cost-effective calibration programme
- The requirements for calibration certificates that conform to ISO/IEC 17025, general requirements for the competence of testing and calibration laboratories

Minitab Training Module 1: Measurement System Analysis (MSA)

1 day | RM1,000



MSA keeps your measurements honest, accurate, and expected. It is an objective method to assess the validity of a measurement system and minimize the factors contributing to process variation that is actually stemming from the measurement system. With the aid of Minitab software, the assessment process to validate your measurement system is now faster and easier.

Who should attend?

Front line managers, engineers or executives who are or plan to be involved in the MSA activities as part of their quality improvement initiatives.

What will I learn?

- Planning and conducting Measurement System Analysis (MSA) with Minitab Software (Release 18), and
- Interpreting the results of MSA and deciding on the follow-up actions to be taken.

Minitab Training Module 2 : Statistical Process Control (SPC)

1 day | RM1,000



SPC allows to track trends and monitor the very heartbeat of production processes. This technique helps to determine the stability, predict the performance and support the capability assessment of a process. Now, with the aid of Minitab software, the control charts can be set up faster and enable easier output analysis.

Who should attend?

Front line managers, engineers or executives who are or plan to involve in the Statistical Process Control (SPC) activities as part of their quality improvement initiatives.

What will I learn?

- Construct various types of Control Charts using Minitab Software
- Interpret the results of Control Charts and decide on what follow-up actions to be taken
- Perform Process Capability Study and Analysis

Minitab Training Module 3: Advanced Statistical Process Control (SPC)

1 day | RM1,000



This course covers the CUSUM and EWMA control charts, as well as the different methods to compute process capability where the process does not follow normal distribution.

Who should attend?

This course is designed for managers, engineers or executives who are involved in quality improvement initiatives.

What will I learn?

- Understand the needs to use Advanced Control Charts
- Ability to apply various Advanced Control Charts techniques using Minitab software
- Understand and compute Process Capability index for Non-Normal processes

Operational Excellence

Practical Design of Experiment (DOE)

2 days | RM1,500



This practical course addresses all the essentials of DOE to ensure successful implementation.

Who should attend?

Front line managers, engineers or executives who are involved in quality improvement initiatives. In addition, it is also suitable for personnel who would like to learn the Minitab software in DOE application.

What will I learn?

- Interpret and apply basic statistical tools related to DOE using Minitab
- The essentials of DOE methodology
- How to plan, implement and analyze fundamental and practical industrial experiments

Certified Guided Brainstorming Practitioner

3 days | RM3,500



This course will develop innovative contributors to enhance the organizational capability to generate ideas to solve a real world problem in today's business environment. This Guided Brainstorming Practitioner training is based on the TRIZ principles to generate a more comprehensive set of answers with a focus on efficient solutions.

Who should attend?

Business leaders seeking innovative business models, managers leading groups that develop solutions to complex problems or opportunities and designated quality specialists (Six Sigma Black Belt, Six Sigma Green Belt, Lean Master, Lean Expert).

What will I learn?

- Understand the nature of inventive problems and creative solutions
- A clear understanding of Guided Brainstorming and its underlying TRIZ concepts
- The ability to use Guided Brainstorming Light (GB Light) software
- Be able to participate in team Guided Brainstorming sessions

Guided Innovation

People Development

Your people are your most important resource. That's why we help you to bring out the best in them. Our strength is to listen so we understand your challenges and can provide you with a solution that best addresses your needs. Our programmes are developed with you in mind, with the flexibility to help you get the most out of your people.

Soft Skills

Managing People for Success

2 days | RM2,200



This course helps all managers, whether new to the task or seeking to enhance their effectiveness, to increase the achievements of their team.

Who should attend?

This course is for those who are responsible for line-managing staff and achieving results.

What will I learn?

- Management tools to effectively delegate and manage workload
- Effective methods of delegation and balancing a manager's workload
- The principles of leading and managing teams
- How to implement performance management techniques to recognize talent and set SMART targets for staff

21st Century Supervisory Skills

2 days | RM1,900



This course explores the various functional needs of the present-day supervisor and equips the delegates with skills and knowledge for effective performance.

Who should attend?

Line managers, supervisors and team leaders - especially those who are new or have recently been promoted into this role.

What will I learn?

- Role of supervisors
- Planning, organizing, directing and controlling
- Team leadership and motivation
- Human resources management
- Communication and positive interaction
- Self-improvement initiatives

The 'Super' Series: Effective Supervisory with Positive Feedback Skills

3 days | RM2,400



This course explores the various functional needs of present-day supervisor and equips the participants with skills and knowledge for effective performance in a diversified working environment

Who should attend?

Line managers, supervisors and team leaders who are faced with the challenging task of overseeing the execution of work.

What will I learn?

- Lead, manage and motivate their team to meet management expectations
- Understand the difference between motivational and developmental feedback and how to use both effectively
- List a range of feedback models
- Apply active listening skills to engage more effectively with others

EI for Workplace

2 days | RM1,900



This course will allow you to bring new life and opportunity to your working life, realise personal ambitions and improve your effectiveness through management of your emotions.

Who should attend?

Anyone who wishes to bring new life and opportunity to their workplace through management of emotions.

What will I learn?

- Knowledge of key concepts of EI and its application in the workplace
- Self-awareness for better interpersonal relationships
- How to interpret the emotional roots and behaviour of others
- Deeper understanding of others
- How to use and manage emotions effectively

People Development

Confident Communication

2 days | RM1,300



This course looks at individual communication and provides techniques to improve confidence and ability. It provides basic understanding on the fundamentals of communication and is filled with practical tips for improvement in terms of delivery, receiving, as well as achieving the intended results right first time.

Who should attend?

Anyone who wishes to feel and appear more confident when communicating, seeks to improve their communication skills in the business environment.

What will I learn?

- How to be a more confident communicator
- How to make fantastic first impressions
- Managing feelings and relationships
- Active listening and responding
- Building rapport

Impressive Presentation Skills

2 days | RM1,300



This course covers what makes great presentations and presenters. It covers the entire presentation process from planning, to preparation, delivery, up to managing the audience and their questions.

Who should attend?

Managers, supervisors and team leaders who want to learn and improve on their presentation skills for reporting, training, marketing or selling purposes.

What will I learn?

- How to structure and deliver a presentation
- Identify the key features of an effective presentation and presenter
- Strategies for improving voice projection and relaxed body language
- Adapting presentations for different audiences and responding confidently to audience questions
- Strategies to overcome challenges or nervousness in a presentation

Achieving High Performance Results Through People

2 days | RM1,500



This course will give you the skills to motivate people to give their best, set clear expectations and achieve the performance you desire.

Who should attend?

This programme is appropriate for both novice and experienced managers who are looking to improve and achieve high performance results through people.

What will I learn?

- How to map your own goals, authorities, responsibilities, and objectives
- How to analyse a employee's job in relation to performance management
- Setting appropriate goals for staff
- Establishing performance plans
- How to implement performance management techniques

Training Excellence: Train the Trainer

3 days | RM2,800



This course equips trainers with up-to-date knowledge and skills. It enables them to deliver active training sessions that optimize learning.

Who should attend?

Individuals who wish to learn new techniques for delivering on-the-job training or in-house training, as well as the skills necessary for facilitating the learning process.

What will I learn?

- How to link adult learning theories to training activities
- How to conduct a training needs analysis (TNA) and use the results to inform planning
- Establishing learning objectives, lesson plans and assessment tools
- Devise a variety of methods for making lecture-based programmes active
- Design, develop and deliver a training session to achieve set learning objectives

Improving Personal Effectiveness and Productivity

2 days | RM1,200



This course will help you identify the common behaviours that prevent you from managing your time effectively and teach you the right tools to increase your productivity without working longer hours.

Who should attend?

Anyone who would like to enhance their personal and work effectiveness. This course is particularly relevant for managers who have to deal with wide ranging issues on a daily basis.

What will I learn?

- Identify your particular time wasters and learn strategies to overcome them
- How to plan and prioritize tasks and activities to accomplish important goals
- Overcoming procrastination
- How to effectively delegate tasks
- Managing time-efficient meetings

People Development

Introduction to Everything DiSC Workplace

2 days | RM2,600



Learn the DiSC® theory to help one understand how to interpret the Everything DiSC Workplace® circular model.

Who should attend?

Individuals who wish to learn about DiSC® and how they are able to interpret the results from Everything DiSC Workplace® Profile.

What will I learn?

- The DiSC® theory and how to interpret the Everything DiSC Workplace® circular model
- The similarities and differences among the DiSC® styles and the reactions to different DiSC® styles
- How others have bridged their differences using DiSC®
- Understand people's behaviours better in communication, conflict management and motivation

Improving People Skills by Understanding Behaviours

1 day | RM1,300



This course will help you to understand how different people would be likely to react in a specific team, management or leadership situations, given her or his behaviour style.

Who should attend?

Individuals who wish to learn about DiSC® and how they are able to interpret the results from DiSC Profile.

What will I learn?

- An introduction to the DISC model
- Discovering your DISC style
- Understanding others styles
- How to build more effective relationships

The 'Art' of Communication and the Solution to Customer Complaints Handling

3 days | RM2,400



This training aims to improve on the communicating techniques, which can be put into practice together with handling customer complaints in a holistic approach.

Who should attend?

All individuals who wish to feel and appear more confident through effective communicating technique.

What will I learn?

- Present themselves as a confident communicator
- Select different communication mediums and tools for the greatest impact
- Identify their personal areas of improvement to work on
- Demonstrate techniques for building rapport

Essential Communication Skills For Auditors

1 day | RM1,000



This course provides auditors with the necessary tools to communicate effectively with audit team members, audit management, and auditee personnel.

Who should attend?

All the internal auditors who want to improve in their auditing skills by improving their communication skills.

What will I learn?

- Apply general communication skills to day-to-day work, enabling auditors to interact effectively with both their audit team members and the auditee
- Improve your understanding of why communication skills are the foundation to internal audit success
- Develop effective relationship and rapport building strategies to better influence stakeholders and auditees

The 'Powerful' Series: Powerful Presentation with Impactful Communication Skills

3 days | RM2,400



This course covers what makes powerful presentations and presenters. It covers the entire presentation process from planning, to preparation, delivery, up to managing the audience and their questions.

Who should attend?

All individuals who want to be more impactful when communicating

What will I learn?

- Present themselves as a confident and impactful communicator
- Select different communication mediums and tools for the greatest impact
- Demonstrate techniques for building rapport
- Deliver the intended message, apply active listening, and use positive body language
- Implement strategies to overcome barriers to effective communication

Find out more

Visit: bsigroup.com.my

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