



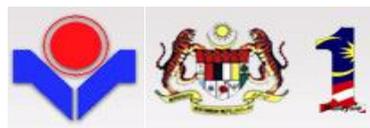
Your Inspiring Training Partner

## COMPANY PROFILE

... specialize in  
Soft skills & Technical courses,  
Training & Development,  
& Consultancy Services



CERTIFICATION PARTNER



APPROVED TRAINING PROVIDER— PSMB

iTrainingExpert.com is the training arm of THE ENGLISH EXPERT PUBLISHING AND TRAINING (125574-U)  
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# CORPORATE PROFILE



iTrainingExpert.com is a Corporate Training & Consulting company since 1999. We specialize in Training and Human Capital Development, for both management and technical skills. In addition to the extensive industrial experience in human resources management, we have a pool of experts in our faculty specializing in specific areas that serve organizations of numerous industries.

We work together with companies as smart partnership in providing hands-on solutions to help solve day to day business challenges by developing their human capital, building their brands, advertising their image and marketing their products - all with the help and guidance of our multi-faceted organization.

We believe in a comprehensive approach - becoming a part of our client's business and knowing as much about their operations and challenges as possible. We want to support you in meeting your needs and most importantly achieving your goals in improving bottom line results and to sustain the competitive advantage.

## **VISION**

We envision in DELIVERING SUSTAINABLE HUMAN CAPITAL FOR THE FUTURE

## **MISSION**

Our mission is to design and deliver high impact development programs and a wide range of consultancy services that produce outstanding human performance in your organizations.

## **GUIDING PHILOSOPHY**

We are committed to create a strong and continuous improvement in human capital performance with your organization.

We create a smart partnership with you to fully understand your unique business strategy, goals, needs, objectives and culture. Following that, your needs will be studied and a tailor-made program will be designed for your organization. The core aims of the training is to build and sustain the skills and behaviours that are essential to your business successes

## **OUR COMMITMENT TO YOU**

To achieve your desired results, our development effort extends beyond the training room.

We work in partnership with you to:

- understand your business and development needs
- design development initiatives and deliver high impact training interventions
- develop and implement powerful reinforcement programmes
- track and measure for continuous improvement and sustainability

## EXPERTISE



We offer training and learning lab that are tailored to provide solutions to help increase the productivity, performance and profitability of the manufacturing, transport, banking, trading, hospitality, oil & gas, insurance, banking, property and services related businesses and organizations.

We believe in customizing and developing specific solutions through a collaborative process designed to identify a client's needs, requirements and objectives.

The unique approach combined with the strong faculty of experts, competent trainers, multi-lingual facilitators puts our lab in the position to spur the progress of establishment.

Our business focuses on 5 key areas:

- BUSINESS RE-ENGINEERING & PROCESS IMPROVEMENT
- TRAINING & DEVELOPMENT
- PRODUCTIVITY
- CONSULTING
- RESEARCH & ASSESSMENT

Through years of experience working with different industries, we truly understand the current companies' training needs. Companies no longer needed a theory-based training but a practical training with applicable knowledge.

It is with this in mind that we incorporate to improve the current trend in the industrial training sector. iTrainingExpert.com is a catalyst for attaching the missing linkage between the knowledge learned, and the practical work applications, with the ultimate goal of providing a long-term SOLUTION to the company.

We listen to understand your issues and business objectives. We work together with you to equip your people with necessary skills, providing them with the right tools to achieve important skills to have the competitive edge.

We believe that training does not stop at preaching in front of a whiteboard. We stress on hands on application, real LIVE experiences and FRONT end technology.

Each consultant is matched to the requirement of the client. They are specialist in their own field who have substantial experience and are able to share gems. We bring to you the front end of technology right in the heart of your company, empowering your staff with global industrial knowledge and current practices.

We are a Solution-Driven organisation with customized program dedicated to the essence of training and development. Give us a call today! Our specialized team of consultants will come to your doorstep and listen to your needs and come up with the best human development and training programs, coaching and consultancy for YOU.

# TRAINING DIRECTORY

## SENIOR MANAGEMENT & MANAGERS



### MANAGEMENT & BUSINESS STRATEGY FOR LEADERS

A myriad of business, management & strategy courses needed by CEO, Directors, Departmental Heads

- STRATEGIC EXECUTION
- CHANGE MANAGEMENT
- SUCCESS PLANNING & DEVELOPMENT TALENT AS BUSINESS ENTREPRENEURS & LEADERS
- EFFECTIVE PROJECT MANGEMENT
- LEADERSHIP FOR HIGH PERFORMANCE
- BUSINESS STRATEGY WORKSHOP FOR SENIOR MANAGEMENT
- TRANSFORMATIONAL LEADERSHIP DURING CHALLENGING TIMES
- 7 LEADERSHIP SKILLS FOR EFFECTIVE MANAGERS



### SALES & MARKETING, PROBLEM-SOLVING

- CONSULTATIVE SELLING
- SELLING COMMUNICATION
- RELATIONSHIP SELLING & ATTITUDE
- HANDLING DIFFICULT CUSTOMERS
- CREATIVE MARKETING STRATEGIES
- PROBLEM SOLVING & DECESION MAKING
- CUSTOMER RELATIONSHIP MANAGEMENT
- HANDLING COMPLAINTS AND SERVICES RECOVERY
- POWER NEGOTIATION
- CREATIVE THINKING AND PROBLEM SOLVING
- BRANDING & PRODUCT MANAGEMENT
- FUNDAMENTALS OF MARKETING & MARKETING STRATEGY



### EXPERIENTIAL TEAMBUILDING

Motivate, Move Up and Mould Your Team for Continuous Improvement in teamwork, communication and Productivity

- MANAGEMENT RETREATS
- TEAM BUILDING COURSE
- STRATEGIC WARGAME -LEADING CHANGE
- CONFLICT MANAGEMENT



### COMMUNICATION & WRITING

Effective Business Writing & Communication programs for Busy Managers based on your specific needs- offered in English & Chinese

- ADVANCED BUSINESS WRITING & PRESENTATION SKILLS
- BETTER GRAMMAR FOR LETTER-WRITING & COMMUNICATION
- TRAIN-THE-TRAINER
- BUSINESS MANDARIN



### FINANCE

- DEBT RECOVERY
- FINANCIAL ANALYSIS & FINANCIAL MODELLING
- LEGAL DOCUMENT & CONTRACT LAW
- FINANCE FOR NON FINANCE MANAGERS
- CORPORATE PLANNING & CORPORATE FINANCIAL SKILLS

## EXECUTIVES & ADMINISTRATORS



### **HUMAN RESOURCES CONSULTATION**

We offer consultation to EMPLOYER'S OBLIGATIONS under Employment Act 1955 & Industrial Relations Act, 1967, etc. We can further assist you in conducting and determining possible recommendations on what your IMMEDIATE ACTIONS to be taken and your future compliance and obligations in accordance with the relevant laws.

- EFFECTIVE HUMAN RESOURCES MANAGEMENT
- ALIGNING PEOPLE, PROCESSES & TECHNOLOGY
- RECRUITING, TRAINING, DEVELOPING & RETAINING TALENTS
- PERFORMANCE APPRAISAL & KEY PERFORMANCE INDICATORS
- DEVELOPING GRADUATES AS BUSINESS LEADERS & ENTREPRENEURS
- EFFECTIVE COACHING, COUNSELLING AND MENTORING FOR SUCCESS
- IDENTIFYING OPERATIONAL TRAINING NEEDS ANALYSIS
- HOW TO CARRY OUT DISCIPLINARY ACTION, DOMESTIC INQUIRY AND HANDLING MISCONDUCT
- DESIGNING, APPRAISING AND MANAGING EMPLOYEE PERFORMANCE EXCELLENCE
- PREVENTING & ERADICATING SEXUAL HARASSMENT IN WORKPLACE
- MEASURING RETURN ON INVESTMENT (ROI) IN TRAINING
- THE MANY ROLES OF AN EFFECTIVE HR ASSISTANT
- SOCSO ACT 1969, EPF RULES & INCOME TAX
- LAW ON TERMINATION OF EMPLOYMENT
- ADVANCED PAYROLL ADMINISTRATION
- HRM FOR NON HR MANAGERS
- LABOUR AUDITING

### **LANGUAGE & WRITING**

**Effective Business Writing & Communication programs for Busy Managers and Executives based on your specific needs- offered in English, Malay & Chinese**



- ENGLISH FOR FRONTLINERS
- TECHNICAL REPORT WRITING
- IMPROVING GRAMMAR AND SPOKEN ENGLISH
- EFFECTIVE BUSINESS WRITING FOR WORKPLACE
- ENGLISH FOR PRESENTATION/ SPEAK WITH CONFIDENCE
- BUSINESS MANDARIN FOR BUSY MANAGERS (BEGINNERS-ADVANCED)
- BUSINESS PLAN & PROPOSAL WRITING WORKSHOP

### **COMMUNICATION**

- HYPNOTIC WRITING FOR SALES & ADVERTISING
- CREATIVE MEDIA & PR WRITING
- TELEPHONE COURTESY AND TELEMARKETING
- CORPORATE GROOMING, ETIQUETTE & FINE DINING

### **MOTIVATION & TEAMBUILDING**



- POSITIVE MENTAL ATTITUDE AT WORKPLACE
- INCREASING PRODUCTIVITY & EFFICIENCY THROUGH TIME MANAGEMENT
- BETTER TEAMWORK AND COMMUNICATION AT WORK

# TRAINING DIRECTORY

## SUPERVISORS & CLERICAL



### **SUPERVISORY SKILLS**

- SUPERVISORY DEVELOPMENT SKILLS
- TIME MANAGEMENT
- HOW TO BE AN EFFECTIVE SUPERVISOR



### **SKILLS FOR OFFICE MANAGERS, ADMINISTRATIVE STAFF**

- CLERICAL DEVELOPMENT PROGRAM
- EXCELLENT OFFICE MANAGEMENT
- SUCCESS SKILLS FOR SECRETARIES & ADMIN PERSONNEL
- HANDLING MULTITASK FOR PERSONAL ASSISTANTS
- EFFECTIVE RECORD KEEPING & FILING SYSTEMS
- PENGURUSAN REKOD & FAIL YANG BERKESAN
- KERANI BERKESAN & CEMERLANG



### **CUSTOMER SERVICES**

- THE X- FACTOR IN DELIGHTING CUSTOMERS
- AMAZING CUSTOMERS EXCELLENCE
- 10 HIGHLY EFFECTIVE SERVICE PRINCIPLES
- THE ART OF LISTENING & TELEPHONE SKILLS
- TELEPHONE ETIQUETTE & TELEMARKETING

# HOSPITALITY TRAINING COURSES

## SENIOR MANAGERS & MANAGERS



### **SALES**

- UPSELLING & COMMUNICATION SKILLS FOR FRONTLINERS
- BUILDING A SUPER SALES TEAM
- WINNING CUSTOMERS THRU NEGOTIATION, SUGGESTIVE SELLING & CLOSING DEALS

### **CUSTOMER RELATIONSHIP & SERVICES MANAGEMENT**

- CUSTOMER RETENTION
- SERVICE SKILLS FOR ROOM DIVISION
- COMPLAINTS & SERVICE RECOVERY FOR HOTELIERS
- TURNING COMPLAINTS TO BUSINESS OPPORTUNITIES
- WORLD CLASS CUSTOMER SERVICE—FRONT OFFICE, RESERVATION
- MASTERING TELEMARKETING FOR RESERVATION



### **TRAIN THE TRAINERS & TEAMBUILDING**

- TRAIN FOR PERFORMANCE
- MANAGERIAL LEADERSHIP BOOTCAMP
- MINDSET & ATTITUDINAL CHANGE CAMP
- THE ART & SCIENCE OF INSPIRATIONAL LEADERSHIP



### **CONVERSATIONAL, WRITING & COMMUNICATION SKILLS**

- REPORT WRITING & EFFECTIVE PRESENTATION SKILLS
- HIGHLY EFFECTIVE COMMUNICATION SKILLS FOR HOTELIERS
- EFFECTIVE PRESENTATION TECHNIQUES



### **CONVERSATIONAL, WRITING & COMMUNICATION SKILLS**

- HOSPITALITY ENGLISH 1,2,3
- ENGLISH FOR FRONTLINERS



### **SAFETY & HEALTH**

- FIRST AID & CPR FOR HOSPITALITY INDUSTRY
- COMPLETE OCCUPATIONAL SAFETY PROGRAM
- SAFETY COMMITTEE IMPLEMENTATION
- HIRACR—HAZARD IDENTIFICATION, RISK ASSESSMENT & RISK CONTROL
- FIRE FIGHTING PROGRAM

## **ELECTRICAL / ELECTRONICS ENGINEERING PROGRAMS**

- 1) Electrical Engineering for Non Electrical Engineers
- 2) Programmable Logic Controller (Basic/Intermediate/Advance)
- 3) (Siemens S5/S7; OMRON; Allen Bradley and etc.)
- 4) Industrial Hydraulics - Systems, Operation & Maintenance (Basic/Intermediate/Advance)
- 5) Industrial Pneumatics - Systems, Operation & Maintenance (Basic/Intermediate/Advance)
- 6) Industrial Electro-Pneumatics - Systems, Operation & Maintenance (Basic/Intermediate/Advance)
- 7) Fundamentals of AC Motors
- 8) Fundamentals of Sensors
- 9) Fundamentals of Control Components
- 10) Basic Electricity
- 11) Practical Industrial Automation
- 12) Electronics Troubleshooting Problem Identification & Repair
- 13) Practical Printer Troubleshooting and Repair
- 14) Practical Monitor Troubleshooting and Repair
- 15) Refurbishing Fly back Transformer Course
- 16) LCD Monitor Troubleshooting and Repairing
- 17) SCADA and Industrial Applications
- 18) Electric Motors and Drives Systems
- 19) Power Electronics & Its Industrial Applications
- 20) Building Automation System & Digital Direct Controllers (DDC)

## **ASSET MANAGEMENT/FACILITIES/MAINTENANCE PROGRAMS**

- 1) Maintenance Management
- 2) Predictive & Preventive Maintenance
- 3) Basic Maintenance for Technicians
- 4) Overall Equipment Efficiency (OEE)
- 5) Total Productive Maintenance (TPM)
- 6) Planned Maintenance - TPM Pillar
- 7) Autonomous Maintenance - TPM Pillar
- 8) Root Cause Failure Analysis
- 9) Failure Modes Effects Analysis (FMEA)
- 10) Reliability Centered Maintenance
- 11) Technical Troubleshooting & Decision Making (Maintenance Aspect)
- 12) Mckinsey's 7s Model for Maintenance Leaders
- 13) Cost Reduction Technique for Maintenance
- 14) Maximum Equipment Efficiency through Proactive Maintenance
- 15) Computerized Maintenance Management System (CMMS)
- 16) Strategic Maintenance Management
- 17) Asset Management Fundamentals

## **ASSET MANAGEMENT/FACILITIES/ MAINTENANCE PROGRAMS**

- 25) Lubrication Practice
- 26) Effective Management of Shutdowns and Turnarounds
- 27) Lean Maintenance Planning and Scheduling
- 28) DMAIC for Maintenance Leaders
- 29) Total Productive Maintenance (TPM) - Malay Version
- 30) Plant Troubleshooting - Techniques for Plant Personnel
- 31) Machinery Condition Monitoring - Achieving World Class Asset Management
- 32) Machinery Alignment - What all Maintenance Personnel Should Know
- 33) Corrosion - Designing for Corrosion, A Maintenance Perspective

### **(Medium to High Voltage)**

## **ELECTRICAL ENGINEERING PROGRAMS**

- 1) Malaysia Electrical Supply Industry & Basic System Operations
- 2) High Voltage Substations - Design, Build, Test, Operation & Maintain Considerations
- 3) High Voltage Power Transformers
- 4) High Voltage Direct Current (HVDC) Transmission
- 5) Contract Management & Technical Compliances for Power System Projects
- 6) SF6 Gas Management
- 7) Medium to High Voltage Power Cables
- 8) Critical Factors in Substation Design
- 9) A Practical Approach to Power Generation
- 10) Industrial Power Systems with an Energy Conservation Perspective
- 11) Primary Design Factors Influencing Substation Performance
- 12) Integration & Applications of Electrical Engineering to Transformers; Switchgear & Motors
- 13) A Practical Approach to Electromagnetic Compatibility (EMC)
- 14) Microwave Transmission
- 15) Lightning Protection, Surge Protection, Grounding & Bonding
- 16) A Practical Approach & Applications for Power Quality
- 17) Advanced High Voltage Substation Design
- 18) Electrical Safety for Non Electrical Safety Engineers
- 19) Switchgear - Operation, Management, Maintenance, Troubleshooting & Testing, Safety
- 20) Inspection, Testing and Commissioning for Commercial and Industrial Power Systems
- 21) Critical Factors in Substation Design
- 22) Condition Based Maintenance for Switchgear

# ENGINEERING & TECHNICAL TRAINING

## (Medium to High Voltage)

### ELECTRICAL ENGINEERING PROGRAMS

- 1) Introduction to MV Metal Clad Switchgear Gas Turbine and Combined Cycle Plant
- 2) Thermal Plant - Oil, Gas & Coal-fired
- 3) Inspection, Testing and Commissioning of Switchboards, Circuit Breakers & Protection
- 4) Gas Insulated Switchgear & Systems
- 5) Servicing and Maintenance of Vacuum Circuit Breakers
- 6) Power Quality Problems & Solutions for Commercial and Industrial Electricity Customers
- 7) An Introduction to Power Cycles

### QUALITY ENGINEERING PROGRAMS

- 1) IRCA ISO 9001:2000 QMS Lead Auditor Course
- 2) IRCA ISO 9001:2000 QMS Internal Auditor Course
- 3) ISO 9001:2000 Awareness Training
- 4) ISO 9001:2000 Internal Auditor Training
- 5) ISO 9001:2000 Documentation & Implementation Training
- 6) ISO 14001:2004 Awareness Training
- 7) ISO 14001:2004 Aspect & Impact Training
- 8) ISO 14001:2004 Regulatory Requirement Training
- 9) ISO 14001:2004 Internal Auditor Training
- 10) ISO/TS 16949:2002 Awareness Training
- 11) ISO/TS 16949:2002 Process Approach Internal Audit
- 12) MS ISO/IEC 17025 Laboratory Management System
- 13) ISO 22000 FOOD Safety Management System / HACCP / GMP / GLP
- 14) OHSAS 18001 Occupational Health & Safety Management System
- 15) SA 8000 SOCIAL Accountability Management System
- 16) ISO 13485 Medical Devices Directive
- 17) Advanced Product Quality Planning (APQP) Training
- 18) Production Part Approval Process (PPAP) Training
- 19) Failure Mode & Effect Analysis (FMEA) Training
- 20) Statistical Process Control (SPC) Training (Basic / Intermediate)
- 21) Measurement System Analysis (MSA) Training
- 22) 7QC Improvement Tools Training
- 23) 5S Housekeeping & Implementation Training
- 24) 8D Problem Solving Methodology
- 25) Basic 7QC Tools
- 26) 7 New QC Tools
- 27) Advanced 8 QC Tools
- 28) Kanban
- 29) Poka Yoke - Mistake Proofing
- 30) Reducing Manufacturing Downtime
- 31) Waste Reduction
- 32) Kaizen
- 33) Practical Approach to Executive Six Sigma
- 34) Six Sigma for Service Industry
- 35) A Practical Approach to Measurement and Calibration System
- 36) Measurement Uncertainty Estimation

## QUALITY

### ENGINEERING PROGRAMS

- 1) Quality Camp - Key 6 Sigma Tools for Continuous Improvement
- 2) Six Sigma Methodology - A Statistical Approach for Improving Competitiveness
- 3) Value Stream Mapping & Process Improvement
- 4) TQM for Manufacturing
- 5) Vital Coaching & Motivating Skills Improvement Program Through Training-Within-Industry (TWI)
- 6) Effective 5S Implementation - The Backbone to Lean Manufacturing
- 7) Acceptance Sampling
- 8) Geometry Dimensioning & Tolerance
- 9) Cost of Quality
- 10) Design of Experiment
- 11) Monitoring the QC of concrete
- 12) Quality Function Deployment (QFD)
- 13) Quality Management Representative Course
- 14) Zero PPM Defect Application
- 15) 5W 1H of Six Sigma

### MECHANICAL ENGINEERING PROGRAMS

- 1) A Practical Approach to Boiler Plant - Operation, Maintenance & Management
  - 2) A Practical Approach to Steam Turbine - Operation, Maintenance & Inspection
  - 3) Steam Plant - Boiler & Steam Turbine (JKKP/DOSH Exam Preparation)
  - 4) A Practical Approach to Welding Engineering
  - 5) Fundamentals of Mechanical Engineering
  - 6) Lift & Elevator - System, Design, Build, Operation & Maintenance Considerations
  - 7) Structured Approach for Rapid Product Development
  - 8) Design for Manufacturability & Assemblability
  - 9) Design for Experiment
  - 10) Air Conditioning Systems for Non Air Conditioning Engineers
  - 11) Practical Air Conditioning Systems - Towards Maximum Efficient Operation; Maintenance & Troubleshooting
  - 12) Efficient Operation & Cost Saving Strategies for the District Cooling User Buildings
  - 13) Acoustics and Noise Control for Air Conditioning Systems
  - 14) Polymers: Properties, Processes, Applications & Designs
  - 15) A Practical Approach to Rotating Equipment Operation, Maintenance, Inspection & Management
  - 16) Practical Bearing Technology
  - 17) Threaded Fasteners - Selection & Installation Perspective
  - 18) Valve Technology - Successful Operation & Maintenance
  - 19) Thermal Insulation - Selection, Installation & Maintenance
  - 20) Steam Turbines - Design, Operation & Maintenance
  - 21) Steam Traps - Successful Operation & Maintenance
  - 22) Steam System Performance - Operation & Maintenance Strategies for Peak Performance
- Sealing Technology - Successful Sealing of Equipment

## MECHANICAL ENGINEERING PROGRAMS

- 23) Practical Pumps - Successful Operation & Maintenance
- 24) Practical Piping Technology - Understanding the Conduits of Plant
- 25) Maintaining Heat Exchangers for Performance
- 26) Lubrication- Selection, Operation & Maintenance
- 27) Compressed Air System - A Guide to Improving System Performance
- 28) Air Compressors - Operation & Maintenance
- 29) Performance Assessment of Thermal Insulation

## SAFETY ENGINEERING PROGRAMS

- 1) Occupational First Aid & CPR (OSH Practitioners/ Professionals/Trainer Certification)
- 2) Professional Rescuer CPR
- 3) Basic Fire Fighting
- 4) Emergency Response Plan / Team
- 5) Understand OSHA 1994 Its Regulations
- 6) Developing Effective Safety & Health Committee
- 7) Identification, Evaluation & Control of Hazards
- 8) Safety & Health Awareness Program
- 9) Electrical Safety for Non Electrical Engineers
- 10) Electrical Safety at the Workplace
- 11) Fire Protection Engineering - Design, Installation, Testing and Commissioning and Operations
- 12) 6S Towards Safety and Health
- 13) Manual Handling
- 14) OSH Management and The Role of Safety Committee
- 15) Workplace Safety Awareness (OSHA)
- 16) Fire Safety Awareness
- 17) Plans & The Role of Emergency Response Team During Evacuation
- 18) Effective Workplace Security
- 19) Property Security Reinforcement
- 20) Effective Security & Loss Prevention Management in the New Millennium

## ASSEMBLY ENGINEERING

- 1) Trim and Form Technology
- 2) Transfer Molding Technology
- 3) Trim and Form Tooling Preventive Maintenance
- 4) Transfer Molding Tooling Preventive Maintenance
- 5) Lead Free (Pb Free) and RoHS segregation program for Semiconductor Industry
- 6) EPP (Environmentally Preferred Products) and deployment in Semiconductor plant
- 7) Tool steel and Carbide materials for tooling improvement fundamentals
- 8) Project Management and focused improvement
- 9) DMAIC, a six sigma problem solving tool and methodology
- 10) 8D (Disciplines) for problem solving methodology to achieve Total Customer Satisfaction (1 Day)

## ENGINEERING PROGRAMS

### (OIL & GAS; AGRICULTURE; INSTRUMENTATION ETC )

- 1) Palm Oil Processing, Maintenance & Quality Control for Better OER & KER
- 2) A Systematic and Practical Approach to Natural Rubber
- 3) A Practical Approach to Process Instrumentation
- 4) A Practical Approach to Corrosion & Prevention
- 5) Thermograph and Partial Discharge
- 6) Corrosion Control by Cathodic Protection
- 7) A Practical Approach to Measurement and Calibration
- 8) Measurement and Uncertainty
- 9) Technical Problem Solving and Decision Making
- 10) Energy Efficiency & Cost Saving Strategies for Buildings
- 11) Critical Environment Management
- 12) Design Blueprint for Data Centers or Mission Critical Facilities
- 13) Efficient Cooling Design for Sensitive Electronic Equipment
- 14) Energy Efficient Data Center - Design & Implementation
- 15) WIMAX Overview and Fundamentals
- 16) Level Measurement
- 17) Electrical Equipment for Hazardous Equipment
- 18) A Practical Approach to RFID and its industrial application
- 19) Control Valve Operation and Maintenance

## PROJECT MANAGEMENT PROGRAMS

- 1) Fundamentals of Project Management
- 2) Project Management for Engineers / Technical Personnel
- 3) IT Project Management
- 4) Construction Project Management
- 5) Project Risk Management
- 6) Ms Project 2003/2007 (Basic / Intermediate / Advance)
- 7) Quality Project Management
- 8) Applied Project Management (with Case Studies)
- 9) Project Communication & Leadership Skills
- 10) Processing and Quality Control

## MOTOR VEHICLE



- AUTOMOTIVE SERVICE MANGEMENT FOR VEHICLE SERVICE DEALERS
- WORKPLACE DISCIPLINE—THE 5S WAY
- DIPLOMA IN MOTOR VEHICLE ENGINEERING WITH CITY & GUILD (UK)

## HEAVY EQUIPMENT

- FORKLIFT DRIVING & MAINTENANCE TECHNIQUES
- ANALYTICAL TROUBLE SHOOTING PROCESS
- PROGRAMMABLE LOGIC CONTROLLER (PLC) OPERATION & PROGRAMMING
- ENGINE MAINTANENCE & MANAGEMENT FOR ENGINEERS AND MANAGERS
- MARINE ENGINE INSTALLATION & GUIDE

## QUALITY TOOLS



- QUALITY FUNCTION DEPLOYMENT
- FAILURE MODE & EFFECT ANALYSIS
- STATISTICAL PROCESS CONTROL
- MEASUREMENT SYTEM ANALYSIS
- LEAN MANUFACTURING APPLICATION IN QMS
- MONITORING THE QC OF CONCRETE
- POKE YOKE
- 5W1H OF SIX SIGMA
- TOTAL PREVENTIVE MAINTANENCE
- DESIGN OF EXPERIMENT



## OPERATION & MAINTENANCE

- BASIC PNEUMATICS OPERATION SYSTEM
- CENTRIFUGAL PUMP/LUBRICATION/PREVENTIVE MAINTENANCE
- CODES FOR PIPES & PIPING SYSTEM
- GAS TURBINE MAINTENANCE & OPERATIONS
- LUBRICATION OPERATION SYSTEM
- MACHINE TOOLS AND WORKSHOP PRACTICES
- STEAM BOILER OPERATION & MAINTENANCE
- THE EFFECTIVE MAINTENANCE OF AIR COMPRESSOR
- THE EFFECTIVE BOILERMAN WORKSHOP



## ISO 14001 ENVIRONMENT QMS

## SA 8000 SOCIAL ACCOUNTABILITY MANAGEMENT SYSTEM

## ISO 13485 MEDICAL DEVICES DIRECTIVE

## ISO 22000 FOOD SAFETY MANAGEMENT SYSTEM/ HACCP/ GMP/ GLP

# LIST OF CLIENTELE

## CLIENTS



## YOUR PREFERRED TRAINING PROVIDER



- \* **HRD Training Provider Serial No 2059**
- \* **Established since 1999**
- \* **Registered with Ministry of Human Resources (Malaysia)**
- \* **Trainers with substantial hands-on experience**
- \* **Customised trainings for specific needs**

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