



1-Day Course on Problem Solving and Decision Making

Date	Venue
29 th March 2018 (Thursday)	IEM Southern Branch, Johor Bahru
5 th July 2018 (Thursday)	Wisma IEM , Petaling Jaya
25 th September 2018 (Tuesday)	IEM Penang
28 th November 2018 (Wednesday)	IEM Sabah
30 th November 2018 (Friday)	IEM Sarawak

Time:
9.00 a.m – 5.00 p.m

BEM Approved CPD Hours = TBC
Ref. No: TBC

TERMS & CONDITIONS:

- Closing date: **One week before event**
- Payment via CASH / CHEQUE / BANK-IN TRANSMISSION / WALK-IN
- FULL PAYMENT must be settled before commencement of the course, otherwise participants will not be allowed to enter the hall. If a place is reserved and the intended participants fail to attend the course, the fee is to be settled in full.
- Fee paid is not refundable. Registration fee includes lecture notes, refreshment.
- **IEM Training Centre reserves the right to cancel, alter, or change the program due to unforeseen circumstances. Every effort will be made to inform the registered participants of any changes. In view of the limited places available, intending participants are advised to send their registrations as early as possible so as to avoid disappointment.**

CANCELLATION POLICY

IEMTC reserves the right to postpone, reschedule, allocate or cancel the course. Full refund less is 30% if cancellation is received in writing more than 7 days before the start of the event. No cancellation will be accepted prior to the date of the event. However, replacement or substitute may be made at any time with prior notification and substitute will be charged according to membership status.

Course Content

Focus on the Problem

- » Understand the Fundamental Problem-Solving Process
- » Define the Problem

Find the True Cause and Eradicate the Problem

- » Generate Facts
- » Generate, Clarify and Discuss Causes
- » Select the Most Likely Causes and Verify the Causes
- » Carry Out Corrective Actions and Monitor Progress

Make Effective Decisions and Prevention Planning

- » Make Effective Decisions
- » Prevent a Problem

Solve Complex Problems

- » Apply Complex Problem-Solving Process
- » Apply The 5 Whys Method

Improve Creativity Skills

- » Improve Creativity Through Brainstorming
- » "Achieve the Impossible" Method
- » Association Method

Apply Problem-Solving and Creative Thinking Skills

- » Overcome Barriers to Creativity
- » Sharpen Your Intuitive Thinking
- » Put Creative Skills into Action

Integrate Learning and Plan for Action

- » Integrating problem solving with quality improvement activities
- » Enhancing quality assurance and quality control processes
- » Action planning to reduce production rejects and customer complaints

At the conclusion of the session, you will learn how to:

- Avoid decisions and problems that are revisited or re-worked again and again
- Address workplace problems swiftly and effectively
- Define the root cause of the problem using a systemic process
- Involve other employees and managers in the problem-solving and decision-making process
- Generate innovative ideas with speed and efficiency
- Utilize various strategies and information to make high quality decisions
- Win support for your ideas and decisions

Course Leader

Cdr (Rrd) Ir. Raymond Swa is the Principal Consultant/Director of Guan Institute Sdn Bhd and Purchasing Manager of Maritime Consortium Management Sdn Bhd. Prior to serving the private sector, he was serving in the Royal Malaysian Navy as a marine engineer for 20 years, where he held various positions as follows:

- As Chief Engineer onboard warships – 2 tours of total 4 years
- As Superintending Engineer for ship repairs in shipyards – 3 tours of total 5 years
- As Superintending Engineer for new shipbuilding in South Korea – 2 years
- As Inspectorate Engineer for ship inspections – 2 ½ years
- As Head of Technical Training of Royal Malaysian Navy – 3 ½ years

Cdr Raymond is a Professional Engineer registered with the Board of Engineers, Malaysia. He holds a Bachelor of Mechanical Engineering from Universiti Teknologi Malaysia and a post graduate certificate in Marine Engineering from Royal Naval Engineering College, Manadon, England. He is also a graduate of the International Training Methodology course conducted by National Institute of Public Administration (INTAN). He is a corporate member of the Institution of Engineers, Malaysia.

Apart from his formal duties, Cdr Raymond has also been involved in the accreditation scheme of the National Skill Certificate programmes as external verifier (appointed by National Vocational Training Council) for the following institutions:

- Institut Latihan Perindustrian Perai
- Pusat Giat Mara Machang Bubok, Seberang Perai
- Institut Kemahiran Tinggi Belia Negara, Sepang
- Institut Teknologi Tun Hussein Onn, Batu Pahat

Actively involved in quality improvement in both engineering and training management, Cdr Raymond carries out training and development programmes in the areas of managerial development, quality drive, supervisory skills, occupational health and safety, fire safety, problem solving techniques and team building.

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Email: athirah@iem.org.my / nora@iem.org.my

webpage: www.iemtc.com

REGISTRATION FORM

Please Tick	Date	Venue
	29 th March 2018 (Thursday)	IEM Southern Branch, Johor Bahru
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Fees (Inclusive of GST)

Grade	Offline Rate	Online Rate
IEM Member	RM530.00	RM424.00
Non IEM Member	RM848.00	RM742.00

No	Name(s)	M'ship No.	Grade	Fee (RM)*
TOTAL PAYABLE				

You may make payment via Telegraphic Bank Transfer (Please forward soft copy of payment advice):-

Account Name: **IEM TRAINING CENTRE SDN BHD**
Account Number: 514169143176
Bank Name: Malayan Banking Berhad
Bank Address: Jalan Sultan, 46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia
Swift Code: MBBEMYKL

NB: Kindly take note that all telegraphic charges to be borne by the participants.

Enclosed herewith a crossed cheque No: _____ for the sum of RM _____ issued in favour of "**IEM Training Centre Sdn Bhd**" and crossed 'A/C payee only'. I/We understand that the fee is not refundable if I/We withdraw after my/our application is accepted by the Organising Committee as stated in the **cancellation term**. If I/We fail to attend the seminar, the paid registration fee will not be refunded.

Contact Person: _____ Designation: _____

Name of Organization: _____

Address: _____

Telephone No.: _____ (O) _____ (Fax)

_____ (H) _____ (HP)

Email: _____

Signature & Stamp

Date