

Effective Management Representative (MR)

for Appointed MRs who would like to enhance their skills in maintaining the Management System; and newly appointed MRs.



12 September 2014 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya

Management Representative (MR) plays a very important role in establishing, implementing and maintaining the Management System of a company. During his/her responsibilities to be a MR, a lot of problems faced and need to be resolved from both internal and external forces. To ensure the system implement according to agreed criteria, he/she has to handle all the crisis and conflicts effectively. Therefore, a successful MR shall adequate with knowledge, skills and experience to ensure the Management System continuously improves with the commitment gain from all level of employees at the organization.

Learning Objectives/Outcomes

- ✓ To recognize the responsibilities as a MR according to ISO 9001:2008 requirements, clause 5.5.2
- ✓ To understand and link their job function to ISO 9001 requirements
- ✓ To establish and maintain the organization's Management System
- ✓ To assist auditors in identifying opportunity for improvement
- ✓ To justify the effectiveness of the Management System
- ✓ To report to Top Management on the effectiveness of the Management System effectively and fair presentation
- ✓ To confidently prepare for the annual certification audits

100% SBL claimable

Normal Fee: RM400 per participant

Register by 29 Aug 2014, or Group of 2 or 3 Participants: **10% Discount**

Group of 4 or 5: **15% Discount**

Certificate of participation will be awarded upon completion of the program

Program Outline

Knowledge and Skills Required

- Concept of Quality, Quality Management and Improvement
- ISO 9001:2008 Quality Management System (QMS) Standards
- Interpretation and Application of ISO 9001:2008 Quality Management Standards
- Internal Audit Requirements and Guideline (ISO 19011)

Activities and Responsibilities

- Established and documentation of Quality Management Manuals, Procedures and Work Instructions
- Overview of Audits and Assessment Techniques
- Implementing and maintaining a QMS
- Effectively conduct the ISO steering Committee Meeting
- Effectively carry the task as "Quality Management System Manager"

Role Play

Activities and Responsibilities

- On Time reporting to Top Management on the progress and the effectiveness of the QMS
- Effectively carry out or organize the Management Review
- Promote the spirit of continual improvement and meeting customer requirements.
- Effectively carry the role as window for:
 - Customer and organization
 - Organization with the interest parties
 - Organization with certification body
- Liason with Certification Body and others third parties regards the issues of ISO 9001
- Achieving Third Party Certification & Maintaining a QMS

Limitation

- MR's limitation and problem
- Problem solving skills
- How to get the commitment and support from all staff
- How to enhance the awareness of fulfilling customers' requirements

Exercise

The Trainer

Ms Tan Joo See is a Principle Consultant focuses on quality improvement program such as ISO 9001, QS 9000, ISO/TS 16949, 5S and Quality Control Circle. She has served for 9 years in various industries and specializes in production planning, handling of customer order, inventory control, MRP II and quality improvement team. She assists clients in developing, implementing and maintaining the quality improvement projects especially for achieving ISO 9001 and ISO/TS 16949 certificates. Her experience includes identifying company's operational strength and weaknesses as well as customizing a suitable system that is in line with customers' vision. She leads in-house and off-site seminar in both understanding of ISO 9001:2000 and Internal Audit Training as well as FMEA, APQP, PPAP, QSA and 5S Housekeeping Training. She has a lively teaching style and effective approachable techniques in conducting the training as well as in consulting. In automotive industries, she has wide experience in companies relating to gear transmission cables, PCB, parking brakes and plastic molded parts and assembly.

She is a registered Lead Assessor under IRCA in both ISO 9000 and ISO 14001. She is also an Internal Auditor for the ISO/TS 16949 Standard. She is a member of MRCA (Malaysia Register of Certificated Auditors) and IQA (Institute of Quality Malaysia).

For Registration Form, Contact Miss Ng or download from www.XcelLearn.com

Customised In-house training also available.

04 – 643 4016

cschong@xcellearn.com

XcelLearn Resources (PG 0165790-D) 6, Lorong Kampung Jawa, Bandar Bayan Baru, 11950 Penang
Tel: 604-643 4016 Fax: 604-640 1618 Mobile: 019-443 4016 Website: www.XcelLearn.com

"Excel in Learning for Superb People and Organisation Performance"

Reply To: **XcelLearn Resources**

6, Lorong Kampung Jawa, Bandar Bayan Baru, 11950 Penang

Tel: 604-643 4016 Fax: 604-640 1618 Mobile: 019-443 4016

Email: cschong@xcellearn.com Website: www.xcellearn.com



Effective Management Representative (MR)

12 September 2014 (9.00 am – 5.00 pm)

Sunway Hotel Seberang Jaya

REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name _____

Company Address _____

Contact Person _____

Designation _____

Tel _____

Fax _____

Email _____

Nature of Business _____

Enclosed is the Cheque (No: _____) of RM _____, crossed and made payable to **XcelLearn Resources (Public Bank Bhd A/C No: 3-1348468-09)**.

Do you need us to assist you on the booking of hotel accommodation? Yes

No

If yes, please specify:

Check-in Date _____

Check-Out Date _____

* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on the training day.

Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to PSMB for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **XcelLearn Resources 1 WEEK BEFORE** training.
5. **XcelLearn Resources** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

“Excel in Learning for Superb People and Organisation Performance”