

The one stop executive training & education centre

KDU Management  
Development Centre



## Resource Planning Series

**Module A:** Strategic Human Resource Practical & Plans

**Module B:** Operation & Supply Chain Management

**Module C:** Finance Essentials for Non-Finance Professionals

*The following document outlines a suite of short course training programs for delivery via KMDC Malaysia.*

KDU Management  
Development Centre

**KDU Management Development Centre Sdn. Bhd.**

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## STRATEGIC HUMAN RESOURCE PRACTICAL & PLANS

by Alfred Chee

*\*Refer to Appendix for Trainer details*

### Course Overview

People are key to the achievement of organisational goals – perhaps even the most important competitive edge. Integrating strategies for people with overall organisational strategies is important if the latter are to be achieved. By the end of the course, participants will be able to apply the principles of strategic human resource management in the workplace.

### Target Audience

- HR and personnel professionals who have previously operated at a tactical level and who wish to ensure that they make a strategic impact on organisations.

### Selected Session Topics

#### **Strategic human resource management – reality or rhetoric?**

##### **Choices in strategy formulation:**

- The options in developing HR plans.
- Advantages and disadvantages of different Approaches.

##### **Aligning HR strategy with organisational goals:**

- The principles of HR strategy
- The levels of HR strategy
- Putting people management at the heart of the organisation

##### **Change and HR strategy:**

- Change as the inevitable consequence of HR strategy – using it effectively
- Methods of change management

##### **Evaluation in strategic HRM:**

- Measures of success and benchmarking

##### **Committing the organisation:**

- Getting plans accepted at the top level
- Getting the whole organisation's commitment

##### **Into reality – action planning:**

- Taking stock of learning

### Key Take-Away

- Getting HR strategy accepted by the organisation
- How HR fits with organisation strategy.
- Gaining the 'buy-in' from key players in the organisation.
- Measuring success.

## OPERATIONS & SUPPLY CHAIN MANAGEMENT

by Mah Kong Howe

*\*Refer to Appendix for Trainer details*

### Course Overview

Operations and Supply Chain Management - this executive seminar is an integrative one and builds on topics such as Organisational Behaviour, Financial Reporting and Analysis and Quantitative Analysis for Managers. It also relates closely to IT Strategy and Management, as most programmed management information systems should be designed to fit the physical activities systems that comprise the overall operations management function.

### Selected Session Topics

#### Day 1

- Topic 1: Introduction to operations management & strategy
- Topic 2: Product design
- Topic 3: Process selection
- Topic 4: Process flow analysis
- Topic 5: Quality planning/total quality management
- Topic 6: Quality control
- Topic 7: Supply chain management
- Topic 8: Facilities decisions
- Case study analysis & presentation

#### Day 2

- Topic 9: Planning to 'make for stock'
- Topic 10: Planning to 'make to order'
- Topic 11: Planning and scheduling projects
- Topic 12: Inventory management: Independent demand
- Topic 13: Inventory management: Dependent demand
- Topic 14: Just-in-time manufacturing
- Topic 15: Managing the operations workforce
- Topic 16: Operations improvement
- Case study analysis & presentation

### Key Take-Away

After attending this seminar, participants should be able to:

- understand the components of the operations management function in different types of organisations
- be able to analyse decision problems in operations and the relationship of operations decisions to other business decisions
- understand operations process planning and control including capacity, scheduling, inventory and materials requirements planning
- understand the concepts of managing workforce, quality and productivity
- be able to communicate in writing the results of analysis of operations.

## FINANCE ESSENTIALS FOR NON-FINANCE PROFESSIONALS

by Lum Woon Foong

*\*Refer to Appendix for Trainer details*

### Course Overview

This workshop is specifically designed for professionals, managers and executives to help reinforce their understanding of key finance principles that are a part of everyday business and to raise their level of financial awareness. The workshop will be delivered in an easy-to-understand manner to eliminate the mystery behind the numbers.

### Target Audience

Professionals, managers and executives involved in business activities with financial implications. This workshop is not for Accounting or Finance specialists.

### Selected Session Topics

#### **Where Companies Get Their Funds From**

- Investors and their expectations
- How investors measure return on their investments
- Sources of funds: share capital, loan capital, reserves and retained profits

#### **How Companies Use Their Funds**

- Uses of funds: current and non-current assets
- Some Major Components of Financial Reports
- The balance sheet, income statement and cashflow statement

#### **Interpreting the Balance Sheet**

- What the balance sheet tells us
- Understanding the balance sheet equation
- Understanding the terminology relating to assets: depreciation, amortization, impairment, net book value, carrying value, net realizable value, etc
- Understanding the terminology relating to liabilities: accruals, provisions, etc

#### **Interpreting the Income Statement**

- Categories and types of income and expense
- Understanding the difference between capital and revenue expenditure
- Understanding the terminology relating to profits: margin, contribution, EBIT, etc

#### **Cashflow Management**

- The cash operating cycle
- What affects a company's cashflow
- Monitoring cashflows
- Working capital management

#### **Analysing Business Performance**

- How to compare financial performance between companies
- Relevant financial ratios: profitability, efficiency, liquidity, leverage and investment ratios

### Key Take-Away

After attending this seminar, participants should be able to:

- Explain the importance of understanding investor expectations and how investors measure financial performance of organizations
- Identify the accounting framework that governs financial reporting
- Read simple financial statements including the balance sheet, income statement and cashflow statement
- Perform a quick assessment of the financial position and performance of companies based on their financial statements
- Clarify other common financial terms used in business

## Appendix: Trainer's Profile

### Alfred Chee

Alfred Chee holds a Master of Science in Human Resource Management from the University of Lincolnshire and Humberside of UK and is a certified professional trainer of the Institute of Training & Development, UK. Chee started his training career since the 1980s, being a trainer with Malaysia Airlines as their training manager. He later joined KDU College as the Post Graduate Programme Manager where he facilitated in Human Resource Management and Marketing Research and Information Systems in the MBA programs.

### Mah Kong Howe



**MBA (Hull)**  
**BEng (Mechanical) (UNSW)**  
**Grad. Dip. In Biomedical Engineering (UNSW)**

Mah Kong Howe has a Master of Business Administration from University of Hull, UK, a Master of Arts in Work Based Learning Studies (Project Management) from Middlesex University, UK, and a Bachelor of Engineering (Mechanical) and a Graduate Diploma in Biomedical Engineering from the University of New South Wales, Australia.

Mah lectures in the subject areas of Total Quality Management, Change Management, Leadership, Strategic Management, and Operations Management for MBA programmes from UK, Europe, Australia, and US universities. Mr Mah has extensive work experience in the manufacturing sector having worked as a Quality Assurance Manager in various organisations. Mr Mah is also the principal consultant and trainer for SQI Management Consultants; a training-based consultancy for manufacturing and service organisations in project management, quality, productivity, safety and cost improvements. Presently, Mr Mah is also a Work-Based Learning tutor for the Middlesex University Masters in the Work-Based Learning programme at KMDC.

**Appendix: Trainer's Profile** (Cont.)**Lum Woon Foong***Training Consultant, Senior Lecturer***Professional qualifications**

Lum Woon Foong holds a Masters Degree in Training and Human Resources Development from the University of Warwick, UK and is a Chartered Accountant, Malaysia. She also has two accreditations from South Australia - competency-based training and education (CBTE) Instructor, and CBTE Curriculum Designer and Developer.

**Areas of expertise**

As a practitioner, consultant and trainer for more than 15 years, Woon Foong has wide experiences in designing training that has a strong link with real life business requirements. She has conducted training for a wide range of personnel, from clerks to managers to Board members. Her passion is in making subjects which are perceived as difficult to understand into something enjoyable and easy to learn.

Woon Foong has also gathered specialist experiences in competency-based training needs analysis, strategic alignment of training and development, curriculum and learning intervention design, and delivery of training programmes. She has assisted clients in developing competency models and implementing competency-based human resource practices such as recruitment, career planning and performance appraisal.

**Clients/organizations served**

Woon Foong has served clients in a wide range of industries including agriculture, banking, business consulting, IT, insurance, manufacturing, retail and shipping. She has held senior management positions in finance, human resource management and training in organisations such as Malayan Cement Berhad, MCSB Systems, and Ernst & Young.

She has provided training and consulting to organisations including Bank Pertanian, City-Link, Deutsche Bank, Ecolab, Hong Leong Bank, Hong Leong Assurance, MAICSA, Malaysian Institute of Accountants, The Malaysian Insurance Institute, Malaysian Investment Banking Association, Lafarge Malayan Cement, Megasteel, Merck, Parkson Corporation, Popular Bookstore, RHB Investment Bank, Sabah Forest Industries, Sibelco, Sibu Water Board, Silverstone, Sime Darby, Suruhanjaya Syarikat Malaysia, Supermix Concrete, Swee Joo, Taiyo Yuden (Sarawak) and United Overseas Bank (Malaysia). She brings this variety of experience into her training and consulting engagements.

**Other areas**

In her spare time, Woon Foong writes for leisure and for publication. Some of the works that have been published include articles on human resource development, short stories and poetry. She also co-authored Property Jewels, a book on property investment, and has edited several other books.

Woon Foong is a keen Toastmaster and is Past President of the Ernst & Young's Toastmasters Club. She was the Toastmasters International District 51 Division W Secretary for 2002 – 2003, Area W2 Governor for 2003 – 2004, and Division W Governor for 2004 - 2005. Her pursuits in Toastmasters have culminated in the ultimate award - Distinguished Toastmaster.

**Chosen Module:** \_\_\_\_\_

**Course Commencement Date:** \_\_\_\_\_

Company : \_\_\_\_\_ Contact Person : \_\_\_\_\_  
 Address : \_\_\_\_\_ Designation: \_\_\_\_\_  
 \_\_\_\_\_ Email: \_\_\_\_\_  
 \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Delegate(s)	Designation	Email
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

\* Please indicate title of delegate(s) (Dato'/Datin/Dr/Mr/Mrs/Ms) and use a separate sheet if you have more than 5 delegates.

## Payment Options

Cheque Bank \_\_\_\_\_ Cheque No. \_\_\_\_\_  
 Payable to 'KDU Management Development Centre Sdn Bhd'  
 \* Please write delegate(s) name(s) & event code "Davie 09" at the back of the cheque

Credit Card Card No.: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
 Name on Card : \_\_\_\_\_ Expiry Date: \_\_\_\_\_

## Registration & Payment Policy

Upon signing this form, you are deemed to have read and understood the Registration and Payment Policies and have accepted the terms contained therein. This registration form together with the payment MUST reach us at least 5 working days before the commencement of the event. Full payment is due upon registration in order to guarantee the seat(s).

### Substitution of Delegate(s):

This is allowed provided KMDC is notified in writing of the name(s) and designation(s) of the new delegate(s) at any time prior to commencement of the event. Transfer of registration to other KMDC courses is not allowed.

### Cancellations

All cancellations of registration must be made to KMDC in writing.  
 If cancellations are received:

- (a) more than 14 days before the event, a full refund of the fees less a 10% administrative charge will be given;
- (b) 7 - 14 days before the event, a 50% refund will be given;
- (c) less than 7 days before the event, no refund will be given;
  - (i) a substitute delegate is welcome to take your place, or
  - (ii) a set of course materials will be given.

*Company Stamp*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Name: \_\_\_\_\_ Designation: \_\_\_\_\_

**Please send payment together with this form to:**

**KDU Management Development Centre Sdn Bhd** (584539-D)  
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