



ADMINISTRATIVE, CLERICAL & DOCUMENTS CONTROL SKILLS TRAINING

Public Course

JOHOR BAHRU, MALAYSIA

27 – 28 JUNE 2008

SPECIAL FEES: RM 800.00 per person

**EARLY BIRD REGISTRATION
(Before 13 JUNE 2008): RM 700.00**

To: **EFR Management Consultant
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Course Registration

Participants Detail:

No	Participant Name	Date
1.		
2.		
3.		
4.		
5.		

Organisation name:

Address:

Tel: _____ Fax :

Email:

Authorized Signature:

Course Content & Timetable

Day 1

09:00am - 10:15am

Understanding the admin and document controller job description

- Skills and knowledge requirements
- Attitude development
- Problems in administrative and clerical jobs

10:15am-10:30am Coffee Break

10:30am-12:45pm

Communication skills

- Face to face skill with Superior, colleagues, customers/ visitors
- Answering telephone skills

12:45pm-01:45pm Lunch

01:45pm-03:30pm

Report writing

- Meeting minutes

03:30pm-03:45pm Tea Break

Workshop

05:00pm End

Day 2

Day 2

09:00am - 10:15am

Effective documents and data control

Understanding ISO9001 document control and record control requirement

- Generating documentation
- Approval and distribution
- Maintaining revision status

10:15am-10:30am Coffee Break

10:30am-12:45pm

- Updating document changes
- Developing a document control procedure

12:45pm-01:45pm Lunch

01:45pm-03:30pm

- Controlling external documents (i.e. drawing, specsetc)
- Effective document masterlist
- Control of record
- Record identification and retrieval
- Electronics documentation

03:30pm-03:45pm Tea Break

- Electronics document and record control

Discussion

05:00pm End

Course Objectives

Clerical and office administration positions are among the largest occupations in the nation. Office administrator and clerk required to perform variety routine duties such as maintaining documentation, dealing with various word processors, compiling and distributing report and taking meeting minutes, reception by phone or in person; refer messages; open and distribute mail; schedule rooms; gather specified information from easily available sources. This entire task required specific skills and knowledge in order to perform the work effectively and efficiently. In this course the main objectives:

- i. Effective administration and clerical job in terms of skills and personal qualities, administrative and clerical staff i.e.:
 - good communication skills, both written and verbal
 - to be able to work accurately and neatly and pay attention to detail
 - to be able to understand and follow instructions closely
 - to work as part of a team
 - to show initiative when dealing with enquiries
 - to be diplomatic, courteous and discreet
 - to be friendly and helpful, especially if dealing with the public
 - to enjoy contact with a wide range of people
 - to have good organisational skills
 - to enjoy dealing with paperwork
- ii. Effective documents and record control



This course provides a proper interpretation of the Document & Data Control elements suitable to the participant's Quality System, in order that participants can deploy efficient and effective document & data control according to the size, complexity, culture, and needs of their organizations. Primarily for the purpose of meeting ISO 9000 based Quality System requirement, this course is designed to clarify the elements of document & data control that must be adapted to benefit their organization.

Quite often, due to misunderstanding of the standards' requirements, organizations have established the document & data control policies & procedures either inadequately or excessively. These results in non-conformities raised during quality system audits, and more importantly in the cost of time, effort, or non-conforming products or services. Through a combination of lectures, discussions, and practical exercises, the participants will appreciate the flexibility in which document & data control can be implemented.

Course Leader & Facilitators

Day 1: Mr. Kamarudin bin Abu Bakar

Kamarudin bin Abu Bakar is a graduate from the University Technology of Malaysia (UTM). Having been conferred his Master's degree in Technology Management, Kamarudin brings to his training sessions his technical competencies and merges this with his vast experience in soft skills training. He has been working in MNC and large manufacturing companies as an engineer and a Head of Department for various operational and human resource management functions. Kamarudin, now a consultant with EFR Management conducts training on quality, service excellence, values internalization, mindset change, team-building and leadership, amongst others. His training sessions are highly interactive with a hands-on approach to training. His impressive list of clients includes ASTRO, MRCB, Intel, UTM, ASE Malaysia, Saujana Serai DiLanjut, Lafarge, Bank Pertanian Malaysia, TNB, and KL Airports Services (KLAS).

Day 2: Mr. Edly Ferdin Ramly

Mr. Edly Ramly graduated from University of Bradford, UK with Bachelor Degree in Manufacturing System with Management. He then furthered his studies at Sheffield Hallam University and awarded with a Master Degree of Science in Engineering with Management. While accomplishing his Master Degree in the United Kingdom, he had been extensively trained for Lean System and Six Sigma.

Presently Mr. Edly is principal consultant for EFR Management Consultant and Researcher (pursuing PhD with UTM). Due to his extensive exposure in different management systems and strong project management skill, he is currently providing Lean, Quality (ISO9001), Environment (ISO14001) and Safety (OHSAS18001 & MOSH) management system related consultancy, trainings and supports to local and multinational companies that seek quality improvement and breakthrough. In Asia Pacific, more than 500 participants have attended training conducted by Mr. Edly.