



NATIONAL READY-MIXED CONCRETE ASSOCIATION OF MALAYSIA

PERSATUAN KEBANGSAAN KONKRIT SIAP BANCUH MALAYSIA

Total Quality Management Approach In Ready Mixed Concrete Industry

8.30 am	Registration of participants.
9:00 am	What is TQM and Its Definition
9:30 am	Terminology and Overview of TQM
10.00 am	Tea Break
10.20 am	Quality Culture and Change
11:30 am	Customer Driven Quality
12:30 pm	Lunch break
1:30 pm	Employee's Empowerment Diagnostic Approach Towards Redesigning and Total Transition of Current Process
3.00 pm	Tea Break
3.20 pm	Ingredient for Successful Total Quality Management Implementation Preparation for Total Quality Management Conclusions Questions and Answers
5.00 pm	End



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Total Quality Management Approach In Ready Mixed Concrete Industry

OBJECTIVE

The objective of this course is to introduce Total Quality Management Approach in Ready Mixed Concrete Industry. The TQM system emphasizes on the continuous improvement process in our business operations and it is supported by the cultures in the business organization. The changes take place for continuous improvement in our processes, building an effective team in the work place, understanding the customer needs and satisfying to the end user requirements.

At the end of the course, the trainees will be able to understand and practise the TQM system in the daily work activities to enhance the effective and efficient problem solving skill through teamwork, use of QC tools, adopting the organization cultural change for betterment and improve the total customer satisfaction through continuous improvement.

TARGET GROUP

This course targets to bring the Total Quality Management Approach in Ready Mixed Concrete Industry to all departmental heads, section heads and those who are interested to know more about TQM. All those who are employed in the ready-mixed concrete industry and related industries are encouraged to attend this course.

FEES

*Members of NRMCA: RM300.00 per participant

*Non-members: RM350.00 per participant.

Participant will be presented with a Certificate of Attendance

VENUE

NRMCA Training Room,
13-1, 1st Floor, Jalan Sepah Puteri 5/1 B,
Pusat Dagangan Seri Utama PJU 5,
Kota Damansara, 47810 Petaling Jaya,
Selangor Darul Ehsan, Malaysia.



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Total Quality Management Approach In Ready Mixed Concrete Industry

Bio Data of the Trainer

Mr. Lim Pock Gin

Lim Pock Gin is currently the Product Technical Manager for Hanson Building Materials (Malaysia) Sdn Bhd. Mr. Lim had been in the ready mixed concrete industry for the past 17 years. He graduated with his first degree in Mechanical Engineering with 1st class honor in 1991 from Strathclyde University in the United Kingdom. He further obtained his second degree in Bachelor of Art In Business Administration from University of Bolton in United Kingdom in year 2002.

During his past 17 years of working experiences in reputable ready-mixed concrete companies, he had been exposed to Quality Control, Quality Assurance, Technical, Production and Sales & Marketing departments which gave him great opportunities and experiences of dealing with all level of staff, clients and local / oversea consultants.

Mr. Lim was actively involved in several mega projects such as KL Sentral Station, PTP Port Extension, One KL Hotel, Existing Penang Bridge Widening, IB Towel, St Regis KL Sentral and many more. His expertise is to design the high performance concrete such as high strength concrete, concrete with a slump retention of more than 3 hours, extra ordinary high early strength of more than 20Mpa at 12 hours, durability concrete design mixes, low heat concrete for the raft foundation, process improvement, mix design optimization, establishing training materials and conducting the in house training.

Mr. Lim has presented two technical papers namely “The Best Practices in Concrete Production” at University of Technology Petronas and an author for the paper title “The Trend of Using Quarry Dust / Manufacturing Sand in Concrete” at the Institute of Quarry Malaysia

Mr. Lim was the lead trainer for the National Ready-Mixed Concrete Association in Malaysia (NRMCA) in 1999-2001. Currently, Mr. Lim is the in house lead trainer for his present company and he is the Chairman of the HR & Training Sub Committee of NRMCA for year 2012 – 13.

Mr. Lim has attended the “Train The Trainer” course in 1999 and 2001 and “High Impact Presentation” in 2009 to enhance his presentation skill as a trainer.

REGISTRATION FORM

Date : 28 Feb 2013
Time : 9.00 a.m. to 5.00 p.m.
Venue : NRMCA Training Room

1. Name : _____

Position : _____

2. Name : _____

Position : _____

3. Name : _____

Position : _____

4. Name : _____

Position : _____

Company : _____

Address : _____

Contact Person: _____ Mobile _____

Contact Email: _____ Tel: _____

Course Fees

- RM 300.00 per participant for NRMCA Members. RM350.00 for non members.
- Fees are inclusive of training materials, luncheons, morning and afternoon breaks.
- All payment must be made in favour of "NRMCA" and bank in to Hong Leong Bank account No. **369 0000 5264**
- Kindly fax the bank in slip together with your company address to Mr. Leong at 603 7960 7882 or email to finance@novabizservices.com in order for NRMCA to identify your payment and issue receipt accordingly.
- You may send your cheque to:
National Ready-Mixed Concrete Association of Malaysia,
C/o Nova Business Services Group Sdn. Bhd. Block A-31-05, Dataran 3 Two
No. 2, Jalan 19/1, 46300 Petaling Jaya, Selangor D E

SBL Scheme

Companies must apply directly to HRDF.SBL Scheme will be based on the individual merit of each application.

For Registration & Enquiry,

Please Contact: Mr. Eric Wong

Mobile: 019 357 5793; email : nrmcam@gmail.com