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REGISTRATION FORM
TWO- DAY COURSE ON
**“EFFECTIVE ENGINEERING PROBLEM SOLVING AND DECISION-
 MAKING”**

Date : 7th & 8th May 2018 (Monday & Tuesday)
 (Closing Date: 4th May 2018)

No	Name(s)	M'ship No.	Grade	Fee (RM)*
SUB TOTAL				
ADD GST @6%				
Total Payable				

*Fees MUST be fully paid BEFORE the CLOSING DATE. Seats could only be confirmed upon payment.
 Enclosed herewith a crossed cheque No: _____ for the sum of RM _____
 issued in favour of “**The Institution of Engineers, Malaysia**” 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

Photocopies are acceptable

PERSONAL DATA PROTECTION ACT

I have read and understood the IEM's Personal Data Protection Notice published on IEM's website at
<http://www.myiem.org.my> and I agree to IEM's use and processing of my personal data as set out in the said notice.

7TH & 8TH MAY 2018

TWO- DAY COURSE ON
EFFECTIVE ENGINEERING PROBLEM
SOLVING AND DECISION-MAKING

ORGANISED BY
 OIL, GAS AND MINING TECHNICAL DIVISION
 THE INSTITUTION OF ENGINEERS, MALAYSIA

Venue: Tan Sri Prof Chin Fung Kee Auditorium, 3rd Floor, Wisma IEM, PJ

Time: 8.30am – 5.30pm

Speaker: Ir. Al-Khairi Mohd Daud

BEM Approved CPD/ PDP hours: 14 Ref. No. : IEM18/HQ/111/C

REGISTRATION FEES (SUBJECT TO 6% GST)

	ONLINE	NORMAL (OFFLINE)
IEM Student Member	150.00	200.00
IEM Graduate Member	600.00	650.00
IEM Corporate Member	700.00	750.00
Non-IEM Member	1400.00	1500.00

GST will be implemented with effect from 1 April 2015

CANCELLATION POLICY

IEM reserves the right to postpone, reschedule, allocate or cancel the course. Full refund if cancellation is received in writing more than 7 days before start date 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.

SYNOPSIS

This 2-day programme lays the foundation for effective problem solving and decision making for young engineers, executives and supervisors. Engineers' role is to solve problems. If engineers could not define the problems properly then the problem could never be solved. Thus, effective methods of problems solving is a mandatory skill to engineers. Getting to the root cause of the problems and find the best solutions is very important to the organization and to ensure the solutions provided is right and effective.

The objectives of the course is to trained the participants to:

- Effectively solve problems for engineers, executive and supervisors
- Better contribute to maximizing company productivity through preventing potential problems from happening
- Resolve problems which arise at work

This course is based on interactive learning via group discussions and exercises, real case studies and participants will have to write down individual plans to implement what is learnt from the programme.

Recommended Attendees

Young Engineers, Executives/Supervisors who have not yet been trained in problem solving and decision making

ABOUT THE SPEAKER

Ir. Al-Khairi Mohd Daud has over 24 years of experienced in Oil and Gas, petrochemical, oleo chemical, manufacturing and facilities management He is the country expert for ASEAN Energy Management Accreditation Scheme and an expert in healthcare facilities management. He has assisted in drafting few Malaysian Standards including the Malaysian Standard for Quality in Healthcare. He has presented papers in national and international conference especially on maintenance and asset management. He is the owner of Faqeh Management who specialized in asset and energy management.



Tentative Programme		
Time	Day 1	Day 2
8.30 am – 9.00am	Registration	
9.00 am – 10.00am	Introduction to Problem Solving	Generating “Solution Ideas” using creative thinking - What is Creative Thinking? - Turning mind towards creativity thinking
10.00 am – 11.00am	Key Terms and Definitions (Problem Solving)	Solution Seeking Ideas and Creative Thinking Techniques - Flow chart - Force Field Analysis - Seven Rules of Brainstorming - ‘How to’ Concept
11.00am – 11.15am	Tea Break	
11.15am – 1.00pm	Common Symptoms; Problem relating to and affecting others and impact on organisation - Group Discussion - Scenario	Solution Seeking Ideas and Creative Thinking Techniques continued... - Scamper Technique - What if Statements - Affinity Diagram - Brain Writing - Six Thinking Hat - Duncker Diagram - KT system - Group Discussions
1.00pm – 2.00pm	Lunch	
2.00pm – 3.30pm	Information gathering on perceives problem - Scenario	Evaluate Each Solution Ideas for Possible Solution to Root Cause of a Problem - Testing the Solutions Using Four R's - Decision Tree - Cost/Benefits Analysis - Setting Criteria's - Decision Matrix - Group Discussion
3.30pm – 3.45pm	Tea Break	
3.45pm – 5.15pm	Identifying Root Causes - Three Methods - Group discussions	Implementation, Action Plan and Follow-up Evaluating for Effectiveness
5.15pm-5.30pm	Question & Answers Session	Question & Answers Session
5.30 pm	End	End

Terms & Conditions:

- For **ONLINE REGISTRATIONS**, only **ONLINE PAYMENT** is applicable [via RHB and Maybank2u –Personal Saving & Personal Current; Credit Card - Visa/Master].
- Payment via **CASH / CHEQUE / BANK-IN TRANSMISSION / BANK DRAFT / MONEY ORDER / POSTAL ORDER / LO / WALK-IN** will be considered as **NORMAL REGISTRATION**.
- **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.
- The Organizing Committee 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.