Fishbone Analysis for Effective Problem Solving (HRD Corp Programme Number : **10001339148**)

COURSE MODULES

- Problems in the Corporate World
- Fishbone Analysis
- Case Studies

This "Fishbone Analysis for Effective Problem Solving" course will teach you how to use the Fishbone diagram, a powerful problem-solving tool, to identify the root causes of problems. You will learn how to

- **De**fine the problem
- **Id**entify the major categories of causes
- **Br**ainstorm potential causes for each category
- Analyse the causes and identify the root causes
- Develop solutions to address the root causes and
- plenty of Case Studies.

WHO SHOULD ATTEND?
This course is suitable for all employees

COURSE OBJECTIVES
- Describe the Fishbone Tool to identify and analyse the root cause of a problem.
- Use the Fishbone Tool to solve a problem.

LEARNING OUTCOME
At the end of the workshop, the participant will be able to apply The Fishbone Analysis for effective problem-solving.

TRAINER PROFILE : Mr. Victor Cheong Chee Kian

Qualifications:- *ACMA, CGMA, PSMB Train-The-Trainer Certificate No : TTT/5131*
EXPERIENCE
Victor is an Associate Member of the Chartered Institute of Managements Accountants (CIMA) since 1992.
Victor has about 19 years of Banking Experience in Operations, Credit and Marketing before he was moved to be a Learning Facilitator, having conducted numerous workshops in Banking Operations, Anti-Money Laundering, Banking Systems, Sales, Services and Organisation-wide Development workshops for 14 years till his retirement in 2022.
As a Chartered Member of the CIMA Malaysia Toastmaster Club since 2003, he is actively involved in the club and has been the Club President for the term 2004/2005. Victor has held all the other posts in the club ever since. With his experience in communication and public speaking, Victor has emceed a number of events including those CIMA-organised functions. He even almost single-handedly planned and facilitated a fun-filled dinner for CIMA.

REGISTRATION FORM (HRD Corp Claimable)
Fishbone Analysis for Effective Problem Solving

(HRD Corp Programme Number : **10001339148** *)*

PARTICIPANTS' DETAILS
Participant 1 Full name and I/C

Designation   Contact Number

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Email Address   Vegetarian Meal

                                                    YES / NO

Participant 2 Full name and I/C

Designation   Contact Number

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Email Address   Vegetarian Meal

                                                    YES / NO

Participant 3 Full name and I/C

Designation   Contact Number

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Email Address   Vegetarian Meal

                                                    YES / NO

ORGANISATION DETAILS
Organisation :

Contact Person :   Mobile Number:

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Address :

Email :   Fax :

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PAYMENT DETAILS : Cheque / Direct Credit
Bank & Cheque No.   Amount :

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Please make payment to :
WANFAH PROSPER PLT
ACCOUNTS NUMBER : **3812930508**
BANK : **Public Bank Berhad**
FEE PAYABLE PER PARTICIPANT :
Normal Price   : **RM2,518**
Early Bird (15 days before event)   : **RM2,298**
Group Fee (>2 participants)   : **RM2,078**
Fee includes course materials, lunch and 2 tea breaks per day.
Claiming HRDF Levy?   YES / NO

Date and Venue :_____

**(Pls check our website
https://wanfahprosper.com/latest-events/)**
Contact : Cik Nor / Puan Nasifah / Mr. Tan / Puan Suhaila
Tel   : +60351663399 / +60104403399
WhatsApp   : +60162634929
Email   : sales@wanfahprosper.com

CANCELLATION / TRANSFER
Upon registering, participant(s) are considered successfully enrolled in the event. Written cancellations / transfer notice (substitution or to later dates) received :
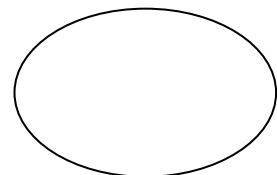
- More than ten (10) working days before the event, a refund (less administrative charge of 15%) will be made.
- Ten (10) working days or less before the event, no refund will be made.
- For no show on the day of the event, full payment is required. If you cannot attend the event, you can nominate a substitute at any time without payment of an administration fee.
- A full (100%) refund may be granted if the course is cancelled by Wanfah Prosper PLT (WFP). WFP reserves the right to postpone or cancel the event and / or change facilitator at any time should circumstances beyond its control arises. WFP also reserve the right to make alternative arrangements without prior notice should it be necessary to do so.

DATA PROTECTION
Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709)

DISCLAIMER
Upon signing this registration form, you are deemed to have read and accepted the terms and conditions herein.

Authorise Signatory   Organisation stamp