



The Institute of
Internal Auditors
Malaysia

BUSINESS AND / OR OPERATIONAL EXCELLENCE APPROACHES - FROM CONTINUOUS IMPROVEMENT TO INNOVATION MANAGEMENT

OVERVIEW

Business and/or Operational Excellence is an existential need in any organization regardless of the business nature and scale of operations. Various disciplines have emerged in advocating Business and/or Operational Excellence, albeit generically they are a form of Continuous Improvement (CI). Continuous improvement is an integral part of an organization's effort to manoeuvre in the hypercompetitive condition of the market. Nevertheless, to sustain relevancy indefinitely in the marketplace in catering the intended value proposition, managing innovation is a cornerstone in its own space. In their roles as internal consultants who bridge the decision-making process of top management and chart the course of the organizational strategy, Internal Auditors play an instrumental role in superintending ambidexterity in both CI and Innovation Management.

Join us for this half-day webinar session to understand and learn about an array of Business and/or Operational Excellence approaches which would be instrumental in achieving organizational business goals effectively.

LEARNING OUTCOMES

What you will gain from this seminar:

- Learn multifaceted approaches of Business and/or Operational Excellence such as Business Process Management (BPM), Business Process Re-Engineering (BPR), Business Process Improvement (BPI) and Business Process Innovation (BPI)
- Understand how the innovation process and management framework help in new product and service development

WEBINAR SERIES

- Explore key technological pillars of Industrial Revolution 4.0 (IR 4.0) which support Business Transformation roadmaps
- Understand how CI initiatives complement Innovation Management

WHO WILL BENEFIT FROM THE PROGRAMME?

- Internal Auditors of all levels
- Executives
- Senior Executives
- Managers of all levels





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PROGRAM OUTLINE

Part I: Fundamental Concepts in Business and/or Operation Excellence

- What is a process?
- Why do you need processes in an organization?
- What happens when you have bad processes?
- Business and/or Operation Excellence process terminologies
- Key drivers for Business and/or Operation Excellence

Part II: Continuous Improvement Approaches

- Business Process Management (BPM)
- Business Process Re-Engineering (BPR) and Business Process Improvement (BPI)
- PDCA
- Design Sprint
- Agile Methodology
- Design Thinking
- TRIZ
- Process Improvement vs Process Innovation

WEBINAR SERIES

Part III: Understanding Innovation

- Introduction to Innovation Management
- Process vs Product Innovation
- Innovation Management horizons
- Innovation Management strategies and leadership styles
- Innovation Management framework

Part IV: Key Concepts in Business Transformation

- Evolution of Industrial Revolutions
- Introduction to Industrial Revolution 4.0 (IR4.0)
- Technological Pillars of IR4.0
- Case Study





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ABOUT THE TRAINER

MR. BALASHARMILA RAO

Certified Lean Six Sigma Black Belt (CSSC)

Mr. Balasharmila Rao is a Senior Business Process Management (BPM) Consultant with MBizM Sdn Bhd. He specializes in training, coaching and consultation of Lean Six Sigma, which is a continuous improvement methodology. In a career spanning for almost 8 years, Mr. Bala has gained lateral working experience in Oil and Gas, Mass Rapid Transit (MRT) construction, Data Centre Facilities Management and Business Transformation verticals in Singapore and Malaysia.

Graduated with a Bachelor's Degree in Mechanical Engineering from the National University of Singapore (NUS), Mr. Bala is also a Certified Lean Six Sigma Black Belt holder from the Council for Six Sigma Certification (CSSC).

WEBINAR SERIES

ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL II-III
MEMBER'S FEE	RM600.00
NON-MEMBER'S FEE	RM800.00
	<i>All Fees will be subject to 6% SST</i>
DATE	8 November 2022
TIME	8:30 am - 1:00 pm
DELIVERY MODE	Virtual Platform
PROGRAMME CODE	WEB37
TRAINER	Balasharmila Rao Certified Lean Six Sigma Black Belt (CSSC)
CPD POINTS	5



ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia
Tel: +603 2181 8008 ext 210/213/212 Fax: +603 2181 1717 Email: training@iam.com.my Website: www.iam.com.my

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COURSE DETAIL

Course Title _____

Course Code _____

Course Date(s) _____

DELEGATE 1

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____

*Email Address _____

Member Non-Member "Membership No. (only applicable for members)" _____

Dietery Preferences Vegetarian Non-Vegetarian

DELEGATE 2

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____

*Email Address _____

Member Non-Member "Membership No. (only applicable for members)" _____

Dietery Preferences Vegetarian Non-Vegetarian

DELEGATE 3

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____

*Email Address _____

Member Non-Member "Membership No. (only applicable for members)" _____

Dietery Preferences Vegetarian Non-Vegetarian

CORPORATE DETAILS (only applicable for corporations)

Corporate Member Corporate Membership No: _____

Corporate Non-Member

CONTACT DETAILS

Organisation Name _____

Mailing Address _____

Contact Person _____

Designation _____

Telephone _____

Fax _____

Email Address _____

BILLING DETAILS

please tick if billing details are the same as contact details.

Contact Person _____

Designation _____

Billing Address _____

Telephone _____

Fax _____

Email Address _____

Are you claiming under HRDF SBL Khas? Yes No If Yes, please fill in the form of Appendix A

For non-member, would you like to be contacted to know more about IIA Membership programme? Yes No

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PAYMENT DETAILS

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	6% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✓) the chosen method)

Enclosed is a cheque/bank draft no. _____ for the sum of RM _____ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

LOCAL PAYMENTS BY CHEQUE / INTERBANK GIRO

All payments should be crossed and made payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Bank Details: United Overseas Bank (M) Bhd. USJ Taipan Branch, No.7, Jalan USJ 10-1, USJ Taipan Triangle, 47620 UEP Subang Jaya, Selangor
Account No.: 165-301-514-9 Bank Swift Code: UOVBMYYK

OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)

Beneficiary: **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450 Kuala Lumpur, Malaysia

Beneficiary's Bank: STANDARD CHARTERED BANK MALAYSIA BERHAD

Beneficiary's Bank Address: Level 18, Menara Standard Chartered, No.30 Jalan Sultan Ismail, 50250 Kuala Lumpur

Account No.: 312-170-024-235 Bank Swift Code: SCBLM-YK-XXXX

All wire transfer payments should include USD\$30.00 (overseas) and RM25.00 (local) for wire transfer processing fee. For GIRO, please include RM1.00 as bank charges. (Please fax the bank-in slip to +603 2181 1717 or email to training@iam.com.my)

CREDIT CARD

I hereby authorise **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA** to charge to my credit card. to the value of

RM _____ Card Type: VISA MASTER

Card Number:

Expiry Date: _____ Cardholder's Name _____

I understand that any amount drawn from my credit card will first be cleared with the credit card authorisation facility.

Signature (As per credit card) _____ Date _____

TERMS & CONDITIONS

FEE

- Fee is payable to "THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA". Please state your name, payment advice number, phone number and Workshop Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers the hard copy course material, lunches, refreshment and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.

CANCELLATION

- Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/transfer policy shall be applied as follows.
 - a) Written cancellations should be received by 14 working days before the workshop date to get the refund.
 - b) Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
 - c) Written cancellations/no-show on the day of the workshop.
 - No refund will be entertained.
 - Unpaid registrations will also be liable to full payment of the registrations fee.
 - Partial cancellation is not allowed.
 - d) You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

RESERVATION

- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute is not responsible for the action, advice or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is **COMPULSORY** to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.

DATA PROTECTION

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709). The Institute of Internal Auditors Malaysia (IIA Malaysia) hereby inform you that your personal data will be processed, retained and used by IIA Malaysia in relation to this Workshop. Your personal data may also be retained and used by IIA Malaysia to market and promote other training programmes conducted by IIA Malaysia.

DISCLAIMER

The Institute of Internal Auditors Malaysia (IIA Malaysia) reserves the right to change the speaker(s), date(s) or to cancel the Workshop should circumstances beyond its control arise. IIA Malaysia also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.

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APPENDIX A – HRDF SBL KHAS CLAIM

DELEGATE 1

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

DELEGATE 2

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

DELEGATE 3

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

*** Invoice will only be produced upon approval of grant. Should the amount approved be lesser than the total cost fee, the balance will be invoice to the corporation/individual.*

DISCLAIMER: For organisations claiming from HRDC under SBL-Khas scheme, please note that in the event application of grants or claims made through HRDC are unsuccessful, the registering organisation will be liable to make full payment for the course fees. To secure your registration, kindly share the approval of grant from HRDC or provide a Letter of Undertaking (LoU) to the IIA Malaysia Training Team before formal confirmation can be sent from the IIA Malaysia Training Team for the respective training sessions.