



**Asia Masters Center**

# **Advanced Administrative Efficiency in Business Systems, Re-Engineering & Implementing Comprehensive Quality management**



Asia Masters Centre (AMC), Suite 2 B, level 6, Office Block, Grand Millennium Hotel, Bukit Bintang Street,  
55100 Kuala Lumpur, Malaysia. | Tel: +60327326992 | Mobile: +601 8909 0379 | Fax: +60327326992  
Website: <http://www.asiamasters.org/> | Email: [info@asia-masters.com](mailto:info@asia-masters.com)

## Advanced Administrative Efficiency in Business Systems, Re-Engineering & Implementing Comprehensive Quality management

### ➡ Course Objective

- Train participants on a range of effective administrative management tools and equip them with practical application skills  
Use powerful functions built in to Excel for statistical and financial analysis
- Understand the importance of organizational values and culture to quality performance
- Understand behavioral approaches for getting results through people
- Understand the importance of communication for managing quality
- Identify the modern methods in preparing the organizational structure as an essential step of development and organizational excellence
- Raise the efficiency and effectiveness of the participants in the application of human handling strategies in the administrative system and the ability to empower and motivate effectively

## Target Audience

- Managers
- Senior buyers
- Project Managers, Civil Engineers
- Construction Managers
- Contractors, Sub-Contractors
- Site Engineers, Senior Management
- Government Agencies
- Architects, Construction Professionals
- Anyone responsible for purchasing at a senior level who seeks to enhance their skills further.
- Purchasing, Supply chain Managers and Project Managers.



## Course Outline

### **PEOPLE IN QUALITY**

- Principles of leadership and motivation
- Group dynamics
- Influence of the quality gurus on work organization
- Organizational support for team activities

### **MANAGEMENT SYSTEMS MODELS**

- Management system models and standards
- Standards
- Other applications for standards and conformity assessment
- Integrated management systems

### **MONITORING AND MEASURING FOR QUALITY**

- Fundamental principles
- Criteria for selection
- Types of data collection
- Tools for data collection

## **QUALITY MANAGEMENT**

- Evaluate the contribution of each component to quality management
- Explain the quality management principles commonly used in quality management systems
- Explain how the principles of quality can benefit an organization, its customers, suppliers and other stakeholders
- Explain the benefits of a preventive approach to managing for quality and outline the key stages in quality planning
- Explain how a closed loop management systems may benefit an organization
- Describe the four stages of the PDCA cycle and analyses how this can be used to improve quality

## **USING QUALITY TO IMPROVE BUSINESS PERFORMANCE**

- Explain the principle of continual improvement
- Describe the benefits of continual improvement for an organization
- Describe the process of continual improvement from problem identification to problem prevention
- Outline methods an organization could use to identify and prioritize opportunities for improvement
- List and explain the purpose of the basic tools of problem solving
- The design of financial models for forecasting and decision-making

## ➤ **The Feature Of Asia Master Training And Development Center**

- We pick up the customer from the airport to the hotel.
- We give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

## ➡ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

**Price (USD)**

**Communicate with the training department  
to know the participation fees**

➤ **There are offers and discounts for groups**

**The details of the bank account**

**Bank name: CIMB Bank Berhad**

**Account name: Asia Masters Center SDN. BHD**

**Bank account number: 80-0733590-5**

**Swift code: CIBBMYKL**

**IBAN: Null**