

GROOMING SEMINAR CUM WORKSHOP
"BUILDING EXCELLENCE"
3 RD YEAR DEGREE STUDENT
FACULTY OF MANUFACTURING
KUTKM
14 - 15 MAR 2004





UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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- Roles & Responsibilities
 - Personal Dreams & College Expectation
 - Session 3
 - Standard Industrial Practice & Expectation
 - Session 4
 - Communication & Presentation Skills
 - Session 5
 - Winners Attitudes
- Building the Future



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PROGRAM OUTLINE

14 MAR 2004	15 MAR 2004
0800-0900 Registration	0800-0900 Breakfast
0900-1000 Introduction	0900-1000 Group Discussion
1000-1100 Building Excellence	1000-1100 Group Discussion
1100-1200 Break	1100-1200 Break
1200-1300 Group Discussion	1200-1300 Group Discussion
1300-1400 Group Discussion	1300-1400 Group Discussion
1400-1500 Group Discussion	1400-1500 Group Discussion
1500-1600 Group Discussion	1500-1600 Group Discussion
1600-1700 Group Discussion	1600-1700 Group Discussion
1700-1800 Group Discussion	1700-1800 Group Discussion
1800-1900 Group Discussion	1800-1900 Group Discussion
1900-2000 Group Discussion	1900-2000 Group Discussion
2000-2100 Group Discussion	2000-2100 Group Discussion
2100-2200 Group Discussion	2100-2200 Group Discussion
2200-2300 Group Discussion	2200-2300 Group Discussion
2300-2400 Group Discussion	2300-2400 Group Discussion





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KUTOH
14 - 15 MAR 2004

ENGINEERING
Industrial Production
&
Expectations



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FACULTY OF MANUFACTURING
KUTKM
14 - 15 MAR 2004

PROGRAM OUTLINE	
14 MAR 2004	15 MAR 2004
• Session 1 Introduction • The Workshop Workshop Expectations	• Session 1 Group Dynamics • Session 2 Creating Values & Roles The Difference Building the Team
• Session 3 Roles & Responsibilities Customer Contracts & College Expectations	
• Session 4 Customer Service Process & Expectations	
• Session 5 Customer Service & Department Goals	
• Session 6 Business Challenge	







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