



Centre for
Management
Technology®
into our 26th year

A 2-day program on

McKinsey's 7s Model of Maintenance Leadership

4-5 May 2009 | JW Marriott Hotel Kuala Lumpur

FOCUSING ON :

- The importance of maintenance leadership in industry
- McKinsey's 7s maintenance leadership model
- How a maintenance leader should define his roles and responsibilities
- Latest maintenance techniques
- provide and share maintenance related knowledge

WHY YOU CAN'T MISS THIS

Most maintenance leaders grow up through hierarchy and seniority. As such, they carry with them the skill they have accumulated over the years. However, these leadership styles mostly reflect their organization styles and most of the time a reactive culture.

Since the emphasis is mostly on reducing breakdowns and day-to-day firefighting, their leadership styles are not really developed as in the manufacturing departments. As a result, most evolve in **reactive leadership styles** and learn their lessons through the school of hard knocks.

It is with this scenario in mind, that this program was developed to effectively **enhance and change maintenance leadership techniques in a systematic manner**, in which, the participant will understand their true value and role in the industry.

WHO SHOULD ATTEND

- Maintenance leaders
- Maintenance managers
- Maintenance supervisors
- Maintenance engineers
- Maintenance superintendents
- Maintenance coordinators
- Technical managers
- Supervisors, Senior technicians groomed for upgrade

METHODOLOGY

Interactive lectures, explanations, case studies & discussions, group sessions, Q & A

Day 1

Monday, **4th May 2009**

9:00 **INTRODUCTION TO MAINTENANCE LEADERSHIP**

- What Is Leadership?
- Why Good Leadership Is Critical?
- Types Of Leadership Styles
- Impact Of Bad Leadership Styles
- Good Leadership Quotes
- 7s Leadership Framework

10:30 Morning Coffee

10:45 **FIRST 'S': DEFINE YOUR "SUPER ORDINATE GOALS"**

- Define Your Customers
- What Every Customer Wants
- Understand "Super Ordinate Goals"
- Industries Survival Motto
- Maintenance Role On Company Survival
- Activity: Define Your "Super Ordinate Goals"

1:00 Lunch

2:00 **SECOND 'S' – ESTABLISH YOUR "STRATEGY"**

- What Is Strategy
- 'Strategy' The Compass For Maintenance
- Current Maintenance Practices
- Evaluating Good Strategies
- Activity: Establish Your Maintenance Department Strategy

THIRD 'S' – SETUP YOUR "STRUCTURE"

- Importance Of A Good Structure
- Types Of Maintenance Structures
- Evaluating The Right Structure

Program topics, speakers and schedules published herein are confirmed as at printing time. Please refer to the event's timetable page at www.cmtevents.com for the most up-to-date information.

- Establish A Complete Maintenance Department
- Activity: Propose Your Maintenance Structure

3:30 Afternoon Tea

3:45 **FOURTH 'S' – RE ENGINEER YOUR MAINTENANCE “SYSTEM”**

- Equipment Data Collection
- Root Cause Analysis For Breakdowns
- Measuring Equipment Performance
 - Oee, Mtbf, Mtr, Mtba
- Systematic Proactive Maintenance Systems
- Activity: Recommend A Proactive Maintenance System

5:00 End Of Day 1

Day 2

Tuesday, **5th May 2009**

9:00 **FIFTH 'S' – MODIFY YOUR “STYLE”**

- What Is Maintenance Style?
- Types Of Maintenance Styles
- Styles Shape The Maintenance Department
- What Are Good Maintenance Styles?
- Impact Of Bad Maintenance Styles
- Activity: Propose Your Proactive Maintenance Style

10:30 Morning Coffee

10:45 **SIXTH 'S' – SELECT YOUR “STAFF”**

- 'Staff ' The Biggest Movable Asset
- Why Need Good Staff
- Manpower Vs Mind Power
- Staff Selection Criteria's

- Developing An 'Ever Ready' Army
- Activity: How To Select The Right Staff

1:00 Lunch

2:00 **SEVENTH 'S' – ENHANCE EVERYONE'S “SKILL”**

- Long Service Vs Skill
- What Are True Skills?
- Training Is Boss's Responsibility
- Developing Skillful Subordinates
- Establish A Skill Development Career Path
- Activity: Developing A Skills Need Inventory Analysis

3:30 Afternoon Tea

3:45 **ULTIMATE 'S' - “ SURVIVAL”**

- Current Industry Norm
- Survival: Only For The Fittest
- “Change”: Don't Wait To Be Changed
- Supporting Your Organization
- Creating A “Super” Maintenance Team
- Understand Your Organization's Needs
- “Lead, Not Tell”

5:00 End Of Course

BY THE END OF THIS PROGRAM, PARTICIPANTS WILL

- Have A Clearer Understanding On Developing A Maintenance Department Vision
- Develop A Mission Statement For Their Maintenance Department
- Understand Their Internal Customers Goals
- Strategize Their Activities More Effectively
- Be Better Able to Apply Proactive Maintenance System
- Develop Their Subordinates Skills
- Evaluate Their Maintenance Leadership Styles

REGISTRATION

Name	_____
Position	_____
Email	_____
Name	_____
Position	_____
Email	_____
Tel	_____
Fax	_____

Company	_____
Address	_____
City/Postcode	Country
Approving Manager's Name	_____
Position	_____
E-mail	_____

Fees: The full Registration Fee includes cost of all sessions, luncheon, coffee/tea & documentation.

	1 Person	Group fee for 3 or more* (from the same company)
Regular Fee	RM2,295	RM1,995 (MIN SAVINGS OF RM900)

* Terms and conditions apply.

Cancellations, Refunds & Transfers: A full refund will be promptly made for all written cancellations 3 weeks before the meeting. Thereafter, cancellations are not refundable. A substitute may be made at any time.

Cheques : Crossed & payable to
"Centre for Management Technology Sdn Bhd"

Photocopy Registration Form to Preserve Brochure Copy, March 2009

TELEGRAPHIC TRANSFER	
Account Name:	Centre for Management Technology Sdn Bhd
A/C No:	3 - 0903390 - 12
Bank:	Public Bank Berhad
Branch:	Grd Floor, Menara Public Bank Jalan Ampang
Swift Code:	PBBEMYKL
<i>TT must include additional RM10 for Beneficiary's Bank charges. Delegates must bear all bank charges and local taxes (if applicable). Fees must be NETT of ALL charges.</i>	

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TO REGISTER

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Tel	: (603) 2162 7322
Post to	: Lot 7.03, 7th Floor, North Block, The Ampwalk, 218 Jalan Ampang, 50450 Kuala Lumpur

CERTIFICATE OF COMPLETION

A Certificate of Completion will be awarded upon successful completion of each program. This serves as evidence of your personal and professional commitment to you career.

PROGRAM TIMING
*Registration: 8.30 am, Course Begins: 9.00 am,
 Morning Coffee: 10.30 am, Lunch: 1.00 pm to 2.00 pm,
 Tea Break: 3:30 pm, Course Ends: 5.00 pm*

Register online ~ www.cmtevents.com

PROGRAM LEADER

Mr. P. Balachandran brings to this program more than 17 years of solid industrial experience in the manufacturing sector as well as 12 years in maintenance manufacturing training and consultancy.

His experience includes that of Equipment Engineer, Section Head of Production, Production Manager and Training & Education Manager with well know corporations such as Motorola, Thomson Audio Electronics and Samsung Electron Devices.

Mr. Bala then became involved in management consultancy and trained full time in specific areas of manufacturing and maintenance training. His natural leadership style coupled with his vast industrial experience make his a valuable partner and resource in developing the workforce of the manufacturing sector and in trouble shooting.

Mr. Bala has trained more than 3000 professionals and some of the companies that have benefited from his expertise include Komag Malaysia, Minolta, Silitek, Sony Malaysia, Robert Bosch, TDK Malaysia, Swedish Motor Assembly, Western Digital, Dell Computers, Texas Instruments, TNB, Genting Sanyen, PROTON, Teck See Plastics, Hicom, Philips Semiconductor, Airod, B Braun, Carsem, Dynacraft, Seagate Industires, Mattel, Perodua, Johnson & Johnson and Malaysian Airlines System.