



FMM CERTIFICATE IN PRODUCTION & OPERATIONS MANAGEMENT

PANEL OF TRAINERS

GEORGE SAMUEL KOSHI

Mr. George Samuel Koshi, a qualified Mechanical Engineer from University of Malaya, holds a Masters in Science majoring in Advance Manufacturing Systems from Brunel University and a Masters in Business Administration from University of Strathclyde. George has an extensive and in-depth experience of over 18 years in local corporations mainly in the areas of Production and Operations Management, Manufacturing Systems and Statistical Process Control.

Currently, George is attached with the German Malaysian Institute as the Head of Unit – Quality Assurance Department and his functional accountabilities include implementation and accreditation of ISO 9000. Over the years, Mr. George had lectured and trained many students in the areas of operations management, production management and production engineering.

FLORA ANTHONYSAMY

Ms. Flora Anthonysamy holds a Bachelor of Science majoring in Chemistry from the National University of Malaysia and since then has been actively involved in the quality field. She started her working career in SIRIM working her way as a product certification scheme auditor conducting surveillance audits for chemical based companies to comply with Malaysian standards, to conducting training for SMI industries in Perak on ISO 9000 standards.

Flora joined the private sector and worked as a group quality assurance manager in a glove manufacturing company, which have four facilities in Malaysia, and was responsible to implement the ISO 9002 certification for all the plants. As its group TQM Manager, Flora took the company further to implement TQM system in six of the facilities including two in Sri Lanka.

Three and a half years back, Flora joined a consulting firm as its general manager and head of the Quality Consulting Division. Her expertise is in the quality management systems of ISO 9000 and ISO 14000, and OHSAS 18000. She has gained considerable experience in consulting and implemented TQM and Integrated Management Systems in multinational to small-scale industry environment.

HENG GUAN HOW

Mr. Heng Guan How, a qualified engineer from the University of Malaya, holds a MBA from the University of South Australia. He has more than 30 years of working experience in multi national corporations and a local conglomerate, with a combined total of over 20 years in managerial and corporate positions.

Mr. Heng has extensive and in-depth experience in the field of ISO QMS, TQM, Industrial Engineering, Production Planning and Control, Warehousing, Purchasing, Training, Logistics, In-house Consultancy, Financial Planning and Costing. The industries involved covers semi-conductor, computer, automotive, motorcycle, forestry, paper and pulp, tire, steel, transportation and insurance.

His major achievements include introducing Total Quality Management to a company and leading the same to winning the Prime Minister Quality Award in 1993; implementing Policy Deployment System (similar to Balance Scorecard); successfully implemented Employee Suggestion System; assisting companies in achieving ISO 9000 certification; innovating a Source-cost model (similar to Activity Based Costing).

Over the years, Mr. Heng had lectured and trained many students, executives and managers in the field of Total Quality Management (TQM), ISO 9000, Policy Deployment, Supply Chain Management, Business Strategy Management, Business Excellence Assessment, Material Resource Planning, and Cost Reduction Techniques. While holding a concurrent Training Manager post for a company, he streamlined its training and development functions and installed a competency/skill-based system. He had worked as a Member of FMM's working committee on Total Quality Management as well as Monash University's working committee on ISO 9000 Quality Survey. He had published several company in-house booklets on improvements and over 100 in-house improvement bulletins.