

STANDARD OPERATING PROCEDURE (SOP) DOCUMENTATION

for Better Internal Control and Improved Productivity



4 & 5 June 2024 (Tuesday & Wednesday)

10 & 11 September 2024 (Tuesday & Wednesday)

9 & 10 December 2024 (Monday & Tuesday)

Venue: Connexion Coference & Event Centre @ The Vertical, Bangsar South, Kuala Lumpur

SOPs and operation manuals can help reduce careless mistakes and even help to franchise your business. A business system is a powerful tool as it enables every department to automatically generate their SOPs which consist of a process flow, a flow chart, a checklist, and templates.

Writing your business process does not reinvent the wheel, instead it lets you discover things you must do more, do fast, and do perfectly. It's never too late to develop SOPs from scratch so that every team member follows a set of rules and avoids internal control risks.

Developing an SOP is not limited to the accounting department (or outsourced) but requires an effective communication within the group of companies and key personnel. This programme highlights on managing business with behavioural science and powerful coaching tools to elicit business processes.

OBJECTIVES

This programme seeks to help you:

- Review the outline of business functions, and the concept of franchising and licensing
- Understand how successful businesses operate efficiently and effectively, with the ultimate checklist
- Understand organisation chart, flow chart, and who the direct responsible individuals are when things go wrong or careless mistakes take place
- Apply SOP technique with easy step-by-step procedures, so that you can write and draw any complicated task or job in hand
- Formulate new staff training when key employees resign, which also means you are ready to franchise, raise funds, and leverage talents
- Understand internal controls to reduce and mitigate problems as well as minimise risk
- Take away a set of powerful SOP tools, techniques, skills, and competencies so that your team can be more effective and productive

WHO SHOULD ATTEND

- COOs and CFOs
- HR Directors
- General Managers
- Heads of Departments
- Internal Controllers
- SMEs that plan to franchise or license

METHODOLOGY

Interactive presentation, hands-on exercises, and question & answer session.

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PROGRAMME OUTLINE

DAY 1

8.30 am –9.00 am	Registration & Welcome Refreshments
9.00 am –10.45 am	SESSION 1 <ul style="list-style-type: none"> • Introduction • Fundamentals of Business Function and Department Roles <ul style="list-style-type: none"> > Overview of business function > Differentiate job and task in all departments > Exercise: SOS
10.45 am –11.00 am	Morning Refreshments & Networking
11.00 am –1.00 pm	SESSION 2 <ul style="list-style-type: none"> • Develop Organisation Chart Without Job Position <ul style="list-style-type: none"> > Mapping out organisation chart > Prioritise jobs with symbols > Exercise: SOMFAH department checklist
1.00 pm –2.00 pm	Lunch & Networking
2.00 pm –3.30 pm	SESSION 3 <ul style="list-style-type: none"> • Three Easy Ways to Write Standard Operating Procedures <ul style="list-style-type: none"> > Start with “Ant-in-mind” > Direct responsible individual and time of completion > Exercise: Process flow
3.30 pm –3.45 pm	Afternoon Refreshments & Networking
3.45 pm –5.00 pm	SESSION 4 <ul style="list-style-type: none"> • SOP Coding Formula on Personnel’s Jobs and Tasks <ul style="list-style-type: none"> > Apply coding formula on job and task > Describe each task with task code and coding each job with timeliness > Exercise: Standard Operating Procedure
5.00 pm	End of Day 1

DAY 2

8.30 am –9.00 am	Registration & Welcome Refreshments
9.00 am –10.45 am	SESSION 1 <ul style="list-style-type: none"> • Ultimate Checklist for Everyone in the Company <ul style="list-style-type: none"> > Differentiate unknown mistake vs careless mistake > Type of checklist to consider for internal control so operational efficiency is improved with timeliness > Exercise: HoD & DRI checklist
10.45 am –11.00 am	Morning Refreshments & Networking
11.00 am –1.00 pm	SESSION 2 <ul style="list-style-type: none"> • Draw Flow Chart that Makes Sense to Every Department <ul style="list-style-type: none"> > Seven shapes of flowchart and three golden rules > Swimlane flowchart that connects each department > Exercise: Template
1.00 pm –2.00 pm	Lunch & Networking
2.00 pm –3.30 pm	SESSION 3 <ul style="list-style-type: none"> • Setup Business System with Operational Manual <ul style="list-style-type: none"> > Why panel of SOP is important > Franchisable business integrated with effective training > Exercise: Operational Manual
3.30 pm –3.45 pm	Afternoon Refreshments & Networking
3.45 pm –5.00 pm	SESSION 4 <ul style="list-style-type: none"> • Grow Your Business with Franchising and Licensing <ul style="list-style-type: none"> > Understand 80/20 rule to maximise performance > Benefit of franchising and licensing > Conclusion
5.00 pm	End of Programme

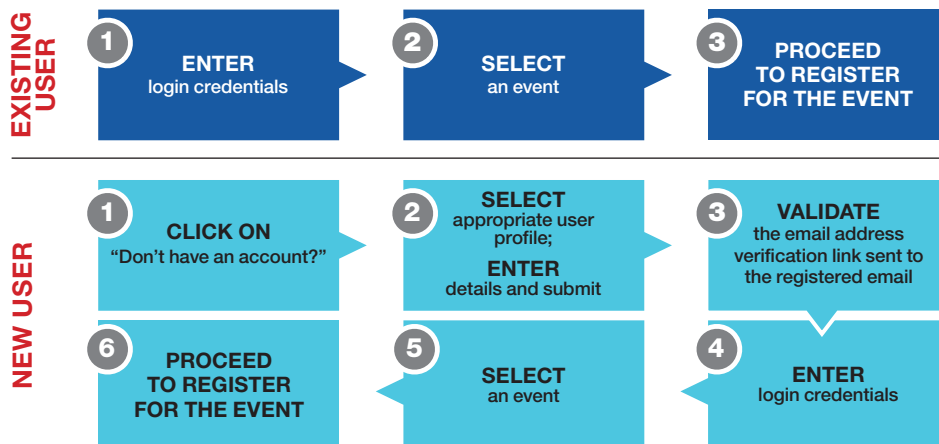
Standard Operating Procedure (SOP) Documentation for Better Internal Control and Improved Productivity

With immediate effect, enrolment for all
CPE programmes will be

STRICTLY VIA ONLINE REGISTRATION ONLY

REGISTRATION PROCESS

- To view more events and download the full brochure, please visit: pd.mia.org.my
- Search and select the event
- Click 'Register' to experience the new system by continuing with the respective steps below:



For any assistance, please call (8.45am-5.30pm, Monday-Friday)

MIA Help Desk @ 603-2722 9000

TERMS & CONDITIONS FOR SEMINARS

PROGRAMME FEE

- Fee is payable to MALAYSIAN INSTITUTE OF ACCOUNTANTS
- Depending on the event, the fee includes course materials and/or lunch and/or tea breaks.
 - **Individual Registration:** Full payment shall be made at the point of online registration.
 - **Corporate Registration:** Full payment shall be made within thirty (30) days from the date of the Invoice or 1 day before the programme, whichever earlier.
- Admittance to the programme shall be granted only upon full payment as per the above requirement.

PAYMENT MODE

- Payment must be made through the **electronic channels i.e. online payment via the MIA member service portal and electronic fund transfer (EFT).**
- Payment by **cash and cheque is NOT ACCEPTABLE** effective from 1 January 2022.

HRD CORP (FOR CLAIMABLE EVENTS ONLY)

- MIA is an approved Training Provider registered under 'Institut Akauntan Malaysia' (MyCoID: 631967).

Employer's Obligations

- To ensure grant approval is obtained prior to event registration and to provide the Grant ID notification upon event registration.
- To make full payment to MIA as per the issued Invoice within 14 working days upon receipt of MIA's notification in the event the approved training fee is cancelled by HRDC due to non-compliance on the part of the participant or his/her employer or any valid reasons stipulated by HRDC.
- To settle the balance payment to MIA within 14 working days upon receipt of MIA's notification in the event only partial claim is approved by HRDC. MIA will provide copy of the original invoice and will not issue a new invoice for the balance amount.
- If employer has made payment prior to grant approval, a refund will be made to employer subject to reimbursement received from HRDC. Refund will be made upon receipt of duly completed employer's EFT Form.
- To provide required information and/or documents after completion of event for the purpose of HRDC Claim within 7 working days upon receipt of MIA's notification.

CANCELLATION

Should the participant decide to cancel his/her enrolment, a cancellation policy shall be applied as follows:

- For written cancellation received with minimum seven (7) days' notice from the date of the programme, no penalties will be imposed and full refund will be made to participants who have paid.
- For written cancellation received less than seven (7) days from the date of the programme, an administrative charge of 20% of the registration fee will be imposed. Unpaid registrations will also be liable for a 20% administrative charge.
- No refunds will be made for written cancellations received on the day of the programme or for participants who failed to join the programme. Unpaid registrations will also be liable for full payment of the registration fee.
- Replacing registered participants is not allowed.
- Paid registration that is cancelled can opt to transfer the paid amount to future event(s) after deducting any applicable administrative charges.
- The transfer request to future event(s) should be confirmed by Corporate/Individual within three (3) days after cancellation otherwise the cancellation will be confirmed with refund action. Transfer request will not be entertained after the refund is processed.

- Corporate/Individual is required to top-up the balance amount if the amount to be transferred to the future event is insufficient.
- Any excess amount after transfer will be refunded to the Corporate/Individual's bank account as provided in the EFT form.
- Corporate/Individual is required to provide the EFT form each time when a refund is requested.

PARTICIPANT'S CLASSIFICATION AND INFORMATION

Category: Corporate/Individual

- Please select the participant classification carefully as it determines the fee payable. No alteration will be allowed upon registration.
- The information on Corporate/Individual provided shall be deemed true and correct. No alteration will be allowed upon registration.

VERIFICATION OF ATTENDANCE

- All participants are required to present photo identification (NRIC, driving licence or company's ID card) at the point of registration prior to signing the registration list when attending the programme. Admittance may be denied upon failure to present photo identification.

CERTIFICATE OF ATTENDANCE AND CPE CREDIT HOURS

- Upon full attendance of the programme, participants will be issued an e-certificate of attendance. For this purpose, it is **COMPULSORY** to fill in the email address clearly.
- CPE credit hours will be credited into the MIA Member Services Portal within 14 days of the programme for participants who have complied with all terms and conditions stipulated herein.
- Participants will only be entitled to the CPE hours upon attending the entire duration of the programme. CPE hours will not be accorded for partial attendance.

COPYRIGHT

The materials of the programme shall not be disclosed or used in any manner, either wholly or partially against any other parties and/or used in any manner, either wholly or partially as a defence by you and/or any other parties under any circumstances. The participants are therefore prohibited from reproducing any materials of this programme. All copyright and/or intellectual property rights in any relevant materials produced in this Programme will remain with the party who produced such materials. MIA disclaims responsibility for the materials of this programme. Neither the MIA, its Council or any of its Boards or Committees nor its staff shall be responsible or liable for any claims, losses, damages, costs or expenses arising in any way out of or in connection with any persons relying upon the materials provided during the programme.

DATA PROTECTION

Information given by the participants to MIA is true, accurate and to the best of their knowledge. The participants have read and agreed with the Privacy Notice as stated on MIA's official website and therefore, allow MIA to collect, process, store and use the participants' data other than what is provided under the Personal Data Protection Act 2010.

EXCLUSION OF LIABILITY

This programme shall not constitute an endorsement of the speaker(s) by MIA and MIA shall not be liable for whatsoever circumstances arising from any engagement between the speaker(s) and the programme's participants.

DISCLAIMER

Malaysian Institute of Accountants (MIA) reserves the right to change the speaker(s), date(s), time(s) and to cancel the programme should circumstances beyond its control arise. MIA shall not be responsible for any costs, damages or losses incurred by the participant due to the changes and/or cancellation. MIA also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon registering, you are deemed to have read and accepted the terms and conditions herein.

FACILITATOR

NG CHEE YOUNG, STANLEY

Stanley is an author and business coach who has over 20 years of experience specialising in accounting, tax planning and finance management for small and medium enterprises, helping them expand and transform their organisations with strategic road mapping, debt restructuring and equity funding. He owns the advisory firm, StanCo.

He is a chartered accountant of the Global Chartered Institute of Management Accountants and ASEAN Chartered Professional Accountant. He also holds certifications from the Professional Business Coach Alliance, the International Coach Federation, and is a trainer certified by the American Board of Neurolinguistic Programming and Global University Life-long Learning that train the public.

PROGRAMME FEES

Member/Member Firm	RM 1,500
Non-member	RM 1,750

Preferred Payment: Pay with MIA-CIMB Affinity Credit Card.

PROGRAMME DETAILS & REGISTRATION

HRDC Training Programme No. : 10001288032

4 & 5 June 2024 (Tuesday & Wednesday)

Connexion Conference & Event Centre
@ The Vertical, Bangsar South, Kuala Lumpur

Contact : Naqeeb
Tel : 03 2722 9293
Fax : 03 2722 9009
Email : sp@mia.org.my
Address : Malaysian Institute of Accountants
Dewan Akauntan
Unit 33-01, Level 33, Tower A
The Vertical, Avenue 3
Bangsar South City
No. 8, Jalan Kerinchi
59200 Kuala Lumpur

10 & 11 September 2024 (Tuesday & Wednesday)

Connexion Conference & Event Centre
@ The Vertical, Bangsar South, Kuala Lumpur

9 & 10 December 2024 (Monday & Tuesday)

Connexion Conference & Event Centre
@ The Vertical, Bangsar South, Kuala Lumpur

Contact : Kogilavani
Tel : 03 2722 9294
Fax : 03 2722 9009
Email : sp@mia.org.my
Address : Malaysian Institute of Accountants
Dewan Akauntan
Unit 33-01, Level 33, Tower A
The Vertical, Avenue 3
Bangsar South City
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