

## APPENDIX A

### A SUMMARY TABLE OF THE TITLES OF THE B2B BROCHURES, NAMES OF TRAINING PROVIDERS AND PHYSICAL STRUCTURE OF BROCHURES

No.	Title of training programme	Training provider	Type
1	Customer Service Excellence	Applied Intellect Mgmt Training Sdn. Bhd.	Bifolded A4 printed on both sides
2	Developing Effective Purchasing and Negotiating Skills	- as above-	-as above-
3	Effective Project Management Skills and Techniques	-as above-	-as above-
4	Handling Employee Misconduct and Conducting the Domestic Inquiry	- as above-	-as above-
5	The Essentials of Payroll Computation and Calculation	-as above-	-as above-
6	Interviewing Techniques for Selection and Promotion	Asian Executive Advancement center Sdn. Bhd.	-as above-
7	Business Communication Skills Workshop	Basis (M and A) Services Sdn. Bhd.	Trifolded A4 printed on both sides
8	Practical Approach in Debt Collection	- as above -	- as above -
9	Strategic Credit Management	- as above -	- as above -
10	Sun Tzu Strategies for Winners	- as above -	A4 size printed on both sides
11	Understanding and Interpretation of Financial Statements for Non-finance Directors (Mandarin)	Bursatr Sdn. Bhd.	Bifolded A4 printed on both sides
12	Speak Like a Pro on the Phone	Inner Impression Image Consultancy	A4 printed on both sides
13	Building Key Executive Skills	Institute of Professional Advancement Sdn. Bhd.	Bifolded A4 printed on both sides

14	Drafting Legal Letters	Institute of Professional Advancement Sdn. Bhd.	Bifolded A4 printed on both sides
15	How to Handle People with Tact and Skill	- as above -	- as above -
16	Mastering Effective People Management Skills for New Managers and Executives	- as above -	2 A4 size printed on both sides
17	Practical English Skills	- as above -	Bifolded A4 printed on both sides
18	The Dynamic Secretary	- as above -	- as above -
19	Understanding and Managing Electronic Documents and Records	- as above -	- as above -
20	Effective Presentation Skills	Irshad Consulting	A4 size paper printed on one side
21	Developing Competency-Based Training Modules	- as above -	- as above -
22	Handling Difficult Staff	- as above -	- as above -
23	Managing Change in the Organisation	- as above -	- as above -
24	Re-engineering the Organisation	- as above -	- as above -
25	Conflict Management and Resolution	- as above -	- as above -
26	Industrial Relations and Labour Laws Series	LexisNexis	Bifolded A4 printed on both sides
27	Workshop on Setting Key Performance Indicators	O D Management Consultants Sdn. Bhd.	-as above
28	Finance for Human Resource Practitioners	- as above -	- as above -
29	Personal Effectiveness	Pembangunan Sumber Manusia Bhd.	A4 printed on both sides
30	Group Effectiveness	- as above -	- as above -

31	Problem Solving and Creativity	Pembangunan Sumber Manusia Bhd.	A4 printed on both sides
32	Systematic Quality Tools for Continuous Quality Improvement	- as above -	- as above -
33	Chemical Safety	- as above -	- as above -
34	Train the Trainer	- as above -	- as above -
35	Strategic Management	- as above -	- as above -
36	Strategic Management	- as above -	- as above -
37	Improving On-The-Job Training	- as above -	- as above -
38	Improving On the Job Training	- as above -	- as above -
39	Executive Certificate in Event Management	- as above -	- as above -
40	Executive Certificate in Event Management	- as above -	- as above -
41	Measuring the Effectiveness of Training	- as above -	- as above -
42	Measuring the Effectiveness of Training	- as above -	- as above -
43	Effective Communication in the Workplace	- as above -	- as above -
44	Training Needs Analysis	- as above -	- as above -
45	Theory and Practice in Financial Management	- as above -	- as above -
46	Modern Systems Analysis and Design	- as above -	- as above -
47	Principles in International Freight Management	- as above -	- as above -
48	Finance for Non-financial Professionals	- as above -	- as above -
49	Tax Audit and Investigation	RTC Consulting Sdn. Bhd.	A4 printed on both side

50	Professional Excellence for Secretaries	S.M. Consultancy Services	2 A4 size paper printed on both sides
51	Executive Communication Skills	Specialist Management Resources Sdn. Bhd.	A4 printed on both sides
52	How to Analyse Training Needs	- as above -	- as above -
53	Successful Training Coordinator	- as above -	- as above -
54	Public Rulings of Inland Revenue Director General	The Malaysian Institute of Certified Public Accountants	2 A4 printed on both sides
55	Deferred Taxation	- as above -	- as above -
56	Tax Audit	- as above -	- as above -
57	Common Sense: Instrument Callibration Management	Thermo Hygro Consultants Sdn. Bhd.	- as above -
58	Common Sense: Industrial Temperature Sensing and Measurement (T002)	- as above -	Bifolded A4 size printed on both sides
59	Common Sense : Internal Calibration	- as above -	- as above -
60	International Shipping Procedures, Documentation and Practice (Customs and Logistics)	Times Managemant Training Sdn. Bhd.	- as above -
61	Production Planning, Forecasting, Scheduling and Control	- as above -	- as above -
62	Total Quality Management and Statistical Process Control	- as above -	- as above -
63	New 7 QC Tools : Problem Solving Skills Through Quality Control Circle	- as above -	- as above -