


JLM MANAGEMENT & CONSULTANCY SDN BHD (200901025100)

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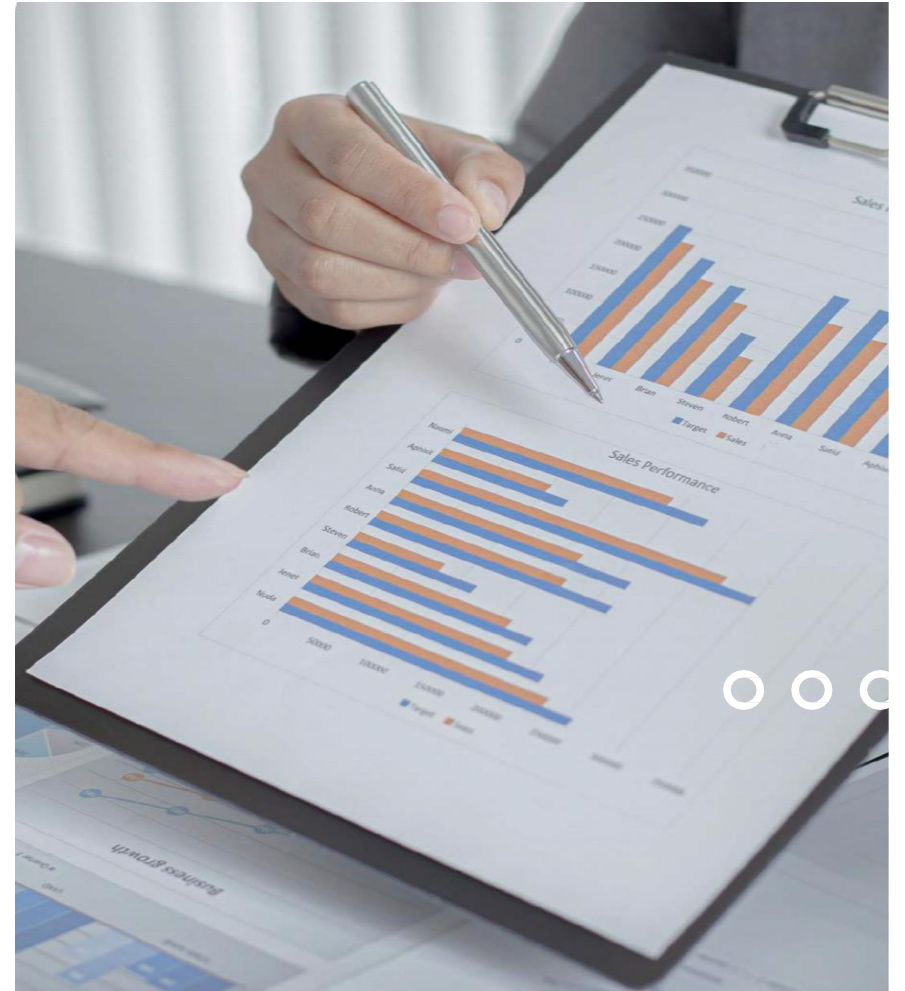
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Table of Contents

1. About Us
2. Why JLM
3. Mission & Objective
4. JLM Training Programs
5. JLM Track Record
6. Subject Matter Experts
7. Our Partner Licenses
8. Our Clientele
9. Gallery



1. About Us

JLM was established in **2009** and formed in **2011** by a team of professionals from the field of education and training. JLM is an **approved Training Provider** under the **(HRD Corp)**, Ministry of Human Resource, Malaysia. JLM conducts training sessions and has experience with **HRD Corp approvals and reimbursements.**

The journey began with **traditional training sessions** and has since expanded into:

- Leadership Excellence Centers
- Management Development Programs
- Assessment Centers

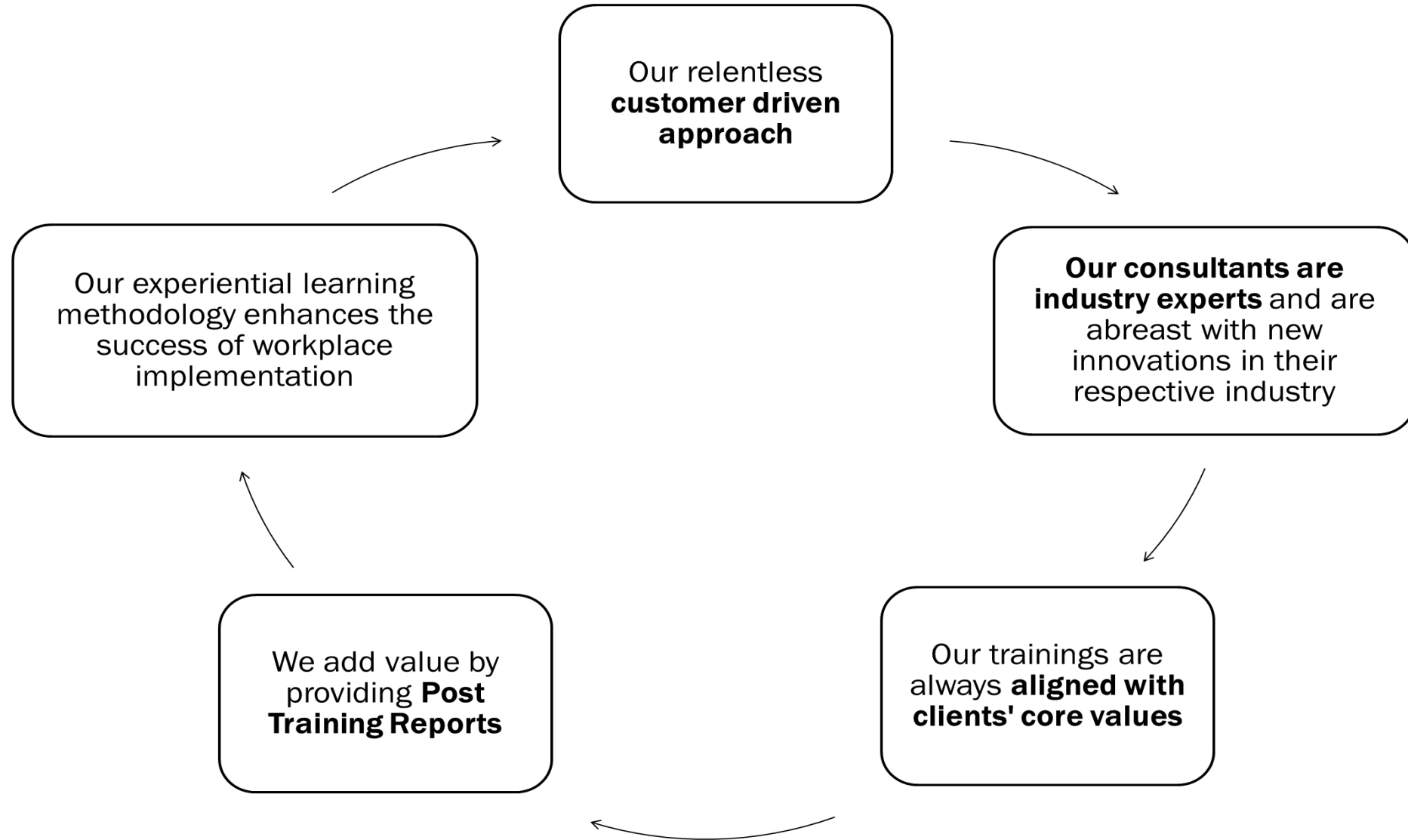
Training sessions are designed based on **client feedback**, rather than standardised formats. JLM has implemented Assessment Centers using:

- Psychometric testing tools
- International certified assessors

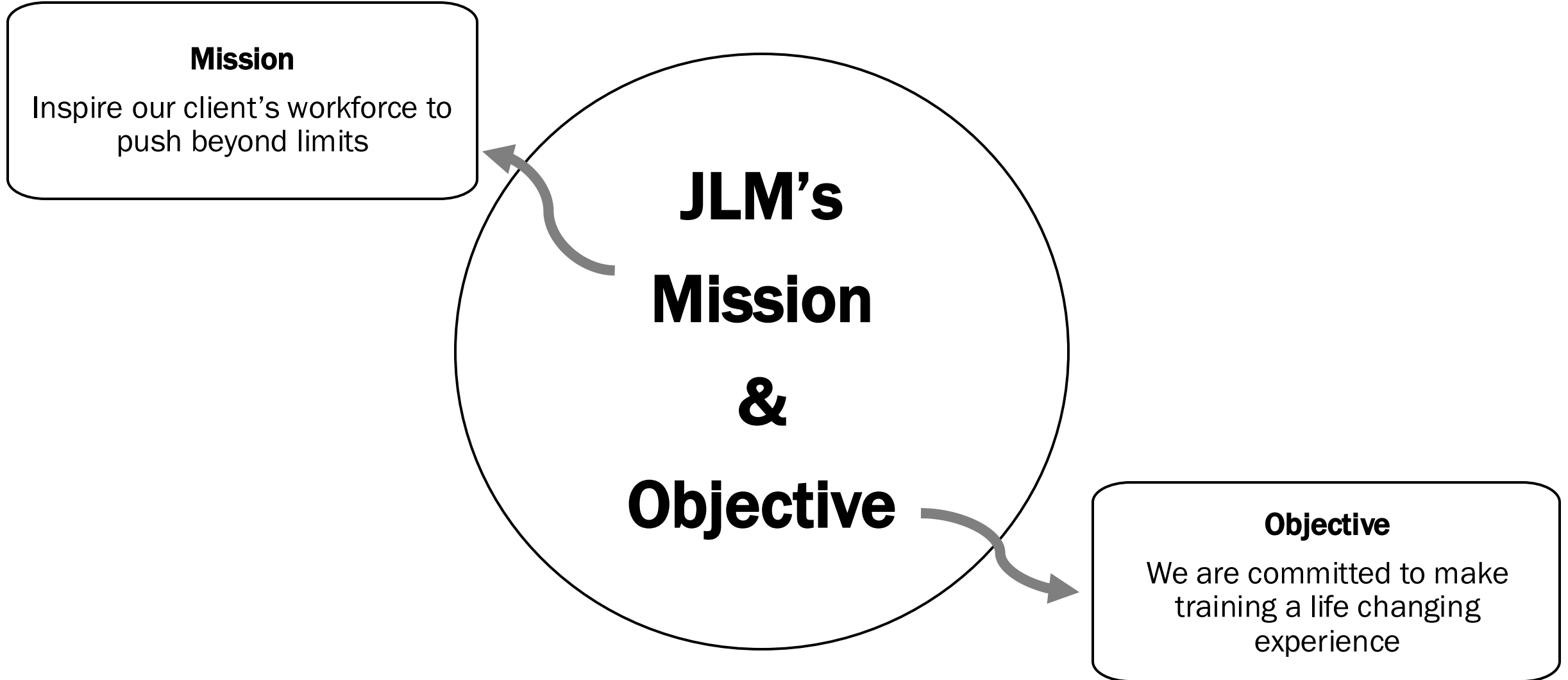
The organisation adopts a **Continuous Training Approach**, providing solutions in a uniform structure that complements clients' **Vision and Mission.**



2. Why JLM?



3.



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4. Our List of Customized Training Programmes

Human Resource Management

- Performance Management Systems
- Talent Management & Talent Acceleration
- Culture Transformation & Change Management
- Behavioural Design & Change Activation
- Employee Engagement & Productivity
- Knowledge Management
- Human-Centred Transformation
- HR Analytics & Data-Driven HR
- Train-the-Trainer Programme
- Accelerated Development Programme
- Coaching Network Programme

Operations & Productivity

- Lean Management & Continuous Improvement
- Productivity Improvement Programme
- Operational Excellence
- Process Improvement & Optimisation
- Quality & Productivity Integration
- Manufacturing Performance Management
- Cross-Functional Operations Management
- Journey of Excellence Programme

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Marketing & Sales

- Marketing Strategy Development
- Digital Marketing Fundamentals
- SEO & Website Performance Optimisation
- Social Media & Content Strategy
- Customer Journey & Experience Design
- Data-Driven Marketing & Analytics
- Sales Performance & Market Penetration
- Strategic Storytelling for Leaders
- Impactful Presentations & Delivery

Information Technology & Digital

- Digital Transformation Awareness
- Business-Led Digital Strategy
- Data Analytics for Business Decision Making
- AI & Automation for Operations
- Spend Management & Cost Optimisation Systems
- Technology Adoption & Change Enablement
- IT-Business Alignment
- Digital Star Programme

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Leadership & Management

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- Transformational Leadership
- Situational Leadership for Managers
- Personal Leadership & Self-Mastery
- Leading & Managing Teams
- Emotional Intelligence at Work
- Conflict Management & Workplace Engagement
- High-Performance Team Development
- Leadership & Succession Planning
- Executive Coaching & Advisory
- Cross-Cultural Leadership & Facilitation
- Leadership Challenges Programme
- Leadership Orientation Programme
- Executive & Senior Leadership Alignment
- Leadership Retreat Programme
- Women Leadership – Strategic Thinking & Execution
- Displaying Grit
- Personal Leadership Coaching (High Potentials)

Strategy & Business Management

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- Vision to Strategy to Implementation
 - Strategic Planning & Business Alignment
 - Strategy Cascading & Deployment
 - KPI, KRA & Performance Management Systems
 - Business Planning & Budget Alignment
 - Strategy Execution & Monitoring
 - Government & Public Sector Transformation
 - Delivery Unit for Strategic Initiatives
 - Problem Solving & Decision Making
- Future Direction of the Business
 - Focused Results Delivery
 - Route Profitability Lab
 - Business Improvement Programme
 - Business Optimisation Programme
 - Economic Recovery & Growth Plan (ERGP) Focus Lab
 - Country Transformation Methodology (8-Step Framework)

Learning, Facilitation & Capability Building

- Interactive Learning Design
- Facilitation Skills for Trainers & Managers
- Large-Group Facilitation
- Insight-Driven Learning Interventions
- Knowledge Transfer Programmes
- Organisational Capability Building
- Train the Trainer (TTT)
- Onboarding Programme

Project & Programme Management

- Industry 4.0
- Project Management Fundamentals
- Programme Management for Transformation
- Managing Large-Scale Change Programmes
- Stakeholder & Change Management
- Design Thinking for Projects
- Risk & Governance in Projects
- Large-Scale Transformation Labs

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Safety

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- Occupational Safety Practices
- First Aid and CPR
- Electrical Safety Course
- Security Guard Job Responsibilities
- Emergency Procedures Course
- Fire Training & Evaluation Procedures
- Industrial Health and Safety

- Elementary First Aid
- Respiratory Protection Plan
- Mineral Dust Safety Course
- Chemical Safety Course
- Safety Committee Orientation Course
- Environment health & Safety Course Fire
- Safety & Emergency Response

Quality

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- ISO 9000 - 2000 Series Upgrade
 - ISO 9001 - 2000 Series
 - IATF 16949:2016
 - Awareness Quality
 - Development Programme
 - Internal Quality Auditing
 - Implementing & Maintaining Quality Management Systems
- ISO45001:2018 Awareness & Implementation
 - ISO 18001 - OHSAS
 - 5 'S' Tools
 - 7 QC Tools
 - Quality Improvement Programme
 - Understanding & Documenting a Quality Management System

Human Resource Management

- Introduction to HR Analytics
- Recruitment & Operations Tasks
- Payroll, Rewards & Performance Appraisal
- Train-the-Trainer Programme

Operations & Productivity

- Manufacturing Analytics
- Marketing Analytics
- Operational Excellence
- Manufacturing Performance Management
- Setting & Executing KPIs
- Effective Supervisory & Management Leadership
- Key Operational Tool & Smart Manufacturing.
- Setting up Business Strategies & Execution.

Marketing & Sales

- Sales & Marketing Strategy Development
- Sales Performance & Market Penetration
- Strategic Storytelling for Leaders
- Impactful Presentations & Delivery
- Requirement mapping, discovery and technology transfer
- Functional consulting around ERP
- End to End Sales training for in-house Team

Information Technology & Digital

- Digital Transformation Awareness
- Business-Led Digital Strategy
- Customized application development
- AI & BI for Operations
- Spend Management & Cost Optimization Systems
- Technology Adoption & Change Enablement
- IT-Business Alignment
- Solution around e-Invoicing

Learning, Facilitation & Capability Building

- Interactive Learning Designs
- Facilitation as a skill set for Trainers & Managers
- Large-Group Facilitation
- Knowledge Transfer Programmes
- Train the Trainer (TTT)
- Joint Research collaboration

Project & Programme Management

- Scaled Agile Framework (SAFe)
- Project Management Fundamentals
- Stakeholder & Risk Management
- Program Delivery
- PI Planning
- Waterfall & Hybrid Models
- Coaching & Enablement

Soft Skill Training Programmes

- Business email writing and verbal communication
with CXO's
- Business Presentations and Professional body
language techniques
- Presentation and Demonstration skills
- Neutralized Voice & Accent training
- Emotional Quotient(EQ)

5. JLM Track Record

COMPANY	SCHEME	COURSE TITLE	YEAR
Human Resource Development Corporation	Graduate Training Scheme	<ul style="list-style-type: none">English Language & Executive Development	2009
Human Resource Development Corporation	Train & Place	<ul style="list-style-type: none">Certificate in Hospitality/ Manufacturing Operations	2009
Jabatan Pembangunan Wanita	Home Managers Program	<ul style="list-style-type: none">Kursus Asas Pengurus Kediaman	2009 & 2010
Jabatan Pembangunan Kemahiran	SLDN Khas	<ul style="list-style-type: none">Certificate In Hospitality Operations	2009
Economic Planning Unit Malaysia	Kemahiran Belia India	<ul style="list-style-type: none">Certificate in Information Technology	2011
Yayasan Strategic Social	Program Fiesta Belia Bersatu	<ul style="list-style-type: none">Certificate in Manufacturing Operations & English Training	2012 & 2013
Human Resource Development Corporation	ASET	<ul style="list-style-type: none">Certificate in Hospitality Operations	2014

JLM Track Record

COMPANY	SCHEME	COURSE TITLE	YEAR
Human Resource Development Corporation	SME/SMI Training	<ul style="list-style-type: none">• SME/SMI Training	2014
Malaysia Productivity Corporation	Myreskill	<ul style="list-style-type: none">• Internet of Thing (IoT)	2023
Human Resource Development Corporation	Program Latihan Madani(persons with disabilities (PWDs)initiative)	<ul style="list-style-type: none">• Certificate in DIY Natural Skincare	2024
Malaysia Digital Economy Corporation	MD Workforce Training	<ul style="list-style-type: none">• Artificial Intelligence: Empowering Content & Newsroom• The Future of Data “From Analytic to Artificial Intelligence	2024
Perkeso	SIP Prihatin	<ul style="list-style-type: none">• Certificate in Human Resource Management• Certificate in Retail Sales Marketing• Certificate in Hospitality Strategy & Digital Transformation	2024 - Present

6. Subject Matter Experts

Robert Ng

Need SMExperts to double-check, add/remove

Robert Ng is a **senior Consultant, Coach, and Corporate Trainer** with over 30 years of leadership and consulting experience, specialising in performance transformation for **manufacturing, construction, F&B, and technology-enabled operations**. His work focuses on improving productivity, quality, and execution through Lean manufacturing, smart manufacturing (IR4.0), leadership development, and KPI-driven performance systems, using a highly practical, implementation-focused approach.



Experience

- 30+ years across engineering, operations, senior management, and managing director roles
- Former Managing Director with full P&L, operations, and leadership accountability
- Senior Consultant & Corporate Trainer delivering Lean, strategy execution, and performance system programmes
- Extensive engagements with public-listed companies and MNCs

Featured Capability: KPI Design & Execution (2026 Planning)

- Design clear, measurable KPIs aligned to business plans and departmental goals
- Implement KPIs with ownership, accountability, and execution rhythm
- Enable supervisors and HODs to monitor, interpret, and act on KPI data effectively

Addresses a common gap where KPIs exist on paper but fail in execution and monitoring.

Certifications & Qualifications

- Master of Science in Manufacturing Engineering (UTeM)
- Bachelor of Science in Mechanical Engineering (USA)
- Bachelor of Science in Industrial Engineering (USA)
- HRDC Certified Trainer

Milind Kuri

Milind Kuri is an **enterprise sales and transformation advisor** with over 25 years of experience **across technology solution selling, enterprise products, and SAAS**. He helps organisations strengthen commercial capability, modernise delivery models, and align business, technology, and sales teams for execution at scale across global markets.



Experience

- 25+ years in enterprise technology sales, business development, and transformation.
- Founder of Metgabb Sdn. Bhd., delivering projects across engineering, technology, learning & development and enterprise transformation engagements
- Led enterprise-product sales and business growth across BFSI and telecom domains, including Client retention and Partnership management.
- Extensive global experience across the US, Canada, India, and Southeast Asia, working with senior business and technology stakeholders.

Featured Capability: AI-Driven Spend Management for MSMEs

- Deploy enterprise-grade spend visibility, control, and compliance without complex financial systems
- Enable real-time tracking, policy-driven approvals, and automated categorisation of organisational spend
- Provide predictive insights to prevent budget overruns and support faster, data-driven decision-making

Designed for MSMEs transitioning from manual or fragmented expense processes to structured, scalable digital spend governance.

Certifications & Qualifications

- Bachelor (Honors) in Economics – University of Pune
- Oracle Certified Sales Specialist – Supply Chain & Financial Management
- ITC Certified for "Future of work in the rural economy"
- Honored Member for the 2012 edition of Stanford's Who's Who Black Book"

Albert Tung

Need SMExperts to double-check, add / remove

Albert Tung is an **SEO and Web Development Specialist** focused on driving measurable digital growth for **SMEs, manufacturing, real estate, F&B, and professional services**. He specialises in translating business objectives into practical digital strategies through SEO, website performance optimisation, e-commerce integration, and data-driven digital marketing. His work emphasises sustainable traffic growth, improved conversion, and ROI-focused digital execution.



Experience

- Founder of Nightfire Technology Enterprise, leading SEO and web development engagements
- SEO & Web Development Specialist delivering end-to-end digital growth strategies
- Led website revamps, CMS migrations, and e-commerce integrations (Shopify & WooCommerce)
- Executed SEO, local SEO, and content strategies resulting in significant traffic and ranking improvements
- Delivered measurable outcomes across multiple industries, including increased clicks, impressions, and organic visibility

Certifications & Qualifications

- Level 5 Diploma in Management & Leadership – Chartered Management Institute (CMI, UK)
- SEMrush Academy Certifications – CPD & NASBA recognised
- Google Analytics Certified – Accredited by Google
- App Inventor Workshop – Eduspec Holdings Bhd (2017)

Reinier Starink

Need SME experts to double-check, add / remove

Reinier Starink is a **senior transformation and leadership advisor** with over 30 years of experience working across the private and public sectors, specialising in **large-scale transformation, leadership development, culture change, and strategy-to-execution initiatives**. His work focuses on helping organisations translate vision into executable strategies, strengthen leadership capability, and embed sustainable change through people, culture, and performance systems. He is known for highly interactive, tailored interventions that drive measurable results rather than theoretical change.



Experience

- Partner at Cerah Associates, leading leadership, culture, and transformation engagements
- Former Executive Vice President at PEMANDU Malaysia, responsible for public- and private-sector transformation programmes and the Learning Academy
- Global Head of Organisational Development for ABB Power Division (Switzerland)
- 14 years with Shell across HR, transformation, leadership, and change roles in Europe, Asia, and Australia
- Extensive international experience delivering transformation and leadership programmes across ~40 countries

Certifications & Qualifications

- MBA – Johns Hopkins University (Bologna, Italy)
- Doctorandus (Drs.) in Sociology
- BA in Sociology & Economics – University of Groningen, Netherlands
- HRDC Certified Trainer (Malaysia)
- Faculty member at Duke Corporate Education & Emeritus
- Associate Professor at Taylor's University (Malaysia) and Porto Business School (Portugal)

Dhanendra Sivarajah

Need SME experts to double-check, add / remove

Dhanendra Sivarajah is a **senior transformation and delivery advisor** with over 25 years of experience across government, public sector, and private enterprises, specialising in **strategy-to-execution, delivery units, and large-scale transformation programmes**. His work focuses on translating national, organisational, and business strategies into implementable initiatives, supported by robust governance, performance monitoring, and problem-solving frameworks. He brings deep expertise in driving results in complex, multi-stakeholder environments where execution discipline is critical.



Experience

- Partner at Cerah Associates, leading business, government, and culture transformation engagements
- Former Vice President at PEMANDU Malaysia, part of Malaysia's National Transformation Programme (NTP)
- Led delivery units and transformation labs across economic growth, anti-corruption, competitiveness, and urban development
- Engagement Manager and Lead Consultant for international transformation projects (Oman, India, Caribbean, Africa)
- Senior Manager at Ernst & Young Malaysia, leading knowledge management and regional learning systems initiatives

Certifications & Qualifications

- MBA – University of Manchester
- BSc in Information Systems for Business – Leeds Metropolitan University
- HRDC Certified Trainer (Malaysia)
- Certified CliftonStrengths Coach
- Faculty Member – Emeritus (Online Executive Education Platform)

Khor Poan Sim (Jsern)

Need SMExperts to double-check, add / remove

Jsern Khor is a **behavioural strategist and transformation advisor** with over 17 years of experience helping organisations activate strategy through people, behaviour, and culture. He specialises in **behavioural design, leadership development, succession planning, and large-scale transformations e.g. Business/ Digital/ AI Transformations**, translating behavioural science into practical frameworks that drive strategy, business performance, and future readiness. His work sits at the intersection of strategy, operating models, psychology, and human-centred design, enabling organisations to move from intent to sustained change.



Experience

- 17+ years of consulting and transformation experiences across Asia, Europe, and North America
- Executive Director of AI Innovation & Impact Centre, Van Lang University, Vietnam
- Co-Founder of The Behavior Studio, leading behavioural strategy and culture transformation engagements
- Former Deloitte Subject Matter Expert in future-ready transformation, behavioral change
- Led large-scale leadership, culture, and performance ecosystem programmes across multiple industries
- Trusted executive coach and advisor to senior leaders in FMCG, technology, e-commerce, luxury retail, and family-owned enterprises

Certifications & Qualifications

- Professional Scrum Master I (PSM I)
- MBTI Step I & Step II Certified
- HRD Corp-recognised trainer (Malaysia)

Gurumoorthy is a **credit, collections, and customer operations specialist** with over 9 years of experience in **banking, services, and SME environments**. He works with organisations to strengthen credit control, improve collections effectiveness, and elevate customer service operations through structured processes, supervisory capability building, and practical frontline training. His expertise focuses on translating policy into execution across call centres, collection teams, and customer-facing functions to improve recovery rates, service quality, and operational discipline.



Experience

- Co-Founder of Stratos Consulting and Talent Solutions, delivering credit, collections, and customer operations advisory
- Extensive experience managing call centre and collections operations
- Designed and delivered training programmes for customer service, supervisory skills, and credit & collections
- Advised SMEs on credit control frameworks and collections effectiveness
- Hands-on experience managing and supporting third-party collection agencies

Certifications & Qualifications

- Bachelor of Business Administration (Honours)
- Neuro-Linguistic Programming (NLP) Practitioner
- Project Management Certified
- Six Sigma Blue Belt

Reta Siluvaimuthu

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Reta Siluvaimuthu is a **senior business advisory and government liaison specialist** with over 33 years of experience, supporting **multinational and local companies** in establishing and expanding operations in Malaysia. Her expertise lies in market entry strategy, regulatory facilitation, investment approvals, and site selection across **manufacturing and selected services sectors, including logistics, healthcare, education, green technology, regional establishments, and hospitality**. She is widely recognised for her ability to bridge commercial objectives with regulatory execution to deliver efficient, end-to-end outcomes for investors and businesses.



Experience

- 33+ years of experience in investment promotion, government liaison, and business advisory
- Former Investment Promotion Director at MIDA, with over 20 years advising foreign and local investors
- Former Head of Business Development at ITCO Niaga, leading inbound and outbound investment advisory
- Co-Founder & Principal Consultant of Stratos Consulting & Talent Solutions, delivering end-to-end business setup and regulatory facilitation
- Extensive engagement with government agencies including MIDA, MITI, Immigration, Customs, Local Councils, DOE, DOSH, and Bomba

Certifications & Qualifications

- Bachelor of Business Administration (Honours) in Economics and Business

7. Our Partner Licenses

Need partner licenses from SMExperts as well



P.A.P.A (Association of Employment Agencies Malaysia)



Felda Global Ventures



Federal Land Development Authority



Federal Land Consolidation and Rehabilitation Authority



MINISTRY OF FINANCE
MALAYSIA
(MOF)



Human Resource Development Corporation



JABATAN TENAGA KERJA
SEMENANJUNG MALAYSIA

Department of Labour (JTK)

8. Our Clientele

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Innovative Ingredients



S T A G E

Maxime City Co. Since 1998
Co. Secretarial & Account . Licensing Application



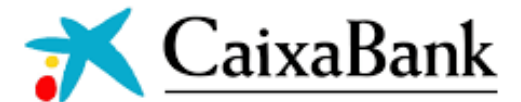
8. Our Clientele

Milind's Clients



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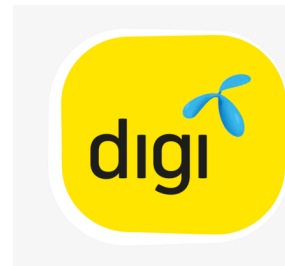


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maxis



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Federal Ministry of
**FINANCE, BUDGET &
NATIONAL PLANNING**



8. Our Clientele

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8. Our Clientele

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8. Our Clientele

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Mercedes-Benz

SUNWAY[®]

 HongLeong Bank



Besi

9. Gallery

Need pictures from SMExperts as well



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9. Gallery

Milind's Pictures



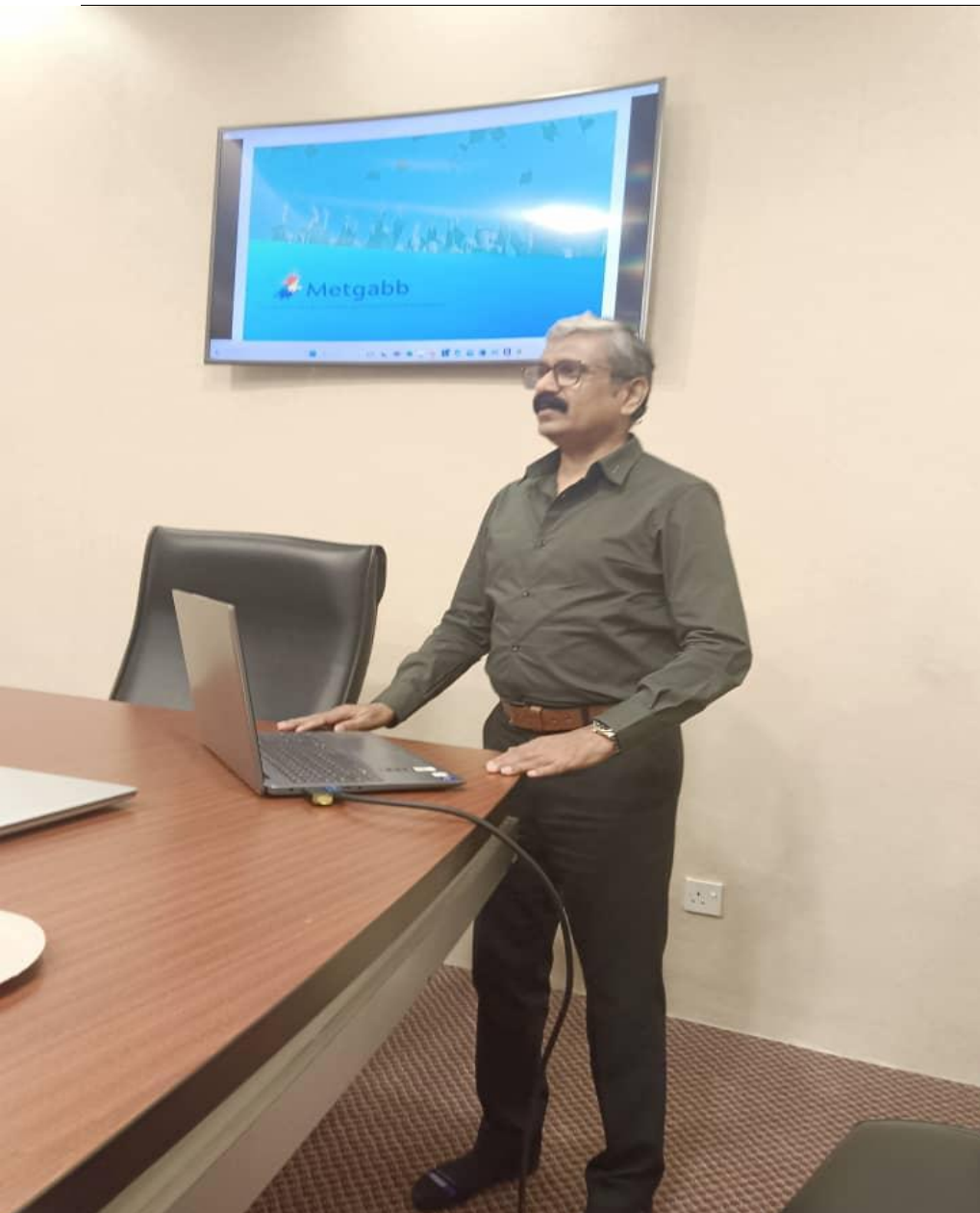
9. Gallery

Milind's Pictures



9. Gallery

Milind's Pictures



9. Gallery



Milind's Pictures



9. Gallery

Milind's Pictures



THANK YOU