



## Ensuring Compliance: Process Improvements for Establishment Inspections

25 - 20 May 2025  
Kuala Lumpur (Malaysia)



# Ensuring Compliance: Process Improvements for Establishment Inspections

**Ref.:** 15589\_316164 **Date:** 25 - 20 May 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 3900 Euro

## Introduction:

This training course is designed to provide comprehensive knowledge and skills on process improvements in inspecting sector establishments. The primary focus will be on ensuring that these establishments comply with the regulations and guidelines of the Social Insurance Institution. Participants will learn effective techniques for conducting inspections, identifying non-compliance issues, and implementing corrective actions to improve overall.

## Targeted Groups:

- Compliance Officers.
- Social Insurance Inspectors.
- Quality Assurance Managers.
- Human Resources Professionals.
- Private Sector Managers and Supervisors.
- Legal Advisors specializing in Labor and Social Insurance Laws.

## Course Objectives:

At the end of this course, the participants will be able to:

- Understand the key regulations and guidelines of the Social Insurance Institution.
- Conduct thorough inspections of private sector establishments.
- Identify and document instances of non-compliance.
- Implement process improvements to ensure ongoing compliance.
- Develop effective communication strategies for reporting and resolving compliance issues.
- Utilize best practices in compliance management and continuous improvement.

## Targeted Competencies:

- Regulatory Knowledge.
- Inspection Techniques.
- Compliance Assessment.
- Process Improvement Strategies.
- Effective Communication.
- Problem-Solving Skills.

## **Course Content:**

### **Unit 1: Understanding Social Insurance Regulations:**

- Overview of Social Insurance Institution Regulations.
- Key policies and legal framework.
- Obligations of private sector establishments.
- Rights and benefits of employees.
- Importance of compliance.
- Consequences of non-compliance.
- Benefits of adhering to regulations.
- Case studies of common compliance issues.

### **Unit 2: Inspection Methodologies:**

- Plan and prepare for inspections.
- Develop an inspection checklist.
- Review relevant documents and records.
- Conducting the inspection.
- On-site visit protocols.
- Engage with management and employees.
- Collect and verify information.
- Tools and technologies for inspections.
- Digital inspection tools.
- Data collection and analysis software.

### **Unit 3: Identifying and Documenting Non-Compliance:**

- Common areas of non-compliance.
- Employment contracts and documentation.
- Wage and benefits discrepancies.
- Occupational safety and health standards.
- Techniques for identifying non-compliance.
- Observational skills.
- Interview techniques.
- Document analysis.
- Documenting findings.
- Create detailed inspection reports.
- Use evidence to support conclusions.

## **Unit 4: Implementing Process Improvements:**

- Analyze inspection results.
- Root cause analysis.
- Identify areas for improvement.
- Develop corrective action plans.
- Setting achievable goals.
- Prioritize actions based on impact and feasibility.
- Monitor and review improvements.
- Follow-up inspections.
- Continuous monitoring and feedback loops.
- Best practices for sustainable compliance.
- Employee training and awareness programs.
- Regular updates to policies and procedures.

## **Unit 5: Effective Communication and Reporting:**

- Communicate with stakeholders.
- Internal communication strategies.
- Engage with management and employees.
- Liaise with the Social Insurance Institution.
- Report inspection results.
- Structure inspection reports.
- Present findings and recommendations.
- Resolve compliance issues.
- Negotiate and conflict resolution techniques.
- Ensure implementation of corrective actions.
- Build a culture of compliance.
- Promote ethical practices.
- Encourage proactive compliance initiatives.



**Registration form on the :  
Ensuring Compliance: Process Improvements for Establishment Inspections**

**code:** 15589 **From:** 25 - 20 May 2025 **Venue:** Kuala Lumpur (Malaysia) **Fees:** 3900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

**Delegate Information**

Full Name (Mr / Ms / Dr / Eng):  
.....  
Position:  
.....  
Telephone / Mobile:  
.....  
Personal E-Mail:  
.....  
Official E-Mail:  
.....

**Company Information**

Company Name:  
.....  
Address:  
.....  
City / Country:  
.....

**Person Responsible for Training and Development**

Full Name (Mr / Ms / Dr / Eng):  
.....  
Position:  
.....  
Telephone / Mobile:  
.....  
Personal E-Mail:  
.....  
Official E-Mail:  
.....

**Payment Method**

- Please invoice me
- Please invoice my company