

## AI & AUTOMATION AT WORK

**24-25 September 2025 (Wed-Thurs), 9.00 am – 5.00 pm**  
**Eastern & Oriental Hotel, Penang**

### Overview:

This 2-day hands-on training program is designed to enhance your professional capabilities in an increasingly competitive business world by focusing on key productivity-improving technologies. Throughout this comprehensive workshop, you will gain a deep understanding of Generative AI, including Large Language Models and popular AI and software automation tools to help you boost your work productivity.

The training will provide practical skills in leveraging Generative AI for daily administrative tasks such as email management, meeting summaries, presentation creation, data analysis in spreadsheets, and content generation. Furthermore, you will also learn the fundamentals of Robotic Process Automation (RPA) and apply this knowledge to automate workflows within Microsoft 365 products, including Teams and Planner, using Power Automate, ultimately enabling you to identify and implement automation opportunities in your own work processes.

### Who Should Attend:

- (1) Individuals who are seeking to boost their productivity and save time and efforts by automating tasks and workflows applying generative AI, Robotic Process Automation (RPA) and Power Automate;
- (2) Beginners with basic experience in generative AI and automation who are looking to fill knowledge gaps with fundamentals of RPA and Power Automate in automating workflows and work processes.

### Learning Outcomes:

Upon completion of program, participants will be able to:

- ✓ Understand the current challenges of the highly competitive business world and how technology, including AI and Automation, is reshaping industries;
- ✓ Grasp the definition and core concepts of Generative AI, including Large Language Models and image generation, and be familiar with popular Gen AI tools;
- ✓ Utilize Generative AI to enhance daily administrative work;
- ✓ Leverage AI tools for presentation creation and enhancement;
- ✓ Employ AI for data analysis and information management;
- ✓ Understand the fundamentals of Software and Robotic Process Automation (RPA);
- ✓ Automate tasks within Microsoft Teams;
- ✓ Gain an overview of automation capabilities within Microsoft 365 and build simple automation sequences using Power Automate;
- ✓ Identify repetitive work tasks suitable for automation.

### Methodology:

This program will be delivered using multiple methodologies as the program is designed to be theoretical and practical hands-on sessions.

- ✓ Facilitation
- ✓ Theoretical (Lecture style)
- ✓ Live demonstrations
- ✓ Hands-on practical work (technical)
- ✓ Group discussion and presentation

**HRD Corp Claimable Course\***

**Closing date for registration:  
08 September 2025**

**PUBLIC PROGRAM**

**flexiEdge Training PLT**  
Suite 034, Ground Floor,  
Kompleks Eureka, USM,  
Jalan Sungai Dua,  
11800 Gelugor, Penang.  
Tel/ Fax: 604-656 7488

Program Outline	
Day 1:	
8.30 am	Registration Welcome to the program
9.00 am	<b>Introduction to the World of AI &amp; Automation</b> <ul style="list-style-type: none"> <li>✓ Current challenges of the highly competitive business world.</li> <li>✓ Why business need to focus on improving productivity?</li> <li>✓ How technology is reshaping the industry?</li> <li>✓ Understanding the benefits for corporate productivity (speed, creativity, analysis)</li> </ul>
9.30 am	<b>What is Generative AI?</b> <ul style="list-style-type: none"> <li>▪ Definition and core concepts (Large Language Models, image generation and etc.)</li> <li>▪ Overview of popular Gen AI tools (CoPilot, Gemini, ChatGPT, Perplexity, Deepseek etc.)</li> <li>▪ Artificial Intelligence examples and use cases</li> <li>▪ The art of Prompt Engineering: getting the best out of AI</li> </ul> <b>Activity:</b> Crafting prompts for various tasks
10.30 am	<b>Morning coffee break</b>
10.45 am	<b>Generative AI for Daily Administrative Work</b> <ul style="list-style-type: none"> <li>▪ Using AI to speed up emails writing and response.</li> <li>▪ Summarizing long email threads.</li> <li>▪ Improving email tone and clarity.</li> <li>▪ Automating routine email replies.</li> <li>▪ AI for meeting summaries and action item extraction</li> </ul>
12.00 pm	Lunch
1.00 pm	<b>AI for Presentation Creation &amp; Enhancement</b> <ul style="list-style-type: none"> <li>▪ Using AI tools (e.g. Gamma, SlidesAI, Copilot in PowerPoint/Gemini in Google Slides) to generate presentation outlines from text.</li> <li>▪ Automatically creating slides with text and relevant images.</li> <li>▪ Enhancing and beautify existing presentations.</li> </ul> <b>Activity:</b> Use an AI to design your presentation
2.15 pm	<b>AI for Data Analysis &amp; Information Management</b> <ul style="list-style-type: none"> <li>▪ Using AI (e.g., Gemini in Google Sheets) for formula generation and explanation.</li> <li>▪ Data cleaning and formatting suggestions.</li> <li>▪ Extracting insights from raw data (e.g., asking AI to find patterns).</li> <li>▪ Automating basic data manipulation tasks.</li> </ul> <b>Activity:</b> Use AI to generate a specific spreadsheet and plot charts.

*\*Please note that this is a **Public** program. According to HRD Corp Guidelines, for **Public** program, up until **maximum of nine (9) registered participants** per employer are allowable for training grant claim under HRD Corp Claimable Courses.*

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3.30 pm	<b>Afternoon coffee break</b>
3.45 pm	<b>AI for Research, Writing &amp; Content Creation</b> <ul style="list-style-type: none"> <li>✓ Leveraging AI for quick research on unfamiliar topics.</li> <li>✓ Summarizing long documents, articles, reports or videos.</li> <li>✓ Rewriting content for different audiences or tones.</li> <li>✓ Brainstorming ideas for reports, articles, or marketing copy.</li> </ul> <b>Activity:</b> Summarize a provided article and rewrite with a different tone
5.00pm	Program ends for Day 1

<b>Day 2:</b>	
9.00 am	<b>Introduction to RPA and Automation</b> <ul style="list-style-type: none"> <li>✓ What is Software and Robotic Process Automation (RPA)?</li> <li>✓ Core characteristics of RPA (rule-based, repetitive, structured data).</li> <li>✓ Benefits of RPA for corporate productivity (accuracy, speed, cost savings).</li> <li>✓ Examples of automation</li> </ul>
9.30 am	<b>Automating Tasks in MS Teams</b> <ul style="list-style-type: none"> <li>✓ Creating routine/ scheduled reporting flow.</li> <li>✓ Data collection with auto generation of summary report.</li> <li>✓ Creating e-approval flows directly within Teams.</li> <li>✓ Triggering flows from messages or channels.</li> </ul> <b>Activity:</b> Setting up a weekly reporting flow
10.30 am	<b>Morning coffee break</b>
10.45 am	<b>Automation in Microsoft 365</b> <ul style="list-style-type: none"> <li>✓ Overview of automation capabilities within Microsoft 365</li> <li>✓ Introduction to Power Automate</li> <li>✓ Understanding Power Automate flows: Automated, instant, scheduled</li> <li>✓ Building a simple automation sequence using Power Automate.</li> </ul>
12.00 pm	Lunch
1.00 pm	<b>Streamlining Tasks &amp; Project Management with Planner and Power Automate</b> <ul style="list-style-type: none"> <li>▪ Triggering flows based on Planner events (task creation, completion, etc.).</li> <li>▪ Creating tasks in Planner from other applications (e.g., email, forms).</li> <li>▪ Updating task details automatically.</li> <li>▪ Automating Task Management.</li> </ul> <b>Activity:</b> Creating tasks in Planner and utilizing the tasks management dashboard
3.00 pm	<b>Afternoon coffee break</b>



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3.15 pm	<b>Automation Opportunities in Your Workflow</b> <ul style="list-style-type: none"> <li>✓ Identifying repetitive work tasks suitable for automation.</li> <li>✓ Brainstorming automation ideas for common scenarios.</li> <li>✓ Introduction to process mapping for automation.</li> </ul>
4.30pm	<b>Training Recap &amp; Develop Your 90-day Action Plan</b>
5.00 pm	Program ends for Day 2

**Course Leader**

**Mr. Andrew Cheah Chor Yao** is a highly sought-after Business Consultant who has been a full-time consultant for the last 21 years helping both multi-national corporations and SMEs to improve the operations.

He has vast experience across a range of sectors including Oil & Gas and Chemical, Electronics, Textiles, Retail Distribution, Food Distribution, and Logistics. His clients include Dyson, Dell, Schlumberger, MI Swaco, Chevron, SABIC, Petronas, DKSH, Dubai Azadea, Phillip Morris, Knowles, KFC Malaysia, Intel, Emerson, Enterprise Mauritius, Jordan BDC, Johnson Control, Qatar Airways, Coca Cola Sudan, Accenture, YCH, Molex, Oman Cables, Xerox, SP Setia, Saint Gobain, Monash University, Silterra, Celestica, Infineon Tech & more.

Andrew has trained and consulted in more than 30 countries throughout Asia, Middle East, Australia, and New Zealand since year 2000. He is a prominent speaker in many leaderships, supply chain, warehouse and lean six sigma conferences all over Asia, Middle East, and Africa. Known for his engaging and results-oriented training and consulting, Andrew has helped both multinational and small medium enterprises implement Lean initiatives successfully.

Andrew specialized in utilizing Lean and Agile methodology in developing people to improve client's organization performance supply. He has helped organizations improving their cash flow, HR C&B package, cost improvement, reduce inventory holding costs and supply chain and warehouse optimization. Below are some of his previous projects:

Oil and Gas/ Machinery Manufacturing

- ✓ Coached and supported more than 50 operations and transactional projects in various areas (operations, supply chain and finance) in the oil and gas industry.
- ✓ Reduced DSO and invoicing lead times. For some of the site's DSO was brought down by over 45% and improved cash flow by US\$11 million within 3 months.
- ✓ Improved and reduced confusion of HR compensation and benefits for the workers in China. Develop a win-win and competitive C&B package that satisfy both employer and employees.
- ✓ Increased inventory turns and implemented methods to manage excess inventory. Almost tripled the inventory turns for one site. Implemented statistical inventory modeling. Savings of over US\$15 million in 12 months.
- ✓ Redesigned the operations and warehousing process after client's warehouse burnt down.

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- ✓ Developed standard operating procedures and trained the teams to enforce the change. Improved the forecasting process for spares and developed a better planning process to control the spares for maintenance.
- ✓ Developed and coached a team of continuous improvement white belts to become future black belts/ facilitators.
- ✓ Reduced machine setup downtime by 69%.

#### Warehouse and Distribution

- ✓ Planned and redesigned the supply chain for one of the top fashion distributors (Zara, Mango, Massimo Dutti, Virgin Store etc.) in Middle East.
- ✓ Trained and coached Lean Sigma Black Belts for one of the largest FMCG group in South East Asia and coached their team for over 2 years.
- ✓ Improved warehouse picking by 20% within 1 week.
- ✓ Various projects in improving machine maintenance and set up time by more than 40%.

#### Textile and Fashion Industry

- ✓ Trained and coached textile and fashion factories such as Eastern Garment, Pen Apparels, Honsin, Plas Garment, Prolexus, South Island Garment, Tamak, etc.
- ✓ Trained Malaysian Textile factories on Lean Manufacturing on behalf of Malaysian Textile Association.
- ✓ Worked with Mauritius Government to help improve their local textile companies.

#### Electronic and Electrical

- ✓ Set up vendor managed inventory (VMI) program with client's vendors reducing their inventory holding.
- ✓ Trained and coached hundreds of Lean Sigma Black Belts.
- ✓ Trained and coached Industrial engineering group for one of the US largest semiconductors on how to utilize value stream map and other lean tools to plan their resources and improve their operations.
- ✓ Various improvement projects to reduce inventory and improve quality.

#### Government Projects

- ✓ Worked with Mauritius government to implement Lean for their local companies to improve their productivity and cost. Consulted and coached more than 15 companies over the 2-year period.
- ✓ Worked with Jordan BDC (a semi-government body) under the USAID program to assist local enterprises build capacity and improve productivity.

#### Andrew Cheah' Education & Qualifications

- ✓ Lean Six Sigma Master Black Belt
- ✓ Certified Professional Coach
- ✓ Malaysia Approved Human Resources Development Trainer (EMP0628)
- ✓ Master in Business Administration (TQM) from Winona University, MN, USA
- ✓ Bachelor of Economics (Hon) from Northern University Malaysia

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**Investment / Participation Fees**

**RM 1,728.00 (inclusive 8% SST) per participant**

**REGISTRATION FORM**

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No.	Name of Participant(s)	NRIC No.	*Self-Sponsored? (please tick ✓)	Vegetarian? (please tick ✓)
1				
2				
3				
4				
5				
6				

**Registration Submitted By:**

Company Name:

Company Address:

Contact Person:

Designation:

Tel:

Fax:

Email:

**Registration Process & Payment Method:**

- (1) Please note that this program is registered under **HRD Corp Claimable Course (SBL-Khas)**. **Participation fees will be deducted from employer's HRD Corp account and paid directly to flexiEdge Training PLT.**
- (2) Employer/ Company to fill up and complete the registration form and email to Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at [administrator@flexiedge.com.my](mailto:administrator@flexiedge.com.my)
- (3) flexiEdge Training PLT will email the confirmation notification to Employer/Company.
- (4) Employer/Company needs to submit training grant application to HRD Corp before program date commencement. Once approved by HRD Corp, Employer/Company to email the approved training grant application number to flexiEdge Training PLT, to be included into the JD/14 form (Joint Declaration Form).
- (5) Employer/ Company and flexiEdge Training PLT to sign and stamp the JD/14 form and return to flexiEdge Training PLT for claim submission purpose.

**For Self-Sponsored Participants\*:**

Enclosed herewith Cheque/ Bank Draft (No. \_\_\_\_\_) amounting to RM \_\_\_\_\_ for ( ) participant(s), crossed and made payable to "**flexiEdge Training PLT**" OR Bank in / IBG transfer to our CIMB Bank A/C No.: 800 794 3431 and email us the bank in/ transaction slip/ payment advice.

**\*For self-sponsored participant(s), registration will only be confirmed if full payment is received before commencement of program.**

**Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at [administrator@flexiedge.com.my](mailto:administrator@flexiedge.com.my)**

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**For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at  
Tel: 04-656 7488/ 012-479 8377/ 013-588 3355**

**Terms and Conditions**

1. Registration/ Participation fees are inclusive of hard copy program materials, refreshments, lunch and certificate of attendance.
2. Program confirmation will be given through email before the program date.
3. (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged.  
(b) No cancellation is allowed once our program confirmation is emailed to you. However, **if registered participant is unable to attend, only replacement from the same company is allowed. Participant(s) who registered but does not turn up on training day(s) shall be fully billed. No refund if participant/ replacement does not turn up on the training day(s).**
4. flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.

Visit us at [www.flexiedge.com.my](http://www.flexiedge.com.my)