FROM
COMPLIANCE TO INNOVATION :
MANAGING WORKER'S ACCOMODATION WITH DATA & AI

TRAINING DETAILS
Duration : 2 Days
Training Hour : 9am to 5pm

RECOMMENDED PARTICIPANTS:
- Facility Managers
- Human Resources (HR) Professionals
- Compliance and Health, Safety, and Environment (HSE) Officers
- Operations Managers responsible for worker welfare
- Administrators and staff involved in accommodation management

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2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga, Taman Danau Saujana, 53300 Kuala Lumpur

Course Overview:

This 2-day training programme equips participants with the essential knowledge and practical skills to effectively manage workers' accommodation facilities while preparing for future advancements in technology.

Day 1 builds a strong foundation by covering regulatory and ethical requirements, best practices in daily operations, health and safety inspections, grievance handling, and the use of simple data management tools.

Day 2 shifts focus toward innovation, introducing accessible technology and AI fundamentals to enhance efficiency through automated forms, data visualization, and problem-solving action plans.

By combining solid management practices with a forward-looking perspective, participants will gain the confidence to improve compliance, streamline operations, and harness technology for sustainable, impactful outcomes.

Axon Consultancy Sdn. Bhd.
(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
Taman Danau Saujana, 53300 Kuala Lumpur
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Course Objective

Upon completion of this program, participants will be able to:

- Understand the core legal and ethical requirements for managing workers' accommodation.
- Apply effective management practices for day-to-day facility operations and compliance.
- Identify opportunities to leverage accessible data and simple technological tools to enhance efficiency.
- Recognize the potential of AI and data analytics as a starting point for future-proofing management practices.
- Develop a basic action plan for introducing low-tech, data-driven improvements.x

Methodology :

The program will employ a mixed-methodology approach to ensure an engaging and comprehensive learning experience, including:

- Interactive lectures and presentations
- Case studies and real-world scenario analysis
- Group discussions and collaborative problem-solving sessions
- Demonstrations of basic data tools and accessible AI applications
- Practical exercises focused on manual data analysis and planning

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Course Outline:

Day 1: Foundational Management and Compliance

Morning Session: Core Principles of Workers' Accommodation

Module 1: The Regulatory Landscape

1. Overview of local and international laws governing workers' accommodation.
2. Understanding compliance requirements for living conditions, sanitation, and safety.
3. Ethical considerations and social responsibility in worker welfare.

Module 2: Foundational Management Practices

1. Key components of a well-run facility: occupancy management, contracts, and resident well-being.
2. Standard operating procedures for day-to-day operations.
3. Best practices for health and safety inspections.

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Course Outline:

Day 1: Foundational Management and Compliance

Afternoon Session: Effective Grievance Handling and Data Fundamentals

Module 3: Managing Complaints and Feedback

1. Establishing a clear and accessible grievance handling process.
2. Techniques for effective communication and dispute resolution with occupants.
3. Best practices for documenting and tracking resident issues.

Module 4: Introduction to Data for Management

1. The importance of data in decision-making and compliance.
2. What data should you be collecting? (e.g., inspection logs, maintenance requests, occupancy rates).
3. Hands-on exercise: Creating a simple tracking system using spreadsheets.

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Course Outline:

Day 2: Exploring AI and Practical Applications

Morning Session: Simple Automation and AI Tools

Module 5: Leveraging Existing Technology

1. Using automated forms and surveys for data collection (e.g., Google Forms, SurveyMonkey).
2. Simple data visualization and dashboard creation using spreadsheets.
3. Introduction to AI-powered features in common office software.

Module 6: A Glimpse into AI for Efficiency

1. How basic data analysis can inform better maintenance scheduling.
2. The concept of using chatbots for frequently asked questions.
3. Case studies on how companies are starting with simple AI applications.

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Course Outline:

Day 2: Exploring AI and Practical Applications

Afternoon Session: Practical Application and The Road Ahead

Module 7: Hands-on Workshop: Building an Action Plan

1. Participants will work in groups to identify a specific pain point in their facility.
2. They will then create a plan to solve it using data collection and a simple technological tool.
3. Presentation of group plans and peer feedback.

Module 8: The Future: Moving Forward with AI

1. A discussion on the next steps for a more advanced AI strategy.
2. Q&A on the benefits and challenges of future AI integration.
3. Program wrap-up and final takeaways.

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Trainer Portfolio: Ms Melbie Boo
HRDC Certified Trainer | Management Consultant | Destiny Coach

Melbie is a dynamic professional with **20+ years of experience** in auditing, consulting, workforce management, and corporate leadership. Beginning her career with **Deloitte**, she built a strong foundation in financial and process control auditing before advancing into senior management roles across manufacturing and hospitality industries.

She is recognized for her expertise in **regulatory compliance** (ESG, RBA, Dyson standards), **workforce resource management**, and the **design of SOPs for management systems** that help organizations achieve operational excellence. Beyond her corporate achievements, Melbie brings a unique dimension as a **metaphysical consultant in Qi Men Dun Jia**, empowering individuals and organizations to unlock potential through holistic strategies.

Key Expertise

- **Auditing & Compliance** –
Financial, process control, ESG, RBA, Dyson standards
- **Workforce Management** –
Manpower planning, logistics, worker accommodation
- **Training & Development** –
Tailored in-house programmes for skills & capability growth
- **Management Consulting** –
Compliance, operational improvement, and business growth
- **Metaphysical Coaching** –
Blending professional and personal development for success

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Professional Experience

Deloitte – Auditor (Financial Services)
Conducted financial and process audits, ensuring compliance and efficiency.
Audit Manager – Manufacturing & Hospitality
Led operational audits, streamlined processes, and improved compliance.
Group Senior Manager – Workforce Management & Compliance
Over 8 years of leadership in manpower planning, transport logistics, and worker accommodation, with strong focus on ethical compliance.

Key Achievements

- Developed and executed SOPs aligned with **AKTA446, Dyson, and RBA standards**
- Delivered transformative training that boosted employee performance
- Streamlined processes across sectors, driving measurable efficiency
- Led critical audits ensuring compliance with industry and ethical standards

Training & Consulting Approach

Melbie adopts a **holistic, client-focused approach**, integrating compliance expertise with efficiency-driven solutions. Her programmes inspire **organizational transformation** while fostering **sustainable success**

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