



Peligo Training Solutions Sdn Bhd (670106-K)
Developing Global Managerial Skills for Professionals!

Effective Credit Management and Debt Recovery Strategies

9 - 10 Mac 2007 (Fri - Sat)
Summit Hotel, Subang Jaya

Full Day Workshop 100% HRDF-SBL Claimable (Subject to prior application)
CPD/CPE 16 hours

Registration Fees: RM 950 - Normal price, RM 800 – 2 or more participants (same company)

Importance of the Program

Credit management and debt collection present us with seemingly endless challenges. We want to secure business contracts and expand our sales, but are concerned that our customers do not pay up. Our profit margins are not achieved, and we end up financing other people's businesses. How do we resolve this dilemma? Effective credit management would definitely have a significant impact on company's performance. This workshop will offer contemporary strategies and techniques to deal with these intractable problems.

Key Topics

- Understanding the strategic importance of credit management
 - The price of ineffective credit management
 - Making credit management an integral management function
- Credit assessment techniques
 - Financials metrics and non-financials indicators
 - Balancing risks and reward
 - Account opening, credit application and customer service
- Elements of an effective credit contract
- Benchmarking the state-of-the-art in credit management
 - Credit Policy
 - Collecting and improving the quality of information
 - Systems, processes and documentation
 - Knowledgeable and well-trained staff
- Effective debt collection techniques
 - Customer psychology
 - Communication: Written, telephone, and in person visits
 - Escalation procedures
 - Detecting early warning signals and initiating the right strategy to counter them – the four phases of debt recovery
 - Dealing with difficult debtors
 - Maintaining customer goodwill
- Negotiation in debt recovery – integrative “win-win” interest-based negotiation
- Motivating credit collection staff through objective Key Performance Indicators
- Taking legal action to recover debts
 - Initiating legal action, documentation, legal process, judgment, enforcement, effect of bankruptcy / liquidation
 - Instituting a proactive legal debt recovery strategy

Peligo Training Solutions Sdn Bhd (670106-K)

Suite 33-01, 33rd Floor, Menara Keck Seng, 203 Jalan Bukit Bintang, 55100 Kuala Lumpur

Website: <http://www.peligotraining.com> E-Mail: peligotraining@gmail.com

Fax: +603- 5634 9778 HP: 012-2916617 (Mr EC Tan)



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- Alternative means for debt recovery
 - Alternative settlement mechanism
 - Factoring and external debt collection agencies

Target Participants

- Accountants and Credit Controllers / Managers
- Sales and Marketing Managers and Executives
- Accounts Receivable / Credit Personnel
- Administration Personnel involved in the credit function

Course Objectives

By the end of the workshop, participants will be able to:

- Understand the importance of commercial/ business awareness and the strategic importance of credit management
- Develop and successfully apply an effective credit assessment and credit granting policy in their organization
- Successfully implement a proactive and practical credit management and debt recovery strategy to address non payments
- Appreciate customer psychology and interest-based negotiation strategies in handling difficult debt collection cases
- Use Key Performance Indicators for effectively managing the credit collection process
- Understand the legalities surrounding the debt recovery process



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Trainer

Lim Chor Ghee

*MIntS(Sydney), MBA(EBS, UK), PCeB(USQ), BComm(Melbourne)
CPA(Aust), CA(M'sia), ATII, MNCC, GARP (USA), AIB (USA)
Doctor of Business Administration (Candidature-UNISA),
Certified Training Professional (ARTDO Int-ITD)*



Trainer / Consultant

Lim Chor Ghee is the Executive Director of companies involved in professional training and management consulting services.

His previous capacities included that as the vice president (corporate affairs) for public-listed multinationals, in which he was instrumental in structuring, establishing and managing international business operations in more than 15 countries. Chor Ghee has also served in CPA Australia, a professional accountancy body, and maintains active involvements in its various workgroups. He was attached with the international accounting firms Coopers & Lybrand and Price Waterhouse in his early career days.

A Certified Training Professional accredited by ARTDO/ITD, he is a regular trainer with professional bodies, training institutions, and corporations in Malaysia, Sri Lanka, Bangladesh and Singapore. Chor Ghee also lectures for undergraduate and postgraduate business programs.

Chor Ghee has diverse professional interests. He is a member of Certified Practising Accountants Australia, Malaysian Institute of Accountants, Malaysian Institute of Taxation, Malaysian National Computer Confederation, Global Association for Risk Professionals (USA) and Academy of International Business (USA).

He holds several academic qualifications - *Master of International Studies* (in Political Economy and International Relations) degree from the University of Sydney, *Master of Business Administration (Distinction)* degree from Edinburgh Business School, Heriot Watt University, *Postgraduate Certificate in Electronic Business* from the University of Southern Queensland, and *Bachelor of Commerce* degree from the University of Melbourne. Chor Ghee is currently pursuing doctoral research on the internationalization and performance of Malaysian companies with the University of South Australia.

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Register Now!

Registration (Fax to 603-5634 9778)
Email: peligotraining@gmail.com
Web: www.peligotraining.com
Contact person: Mr EC Tan (012-2916617)

Workshop Title:

Effective Credit Management and Debt Recovery Strategies

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Name: _____

Position: _____

Company: _____

Address: _____

E-mail: _____

Office Tel: _____

HP: _____

Fax: _____

Payment

Bank: _____ Cheque: _____

Payments are to be made to: **Peligo Training Solutions Sdn Bhd**

Notes:

- Cancellations and Substitution of Delegate(s): There shall be no cancellation after registration. However substitution is allowed, provided Peligo Training Solutions Sdn Bhd is notified in writing of the name(s) and designation of the new delegate(s) at any time prior to commencement of the event.
- Training venue may be subject to change.

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