



Biznez Services
SA0518076-A

Aligning people
towards efficiency

COMPANY PROFILE

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ACE Biznez Services

ACE Biznez Services is a Corporate Training Provider registered with HRD Corp, Malaysia. We serve clients from various industries and across borders, globally. Our reason for existence is to raise the standard of core competence in any levels of employees via short courses or long term certifications.

To achieve that, we work closely with you to align your human capital towards increased efficiency – be it personal development, skills development, upskilling or reskilling. We have also forged win-win partnerships with local and international institutions to add greater value and to help you, stay ahead of the competition in meeting your objectives.

Another area that we excel in is organizational development and consultancy. Some of it being facilitating Strategic Workshops to determine strategic directions, conducting Training Needs Analysis to identify training gaps, spearheading company wide initiatives such as Change Management or Quality initiatives. Our services are guaranteed to take the burden off you, literally!

ACE is backed by professional trainers and consultants with years of experience. We have the right and highly trained resources and expertise, each and every one of them equipped with up-to-date skills and knowledge to deliver the best with a great impact.

So, get in touch with us. We are looking forward to building goodwill and to serve you with excellent customer service, cost competitiveness, innovation and commitment. Contact us for a chat at acebiznez@gmail.com.

Registered Training Provider with



STRATEGIC DIRECTION

Vision

To inspire and empower people from all over the world, to achieve their best.

Mission

- To provide competency based training and coaching that hit the spot and change behavior.
- To customize what we do, to meet clients' needs.
- To ensure value for money for every service that we provide
- To continuously keep ourselves updated with the latest
- To practice what we preach by exercising good management practices.

Any job given to us, will be accomplished with great commitment and devotion, focused on their expectation, and always aspiring to bring about behavioral changes.

Dependable

Relationship

This is the pillar of success and we continuously strive for long term healthy relationship and goodwill with clients, trainers, participants, suppliers, employees and any other stakeholders.

Continuously seeking to improve ourselves by embracing creativity and innovation in various aspects such as training methodologies, training delivery, people and operations management.

Innovation

Vibrant

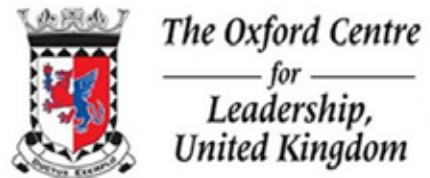
We believe in positive energy and will uphold enthusiasm and passion in all that we do.

Pursuing excellence is our way of life and we want our stakeholders to experience excellence at every touch point.

Excellence



INTERNATIONAL COLLABORATIONS



CLIENTELE

MALAYSIA

MALAYSIA



ExxonMobil



**LAY HONG
BERHAD**

JUSCO



kaneka



BAHRAIN



**جيبك
GPIC**



BRUNEI



QATAR



ARAB SAUDI



CAMBODIA



OMAN



TRAINING COURSES

FACE TO FACE
VIRTUAL TRAINING
WEBINARS

*CUSTOMER
Service
Excellence*



*Professional
OFFICE
Management*



*Business
WRITING
Skills*



*Building
RESILIENCE
@ Workplace*



- Administrative
- Business Writing
- Communication
- Customer Service
- English Language Series
- Entrepreneurship
- Financial Management
- Human Resource Management
- Leadership Series
- Managers Development
- Skills Development Courses

*STRATEGIC
Thinking and
Planning*



*Train the
TRAINER*



*The Art of
SELLING and
Cross Selling*



*PROBLEM SOLVING
and
Decision Making*



*PRESENT
with
Impact*



- Operations Management
- Personal Enhancement
- Presentation Skills
- Purchasing & Supply Chain
- Quality Tools & Techniques
- Safety Series
- Sales & Marketing
- Supervisory Development
- Teambuilding
- Train The Trainer Series

*QUALITY
and Work
Improvement*



*9 Hows of
Effective
SUPERVISORS*



*TEAMBUILDING
for increased
Productivity*



CONSULTANCY SERVICES

Surveys

We help organizations identify the underlying issues behind any form of concerns or non performance by conducting independent surveys. Appropriate recommendations will be forwarded to rectify the issues. Some surveys for different purposes are Organization Survey, Employee Opinion Survey, Customer Satisfaction Survey, Mystery Shopping

Performance Management

In managing performance, we assist with the following: Identifying Performance Measures, Identifying Key Result Area, Coaching Team Leaders or Supervisors in Managing Performance and Non-Performance

Management Retreat

We assist organizations in planning and facilitation management retreats for various purposes: Reinforce Integration and Team Spirit, Strategic Planning, Creating a Dynamic and Purposeful Management Team

Human Resource Policies & Procedures

Development of Human Resource Policies and Procedures in line with the country's legislation.

Suggestion Programs

Development of a suggestion program.

Training Needs Analysis

Conducting training needs analysis and to develop appropriate training plans.

Performance Appraisal System

Development of performance appraisal system or just performance appraisal formats for various levels of employees.

Job Descriptions Development

Conducting job analysis to develop job descriptions and job specifications. Development of salary grades / structure.

Psychometric Tools

Off the shelf and open architecture tools and templates for the purpose of recruitment and selection, competencies and personality assessment and surveys.

Training Games & Activities

Individual activities, exercise and games that are designed to improve or develop individual or team skills, to raise awareness of important organizational issues. These games and activities come in various forms such as cards, props and board games.

CERTIFICATION COURSES



These are long term programs which are more structured rather than ad-hoc. We work with organizations to develop a program that facilitates succession planning.

- Certified Professional Administrators
- Certified Professional Supervisors
- Certified International Professional Managers
- Strategic Leadership for Managers and Senior Managers
- Business Leadership and Acceleration for Entrepreneurs
- Youth Leadership Program
- Women Empowerment Program
- Corporate Elegance Makeover for women



*The Oxford Centre
for
Leadership,
United Kingdom*

TESTIMONY

"Thank you for following us till this page We hope you found what you are looking for. Should you still wonder....."

WHY ACE BIZNEZ SERVICES?

- Our trainers, facilitators and consultants have vast industrial experience
- We do fact finding and customize training and consultancy solutions to your needs
- We ensure our training bring about behavioral changes
- Our face to face and virtual training are engaging and effective
- We embed interactive and experiential games to bring about better learning outcome

"This is what our clients and participants say....."

"Thank you for training our BAKAT Udara ladies under the PEAK Leadership and Entrepreneurship programmes. You were extremely engaging and approachable. Your delivery along with life story examples was excellent and spot on! The games and experiential activities that you used certainly were impactful and brought out the expected learning outcome. You have literally held each of our ladies' hand, guiding them through this 6 month journey. You are a great mentor! Once again thank you for your expertise and commitment.

*YAM Tengku Puteri Seri Teja Pahang Tengku Muhaini binti Sultan haji Ahmad Shah
Pengerusi Jemaah Tertinggi BAKAT Udara*

I have worked with Maria on a number of occasions and have found her to be a professional and supportive partner. We have worked together to develop some fabulous senior leadership **programmes** delivered by the University of York, in the UK, for leaders of Malaysian SME's. Maria was really responsive and communicated with the training faculty really well. She was supportive of her delegates and helped provide a really great experience for the delegation. She is very knowledgeable about business needs and is able to provide real insight into the challenges faced by SME leaders making her a great person to work with when developing training solutions Highly recommend

- Amanda Selvaratnam, York University, UK-

My personal experience with Maria was outstanding. She brought a new perspective to address our safety culture challenges in our offshore environment. Maria is a great communicator to all levels of the workforce, all nationalities, all experience levels. She is also a master facilitator when leading our pre-campaign safety leadership workshops then following up those with a rotational assignment offshore where the tire met the road. It was my distinct pleasure to work side by side with Maria in attaining our Hurt-Free drilling campaign. Thank you Maria and look forward to working with you in the future

- James Nash Sr. Drilling Superintendent at ExxonMobil

"The services you provided is a "wow". I personally have observed you applying GROWTH into the 2-day, training itself. In the revised report with QA Checklist, you clearly demonstrated the T and H portion for us to execute! My appreciation to you, for your genuine care in helping us apply GROWTH in our Company. I believe this will give the Management a clear understanding of what's coming after the training, it does not just stop there."

Shereen , Sudong (a member of the Singtel group)

GALLERY



Oman Oil Refinery 2019 -
Root Cause Analysis



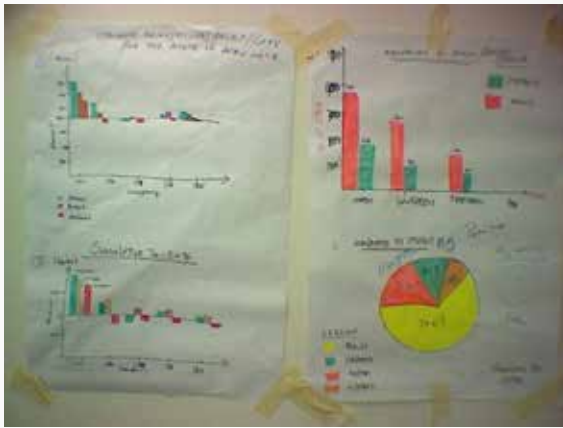
Plant Turn Around
Management Training 2016



ExxonMobil On-boarding 2018



Oman Oil Refinery 2019 -
Change Management



FOUNDER & CEO

Dr. Maria Rufina

Dr Maria is the **Founder of ACE Biznez Services**. She is also the President of OXCEL, Malaysia, where OXCEL is Oxford Centre for Leadership, UK, Founder of MiWEPS, a women empowerment organization and a Board Member of Malaysian Institute of Retirement Management. She is backed by more than 20 years of experience in manufacturing, training, consultancy, entrepreneurship and as a social activist.

Maria Rufina's passion is in empowering people and bringing out the best in them so that they could make a difference in their respective organisations. That is what led her to conduct training and along the way, develop her specialty in crafting bespoke solutions. Thanks to her **years of amalgamated experience** in Quality Assurance, Mathematics and Human Relations.

Todate, Dr. Maria has not only trained numerous people and organizations across various industries and countries, but also advised and consulted many organizations in spearheading quality improvement initiatives..



ASEAN Outstanding Women Entrepreneur Award 2016



SME Recognition Award Rising Star Award 2015



Winner of "Professional Award" by Malaysian Indian Business Council Women Achievers Award

HRDF Training Provider



Dr. Maria Rufina

CORPORATE TRAINING STRATEGIST

FOUNDER & HONORARY ADVISOR

M'sian Org for Dev of Indian Women in Career, Entrepreneurs & Professionals



COUNCIL MEMBER

KL & Sel Indian Business Chamber of Commerce & Industry



FOUNDING VICE PRESIDENT

Malaysian Training Providers Association



BOARD MEMBER

Malaysian Institute of Retirement Management





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THANK YOU



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