





RMCD VISION

Excellent Customs Service Royal Malaysian Customs
Department (RMCD)

MISSION

To collect revenue, enforce the law, and facilitate trade
efficiently and effectively.

SLOGAN

CEKAP (EFFICIENT)

TANGKAS (AGILE)

INTEGRITI (INTEGRITY)

THANK YOU

LIST OF COORDINATORS

	Name		Station
1.	Mdm. Suwati Binti Suratman	-	AKMAL
2.	Mdm. Emifakinah Binti Mohamed Eusoff	-	AKMAL
3.	Ms. Terry Hartheman	-	AKMAL
5.	Mr. Asman Bin Tola	-	AKMAL
6.	Mr. Safarin Bin abu Bakar	-	AKMAL
7.	Mr. Muhammad Afizi Bin Idris	-	AKMAL
8.	Mr. Goerges Cantone	-	WCO
9.	Ms. Sindy P K Hung	-	WCO
10.	Ms. Juliana Binti Jumahat	-	RMCD

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Coordinating Department

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Head of External Studies Department

Programme Coordinator

Ms. Terry Hartheman

Secretarial Affairs

Mr. Asman bin Tola

Mr. Safarin bin Abu Bakar

Mr. Samsuri bin Abdul Manap



AKMAL VISION

Leading Excellence in Sustainable,
World-Class Training

AKMAL MISSION

Empowering Competency-Based Training Focused
on Intellectual and Digital Excellence

AKMAL Training Philosophy

To produce knowledgeable individuals with high levels of skill and capability in performing their duties, who uphold service ethics and demonstrate a positive attitude towards their responsibilities and organization, through a comprehensive and integrated training approach. This approach is based on balanced development in terms of mental, spiritual, physical, and emotional aspects, implemented in a planned, continuous, and equitable manner.

LIST OF PARTICIPANTS

BIL	NAMA	GRED	NEGERI
1	NABZIRA BT ABU BAKAR	WK10	AKMAL
2	MATAHATI BINTI MAHBOL	WK10	JOHOR
3	SITI NOR ANIRA BINTI ABDUL RASHID	WK10	JOHOR
4	MOHD MUHAJIMIN BIN MOHD ZIN	WK10	KEDAH
5	SYED MUHAMMAD DANIAL BIN SYED ISMAIL	WK10	KEDAH
6	NIK SUKIMAN BIN YUSOF	WK10	KELANTAN
7	WAN MUHAMMAD AIZZAT BIN WAN AZHAR	WK10	KELANTAN
8	ABDUL FATTAH BIN NOOR AZMI	WK10	LTAKL
9	NURUL NADIA BINTI ZAILAN	WK10	LTAKL
10	HARTINI ABD RAZAK	WK12	LABUAN
11	SHAMSUL ARIFFIN BIN BAHNAN	WK12	MELAKA
12	CHUNG KIM GUAN	WK10	MELAKA
13	MOHAMED SUFIAN BIN SULAIMAN	WK10	MELAKA
14	NUR SYANINI BINTI MUHAMAD	WK10	NEGERI SEMBILAN
15	WAN SYAZWANI AMANINA BINTI ANUAR	WK10	NEGERI SEMBILAN
16	YONG YAN FEI	WK10	PAHANG
17	NIDZAM ADZHAR BIN MOHD FAUZI	WK10	PERAK
18	REKHA A/P KUPPAN	WK10	PERAK
19	KOHILA SWAMINATHAN	WK13	PERLIS
20	AZIZUDIN BIN MOHD	WK10	PERLIS
21	NORFARIZOH BINTI BASRI	WK10	PERLIS
22	MOHD ZAIDI BIN IBRAHIM	WK9	PULAU PINANG
23	NOOR FATHIAH ZALANI	WK10	PULAU PINANG
24	NOOR HIDAYATI BINTI ROKEMAN	WK12	PUTRAJAYA (IBU PEJABAT)
25	ROSMAWATI BINTI YOB	WK12	PUTRAJAYA (IBU PEJABAT)
26	INDIRAA A/P PITCHAIAPPAN	WK10	PUTRAJAYA (IBU PEJABAT)
27	MOHAMAD SHAHRUZUAN BIN SHAMSUDDIN	WK10	PUTRAJAYA (IBU PEJABAT)
28	MOHAMMAD SHAFIQ BIN JUMRI	WK10	PUTRAJAYA (IBU PEJABAT)
29	ERPIN BINTI MASSALO	WK10	SABAH
30	SITI NURAIN BINTI AHMAD	WK10	SABAH
31	RUDY ANAK DERIE	WK9	SARAWAK
32	MOHAMAD FAZRIN AMIR BIN ARIFIN	WK9	SELANGOR
33	MUHAMAD BIN MUHAMED YUSOF	WK9	SELANGOR
34	MOHD NAZRIN BIN HARUN	WK10	TERENGGANU
35	SITI HAYATI BINTI S. HAMID	WK10	TERENGGANU
36	MOHD FIRDAUS BIN ALIAS	WK9	WPKL
37	SHARIFAH SHAHNAZ BT SAYED MOHD FAUZI	WK10	WPKL



WCO National Capacity Building Workshop on AEO

GOAL

The goal of the WCO National Capacity Building Workshop on Authorized Economic Operator (AEO) is to strengthen the capacity of customs officers and relevant stakeholders in implementing and managing the AEO programme in line with international standards, while enhancing trade facilitation and supply chain security.

COURSE OBJECTIVES

1. Enhance participants' understanding of the AEO concept, framework, and its role in international trade.
2. Develop participants' capability to implement, monitor, and evaluate AEO programmes at the national level.
3. Strengthen knowledge on supply chain security and compliance requirements under the AEO framework.
4. Provide exposure to international best practices and WCO guidelines related to AEO implementation.
5. Promote effective collaboration between Customs authorities and the private sector in facilitating secure and efficient trade.

TIME	AGENDA ITEM	VANUE
21 May 2026 (Thursday)		
0730 - 0800	Breakfast	DM D'Sarah
0800 - 0845	Departure for Site Validation Visit	Bus
0900 - 1300	On-site validation/revalidation visit to an AEO company TKR Manufacturing (Malaysia) Sdn Bhd, Lot 11, Kawasan Perindustrian Tangga Batu, 76400 Melaka	Visit
1300 - 1345	Return to AKMAL	Bus
1345 - 1430	Lunch Break	DM D'Sarah
1430 - 1730	Post-Visit Breakout Session on Validation/Revalidation Observations	D'Sarah
1830 - 2000	Dinner	DM D'Sarah
22 May 2026 (Friday)		
0730 - 0800	Breakfast	DM D'Sarah
0800 - 0900	Breakout Sessions on Current Legislation and Future Developments	D'Sarah
0900 - 1000	Reports of Breakout Sessions (15 minutes each)	D'Sarah
1000 - 1030	Coffee Break	DM D'Sarah
1030 - 1200	Wrap-up session Recommendations Closing statements and possible way forward regarding Malaysian legislation and guidelines	D'Sarah
1200 - 1230	Closing ceremony Officiated by Mrs. Suwati binti Suratman, Director, AKMAL Malaysia Group photo	D'Sarah
1230 - 1300	Lunch Break / End of Workshop	DM D'Sarah

WCO NATIONAL CAPACITY BUILDING WORKSHOP ON AEO
18 - 22 MAY 2026
ROYAL MALAYSIAN CUSTOMS ACADEMY (AKMAL) MELAKA, MALAYSIA

TIME	AGENDA ITEM	VALUE
18 May 2026 (Monday)		
1400 - 1900	Arrival of participants at AKMAL Registration	JPHEP, AKMAL
19 May 2026 (Tuesday)		
0730 - 0830	Breakfast	DM D'Sarah
0900 - 1000	Registration and Welcome Coffee/Tea	D'Sarah
1030 - 1030	Ice-Breaking Session Introduction of participants and experts Overview of the workshop objectives, approach, and programme flow	D'Sarah
1030 - 1230	Malaysia's AEO Programme Presented by Ms. Julianah binti Jumahat-Head, Authorized Economic Operator (AEO) Unit, Trade and Industrial Facilitation Branch, Customs Division, Royal Malaysian Customs Department (RMCD) i. Overview of Malaysia's National AEO Programme (Customs legislation, field instructions, guidelines, etc.) ii. Malaysia's AEO experience, challenges, and expected way forward, including MRAs	D'Sarah
1300 - 1400	Lunch Break	DM D'Sarah
1400 - 1530	Brief reminders of SAFE Framework of Standards (Fos) Requirements Presented / Facilitated by WCO Experts Mr. Georges Cantone and Ms. Cindy P.K. Hung i. AEO application process ii. Benefits iii. Requirements iv. Validation process v. Sanctions	D'Sarah
1530 - 1600	Coffee Break	DM D'Sarah
1600 - 1730	Continuation of Session	D'Sarah
1830 - 2000	Dinner	DM D'Sarah

TIME	AGENDA ITEM	VALUE
20 May 2026 (Wednesday)		
0730 - 0830	Breakfast	DM D'Sarah
0930 - 1045	Hong Kong AEO Programme Presented / Facilitated by Ms. Cindy P.K. Hung WCO Pre-Accredited Expert, Hong Kong Customs & Excise i. AEO (Pilot run and formal launch) ii. AEO regional experience and challenges including SMEs and e-commerce companies	D'Sarah
1045 - 1145	Coffee Break	DM D'Sarah
1115 - 1230	Implementation of an AEO Programme in a Customs Union: The European Union AEO Experience Presented / Facilitated by Mr. Georges Cantone, French Customs WCO Recognized Expert i. AEO EU legislation ii. Experience and challenges including SMEs, e-commerce companies, MRAs	D'Sarah
1230 - 1400	Lunch Break	DM D'Sarah
1400 - 1530	Gap Analysis, Compliance, and Best Practices in Malaysia Presented / Facilitated by: WCO Experts / Malaysian Experts (Interactive Session) i. Communication and assistance policies ii. AEO application process iii. Benefits provided to AEOs iv. AEO criterion and requirements v. AEO MRA in place (state of play/ challenges/expectations) vi. Pre-validation (if applicable) vii. AEO authorization/validation and re-assessment processes viii. Validation/revalidation ix. Monitoring (gaps, compliance and best practices) x. Sanctions	DM D'Sarah
1530 - 1600	Coffee Break	DM D'Sarah
1600 - 1730	Continuation of Session	D'Sarah
1830 - 2000	Dinner	DM D'Sarah