

Trainer's Profile (Dr. Leong Sai Fan)

mq Training Coaching Consulting

Leading Change from Mind to Muscle, to Mastery

Tel: 03-2297 9752 Fax: 03-2287 1868



Dr. LEONG SAI FAN

(Singapore based)
Corporate Strategist
Process Strategist

Qualification	Key Expertise	Partial Client List
<ul style="list-style-type: none">• BSc (Hons.)• PhD (Univ. of London, UK)• certified national assessor for the Singapore Quality Award for business excellence• Accredited MBTI administrator and practitioner.• Currently serves on the expert panel of PSCOE (Public Service Commission Organisation Excellence) of the CSC (Civil Service College).• Senior Lecturer and researcher at National University of Singapore (1982-1992)• National Assessor for Singapore Quality Award (SQA) for business excellence• Trainer for ILM (Institute of Leadership and Management, UK) training courses• Associate trainer of Civil Service College, Singapore• Accredited MBTI administrator and practitioner	<ul style="list-style-type: none">• Development of mission, vision, organizational planning and creating company culture.• Develop corporate strategies and the strategy process.• Extensive experience with Singapore Quality Award for Business Excellence• Balanced Scorecard.• Develop service mission, vision, and service culture in a holistic manner	<ul style="list-style-type: none">• World Bank.• Singapore: Singapore Police Force, Singapore Civil Defence Force, Defence Science & Technology Agency, PSA Corp, The Hour Glass, Triumph International, SingTel, Overseas Union Bank, Singapore General Hospital, TIBS, Roche Diagnostics, CPF Board, Civil Aviation Authority of Singapore (CAAS), Culina, Inland Revenue Authority of Singapore, New Zealand Milk, Omega Integration, Oil Spill Response, Princeton Pharmacy, Siemens, Roche Diagnostics Asia Pacific, Royal Sun Alliance (RSA), Singapore Accountancy Academy (SAA);• Malaysia: Maybank, Celcom, Express Rail Link, Landmarks• Indonesia: Bank Central Asia, Bank Rakyat Indonesia, Bank Mega, Citibank• Philippines: Interphil Laboratories;• India: BPL Mobile.

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Project Highlights:

- (1) BCA, Jakarta
 - Training Needs Assessment
 - Training Road Map
 - Service Strategy
 - Design and development of training programmes
 - Implementation of service training to all levels of employees
 - Feedback, surveys and review of training effectiveness
- (2) Citibank, Jakarta
 - Review and planning sessions for service quality with senior executives in consumer banking
- (3) HSBC, Kuala Lumpur
 - Management development programmes for clerical and officers towards promotion.
 - Feedback, pre-, post-assessments, learning contracts assessments on programmes
- (4) ERL, Kuala Lumpur
 - Service strategy
 - Implementation of service training
- (5) Murphy Sarawak Oil, Kuala Lumpur
 - Leadership training programmes for engineers and managers
- (6) New Zealand Milk, Singapore
 - Regional (asia pacific) business and marketing review and planning
- (7) Princeton Pharmacy, Singapore
 - Develop and implement complete HR management system
 - Set up, implement, certification and maintenance of Good Distribution Practice (GDP) and Good Distribution Practice for medical devices (GDPMDS)
- (8) Roche Diagnostics Asia Pacific
 - Align and map business flow from customer to delivery for SAP integration
 - Service quality, SLA with marketing and contracted service providers
- (9) Interphil Laboratories, Manila
 - Mapping of business and manufacturing processes of pharmaceutical products lines to improve and streamline business and process flows.

Working philosophy:

- Helping adults to learn, shift mindset, train and retrain for life, and always stay relevant to the jobs they work in.
- Helping companies to improve and stay competitive through people and system.