

KENZER&COMPANY

Company Profile



2010

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About Kenzer & Company

a humble start ...

History

Inaugurated in 1999, Melaka Quality Centre (MQC) is a voluntary society for individuals, private and public entities to promote excellence within Malacca and Malaysia. Members of MQC seek to share quality and productivity philosophy and practices in a culture of co-operation and learning. MQC had a total of 41 registered Malaysian organizations with a combined annual turnover in excess of RM5.887 billion, and combined total of 16,272 employees since inception. MQC had also organized the Small Group Activities competition where teams are tested on their skills and knowledge "live" is the first of its kind in Malaysia. Other activities included cooperation with some member companies on leadership and organizational research, with support from academics for the members to learn better (or best) practices from each other.

the need to serve
our client better ...

Independence

Founded as mQc Incorporated Sdn Bhd in 2006 by Kenzer Tan Heck Wee & Dr Bong Cheng Siong, mQc serve as a training and consultation provider for the organizations from local and South East Asia. We have a track record of winning corporate and national excellent awards in the organization, team and individual categories. Our belief of Quality Management Excellence as a foundation to the success of organization had given us opportunities to share our expertise and experience with the clients from public & private sectors. Among our audiences included the participants from our neighboring countries from Cambodia, Indonesia, Laos, Myanmar, Philippines, Thailand and Vietnam. We're also the official partner for the state government to lead the Melaka Chief Minister Award assessment team.

the confidence
to make our
client success ...

Revitalization


Renamed as Kenzer & Company Sdn Bhd in 2009, we become renowned as our 10-year-old start-up. Today, we bring over 20 years of management knowledge and experiences into all that we do, we extend our focus on serving private and public-sector clients on business and organisational transformation – from planning to implementation. Our strategy is to create a customer-centric consultancy to work closely with our clients to advise business decisions along with practical assistance for implementing those decisions for bottom line results. We work directly with senior management to formulate business strategy and to solve their most critical issues through insightful recommendations. We assist clients to achieve business objectives via implementing strategic initiatives, including redesign of work processes and organizational structure, where appropriate. We advise management concerning best practices, audit the effectiveness of existing systems, and objectively evaluate and stimulate new solutions.

Why choose Kenzer & Company?

What makes Kenzer & Co. different from the other training/consultation providers? We started with the track record as main partner and trainer for leading programs in the state as well as overseas:-




Kenzer & Co. was among the prominent corporate speakers invited to share management & leadership experiences with:

- state government officials in the IMM-MPC talk 
- Pembangunan Sumber Manusia Berhad (PSMB)



The **Chief Minister Award (CMA)** was first introduced in 2003 and is given out bi-yearly to organizations in recognition for their achievement in business excellence. Since 2005, the CMA assessment is based directly on the Prime Minister Quality Award criteria and is a public-private endeavour of the state. Winning the award is a prestigious accomplishment, as the CMA is a symbol of Organizational Excellence. The trophy will be presented by the Chief Minister of Melaka during the Award Ceremony. Kenzer & Co. is the official assessors for the CMA.



Kenzer & Co. is the approved training provider for **Malacca Industrial Skills development Centre (MISDEC)** to facilitate In-house/Public program (claimable under HRDF), Industrial Skills Enhancement Program (supported by MoF) and SME Skills Enhancement Program (subsidized by SME Corp.) for the prospective Malaysian companies or participants. 



The **Association for Overseas Technical Scholarship (AOTS)** was established in 1959 with the support of the Ministry of International Trade and Industry (which is the present Ministry of Economy, Trade and Industry: METI) as the first technical cooperation organization on a private basis in Japan. Its main purpose is to promote international economic cooperation and enhance mutual economic development and friendly relations between those countries and Japan. Principal consultants of Kenzer & Co. were invited to facilitate the training for AOTS.

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Kenzer & Co. takes the holistic approach towards organizational excellence. In this regard, baseline assessment is our way to assist organization in identifying the gaps, and providing solutions which stimulate best practices in the competitive environment

The Strengths and Areas for Improvement will be shared in relation to our management expertise in the following areas:

- Leadership
- Strategic Management Process
- Human Resources
- Processes
- Quality
- Productivity
- Shopfloor
- Supply Chain



Holistic approach towards organizational excellence



KENZER & COMPANY

**The official partner for
Melaka Chief Minister Award 2005 & 2007**





Philosophy

The only way to keep you at the BEST is never stop learning to be BETTER.
That is where we can help you to deliver.

Talented and motivated employees are the foundation of any business.
That is where we can assist you to grow.

Commitment

Our team of professionals is dedicated to help our clients to achieve and surpass their business objectives. We offer ...

- **Quality**
- **Confidentiality**
- **Non-obligatory Preliminary Assessment**
- **Prompt Responsiveness**
- **No Conflict of Interest**
- **Flexibility**

Services & Expertise



We help our clients create value and architect change by offering our exclusive spectrum of services & expertise for organizations, teams and individuals:-

Companies choose Kenzer & Company for our collaborative and pragmatic approach to problem-solving for our client success. Our focus on implementation with the end in mind delivers results – achieve strategic and operational excellence for continual organizational improvement and growth.

Management Consultancy

We will work alongside with the company to define the area or scope of the issue, design the improvements or solutions, consider and incorporate the systems and people aspects, assist in implementation and ascertain the performance levels with the company. We also facilitate the thinking process that reveals solutions that dramatically enhance personal and organizational performance in the areas of leadership, teamwork, communication, relationships and life management skills.

>> also refer to page 08

Training & Development

We respond to our clients' demands by providing training and development programs tailored to the needs of the company or organization. Courses are designed from rank and file to management level such as frontline staff, line leaders, supervisors, executives, middle managers and senior executives.

>> also refer to page 9-11

Management Services

We offer our expertise in developing, implementing and continually improving both internal and third party management system audit program, including Quality, Environmental, Health and Safety management.

We have extensive experience assessing organizations using business excellence model and methodology. We provide you with the feedback that enable the organizations to select the best strategies for growth, development and improvement.

>> also refer to page 12

Management Consultancy

We offer our help when the unique skills and experience are not available in-house to introduce a major change in the organization.

Strategic Management

Through a process of interaction with top management, short and long term business strategy and resource planning can be evaluated. As opposed to just training the tools of Strategic Management, in this instance, Kenzer & Co. consultants will walk through the strategic process with the client organization.

Performance Management Systems

A systematic way to design and establish a set of Key Performance Indicator to drive the client organization towards desired result of Quality, Cost and Delivery. We architect performance management systems align to the needs of your business.

TQM – Quality Control Circle

QCC is a key component of Total Quality Management and Continuous Improvement Systems. We help the company tap into the vast knowledge and skill base of its employees, working together in a small group to contribute to the improvement of the enterprise rather than relying only on problem solving skills of its management and technical staff. The established groups can be also guided to participate in the ICC Convention organized by Malaysia Productivity Corporation.

HR General Consultancy

For those clients without a Personnel or Human Resources department, mQc is able to provide access to Consultants that can manage interim, short or long term projects to design and implement HR processes and procedures to meet the requirement of your organization. Alternatively, we offer our assistance in the construction of job description, appraisal systems or performance management systems.

An unique and worthwhile investment in your future.

Training & Development (I)

Kenzer & Company provides public courses and in-house training that covers Quality, Operations & Productivity, Business Skills and Safety & Environment. Our associate trainers are dynamic professionals with a wealth of experience in spearheading culture change within organizations where the effectiveness of training was assessed and noted.

Quality

- 7 Advance QC Tools • Statistical Process Control (SPC) • Six Sigma Process Control • Cost Of Quality (COQ) • Eight Steps Problem Solving Technique • 8D • Problem Solving Methodology • Total Quality Management • ISO9001:2008 • ISO/TS16949:2000 • Advanced Product Quality Planning (APQP) • Quality Control Circle (QCC) • Small Group Activities (SGA) • QCC/SGA Leadership Skills • Design Of Experiment (DOE) • Failure Mode & Effect Analysis (FMEA) • Other related programs ...

Operations & Productivity

- Just-In-Time (JIT) • Kanban Pull System • Total Productive Maintenance (TPM) • Gemba Kaizen Techniques • Business Process Re-engineering • Motion-Time-Method Analysis (MTM) • Cycle Time Management • Dynamic 5S Techniques • Poka-Yoke Error Proofing Techniques • Cellular Manufacturing System • Lean Manufacturing/Management • Elimination of the Seven Muda (Wastes) • Supply Chain Management • Other related programs ...

Business Skills

- Leadership • Strategic Management • Effective Communication • Customer Focus Management • Managing Change • Team Building (Outdoor & Indoor) • Supervisory Skills • Managing Teams • Quest for Excellence • Other related programs ...

Safety & Environment

- ISO14001:2004 • OHSAS18001 Series • Schedule Waste Management • Initial Environmental Assessment • Environmental Aspect-Impact Assessment • Chemical Handling • Emergency Response Planning • Legal and Statutory Requirement • Environmental Performance Assessment • Environmental Management Project • Wastewater Treatment • Other related programs ...



Training & Development (II)



In-House

Customized Corporate Training

"In-house" program is the natural choice where the training need is likely to be special, e.g. when particular emphasis need to be given to one particular area of knowledge or behavior. Any course in this brochure can be presented exclusively for your own people. Our in-house training service provides you with a flexible and cost effective approach to learning where we bring our experts to you.

The Benefits

Professional Facilitator

All facilitators are highly skilled in their areas of expertise and have a wealth of personal knowledge and experience. Many deliver training with hands on experience in manufacturing and service sectors.

Cost Effective

Since the training takes place at your own premises, there is no travel, no time away from the workplace and no expenses often associated with public training courses. Fees are charged per day rather than per delegate, therefore employee can be trained at a very low cost per person enabling you to maximise your training budget.

Flexible

In general all the program can be offered on an in-house basis. Should you require something more tailored to your exact training requirements, we can also develop a course to suit your specific needs. As you are able to arrange a date that fits in with existing work demands, in-house training offers the ultimate flexible training solution.

Direct Impact

By learning in familiar surroundings and having colleagues alongside throughout the training, the impact throughout the organization is immediate. Sensitive company information can be shared and used as real life examples during the course in complete confidence to enable you relate your learning directly back to your working environment.

The Syllabus

Modified

Any program direct from the training directory with key few adaptations to format and content or the course content, length or main focus is tailored to suite specific requirement.

Tailored

Any program specifically designed and developed in accordance with the requirements of your organization. The content, length and course focus is discussed and agreed with the relevant facilitators.



Training & Development (III)

Graduate Development Program

A special program, designed and developed by Malacca Industrial Skills Development Centre (MISDEC) and Kenzer & Co. for FRESH GRADUATE to progress to the next level of their career.

Selected participants will undergo 7 months training programme, which will cover modules encompasses intensive skills enhancement training with hands on approach from the experienced, industrial led instructors.

Topics:

Quality & Productivity
Executive Development
Industrial Management System
Production & Operation Management
Management Strategies
International Business
Logistics
HRM & Industrial Relation
ICT Skills
Financial Fundamentals
Safety, Health & Environment Management

Management Services

Localization Programs

We offer our service to help foreign companies setting up sites in Asia Pacific.

World-Class Standard

We offer the services of experienced auditors who perform internal audits of management systems against the requirement of the ISO 9001, ISO 14001, OHSAS 18001 standard and other related standards. Training audits are also available where members of your audit team observe an experienced auditor and are coached in audit techniques. Our services enable the client to manage resources and cost more flexibly & effectively.

Business Excellence

Business Excellence models are used in more than 90 countries. The models are designed to guide and help organizations to improve in all aspects of their operations by enabling them to identify strengths and the areas that need improvement. The flexibility of the models means that they can be used by any organization regardless of size, sector, products, culture or location.

While some organizations adopt business excellence to both improve and seek recognition/validation via awards which serve to identify and recognize role model organizations, the majority of organizations implement business excellence simply to improve performance and competitive positioning. There is evidence to indicate that organizations that have implemented business excellence successfully have outperformed their peers.

The following performance measures can be used to evaluate the impact of Business Excellence:

Organizational Performance: a measure of overall organizational excellence and is typically based on assessment through a Quality Award model.

Individual Criterion Performance: a measure of for an individual criterion. This is based on the performance of any criterion of a Business Excellence/Quality Award model.

Implementation Impact on KPI: increase in performance as reflected in organizational key performance indicators (for example, quality, cost, delivery, customer satisfaction, employee satisfaction) as a visible result after adopting business excellence.



Sharing of Expertise

Our facilitators have shared their expertise with and supported the following organizations ...

Public Sector

Custom & Excise
Institute of Management Melaka
Malacca Industrial Skills Development Centre
Malacca State Government
Malacca State Government KMK
Malaysia Productivity Corporation (MPC)
National Registration Board (Jabatan Pendaftaran Negara)
Pembangunan Sumber Manusia Berhad (PSMB)
The Association for Overseas Technical Scholarship (sponsored by Japanese government)
University Technology Mara (UiTM)
University Technical Melaka Malaysia (UTeM)

Private Sector

Agilent Technologies
BASF
Epson Precision
Federation of Malaysian Manufacturers
Harta Packaging
Hitachi
Ingress Group
Joubert S.A.
JSM Packaging
LaFarge Cement
Lam Soon
Matsushita
Nippon
Petronas
Securiforce
Siemens Semiconductor
Shin-Etsu
Southern Steel
Teckwah Paper Products
Top Glove
Vishay Semiconductor

Sharing of Expertise

Participants in Association for Overseas Technical Scholarship (AOTS) program ...

Department Of Technical Vocational Education and Training, Cambodia
Industrial Technical College, Cambodia
Kandal Provincial Training Center, Cambodia
National Institute of Business, Cambodia
National Technical Training Institute, Cambodia
Preah Kossamak Polytechnic Institute, Cambodia
Center for Ceramics, Indonesia
Center for Textile, Indonesia
Indonesia Export Training Center, Indonesia
Training Centre for Industry and Trade Service, Indonesia
Center for Skill Development, Lao PDR
Lao-German Technical School, Lao PDR
Vocational Education Development Center, Lao PDR
Kedah Industrial Skills and Management Development Centre, Malaysia
Malacca Industrial Skills Development Centre, Malaysia
Negeri Sembilan Skills Development Centre, Malaysia
Sabah Skills and Technology Centre, Malaysia
Sarawak Skills Development Centre, Malaysia
Terengganu Skills Development Centre Berhad, Malaysia
UMFCCI Business Training Centre, Myanmar
Yangon Co-operative Degree College, Myanmar
Center for Industrial Technology and Enterprise, Philippines
Meralco Foundation Inc., Philippines
National Industrial Manpower Training Council -Center for Industrial Competitiveness, Philippines
Philippine Trade Training Center, Philippines
Technical Education and Skills Development Authority, Philippines
Technological University of the Philippines, Philippines
Department of Industrial Promotion, Ministry of Industry, Thailand
Institute for Small and Medium Enterprises Development, Thailand
National Electronics and Computer Technology Center, Thailand
Prince Chandaburi Narunuth Institute, Thailand
Food Industry College of Ho Chi Minh City, Vietnam
Hue Industrial College, Vietnam
Technical Secondary School for Garment and Fashion No.1, Vietnam
Viet-Hung Industrial School, Vietnam

Facilitators' Profile



Kenzer Tan Heck Wee

Highlights

- Proven leadership experience from Head Prefect (school) to Managing Director (European listed MNC) to Chief Assessor of Melaka Chief Minister Award (community).
- Successfully set up the TQM culture in an European multinational corporation which won all of Malaysia's P&Q (Productivity and Quality) awards:-
 - Prime Minister Quality Award (from PM)
 - National Productivity Award (from PM)
 - Quality Management Excellence Award (from PM)
 - National QCC (Quality Control Circle) Champion (from Minister)
 - Melaka Chief Minister Award (from CM)
- Successful in turning around two financially ailing companies in America and in Malaysia.
- Broad based functional experience in heading departments in Total Quality Management, Customer Service, Planning, Operations, Human Resources, Information Technologies and Communications.
- Leadership and management experience in large public companies as well as small and medium sized enterprises both in the roles of customer and supplier.
- Cross-cultural management successes in American, European and Asian companies.
- Recipient of the Tokoh Pekerja Lelaki (Best Male Employee of the Year) from the Malaysian Prime Minister.

Kenzer Tan working experience started in America – after completing his undergraduate studies at UCLA – where he worked for two SMEs in the pharmaceutical and pre-packaging industry. In the pharmaceutical company, he started as a trainee and rose to the ranks of Vice President of Operations. In the latter, he authored the one-stop solution proposal that won the company the contract that turned the fortune of this financially ailing company.

Upon his return to Malaysia, Kenzer was the Group Manager of a local SME with businesses in recycled moulded paper pulp and farming. The management initiative to be the first in the country to supply recycled moulded paper pulp in place of polystyrene and Styrofoam garnered it many MNCs customers shipping to European countries with strict environmental protection regulations.

He then join a German MNC starting in the position of TQM manager, then to Senior Manager of TQM and Communications, Director of Planning and finally as Senior Director of Human Resource for over 5,000 employees. Kenzer was instrumental in the implementation of the company's TQM culture which was evidenced by the company winning all the Malaysia highest Productivity and Quality-based TQM awards, such as Prime Minister Quality Award and National QCC Champion, at the organization, team and individual levels.

He implemented HR inventions such as employee surveys and designed proprietary leadership training and development programs which ran on a weekly basis over a three-year period. He also designed and conducted a talent management event to evaluate and identify the organization's high fliers for placement and development.

Kenzer's also held the position of Managing Director of a Dutch listed company, heading its site in Malaysia and in China. He designed a proprietary Performance Management System, linking it to the Strategic Management and Process Management, to turnaround the local company and returned it to profitability within 6 months after three years of losses. The turnaround was helped by the low-key implementation (no sloganeering) of TQM practices, HR interventions as well as running the weekly leadership training and development programs for the second and third echelon leaders to ensure alignment and commonality of understanding in the company.

At the Community level, Kenzer has been appointed as the Chief Assessor of the Chief Minister Award in Melaka (2005, 2007), presenter for various programs for MPC, PSMB and Institute of Melaka Management. He has shared experiences and learning with such Celcom, Mobikom, Telekom, Pioneer, Hitachi Consumer Products, Samsung, Petronas, Fico, Harris Semiconductors and Malaysia Productivity Corporation.

Kenzer Tan received his Bachelor of Science in Computer Science and Engineering from the University of California, Los Angeles, USA. His Masters of Business Administration is from the University of Strathclyde, Scotland.

For his contribution to the company, fellow workers and the community, and his continuous self-development, Kenzer was accorded the Best Male Employee of the Year Award 2001 (Tokoh Pekerja Lelaki) from the Prime Minister, Dato' Seri Dr. Mahathir Mohamad in 2001.

Kenzer is currently the Managing Partner of Kenzer & Company Sdn Bhd.

Facilitators' Profile



Dr Bong Cheng Siong

Highlights

- More than 10 years of engineering and management practices with multinational corporations (Germany, Netherland, Singapore and United States) in Malaysia.
- Humble start from a hands-on engineer (executive) to specialist (junior management) to section head (middle management) to departmental head (top management).
- Co-designer (Assessment Criteria) and Judge for Melaka's Chief Minister Awards 2005/2007.
- Successful set-up and leadership in heading departments of two multinational corporations to set new records in Quality Performance.
- Nine papers accepted and published in the national/international conferences and journal in Australia, Hong Kong, Japan, Malaysia, Switzerland and United States.
- Vast exposures and experiences in Process & Product Engineering, Productivity & Quality Management, Production Operations, Total Quality Management and Communications
- Obtained Chartered Engineer (CEng) & Chartered Manager (CMgr) status from the premier professional institutions in United Kingdom
- Achievements in Corporate and National honours:-
 - Corporate Business Excellence Award (Leader)
 - Corporate Team of the Month (Leader/Facilitator)
 - Corporate SGA Award (Facilitator)
 - National Prime Minister Quality Award (Leader, Process Management)
 - QCC (Quality Control Circle) Awards (Facilitator)
- Received graduate and post-graduate qualifications from United States and Australia.

Cheng-Siong has a wealth of operations & management knowledge in the multinational high-tech corporations (United States, Germany, Singapore & Netherland) operating in Malaysia. Working from rank and file, he started as a hands-on engineer and rose to the position of senior management within 10 years. In this respect, his vast exposures in many roles both as a subordinate and manager brings him an extensive experience in strategy development, performance management, organizational performance and operations improvement.

Cheng-Siong started his corporate career as a process engineer in an American MNC. He then join the German MNC as a product engineer within the same industry that manufactures high-tech component. In the German company, he has led a productivity project that achieved a record of reducing cycle time and inventory without jeopardizing delivery. He was then handpicked as a facilitator to drive the productivity program in the company. The productivity credential later earned him a management position to oversee a multi-million operation. His initiative of cultivating quality-first mindset has doubled the production capacity successfully with the best quality achieved within 2 years. With his passion on productivity and quality, he was promoted to head the TQM plant-wide with over 5,000 employees.

Cheng-Siong continued his TQM journey in the Dutch MNC with expanded portfolio. He held the position of Senior Manager to set up Quality Management and co-design the Performance Management System that helped to improve the product quality within 6 months. He redesigned the Supplier Selection Approach to strengthen the supply chain in the company and managed to secure multi-million R&D Grant from the government body to expand its facility as the main R&D centre in Asia. He was the member of the top management that involved in Strategy Development and Policy Making to help turning around the company becomes profitable. Implementation of Process Management was his brainchild to further rejuvenate the Quality Management System.

Cheng-Siong's dedication and active involvement in TQM activities since 1996 has won him various Corporate and National honours. He is well trained in assessing organizational health using the well-known Business Excellence Model (EFQM) and was the independent assessor in the German MNC for 3 years consecutively. With this capacity, he has been invited into the panel of judges for the Malacca Chief Minister Awards. He has also shared his management knowledge and practices with the organizations from the public and private sector in Malaysia (such as CTRM, DBKU, FMM ATIG, Pioneer, Ingress, Intel, Vishay, MAS Cargo, MMU, MPC, Southern Steel, UniKL & UTeM) and Southeast Asia.

Cheng-Siong graduated with BSc. in Engineering from Michigan Technological University, USA. He obtained his Master of Business Administration from Multimedia University, Malaysia and Doctor of Business Administration from Southern Cross University, Australia. He is a Chartered Engineer (IET, UK) and Chartered Manager (CMI, UK). He is also a(n) author/co-author of the project papers published at the local and international conferences and journal.

Cheng-Siong is the co-founder of Kenzer & Company Sdn Bhd.

Facilitators' Profile



Ng Chuk Peng

Highlights

- Cumulative wealth of total quality management, quality management system, quality & productivity improvement and operation management knowledge, with more than 20 years working and consultancy experiences in both multinational corporations and local organization.
- Served in several capacities as Quality Assurance, Production and Sales Manager in Japanese Multinational Corporation.
- Vast experience in setting up ISO9001 & ISO14001 and was an appointed internal auditor for OHSAS18001 during his corporate career.
- Guided SGA group to become the national champion of the NPC QCC convention and the group has been selected to represent Malaysia in the ICQCC the following year.
- Expertise in management development in the area of quality and productivity, environmental & safety management system, lean management, supervisory development, executive excellence, attitude change, team building, interpersonal/communication skills, training need analysis and customer service.
- Articles publication for Society of Environmental Auditors Malaysia (SEAM) bulletin on subjects pertaining to Quality Management System.
- Regular lecturer for Newport International University (KL) accredited TQM program.
- Trained in the field of electromechanical engineering and obtained his MBA from Newport University, USA.

CP Ng is the senior consultant for Total Quality Management (TQM), Quality Management System, Quality & Productivity Improvement, and Operation Management program. His involvement in Quality Management began in 1981 when he was with Matsushita Electric Company (Melcom) responsible for Quality Control. In between tours of duty, he was responsible for leading the Pioneer Quality Control Circle (QCC) of Melcom during the "Look East Policy".

After leaving Melcom, he was an NDT engineer with Oilfield Inspection Services, UK (OIS). Leaving OIS for Hitachi Consumer Products (M) Sdn Bhd., he served in several capacities as Quality Assurance, Production and Sales Manager. CP Ng was responsible for setting up the ISO 9001 Quality Management System and ISO 14001 Environmental Management System and was also responsible for OHSAS Safety & Health programmes and was an internal Occupational Safety & Health auditor for his previous companies prior to becoming a full-time consultant. He has guided Hitachi's SGA group Master Q to become the national champion of the NPC QCC convention in 1995. Master Q was selected to represent Malaysia in the ICQCC 1996. He has also guided Denso (M) Sdn. Bhd's QCC team "MF Brothers" to achieved "3 Stars Gold Award" in the national NPC ICC convention in 2004. MF Brothers is selected to represent Malaysia in the ICQCC 2005 in Korea.

CP Ng's areas of expertise in management development are generally in the area of quality and productivity, and these include quality, environmental & safety management system. His other areas include lean management, supervisory development, executive excellence, attitude change, team building, interpersonal/communication skills, training needs analysis and customer service where he has trained organizations such as Nippon Wiper Blade, Emerson Process Management, L'oreal Malaysia, BASF Asia-Pacific and others.

CP Ng has lectured at Stamford College and is currently a regular lecturer for Newport International University (KL) accredited TQM Program. He has written articles for Society of Environmental Auditors Malaysia (SEAM) bulletin on subjects pertaining to Quality Management System.

CP Ng was trained in the field of electromechanical engineering. He has a BA (equivalent) from Canadian Chartered Institute of Business Administration. He then obtained his Post Graduate Diploma in TQM and MBA in TQM from Newport University, USA.

Among the clients that has consulted to and trained by CP Ng are Spectralink Auto Relays, Matsushita Precision Capacitors, Direct Access Division of Southern Bank Bhd, Lembaga Hasil Dalam Negeri (Sibu, Kuching & KL), Ceramica Indah Sdn Bhd (Kuching), See Sen Chemical Berhad, T & D Traffic Consultant Sdn Bhd, Asian NDK Crystal, Joubert S.A., MAC Technology, Denso (M), Sime Rengo Packaging, Matsushita HRDC, Iktumaju Sdn Bhd (Tawau), Perbadanan Pembangunan Perumahan (Kuching), Kendek Industry Sdn Bhd, TRW Automotives, Mayduct Technology, Samling Plywood (Miri) Sdn Bhd, Top Glove Sdn Bhd and others.

CP Ng is an Associate Member of SEAM and has qualified for Fellowship from Canadian Chartered Institute of Business Administration (CIBA).

CP Ng is also the Principal Consultant of GMP Quality Consultants.



Contacts

for further info, please contact as below ...

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Relevancy. Validity. Reliability