

INTRODUCTION

Dr. Frankie Ow has 38 years of global and local consulting and coaching experience. To date, key talents representing more than 1000 corporations from 23 countries have benefited from his consulting assignments & coaching sessions. At present, he is the Chief Strategist of FrankieKnowledge Consulting Team

CONTENT INNOVATION

He is the Content Innovator of the following 8 models, -

- 1| Strategic Management and Business Planning [SMBP] Model
- 2| Corporate Improvement and Corporate Culturing [CICC] Model
- 3| Breakthrough Performance and Talent Upskilling [BPTU] Model
- 4| Key Performance Indicator System [KPIS] Model
- 5| Performance Achievement and Sustainability [PAAS] Model
- 6| Practice of Knowledge Management [POKM] Model
- 7| Corporate Learning Centre [CIC] Model
- 8| Hotel Business Enhancement [HBE] Model

PARTIAL LIST OF CORPORATE AND SME CLIENTS

A Partial list of Recent Organizations that have sent their Key Talents to participate in Frankie's consulting and coaching assignments on - "Developing and Implementing Customised Key Performance Indicator System", include -

Popular Book Co. (M) S/B| Sanicare Hygiene Services S/B| Mass Spring Industries S/B| Malaysian Life Insurance Group Berhad | Muda Packaging Industries S/B| Goodnite S/B| Privasia S/B| Ipsat S/B | Bangkok Bank Berhad| Hardmetal Knives S/B| MSD Digital Intelligence S/B | MSTs Asia S/B | Bridgestone Engineered Products Of Asia S/B | Opcom Cables S/B| Able Consolidation Services S/B| Acre Works S/B| Agensi Inovasi Malaysia| Autov CorporationS/B| Bridgestone Chemical Products (M) S/B| Cheetah Holdings Berhad| C-Pak Cergas S/B| Dasar Jati S/B| Dreamedge S/B| Gadang Holdings Bhd| Global Power Services S/B| Harper Wira S/B| HSBC Amanah Malaysia| Kotra Pharma (M) S/B| Kumpulan Fima Berhad| Man Truck & Bus (M) S/B| M-Plan S/B| Qinetics Solutions S/B| QSR Brands Holdings (M) S/B| Reka Setia Playground S/B| Secret Recipe Cakes & Cafe S/B| Power Metal Technologies (M) Sdn Bhd| Tru Mix Concrete S/B| Universiti Tun Abdul Razak| Vinfaat S/B| Wellness Concept (M) S/B| UMW Toyota Motor S/B

A Partial list of Recent Organizations that have sent their Key Talents to participate in Frankie's consulting and coaching assignments on - "Performance Achievement & Sustainability [Developing the 8 Highly Focused Capabilities of a Key Talent]", include -

AMSTEEL Mills S/B| Country Heights Health Tourism S/B| Crystal Clear Technology S/B | Kian Joo Can Factory Berhad | Oriental Steel Pipe S/B| Tenaga Cable Industries S/B | Delloyd Industries (M) S/B | Taipanco S/B| Ban Seng Lee Industries S/B | Mitra Malaysia S/B| Watertec (M) S/B| Royel Departmental Stores S/B| Perk Idea S/B|UMW Toyota Motor S/B | Amkor Technology Malaysia S/B | C-Pak Cergas S/B| Equator Engineering S/B| Xixili Intima S/B| Ferco Seating Systems S/B | Advanced Protection & Services (M) S/B | Magiqads S/B | Percetakan Mun Sun S/B | FM Global Logistics (Kul) S/B | Rhombus Food Holdings S/B | Okumura Metals (M) S/B| Axis Technologies S/B | Watertec (Malaysia) S/B | Ecolex S/B | Mitsui- Soko (M) S/B | Fate Offshore S/B | APM Plastics S/B | DJ Auto Components Manufacturing S/B | Protellus (M) S/B | Chin Hin Group Berhad | Naza Motor Trading S/B | Jagat Forwarding S/B | Able Dairies S/B | Airod S/B | Sunchirin Industries (M) Berhad | BNC Group Of Companies | On Time Worldwide Logistics S/B | Integrated Logistics Solution S/B | Technology Park Malaysia Corporation S/B | O E Manufacturing S/B | NZ Wheels S/B | Shin-Etsu Polymer (M) S/B | AE Security System S/B | Advanced Aquatics S/B | Panasonic Industrial Devices Malaysia S/B|

CORPORATE CLIENTS FROM 23 COUNTRIES

In addition, Dr. Frankie is a Leading Consultant and Coach in the Practice of Knowledge Management and Breakthrough Performance and a Specialist in developing human capital potentials, establishing Corporate Learning Centres and Hotel Business Enhancement since 1982.

He has provided consulting service and coaching sessions to more than 1000 corporations from 23 countries - Republic of Mauritius, Thailand, Indonesia, China, Republic of Korea, Singapore, Philippines, Vietnam, Cambodia, Norway, Taiwan, India, Mongolia, Pakistan, Sri Lanka, South Africa, Bahrain, Hong Kong, Botswana, UAE, Nigeria, USA and Malaysia.

A Partial list of Organizations that have benefited from his consulting and coaching assignments over the last 38 years include -

1] MALAYSIA

Public Listed Companies

Sunway City Berhad| Kerjaya Prospek Group Berhad| Gadang Holdings Berhad| Titijaya Land Berhad| SP Setia Berhad| Mega First Corporation Berhad| Ho Hup Construction Company Berhad| Chin Hin Group Berhad| Thriven Global Berhad| IOI Corporation Berhad| Emas Kiara Industries Berhad [Now, MB World Group Berhad]| Malaysian Resources Corporation Berhad| MKH Berhad| Country Heights Holdings Berhad| PJ Development Holdings Berhad| Eastern and Oriental Berhad| Protasco Berhad| UEM Sunrise Berhad| IJM Corporation Berhad| KLCC Property Holdings Berhad| Klan Joo Can Factory Berhad| APM Automotive Holdings Berhad| Cheetah Holdings Berhad| NV Multi Corporation Bhd| Datascan (Malaysia) Berhad| Raza Manufacturing Berhad| Golden Hope Plantations Berhad| Seremban Fibre Containers Berhad| Prestariang Berhad| Konsortium Logistik Berhad| Orisoft Technology Berhad| Qinetics Solutions Berhad| Microlink Solutions Berhad| Hei Tech Padu Berhad| Iris Corporation Berhad| VADS Berhad| NEP Holdings (Malaysia) Berhad| Muda Holdings Berhad| UCM Industrial Corporation Berhad

Global Companies in Malaysia

Infineon Technologies, Agilent Technologies, Johnson and Johnson, Panasonic Electronic Devices. UMW Toyota Motor, BenQ (Acer) Technologies, DHL Danzas Air and Ocean, Fuji Xerox Asia Pacific, Monsanto, Kontron, Dell Asia Pacific and AMD Export

2] REPUBLIC OF MAURITIUS - Industrial and Vocational Training Board, Floreal Knitwear Ltd, Air Mauritius Ltd, Mauritius Telekom, World Duty Free (Mauritius) Ltd, Rogers and Co. Ltd, Flacq United Estates Limited, General Construction Co. Ltd, Food and Allied Industrial Ltd, National Computer Board, Financial Services Commission, Constance Hotels Academy and Paradise Company Limited

3] THAILAND - Coordinating Committee for Geoscience programmes in East and South East Asia (CCOP) Technical Secretariat, Thailand, Department for Mineral Resources, and Department of Mineral Fuels.

4] INDONESIA - Medco E and P Indonesia, Research and Development Center for Oil & Gas Technology "LEMIGAS" Indonesia, Bandung Institute of Technology, Ministry of Manpower and Transmigration, Lembaga Manajemen PPM, PT WijayaKarya (Persero) Tbk and PT (Persero) AngkasaPura 1

5] CHINA - Science and Technology Department, SINOPEC, E and P Research Institute, SINOPEC and Global Business Management Consulting Co. Ltd.

6] REPUBLIC OF KOREA - Korea Ministry of Commerce, Industry and Energy (MOCIE), Korea Institute of Geoscience and Mineral Resource (KIGAM), BT & S, and Korea Productivity Center.

7] SINGAPORE - IC Equipment Pte. Ltd., Quality Quest Solutions, Consulting One, and Hocklink Systems and Services Pte. Ltd.

- 8] **PHILIPPINES** - Department of Energy, Energy Center.
- 9] **VIETNAM** - Vietnam Oil and Gas Group (PetroVietnam), Vietnam Productivity Centre, Small and Medium Enterprise Development Support Centre-1, Directorate for Standards and Quality, Dreamhouse, Ho Tay Waterpark and Tam Viet Group.
- 10] **CAMBODIA** - Cambodian National Petroleum Authority.
- 11] **NORWAY** - Norwegian Petroleum Directorate.
- 12] **TAIWAN** - China Productivity Center.
- 13] **INDIA** - National Productivity Council.
- 14] **MONGOLIA** - Baganuur Joint Stock Company.
- 15] **PAKISTAN** - National Productivity Organisation.
- 16] **SRI LANKA** - Sri Lanka Institute of Development Administration.
- 17] **HONG KONG** - Focused Honour International.
- 18] **SOUTH AFRICA** - Donald and Associates, HR Consulting and Nadis Company, National Energy Regulator of South Africa and South African National Centre for Informatics, Knowledge Management and Knowledge Economy.
- 19] **UNITED ARAB EMIRATES** - Al Ain University of Science & Technology, Ai Jaber Group Abu Dhabi and Enterprise Services, Cybertech ME.
- 20] **BAHRAIN** - ITQAN Management Consultancy
- 21] **NIGERIA** - Central Bank of Nigeria, Security and Exchange Commission, Mobil Producing Nig ULTD, Chemstar Paints Industry (Nigeria) Limited, Nigerian Capital Market Institute, Security Swaps Limited and Financial Institutions Training Centre
- 22] **BOTSWANA** - Local Enterprise Authority.
- 23] **USA** - Grand Valley State University.

SPECIALIZED GLOBAL ENGAGEMENTS

Over the years, Dr. Frankie has undertaken numerous Specialized Global Engagements. Below is a partial list -

- 1] Undertaken major Human Capital Development projects to establish Corporate Learning Centres in **Philippines, Indonesia** and **Taiwan** in collaboration with MBF Centre of Excellence, Malaysia.
- 2] Pioneered Knowledge Collaborations with Jinan University, South China University of Technology, Private Hualian University and Shanghai University - **China**
- 3] Presented a series of 8 Public talks in Nanning, Yulin City, Shanghai, Qinqdao, Weifang and Jinan - **China**
- 4] Delivered a Public Talk on - "Knowledge Management in the New Economy" organized by Shenzhen Daily Press, Shenzhen, **China**
- 5] Delivered a Public Talk on - "Securing Competitive Advantage through the Practice of Knowledge Management in Hong Kong" organized by Focus Honour International, **Hong Kong**
- 6] Facilitated Special Knowledge - based assignments in **Taiwan**
- 7] Carried out Special Projects in Karachi and Lahore, **Pakistan**

- 8] Conducted a series of consulting assignments and coaching sessions on Practice of Knowledge Management, organized by the University of Mauritius and Industrial and Vocational Training Board, **Republic of Mauritius**
- 9] Established the Floreal Knitwear Ltd. Corporate Learning Centre (1998 to 2000). The Floreal Group, **Republic of Mauritius** is the 2nd biggest Woolmark Knitwear Manufacturer in the World after Benneton
- 10] Organized a Business Visit for Business Owners in collaboration with **Mauritius Export Development and Investment Authority**
- 11] Moderated the **Malaysia - Mauritius** Enterprise Knowledge Exchange Programme.
- 12] Facilitated a series of Practice of Knowledge Management assignments in collaboration with Coordinating Committee for Geoscience Programme in East and South East Asia [CCOP], Technical Secretariat - Bangkok, **Thailand**. Customized for International Representatives from **Norway, Republic of China, Republic of Korea, Phillipines, Indonesia, Vietnam, Cambodia and Thailand**

SPECIALIZED LOCAL ENGAGEMENTS

Dr. Frankie has carried out extensive Specialized Local Engagements, Below is a partial list -

- 1] Organized the 1st, 2nd, 3rd and 4th Global Practice of Knowledge Management and Innovation Conference Series (2005-2008), the **Malaysian Emerging Knowledge Organization (MEKO) Award 2005, 2006 and 2007** and the **Global Emerging Knowledge Organization (GEKO) Award 2008 - Malaysia**
- 2] Engaged as the **Principal Consultant** to set up MBF Centre of Excellence (COE). COE is a Group Corporate Learning Centre that is established to provide total, integrated and needs-driven organized learning/development for all the 15.000 + employees of MBF Group of Companies. The Group has business interests in Financial Services, Property Development, Hotels, Education, Manufacturing, Trading, Car Rental and others
- 3] Presented a paper on - "Implementing the Practice of Knowledge Management Roadmap and Journey to International Participants from **Republic of China, India, Indonesia, Republic of Korea, Mongolia, Pakistan, Singapore, Sri Lanka** and **Vietnam** organized by National Productivity Corporation **Malaysia**
- 4] **Chief Knowledge Innovator** for the Enterprise Knowledge Exchange Programme. Corporate Dialogue Partners include - Floreal Knitwear Limited, Republic of Mauritius, Tanco Holidays, Unico Technology, University Technology MARA, KPMG Asia Pacific, Asean Bintulu Fertilizer, Telekom Training Centre, Shell Malaysia Trading, Hewlett Packard Consulting, Agilent Technologies, Protasco Berhad, Speed Toyz Berhad & Kolej Mara Kulim
- 5] Engaged as the **Chief Knowledge Management Consultant** to assist Protasco Group, HCM Engineering Sdn Bhd and Roadcare Sdn Bhd to implement and sustain the Practice of Knowledge Management [POKM]

- 6] **Chief Knowledge Architect** of Tanco Knowledge Research Centre. To develop the strategic capabilities of Tanco Knowledge Research Centre and to forge K-based collaborations with Tanco Holidays and Tanco Resorts Berhad
- 7] **Strategic Management Consultant** for Tanco Resorts Berhad. To formulate the Organization's Strategic Annual Plan
- 8] Appointed as the **1st Chief Operating Officer** of Taylor's Business School. To develop a Strategic Plan to position, launch, strategically market and manage the Business School
- 9] **Group Corporate Planning Consultant** of Taylor's Education Group. Assist the Group to prepare a 3-year Corporate Plan for Taylor's College Subang Jaya, Taylor's College Kuala Lumpur, Taylor's School of Hotel Management, Garden International School and Sekolah Sri Garden
- 10] **Strategic Planning Consultant** for MBF Capital Berhad. To formulate the Strategic Annual Plan for all the key companies under MBF Capital Berhad and to carry out quarterly reviews to assess strategic implementation effectiveness
- 11] **Human Capital Management Advisor** to 2 Public Listed Companies [MBF Capital Berhad and MBF Holdings Berhad] to offer strategic and operational direction to Group HR.
- 12] **Session Moderator** on - "How to market and sell your Franchise" organized by Ministry of Entrepreneur Development and Malaysian Franchise Association
- 13] Delivered a Talk on - "Knowledge Economy and Knowledge Management" organized by **Sabah United Chinese Chamber of Commerce**
- 14] Delivered a Talk on - "Corporate Planning for Marketing Management" organized by **Institute of Marketing Malaysia**
- 15] In recognition for his outstanding level of academic excellence, leadership qualities and high ethical standards, The Board of St. George University International appointed him as the **Professor of Interdisciplinary Studies** on 1st February 1999

INTERVIEWS

- 1] His passion in Strategic Management, Corporate Improvement, Breakthrough Performance and Sustainable Talent Enhancement has led the **IMAGE Magazine** to provide extensive coverage on his contributions in these fields
- 2] His views on the Practice of Knowledge Management and Business Education in Malaysia's Knowledge-based Economy have been reported by - **1| The New Straits Times, 2| The Star, 3| Malay Mail, 4| The Sun, 5| Nanyang Siang Pau, 6| Sin Chew Jit Poh, 7| China Press, 8| Education Quarterly, 9| Taylorian, 10| K-Connection** and other Journals, Magazines and Newsletters
- 3] His 4 years consulting assignments and collaborations in the Republic of Mauritius were extensively covered by -
1| Industrial and Vocational Training Board (IVTB) News, Mauritius
2| Le Mauricien (A Local French Paper)
3| Business Magazine Mauritius and
4| Mauritius College of the Air

HOTEL ENGAGEMENTS IN MALAYSIA AND MAURITIUS

Over the last 38 years. Dr. Frankie has worked with hundreds of hotels in Malaysia and Republic of Mauritius in a very wide range of strategic and operational consulting assignments and coaching sessions, including -

- 1| Business Recovery for Budget, Business & Boutique Hotels up to 5-Star Hotels,
- 2| Focused Marketing System to attract and sustain room bookings
- 3| Total Hotel Business Management
- 4| OTA Management and On-line Booking Marketing
- 5| Front Office Management Practices
- 6| Guest Review System & Related Hotel Business Enhancement Engagements

1 A Partial list of Hotels that he has worked with in 2018, 2019 & 2020 include -

ARENA Boutique Hotel| Tropical Hotel Sunsuria Avenue| Rock & Roll Hotel| One Garden Hotel| Sri Bernam Hotel | Six Seasons Hotel| Hotel Grand Palace| D'Garden Boutique Hotel| My Homie Hotel| Hotel Lismar| 101 Hotel |Resort Suites Hotel|Puteri Ampang Hotel| Hotel Sunjoy9|Swiss Hotel Jalan TAR|Swiss Hotel Heritage Boutique Melaka| The One Boutique Hotel| Hotel Eco Garden| Hotel BB Inn| J Suites Hotel| Talents Motor Park Hotel| 7Stonez Suites| O'Boutique Suites| Westree Hotel| Lemon 8 Hotel Apartment| Tube Hotel| Bloommaze Boutique Hotel| D'Metro Hotel| Hotel 77 Rawang| Golden Night Hotel|SH Hotel| Hotel D'Spark| Hotel Home Inn 1| Hotel Home Inn 2| Petaling Street Hotel| Harbour Hotel| Maha Hotel|CintaMani Travellers Lodge|Green World Hotel| Hotel Meria| East Riverine Boutique Hotel| Apex Boutique Hotel|Hotel China Town Inn| Asia Like Boutique Hotel| Koptown Hotel| Rica Hotel| De Elements Business Hotel| V Hotel| Sudo Guesthouse| Ampang Inn Hotel| Hotel De Grand Orchard| Timez Business Hotel| Empress Hotel| PJ Luxe Boutique Hotel| Suwara Hotel Kepong| City Top Hotel| Hotel Amara| M Avenue Hotel| GM Hotel| D Gateway Perdana Hotel| Greystone Boutique Hotel| D'Majestic Place| Swiss Garden Residences| Artisan Eco Hotel| KL Empire Hotel|Alami Garden Hotel| Palace Hotel|Hotel GM Grand Moments

2 In 2016 and 2017, 33 hotels engaged Frankie to implement his highly unique Hotel Business Enhancement Projects to drive Breakthrough Performance

Kuala Lumpur International Hotel| Seri Pacific Hotel Kuala Lumpur| Corus Hotel Kuala Lumpur | Corus Hotel Port Dickson | Hotel Sri Petaling| Lanjut Golden Beach & Golf Resort| Ancasa Hotel & Spa Kuala Lumpur| Ancasa Residences Port Dickson| Ancasa Royale Pekan Pahang | Ancasa Express at Pudu| The Regency Hotel Kuala Lumpur| Izumi Hotel Bukit Bintang | One Avenue Hotel Petaling Jaya| Hotel De Art @ I-City| Hotel De Art @ Section 7| Hotel De Art @ Section 19| Hotel Sri Permaisuri| Orange Premier Hotel @Wangsa Maju| Orange Premier Hotel @ Cheras| My Hotel Premier @ Mid Valley| My Hotel @ Sentral| My Hotel @ KL Sentral| My Hotel @ Bukit Bintang| My Hotel @ Seri Putra| Metro Hotel @ Bukit Bintang| Metro Hotel @ KL Sentral| Nu Hotel Kuala Lumpur| Manhattan Business Hotel @ Damansara Perdana| Manhattan Business Hotel @ TTDI| Alami Garden Hotel The 5 Elements Hotel| Hotel Bangi Putra Jaya| The Hulo Hotel + Gallery| Swiss Hotel Kuala Lumpur| Batu Caves Star Hotel

3 A Partial list of Hotels that have sent their Key Talents to participate in Frankie's consulting assignments & coaching sessions from 2013 to 2017 include-

Swiss Garden Hotel & Residence Kuala Lumpur| Swiss-Inn Chinatown Kuala Lumpur| E.City Hotel @ One City USJ| Hotel Desaria Petaling Jaya| Hotel Transit Kuala Lumpur| Starpoints Hotel Kuala Lumpur| Grand Pacific Hotel PJ| Hotel Sentral Management| Ruemz Hotel @ Taylor's University Lakeside Campus| Somerset Damansara Uptown PJ| Hotel Equatorial Bangi-Putrajaya| Ascott Kuala Lumpur| Container Hotel Group| Damas Suites & Residences Kuala Lumpur| Seri Bayu Resort| O'boutique Suite| Sunway Resort Hotel & Spa| Hotel Royal Kuala Lumpur| Hotel Mincott Kuala Lumpur| Hotel Soleil Kuala Lumpur| Corus Hotel Kuala Lumpur| Concorde Hotel Kuala Lumpur| Sama Sama Hotel, KLIA| Berjaya Hotels And Resorts| The Saujana Kuala Lumpur| Traders Hotel Kuala Lumpur by Shangri-La| Hotel Grand Continental, Kuching| Country Heights Group

4 A Partial list of Hotels that have engaged Frankie to implement specialized consulting assignments & coaching sessions from 1982 to 2017 include -

Nouvelle Hotel Kuala Lumpur| Puteri Park Hotel| Grand Millennium Kuala Lumpur| Bukit Merah Laketown Resort| Prince Hotel And Residence Kuala Lumpur| Dorsett Regency Hotel Kuala Lumpur| Maytower Kuala Lumpur| Dorsett Regency Subang| Pacific Regency| Hotel Singgahsana Petaling Jaya| Best Western Premier Seri Pacific Hotel Kuala Lumpur| Hotel Equatorial Penang| Palace Of The Golden Horse Hotel| Mines Resort And Golf Club| Malaysia Tourism Promotion Board| Ming Court Beach Hotel Port Dickson| Duta Vista Executives Suites Kuala Lumpur| Tanco Resorts Berhad| Dynasty Hotel Kuala Lumpur| Riverside Majestic Hotel Kuching| Bayview Beach Resort Penang| Park Royal Hotel Kuala Lumpur| The Regent Of Kuala Lumpur

5 A Partial list of Hotels in Republic of Mauritius that have engaged Frankie to implement specialized consulting assignments & coaching sessions from May 1998 to March 2002 include -

Hotel Ambre Mauritius| The Residence Mauritius| Apavou Hotel Mauritius| Trou Aux Biches Hotel Mauritius| Hotel School Of Mauritius| Beachcomber Training Academy Mauritius| Casinos Of Mauritius| Domaine Les Pailles Mauritius| Le Victoria Hotel Mauritius| Hotels Academy and Paradise Company Limited

LEARNING, DEVELOPMENT AND EDUCATION JOURNEY

- 1** Dr. Frankie Ow received his **Doctorate degree in Business Administration with key focus in Human Capital Development** from St. George University International. He has studied at **The University of Birmingham - UK, The University of Luton - UK, Ateneo De Manila University - Philippines** and **The Asian Institute of Management (AIM) - Philippines**.
- 2** In addition, he has received postgraduate and professional qualifications, specialized training and certifications from **USA, Australia, Singapore, Hong Kong, Indonesia** and other countries.

Dr. Frankie Ow DBA

Doctorate degree in Business Administration (St. George University International -BWI, UK)
Postgraduate diploma in Human Capital Management - (Luton University - UK)
Postgraduate diploma - Strategy and Organizational Behaviour (AIBA - Australia)
Professional diploma - Strategy and Organizational Behaviour (AIBA - Australia)
Advanced diploma in Administrative Management (IAM - UK)
Professional diploma in Administrative Management (IAM - UK)
Strategy and Human Capital Management - (Birmingham University - UK)
Senior Management/Organisational Behaviour (AIM - Philippines)
Labour Law (Ateneo De Manila University - Philippines)
Human Capital Development (IPM - Philippines)
Certified Consulting and Counselling Skills (Slowikowski + Associates - USA)
Professional Consulting and Counselling Skills (IMC - Singapore)
Behavioural Management (HKMA - Hong Kong)
Certificate in Training Management (NPB - Singapore)
Certificate in Training Technology (NPB - Singapore)
Productivity Management (World Confederation of Productivity Science - Indonesia)

Visit website at
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Video Series on
**Breakthrough Performance, Knowledge Management
and Hotel Business Enhancement**