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 -


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 -

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

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


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 Trasmigration, Lembaga Menajemen PPM, PT WijayaKarya (Persero) Tbk and PT (Persero) AngkasaPura I

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


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


10] CAMBODIA - Cambodian National Petroleum Authority.


12] TAIWAN - China Productivity Center.


17] HONG KONG - Focused Honour International.


19] UNITED ARAB EMIRATES - Al Ain University of Science & Technology, Aj Jaber Group Abu Dhabi and Enterprise Services, Cybertech ME.

20] BAHRAIN - ITQAN Management Consultancy


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, Qingdao, 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


10] Organized a Business Visit for Business Owners in collaboration with Mauritius Export Development and Investment Authority


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 -


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


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.


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.


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

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 & 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

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|Ser i 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
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-

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

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 -
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 (NBP – Singapore)
- Certificate in Training Technology (NBP – Singapore)
- Productivity Management (World Confederation of Productivity Science - Indonesia)

Visit website at [www.frankieknowledge.com](http://www.frankieknowledge.com)

View and Subscribe to the FrankieKnowledge YouTube Video Channel

Video Series on Breakthrough Performance, Knowledge Management and Hotel Business Enhancement