



TIJ CONSULTANTS SINGAPORE (52885684K)

- 104, Lorong Kismis, Singapore 598035
- Tel:(65) 9649-3390 Fax:(65) 6894-9502 E-mail: BengHock_SOH@alumni.nus.edu.sg
- **Homepage:** <http://expage.com/tij>
- **Email to Mobile** <96493390@stm.com.sg>
- **In Singapore:** TIJ-Singapore@ToughGuy.net
- **In China** via Mr DAN NG: TIJ-China@ToughGuy.net
- **In Malaysia** via Ms BE HOW: TIJ-Malaysia@ToughGuy.net

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Excellence Series Training Programmes

A. BUSINESS EXCELLENCE SERIES

1. Introduction To The Singapore Quality Award (SQA)	7 hrs	2
2. SQA Report Writing Workshop	7 hrs	3
3. SQA Internal Assessor Training	14 / 21 hrs	4
4. Preparing For The Singapore Quality Class (SQC)	7 hrs	5

B. PROCESS EXCELLENCE SERIES

1. ISO 9001:2000 Internal Auditor Training	7 / 14 hrs	8
2. Introduction to Benchmarking	7 hrs	9
3. Cost of Quality (COQ)	7 hrs	10
4. Shopfloor Productivity Improvement : An Introduction To 5S Housekeeping & Total Productive Maintenance	3½ hrs	11
5. Total Quality Process (TQP)	3½ hrs	12
6. An Introduction to Productivity Concepts	3½ hrs	13

C. INNOVATION EXCELLENCE SERIES

1. Demystifying Creativity: A Practical Guide to Creative Thinking	7 hrs	15
2. An Overview of the Singapore Innovation Class (I-Class)	3½ hrs	16

D. SERVICE EXCELLENCE SERIES

1. Putting Service Quality Into Gear	3½ hrs	18
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Good - Better - Best - The Little that I do I must make it the Best !

"A good name is more desirable than great riches; be esteemed is better than silver or gold"

Japanese 5S Housekeeping, ISO 9000, TS 16949, ISO 14000, OHSAS 18000, HACCP, TQM
Singapore Quality Award (SQA), QCC (Quality Control Circle), Staff Suggestion Scheme (SSS)
7QC Tools Problem-Solving, FMEA, Six Sigma, Management & Sales Skills, Motivational Training

Setting New Standards In TODAY'S IMPROVEMENT JOB