

The Chairman of the Board,
TICICO

Dear Sir,

Self-nomination to be a Director of the TOCICO

I am delighted to learn that TOCICO is seeking three Directors to serve the board and I have done a self-assessment and believed that I may be of a suitable candidate. My CV is enclosed for your kind consideration please.

I am a firm believer of the Goldratt's TOC and a selected potential Viable Vision Project leader identified by Mr. William Law, the Regional Director of Goldratt Group in Asia. I have also selected by Mr. Rami Goldratt to be a potential seasoned manager and receive TOC training in Israel.

I have over 35 years of engineering and management experience in both manufacturing and servicing industries. In the past 8 years I have been heavily involved in consultancy, training and education which allow me to maintain a good network with universities as well as senior management persons of large organizations.

One of my researches is related to the development and implementation of an integrated management system and hence I am well versed with management philosophies and techniques but to my knowledge, none of these philosophies or techniques is on par with Goldratt's TOC for its simplicity, easy to implement, and its power in obtaining speedy results.

I earnestly wish to be an integral part of TOCICO and be able to contribute myself for launching TOC education and examination in Hong Kong and China.

I hope my knowledge and experience may be of helpful in the development journey of the renowned TOCICO.

With Warm regards

YK Chan (Dr.)
Chairman,
Six Sigma Institute
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CURRICULUM VITAE



CHAN YUK KAU (陳旭球)

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MSc (Cranfield),

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Current Positions:

1. Chief Executive Officer of the Global Institute of Management (GIM)
2. Associated Partner of the Centre for Quality Management jointly established between GIM and the Chinese University of Hong Kong, School of Continuous Studies
3. Chairman of the Six Sigma Institute
4. Standing Director of the China Association for Quality
5. Central Member of the Six Sigma Promotion and Management Committee
6. Visiting Professor of the Beijing Normal University
7. Industrial Fellow of Warwick University, UK
8. Hon. President, Hong Kong Quality Management Association

9. Part-time Lecturer of Engineering Doctorate Programme, School of Engineering, Hong Kong Polytechnic University
10. Part-time Lecturer of the MSc degree programme in Engineering Management, Warwick University, UK.
11. Part-time Lecturer of MSc degree programme in Management of Innovation and Technology, Hong Kong Polytechnic University
12. Managing Director of SBTI-HK Ltd. Associated Partner of the Six Sigma Breakthrough Technology Inc (SBTI)

Academic Qualifications :

<u>Title</u>	<u>Subject</u>	<u>Name of Institute</u>
Doctor of Engineering	Engineering	University of Warwick, UK
Doctor of Management	Management	International Management Centre/ Southern Cross University, Australia
Msc Degree	Management Science	Cranfield University, UK

Professional Qualifications

<u>Title</u>	<u>Discipline</u>	<u>Name of Institute</u>
Registered Professional Engineer	Building Services, Marine, Production and Industrial	Hong Kong Engineers Registration Board
Fellow Member	Building Services,	The Hong Kong Institute

	Marine, Production and Industrial	of Engineers
Chartered Engineer	Production, Marine, Building Services	The Council of Engineering Institution, UK
Fellow Member	Manufacturing	Institution of Electrical Engineering
Registered Six Sigma Black Belt		China Association for Quality
Certified Black Belt Trainer		China Association for Quality
Registered Master Black Belt		Six Sigma Institute
Registered Lean Engineer		Six Sigma Institute

Working Experience

1. 30 years' experience in executive and managerial positions of various global companies in both manufacturing and servicing industries.
2. 20 years teaching experience in the field of operations management, quality management, team and motivation, leadership and strategic management from diploma to doctoral level.
3. Supervisor of MSc and DBA research projects and Member of Viva Voce

Panel for over 100 MBA students.

4. Elected Chairman and President of the Hong Kong Quality Management Association (HKQMA) for 10 years. Now the Hon. President of the HKQMA and founding Chairman of the Six Sigma Institute.
5. Member of the Management Committee of the Six Sigma Promotion Council of the China Quality Association.
6. Registered Master Black Belt, has led many Six Sigma projects during the past few years.
7. Provided consultancy services to public and private organizations, and assisted many of them in setting up effective management systems, performance management systems and business improvement systems.
8. These organizations include, for example, Hospital Authority (15 hospitals), Kowloon-Canton Railway Corporation, Hong Kong Mass Transit Railway Corporation, Hong Kong Hotel Association and her Hotel Members, Hong Kong Junior Chamber, Hong Kong Departmental Store Employees Association, various Government Departments, University of Macau, Vitasoy Group, Axa Group, HSBC, Manual Life Group, Lamson Group, GP Group, Yusan Electrical Appliance Manufacture Ltd, 3M, DHL, Western Cross Harbour Tunnel Ltd., Motor Training School, etc.

Other Management Experience

1. Member of Judging Panel of Hong Kong Award for Industry: Quality (the Former Governor's Award – The most prestige award in Hong Kong)
2. Member of Examination Board of the Quality Award of the Hong Kong Management Association – Same judging criteria as Malcolm Baldrige

National Quality Award

3. Member of Judging Panel of Hong Kong QCC Award as well as its founder
4. Founder of the Six Sigma Award in Hong Kong
5. Member of the Judging Panel of the First National Six Sigma Award of China
6. Member of the National Six Sigma Promotion Council of Chian
7. Member of the Judging Panel of the first Mayor' s Quality Award of Shenzhen, China
8. Co-organiser with the International Management Centres of a Msc degree programme for HKQMA members, 1974
9. Developed and conducted various in-house training courses for HKQMA' s Company Members
10. Member of the Organising Committees of the 4th, 5th, 7th & 8th Hong Kong Quality Circle Convention
11. Chairman of the Organising Committee of the 6th and 9th Hong Kong Quality Circle Convention
12. Co-Chairman of the Organising Committee of the International Convention on Quality Control Circles, 1994
13. Chairman of the Technical Session of the International Convention on Quality Control Circles, 1997
17. Organizer of the 1st Healthcare Improvement Conference 2010

18. Organizer of the 1st, 2nd, 3rd and 4th International Conference in Lean and Six Sigma 2006, 2008, 2009 2010
19. Secretary of the Doctorate Research Group
20. Organizer of the PhD Degree programme in Hong Kong for the Beijing Normal University (A top-10 university in China)
21. Organizer of the MSc Degree programme in Hong Kong for the Tinjing University (A top-10 university in China)
22. Organizer of the EMBA Degree programme in Hong Kong for the Texas University at Arlington, USA

Research & Publications

1. Co-author of the Quality Engineers Handbook (in Chinese). Science Press, China (2003)
2. 累和技術 - 質量管理新工具。全國質量管理小組代表會議，北京 1990
3. Cusum Control Charts, The New Quality Management Tool. International Convention on Quality Control Circles, Indonesia, 1991
4. Development of TQM in China - A Leap in the Process of Change (keynote paper). International Convention on Quality Control Circles, Hong Kong, 1994
5. Quality Strategy of Toy Industry in Hong Kong and China - Meeting Challenge of Tremendous Change. International Convention on Quality Control Circles, Hong Kong, 1994
6. Total Business Management Model - A Further Development of TQM. The

Second Shanghai International Symposium on Quality, Shanghai, 1996

7. ISO 9000 - 管理發展的靈丹妙藥？ The 7th Hong Kong Quality Circle Convention, Hong Kong, 1997
8. A Methodology for Integrated Quality Management System. The Second International Conference on Quality and Reliability, Hong Kong, 1997
9. Creating an Engineering Standards System: The MTR Experience. Asia Engineer, Journal of the Hong Kong Institution of Engineers in January 1998, Hong Kong
10. Setting up Standards Organisation in Mass Transit Companies. Journal of the China Mechanical Engineering Association, December 1998
11. The Application of ISO 9000 Standards in a Metro Engineering Department. The 12th China Underground Mass Transit Railway Academic Conference, 1998
12. World-Class QM System for Service Industry Based on the ISO 9004-2 Standard. The 3rd International Conference on ISO 9000 and TQM, 1998
13. Online Documentation - a Panacea for Effective Quality System. The 3rd International Conference on ISO 9000 and TQM, 1998
14. An Integrated Management System for Railway Engineering Management. Proceedings of the “ Third International & Sixth National Research Conference on Quality Management” , Melbourne, Australia from 8th to 10th February.
15. Quality Excellence - MTR' s Experience. Proceedings of the Quality Excellence of Business Success Forum, organised by The Institution of

Electrical Engineers, Hong Kong, August, 1998 and was published in the Proceedings of the Seminar.

16. 二十一世紀的超嚴格品質要求與品質科學在大陸工業界的應用. The 1st Industrial Engineering & Management Symposium, Hong Kong, 1998
17. SPCD & MSPCD - Newly Developed Methodologies for Stringent Quality Control. Proceedings of the 3rd International and 6th National Research Conference, 1999
18. ISO 9004-2 quality Management System - The Way to World-class Service. Published in the Journal of " Managing Service Quality" , Vol. 8, No.6, September, 1998
19. The Establishment of an Integrated Management System - a Paradigm for Railway Engineering Management. The TQM Magazine, Vol. 10, No.6, 1998
20. A Methodology for Integrated Management System. Transactions of Nanjing University of Aeronautics & Astronautics, Vol. 15, No. 1, June, 1998
21. The Stringent Quality Requirements in the 21st Century and their Impacts on the Industries in China (Keynote Paper). Proceedings of the Statistical Process Control – Latest Development and Application Conference, November, 1998
22. Balanced Performance Scorecard – A Vision-based Performance Measurement Tool (Keynote paper). Proceedings of the Eighth Hong Kong Quality Management Convention, March, 1999, Hong Kong
23. Total Management System – an efficacious model to meeting challenges of the 21st century (Keynote paper). Proceedings of the International Quality Management Forum, November, 1999, Beijing, China

24. How to achieve Breakthrough Performance Improvement by means of a Cyber Integrated Management System., Proceedings of the 7th World Productivity Congress, 2001
25. Achieving ISO 9001:2000 Certification MTR' s Experience. Proceedings of the 6th INCAC Congress, Mexico City, 2001
26. Statistical Verification of Performance Difference Based on Balanced Scorecards, Proceedings of the 7th International Conference on ISO 9000 and TQM, Scotland, UK, 2001
27. Implementation of QS-9000 Quality System – A Systematic Approach. Proceedings of the 8th International Conference on ISO 9000 and TQM, Melbourne, 2002
28. System Integration – A Quality Direction for the New Millennium. Proceedings of the 12th International Conference of the Australian Organisation for Quality held in conjunction with the 4th International and 7th National Research Conference on Quality Management, February, 2000, Sydney, Australia.
29. One-Stop-Shop Information Mall – MTR' s Experience. Managing Service Quality, Vol. 10 No.2, 2000
30. Achieving Breakthrough Performance Improvement – Results of Implementing a Fit-to-purpose Total Management System. Submitted to TQM Magazine for Publication
31. Formulation and Implementation of a Performance Measurement System., Proceedings of the 9th International Conference in ISO 9000 and TQM, 2003 Bangkok, Thailand.

32. A Further Development of TQM Model: Meeting Organisational Development Needs. Proceedings of the 9th International Conference in ISO 9000 and TQM, 2003 Bangkok, Thailand.
33. The Brave New World “ Six Sigma” (Keynote Speech). the 9th International Conference in ISO 9000 and TQM, 2003, Bangkok, Thailand.
34. The Development and Implementation of a Structure Management System Integration Methodology (Keynote paper). Proceedings of the 10th Hong Kong Quality Management Convention, 2003, Hong Kong
35. How to Achieve Breakthrough Performance Improvement by means of A Cyber Integrated Management System. Proceedings of the 7th World Productivity Congress, 2001
36. The e-Integrated Management System – A Efficacious Model to Meet Challenges of the Knowledge Age. 3rd International Conference on Quality and Reliability, Melbourne, 2002
37. Integrated Management System – A Tool to Manage Railway Safety with Quality and Safety Focuses Together. Proceedings of the International Railway Safety Conference, November, 2003 Paris, France
38. 怎樣將地鐵安全結合在綜合管理之體系. 2004 世界轨道交通国际论坛会暨产品交流会, November, 2004.
39. A Total Management System – A Further Development of TQM Model to Meet Organisations’ Development Needs. Management Journal, Issue 1, the Asia International Open University, 2003

40. Effects of Implementing a New Management System Model on Organisational Performance. Management Journal, Issue 2, the Asia International Open University, 2004

Editorial

Editor, TQM Magazine, the International Bi-Monthly for Total Quality Management, MCB University Press

Editor of a bilingual book “ Reliability Centred Maintenance: A key to Maintenance Excellence” published by the City University of Hong Kong (Authors: Dr. Albert HC Tsang, Prof. Andrew KS Jardine, Mr. John Dixon Campbell, Mr. James V Picknell).

Editorial Advisor of the Quality and Market Journal of the Guangzhou Quality Association

Member of the Editorial Committee, Quality Journal, the China Quality Association

Chairman of the Editorial Board of the Engineering Insight (Approx. 180 pages), A bilingual quarterly journal of Mass Transit Railway Corporation

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