



# SPEAKER'S PROFILE

## Koh Kah Tiong



### Customer First Singapore Pte Ltd (CFS)

Email : [koh.kah.tiong@customerfirst.com.sg](mailto:koh.kah.tiong@customerfirst.com.sg)

Website : <http://www.customerfirst.com.sg>

*“ Customer Service and the Professional Development in Singapore “*

Kah Tiong is a customer service Master Coach and a Certified Assessor with the Institute of Customer Service, United Kingdom (ICS, UK). He attained a Degree in Mechanical and Industrial Engineering (Second Class Upper Honour) from the National University of Singapore (NUS). Kah Tiong is also an Honorary Member of the Philippines Society of Quality Control, a Member of Council Committee for Auditors Registration (CCAR) and the Chairman of QMS Consultancy Group under Singapore Accreditation Council.

At present, he has over 20 years of experience in management, consultancy and training. Moreover, he is the founder and director of Customer First Singapore Pte Ltd, managing and promoting the ICS programme in Singapore.

Kah Tiong was appointed as one of the Judge of the 2005 Singapore Tourism Awards, and was invited to speak at the WDA Singapore Learning Festival 2005 on various topics related to Customer Service and Service Excellence.

Just recently Kah Tiong also completed the 6 days intensive programme on Competency Based Assessment leading towards the achievement in Advanced Certificate in Training and Assessment (ACTA) which is administrated by the Singapore Workforce Development Agency (WDA) in supporting the government initiatives in implementing the Singapore workforce Skill Qualification. He is also the approved Trainer under WDA conducting customer service programme such as GEMS for SCCIOB and SHRI.

In addition to the above, Kah Tiong present job covers the following:

**Customer First Singapore Pte Ltd, No.1, North Bridge Road #10-06, High Street Centre, Singapore 179094**

T: (65) 6339 1848 F: (65) 6339 3367

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- Providing and delivering consultancy in both English and Mandarin in customer service areas including strategy, mystery shoppers/callers, customer relationship programmes and the ICS Professional Awards Programme in Customer Service.
- Assisting organizations to customize learning and development programmes.
- Establishing and implementing performance measurements in customer service processes using ICS's Holistic "C.O.C.D" Approach to customer service.
- Introducing a service excellence model and supporting that with in-house resources and capabilities for effective implementation.
- Providing coaching and conduct assessments to customer service practitioners to achieve the requirements of the ICS Professional Awards.

Kah Tiong worked as a Senior Officer/Qualified & Registered Trainer in the Singapore Institute of Standards & Industrial Research (SISIR) from 1983 to 1990, which is presently known as SPRING Singapore. Thereafter, he was involved in Management Consultancy and Training for the next 15 years (from 1990 – 2004), as the Regional Director of Neville Clarke Asia-Pacific and also the Managing Director of Pera Neville Clarke (S) Pte Ltd, prior to founding Customer First Singapore in 2005.

At Neville Clarke, Kah Tiong led a pool of more than 100 strong consultants in the region, serving more than 1,500 clients throughout Asia-Pacific with offices in Singapore, Malaysia, Thailand, Philippines, Indonesia, Korea and China. He also oversees and managed the development and implementation of the Six Sigma & Lean across all Neville Clarke offices in Asia- Pacific.

Kah Tiong was the first pool of Registered Trainer issued by the Institute of Registrar for Certificated Auditors in Quality Management programme issued by the Institute of Quality Assurance (IQA) in UK way back in 1987.

Kah Tiong was the first Registered Trainer on behalf of IQA UK to deliver the registered programme in mainland China in Chinese since 1993 and thus have extensive experience in conducting training programme in Chinese.

In addition, he also managed and implemented the British Midlands Programme through by educating, promoting and creating investment opportunities for Singapore-based organizations to UK British Midlands. His other accomplishments include:

- Conducting a diversified range of management training and development programme targeting at various levels and various types of industries including Service industries.
- Conducting high level talks such as inspiration session for associations, institutes and organizations.
- Conducting talks and presentation with government organization in Singapore, Malaysia, Thailand, Vietnam, Philippines, Korea and China.

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