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DR. LAI CHONG TENG MMIM, MIM-CPT
DBA (IMC, UK)
M Eng. (University of Mac Master, Canada)
BSc (Mech) (Strathclyde University, Scotland)
Diploma (Mech Eng) (Technical College, M'sia)

Being highly experienced and qualified, **Dr. Lai Chong Teng** has established himself as a successful professional in a career period spanning over 38 years. Uniquely knowledgeable and skilled at working with multicultural workforces, Dr. Lai has worked in various senior management positions, such as Chief Executive Officer, Senior Management Consultant, expatriate, trainer and educator in several established local and overseas corporations.

Over the years, he has provided training and consultancy services in various much sought-after management fields, namely:

Leadership Development
Business Model Innovation
Competency Modeling
Project Management
Executive Assessment
Customer Service Management

Strategic Planning
Balanced Scorecard
Training Needs Analysis
Change Management
Process Improvement
Quality Improvement

Dr. Lai has also successfully planned and implemented more than 30 major projects in the above-mentioned fields. His training and consulting assignments have covered a wide range of industries including:

Telecommunications
Banking
Construction
Property Development
Government Agencies and GLCs
Electricals and Electronics
Plantation
Automotive

Information Technology
Health Care
Retails
Education
Manufacturing
Hospitality
Trading
Timber

He was a licensed Kepner Tregor trainer in problem solving and decision making, and also a Motorola certified internal consultant and trainer. Currently, Dr. Lai is actively engaging in management consultancy and training, SME development, executive profiling and assessment, public and in-house programmes, competency modeling and training needs analysis among others. He is the managing director of Eminence Management Consulting (EMC) Sdn Bhd providing excellent consulting and talent development services.

Dr. Lai is a member of the Malaysian Institute of Management (MIM) and a MIM-PSMB Certified Professional Trainer (MIM-CPT). He is also an Australian Certified Trainer and Assessor (TAA04).



