

CURRICULUM VITAE OF DR. RANJIT SINGH MALHI

PERSONAL DETAILS

Name : Ranjit Singh Malhi
Date of Birth : 1 August 1954
Nationality : Malaysian
Languages & Degree of Proficiency : English (Excellent)
Bahasa Malaysia (Excellent)
Current Positions : CEO & Principal Consultant of
TQM Consultants Sdn. Bhd.



Adjunct Professor, Asia Pacific University
of Technology and Innovation
Senior Corporate Fellow, Asia e University

EDUCATION

2015 : Ph.D.
Asia e University
1986 : Master of Public Administration (CGPA 3.93/4.0)
Syracuse University, USA
1977 : Bachelor of Arts (Honours–Second Class Upper)
University of Malaya

MAJOR ACHIEVEMENTS

1. Author of three international bestsellers – *Enhancing Personal Quality: Empowering Yourself to Attain Peak Performance at Work*, *Enhancing Self-Esteem: Reengineering Yourself for Success in the New Millennium*, and *Make Yourself Employable: How Graduates Can Hit the Ground Running!*
2. Published more than 100 articles on Personal Development, Management, Total Quality Management, Graduate Employability and Soft Skills.
3. Contributed significantly towards new knowledge in the area of Personal Quality. Developed a practical model and blueprint for enhancing Personal Quality.
4. Contributed significantly towards new knowledge in the area of Self-Esteem and Peak Performance. Developed the *Empowering Cycle of High Self-Esteem Model* that shows the reciprocal relationship between self-esteem and peak performance.
5. Contributed significantly towards new knowledge in the area of Management Development. Identified the competencies of Malaysian High-Performance Managers and most admired attributes of Malaysian Leaders through a questionnaire involving 202 managers from 35 organizations (2000).
6. Contributed significantly towards new knowledge in the areas of Graduate Employability, Soft Skills and Job-Hunting Skills.
7. Recognized as “one of the most influential movers and shakers in the area of self-esteem” by the American-based *National Association for Self-Esteem*. Appointed as the Vice-President of the *International Council for Self-Esteem* (July 2003).

TEACHING AND RESEARCH INTERESTS

Graduate Employability and Soft Skills, Personal Development, Management Development, Total Quality Management, Academic Leadership, and Teaching and Learning

TEACHING EXPERIENCE (TERTIARY)

- April–June 2006 Taught MBA module (*Management of Organizational Change*), HELP University
- June 1998–May 1999 Taught two modules (*Organizational Behaviour* and *Total Quality Management*) for students enrolled in Diploma in Human Resource Management, University of Malaya

CAREER HISTORY

- June 1990–to date Management Consultant specializing in Total Quality Management, Management Development, Personal Development, Teaching and Learning, and Graduate Employability
- Conducted more than 600 in-house and public training programmes for Malaysian and international organizations including *Nestle (Malaysia) Ltd.*, *Ministry of Higher Education, Malaysia*, *University of Malaya*, *Media Prima Berhad*, *Sime Singapore Limited*, *Bahrain Petroleum Company*, *Galfar Engineering and Contracting LLC, Oman*, *Ministry of Education, Kingdom of Saudi Arabia*, *Ministry of Development, Brunei* and *Indiana University, USA*
- September 1977 –May 1990 Served as Administrative and Diplomatic Service Officer in the Malaysian Government for 13 years
- Positions held include Senior Project Officer at the *National Institute of Public Administration (INTAN)* and Principal Assistant Secretary at the *Malaysian Administrative Modernization and Management Planning Unit (MAMPU)*, Prime Minister's Department
- Provided consultancy and training services to government agencies in the area of Total Quality Management

PUBLICATIONS

Books

1. *Fundamentals of High-Performance Supervision* (2015)
2. *Make Yourself Employable: How Graduates Can Hit the Ground Running!* (2009, 2017)
3. *Your Dream Job: How to Get It and Excel* with A. Wahab Bakar as co-author (2008)
4. *Enhancing Self-Esteem: Reengineering Yourself for Success in the New Millennium* (2007)
5. *Enhancing Managerial Performance: Empowering Yourself to Become a High-Performance Manager, 2nd Edition* (2006)
6. *Enhancing Personal Quality: Empowering Yourself to Attain Peak Performance at Work* (2004)

Articles

Published more than 100 articles on Personal Development, Management Development, Organization Development, Total Quality Management, and Graduate Employability and Soft Skills in Malaysian newspapers, including *New Straits Times*, *Business Times*, *The Sun*, and *Utusan Malaysia* besides in *ADEPT* (Higher Education Leadership Research Bulletin) and the *Journal of Defense Management* (online)

CONFERENCE PRESENTATIONS (PARTIAL LIST)

- 23–25 March 2017 Keynote speaker (*Enhancing Graduate Employability and Soft Skills: A Holistic Approach*) at the International Summit on Employability and Soft Skills, Dhaka, Bangladesh
- 20 April 2015 Keynote speaker (*Quality K–12 Education for the 21st Century World*) at the Attaining Excellence in Private Education Conference, Medina, Saudi Arabia
- 4 March 2014 Keynote speaker (*Enhancing Graduate Employability and Soft Skills*) at the Malaysian Youth Leadership Conference, Bangi, Malaysia
- 26 February 2014 Keynote speaker (*Learning in and for the 21st Century*) at the First International Conference on Quality and Effective Learning, Riyadh, Saudi Arabia
- 24 February 2014 Keynote speaker (*Transforming Schools: Critical Success Factors and the Way Forward*) at the First International Conference on Quality and Effective Learning, Riyadh, Saudi Arabia
- 18 February 2014 Keynote speaker (*Creating and Sustaining a High-Performance Organization*) at the 16th TQM Conference, Jeddah, Saudi Arabia
- 19–21 January 2013 Keynote speaker (*Generic Quality Teaching Model*) at the International Conference on Tertiary Education: Realities and Challenges, Dhaka, Bangladesh
- 30 December 2011 Keynote speaker (*Transforming Higher Education to Meet the Challenges of the 21st Century World*) at the First National Conference on Teaching and Learning at Tertiary Level in Bangladesh, Dhaka, Bangladesh
- 2–4 October 2011 Keynote speaker (*Personal Quality: An Expression of Human Excellence*) at the Third SASO Quality Forum, Dammam, Saudi Arabia
- 8–11 January 2011 Keynote speaker (*Enhancing Personal Quality*) at the First International Conference of TQM in K–12 Education, Riyadh, Saudi Arabia
- 13 October 2010 Keynote speaker (*Personal Quality: Bedrock of Organizational Quality*) at the Quality Management Symposium, Kuala Lumpur, Malaysia
- 4 August 2009 Keynote speaker (*Quality: An Expression of Human Excellence*) at the Quality Management Symposium, Kuala Lumpur, Malaysia
- 21–23 May 2007 Keynote speaker (*Creating and Sustaining a Quality Culture*) at the Saudi Second National Conference on Quality, Al-Khobar, Saudi Arabia
- 23 September 2006 Keynote speaker (*Enhancing Your Employability in the 21st Century Workplace*) at the Personal Development Club Seminar, *Universiti Teknologi MARA*, Petaling Jaya, Malaysia
- 20–21 September 2005 Presented a paper entitled *Self-Esteem: Bedrock of Peak Performance and Personal Quality* at the Second National Symposium on Quality Management, Kuala Lumpur, Malaysia

29–30 March 2005	Presented a paper entitled <i>Empowering Malaysian Graduates to Thrive in the Twenty-First Century Workplace</i> at the International Conference on Higher Education & Emerging Trends in Information Technology, Muscat, Oman
13–14 July 2004	Presented a paper entitled <i>Creating and Sustaining a Quality Culture</i> at the National Symposium on Quality Management, Kuala Lumpur, Malaysia
14–16 July 2003	Keynote speaker (<i>Self-Esteem and Peak Performance at Work</i>) at the Worldwide Self-Esteem and Peak Performance Conference, Petaling Jaya, Malaysia
20 December 2002	Keynote speaker (<i>Enhancing Personal Quality</i>) at <i>Quality Day</i> of the Ministry of Science, Technology and Environment Malaysia, Putrajaya
30 November 2002	Keynote speaker (<i>Implementing Total Quality Management Successfully</i>) at the 11th Sime Singapore Quality Convention, Singapore
21–22 June 2001	Keynote speaker (<i>Self-Esteem and Peak Performance at Work</i>) at the International Self-Esteem and Peak Performance Conference, Petaling Jaya, Malaysia

CONSULTING AND TRAINING ACTIVITIES (PARTIAL LIST)

12–13 November 2018	Conducted <i>Making Compelling Presentations</i> workshop for <i>Advanced Petrochemical Company</i> , Jubail, Saudi Arabia
14–15 November 2018	Conducted <i>Making Compelling Presentations</i> workshop for <i>Advanced Petrochemical Company</i> , Jubail, Saudi Arabia
14–15 November 2017	Conducted <i>Enhancing Personal Quality</i> workshop for <i>Royal Malaysian Air Force</i> personnel
1–3 August 2017	Conducted <i>Teaching Soft Skills in Higher Education</i> workshop for <i>Universiti Teknologi Malaysia</i>
17–19 July 2017	Conducted <i>Teaching Soft Skills in Higher Education</i> workshop for <i>Universiti Teknologi Malaysia</i>
2 December 2016	Conducted <i>Impactful NGO Leadership</i> workshop for <i>Persatuan Veteran MAYC Malaysia</i>
24–26 October 2016	Conducted <i>Fundamentals of High-Performance Supervision</i> workshop for <i>Royal Malaysian Air Force</i> personnel
29–30 August 2016	Conducted <i>Systems Approach for Creating and Sustaining a High-Performance Organization</i> workshop for <i>MNRB Holdings Berhad</i>
8–10 August 2016	Conducted <i>Enhancing Personal Quality</i> workshop for <i>Royal Malaysian Air Force</i> personnel
12–14 April 2016	Conducted <i>Enhancing Personal Quality</i> workshop for <i>Royal Malaysian Air Force</i> personnel
15–16 February 2016	Conducted <i>Reengineering Yourself for Peak Performance</i> workshop for <i>Borneo Care</i> personnel
22–28 April 2015	Conducted five sessions of <i>Your Role in Making Quality Happen</i> workshop for <i>Advanced Petrochemical Company</i> , Jubail, Saudi Arabia

18 February 2014	Conducted <i>Enhancing Personal Quality</i> workshop for <i>Saudi Electricity Company</i> , Jeddah, Saudi Arabia
29 January 2014	Conducted <i>Enhancing Graduate Employability</i> workshop for <i>Yayasan Pendidikan Cheras</i> , Kuala Lumpur
25 January 2014	Conducted <i>Impactful NGO Leadership</i> workshop for <i>NCWO Malaysia Central Zone</i> , Port Dickson
19 August 2013	Conducted <i>Creating a High-Performing Senior Management Team</i> workshop for <i>Felda Global Ventures Holdings Bhd.</i>
10–11 June 2013	Conducted <i>Enhancing Personal Quality</i> workshop for <i>Pembangunan Sumber Manusia Berhad</i>
12 March 2013	Conducted <i>Generic Quality Teaching Model</i> workshop at the Second International Workshop on Teaching and Learning in the Twenty-First Century organized by BS Abdur Rahman University, Chennai, India
11 March 2013	Conducted a workshop entitled <i>Teaching Soft Skills Effectively in Higher Education</i> at the Second International Workshop on Teaching and Learning in the Twenty-First Century organized by BS Abdur Rahman University, Chennai, India
2–3 November 2012	Conducted <i>Make Yourself Employable</i> workshop for <i>Universiti Sains Malaysia</i> , Kubang Kerian
30 June–1 July 2012	Conducted <i>Make Yourself Employable</i> workshop for <i>Universiti Sains Malaysia</i> , Penang
28 April–2 May 2012	Conducted <i>Creating and Sustaining a Quality School</i> workshop for <i>Ministry of Education</i> , Riyadh, Saudi Arabia
21–22 April 2012	Conducted <i>Transforming Saudi K–12 Education to Meet the Challenges of the 21st Century World</i> workshop for <i>Ministry of Education</i> , Riyadh, Saudi Arabia
16–18 April 2012	Conducted <i>Advanced Supervisory Skills</i> workshop for <i>Zamil Steel</i> , Dammam, Saudi Arabia
27–28 January 2012	Conducted <i>Enhancing Personal Quality</i> workshop for <i>Pembangunan Sumber Manusia Berhad</i>
20–21 January 2012	Conducted <i>Enhancing Personal Quality</i> workshop for <i>Pembangunan Sumber Manusia Berhad</i>
28 December 2011	Conducted <i>Planning and Delivering Effective Lectures</i> workshop for <i>Daffodil International University</i> , Dhaka, Bangladesh
28 December 2011	Conducted <i>Make Yourself Employable</i> workshop for <i>Daffodil International University</i> , Dhaka, Bangladesh
13–14 December 2011	Conducted <i>Enhancing Personal Quality</i> workshop for <i>New Straits Times Malaysia Berhad</i>
9–10 November 2011	Conducted <i>Enhancing Personal Quality</i> workshop for <i>New Straits Times Malaysia Berhad</i>
2–3 November 2011	Conducted <i>Enhancing Personal Quality</i> workshop for <i>New Straits Times Malaysia Berhad</i>

29–30 October 2011	Conducted <i>Managing Planned Organizational Change</i> workshop for <i>Ministry of Works Malaysia</i>
27–28 October 2011	Conducted <i>Enhancing Personal Quality</i> workshop for <i>New Straits Times Malaysia Berhad</i>
2–4 October 2011	Conducted a workshop entitled <i>Attaining World-Class Quality: Best Practices and Proven Approaches</i> at the Third SASO Quality Forum, Dammam, Saudi Arabia
13–14 September 2011	Conducted <i>Enhancing Personal Quality</i> workshop for <i>New Straits Times Malaysia Berhad</i>
14–16 April 2011	Conducted <i>Reengineering Yourself for Peak Performance</i> workshop for <i>Ministry of Works Malaysia</i>
2 April 2011	Conducted <i>Make Yourself Employable</i> workshop for <i>University of Malaya's</i> undergraduates
26 March 2011	Conducted <i>Make Yourself Employable</i> workshop for <i>University of Malaya's</i> undergraduates
5 March 2011	Conducted <i>Make Yourself Employable</i> workshop for <i>University of Malaya's</i> undergraduates
19–20 February 2011	Conducted <i>Make Yourself Employable</i> workshop for <i>University of Malaya's</i> undergraduates
8–11 January 2011	Conducted a workshop entitled <i>Transforming Saudi K–12 Schools Towards Quality to Meet Requirements of the Twenty-First Century World</i> at the First International Conference of TQM in K–12 Education, Riyadh, Saudi Arabia
27–28 October 2010	Conducted <i>Enhancing Personal Quality</i> workshop for <i>New Straits Times Malaysia Berhad</i>
28 September 2010	Conducted <i>Managing Yourself Successfully</i> workshop for <i>Sampoerna School of Education, Jakarta, Indonesia</i>
7–8 August 2010	Conducted <i>Make Yourself Employable</i> workshop for <i>University of Malaya's</i> undergraduates
31 July–1 August 2010	Conducted <i>Make Yourself Employable</i> workshop for <i>University of Malaya's</i> undergraduates
19–21 July 2010	Conducted <i>Effective Academic Leadership</i> workshop for <i>Ministry of Higher Education</i>
28 June–2 July 2010	Conducted <i>Make Yourself Employable</i> workshop for <i>Universiti Malaysia Sarawak</i> undergraduates
7–9 June 2010	Conducted <i>Effective Academic Leadership</i> workshop for <i>Ministry of Higher Education</i>
9–11 February 2010	Conducted <i>Teaching Soft Skills in Higher Education</i> workshop for <i>Universiti Teknologi Malaysia</i>
27 January 2010	Conducted <i>Teamwork for Quality Improvement</i> workshop for the <i>Saudi Quality Council</i> Western Region, Jeddah, Saudi Arabia
November 2009	Assisted <i>Universiti Teknikal Malaysia Melaka</i> in enhancing employability of its graduates

April 2009	Assisted <i>Universiti Malaysia Perlis</i> in enhancing employability of its graduates
March 2009	Conducted <i>Train the Trainer Workshop on Employability Skills for Asia e University</i>
3–6, 10–13 February 2009	Conducted two sessions of workshop entitled <i>Exemplary Lecture: Making It Happen</i> (AKEPT), Ministry of Higher Education, Malaysia
16–18 December 2008	Conducted a workshop entitled <i>Effective Academic Leadership for Higher Education Leadership Academy</i> (AKEPT), Ministry of Higher Education, Malaysia
May–October 2008	Conducted four workshops entitled <i>Planning and Delivering Effective Lectures for Higher Education Leadership Academy</i> (AKEPT), Ministry of Higher Education, Malaysia
26 March 2008	Made a presentation entitled <i>Creating a Nurturing and High-Trust Work Climate</i> to senior administrators of Malaysian Universities at the <i>Leadership Development Course</i> , Ministry of Higher Education Malaysia
25 February 2008	Made a presentation entitled <i>Top Management's Role in Total Quality Management</i> to members of the <i>Saudi Chamber of Commerce</i> , Riyadh, Saudi Arabia
24–25 November 2007	Conducted a workshop entitled <i>Reengineering Yourself for Peak Performance</i> for Kolej Poly-Tech MARA
17–18 July 2007	Conducted a workshop entitled <i>Enhancing Personal Quality for Securities Commission</i>
20–21 June 2007	Conducted a workshop entitled <i>Reengineering Yourself for Peak Performance for Securities Commission</i>
April–May 2007	Conducted three workshops entitled <i>Planning and Delivering Effective Lectures for Nilai International University College</i>
March–April 2007	Conducted Self-Empowerment, Interpersonal Skills and Public Speaking workshops for Malaysian unemployed graduates on behalf of <i>Securities Commission</i>
26 January 2007	Conducted a workshop entitled <i>Reengineering Yourself for Peak Performance</i> for Ministry of Higher Education
September–November 2006	Assisted <i>Universiti Teknologi MARA</i> in enhancing academic leadership and teaching effectiveness
September 2006	Conducted two workshops entitled <i>Effective Academic Leadership for Universiti Teknologi MARA</i>
29–30 August 2006	Conducted a workshop entitled <i>Reengineering Yourself for Peak Performance for Securities Commission</i> .
25–26 July 2006	Conducted a workshop entitled <i>Mastering Self-Leadership: Empowering Yourself to Excel</i> for <i>Securities Commission</i> .
June–August 2006	Assisted <i>RISDA</i> in empowering employees to attain peak performance
4–5 May 2006	Conducted a workshop entitled <i>Enhancing Emotional Intelligence for Securities Commission</i> .

April–September 2006	Assisted <i>Media Prima Berhad</i> (TV3) in empowering employees to attain peak performance
April–July 2005	Assisted <i>University of Malaya</i> in enhancing academic leadership and teaching effectiveness
February–March 2005	Assisted <i>Malaysian Communications and Multimedia Commission</i> in empowering employees to attain peak performance
9–13 March 2004	Strategic Planning for <i>Department of Valuation and Property Management</i> , Ministry of Finance
October 2003 –August 2004	Appointed as Management Enhancement and Development Consultant for <i>Gerbang Perdana Sdn. Bhd.</i>
October 2003	Conducted Employee Opinion Survey for <i>Gerbang Perdana Sdn. Bhd.</i>
10 October 2002	Made a presentation entitled <i>Creating and Sustaining High-Performance Organizations</i> to members of the <i>Abu Dhabi Human Resources Group</i> , Abu Dhabi, UAE
December 2001	Conducted Employee Opinion Survey for <i>Bank Pembangunan and Infrastruktur Malaysia Berhad</i>
22–25 June 2000	Conducted a workshop entitled <i>Enhancing the Self-Esteem of Youths: A Holistic Model</i> at the Worldwide Summit Conference: Preparing Youth for the 21st Century, San Francisco, USA
March–September 1998	Assisted <i>Malaysian National Reinsurance Berhad</i> in implementing organization-wide quality improvement efforts
July 1998	Conducted Employee Opinion Survey for <i>Malaysian National Reinsurance Berhad</i>
September 1996 –August 1997	Assisted <i>Bank Pembangunan Malaysia Berhad</i> in implementing organization-wide quality improvement efforts
March 1997	Conducted Customer Satisfaction Survey for <i>Bank Pembangunan Malaysia Berhad</i>
November 1996	Conducted Employee Opinion Survey for <i>Bank Pembangunan Malaysia Berhad</i>
April–November 1996	Assisted <i>Employees Provident Fund</i> in implementing organization-wide quality improvement efforts

CONTACT INFORMATION

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