

# EDDY EDWARDS

Consultant, Trainer and Speaker

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## BACKGROUND

Eddy brings with him more than 30 years of experience in Human Resource and Operations Management. He has undertaken both leadership and consulting roles in the fields of:

- Security Management
- Human Resource Management and Development
- Corporate Performance Management (Balanced Scorecard)
- Organizational Development
- Total Quality Management
- Business Excellence Models (Service Quality Award and Malcolm Baldrige)
- Service Excellence and People Excellence Models (People Developer and Investors in People)

Eddy has been a HR Leader with well-known establishments in the hospitality industry where he was overall responsible for a multitude of HR functions and initiatives. Some of these include:

- Developing Competency Models
- Productivity Models
- Performance Management
- Redesigning Work Processes
- Establishment of Training and Development Frameworks

## AREAS OF EXPERTISE

Currently, Eddy heads a business consulting outfit that provides people and operational solutions to clients in the areas of:

- Performance Management
- Process / Job Re-design
- Business Excellence
- People Excellence
- Service Excellence Framework
- Training Management

## CLIENT BASE

## SECTORS

Eddy's clients include a cross-section of sectors –

- Government Agencies
- Government-Linked Companies
- Multi-National Corporations
- Small and Medium Enterprises

## COUNTRIES

Eddy has delivered keynote addresses both locally and internationally on diverse topics.

He has also impacted the bottom line of organizations in various countries including:

- Singapore
- India
- Malaysia
- Islamic Republic of Iran
- Mongolia
- Chile
- Mexico
- Kazakhstan

## EDUCATION

- Diploma in Management Studies (Singapore Institute of Management)
- Graduate Diploma in Personnel Management (Singapore Institute of Management)
- Master of Science in Human Resource Management (University of Ireland)
- Summer program on Hospitality Management (Cornell-NUS)

## OTHER PROFESSIONAL QUALIFICATIONS

- Certified Professional Trainer (International Professional Managers Association, UK)
- Certified DISC profile analyst
- Certified Trainer for John C Maxwell's "Developing the Leader Within You" – a leadership program for senior managers
- Certified Customer Service Leader (Service Quality Institute, USA)
- Certified Practising Management Consultant (PMC)
- Certified Workforce Skills Qualifications Assessor (Singapore)

## STRATEGIC PARTNERSHIPS

Eddy is an associate trainer / consultant of Business Excellence Programs accredited by Spring Singapore at:

- Spring Singapore
- Civil Service College
- Enterprise Promotion Centres

## PROFESSIONAL MEMBERSHIPS

- Singapore Human Resource Institute
- Singapore Productivity Association
- Practising Management Consultant, Singapore (PMC)

## ACHIEVEMENTS

- Conferred Associate of the Year Award by Spring Singapore for trainer excellence.
- Pioneer member of the development team with Spring Singapore for the People Developer and Service Class Standards in Singapore and played key roles in rolling out of the standards – curriculum developer, national assessor trainer / coach.
- Training of People Developer and Service Class Consultants.
- National Assessor for 6 years.