

**MR THOMAS LAI**  
**PRINCIPAL CONSULTANT, QS PLUS CONSULTANCY**

Thomas Lai has more than 20 experiences in designing and delivering customized training programs on quality service and leadership. He has trained organisations from financial services, healthcare, education, telecommunication, retail and oil and gas in Malaysia and Singapore. He has consulted with organizations on customer engagement practices. He was a part time MBA tutor on strategic management, HRM and project management. Thomas holds an MBA and has conducted courses on customer service, supervisory leadership, coaching and counseling and personal effectiveness.