ORGANIZATIONAL CAPACITY DEVELOPMENT JSC (OCD)

Awakening your potentials

Awakening your potentials

In helping businesses and organizations to change and develop, OCD strives to wake up our clients' abilities, to materialize their potentials into performance results, by ways of strengthening leadership and managerial abilities, management systems and building organizational culture

OCD celebrating 10 years of service (2003-2013)

Organizational Capacity Development JSC

Established in 2003, Organizational Capacity Development JSC (OCD) is a Vietnamese company specialized in providing management training and consulting to businesses and organizations in Vietnam, with high level of professionalism, applicability and quality.

Vision

OCD's mission is to become the first choice provider of professional and applicable management consulting and training services to businesses and organizations in Vietnam.

Mission

OCD's mission is to facilitate businesses and organizations to develop and grow sustainably by providing them with quality and applicable management training and consulting services in four areas: Strategic Management, Capacity Development, Organizational Culture and Structure and Policy Systems Development, delivered by our highly committed and responsible people.

OCD Capacity and Experience

For over 10 years, OCD has been providing management training and consulting services to businesses in Vietnam. OCD consultants and trainers have competencies in the areas of organizational development, organizational capacity evaluation, strategic planning and business growth management. The majority of OCD consultants and trainers have over 15 years of experience in their area of expertise (many of them with over 20 years of experience), have international qualifications and have worked and/or studied abroad. This international exposure, combined with extensive knowledge and insight into the workings of local organizations and agencies, provides a valuable and unique mixture that ensures locally relevant programmes of international standards.

Key Consulting Services

1.Organizational Analysis (OA)

2.Strategic Management

- City Development Strategy (CDS)
- Organizational Development Strategy (OD)
- Balanced Scorecard for Strategy Implementation (BSC)
- Business plan development (BP)

3. Organization, system and management policy development

- Business Process Restructuring (BPR)
- Structure Development and Position System Change (SPC)
- Management by Process (MBP)
- Performance Management System (PM)
- Compensation System (CS)
- Competency Framework for Training Management (CFM)
- Recruitment Tools Development and Recruiting Service (RS)

4. Organizational Culture Development (OC)

5. HR Capacity Development

- Individual potential assessment (IPA)
- Effective Teambuilding (TB)
- Improving Management Capacity (MB)

6. Business Startup and Growth

- Market assessment (MA)
- Starting up Business and Developing Management Regulations (SBM)
- Strategy and Business Plan Development (BS)
- Product Strategy Development (PS)
- Supporting Business Management after Starting

7. Project Management

- Project Design and Planning (PD)
- Annual Project Planning (PAP)
- Project Monitoring and Evaluation (M&E)
- Service Professionals Management (SPM)
- Project Component Management (PCM)

8. Business Association Management (BAM)

Key Training Services

1. Developing Personal Skill for Managers

- Self-management skill
- Time management skill
- Negotiation skill
- Communication skill
- Presentation skill
- Delegation skill
- Team-work development
- *Other on-demand topics*

2. Internal Management of Organization

- Organizational analysis
- Change management
- Knowledge management
- Human resource management
- Performance management
- Project management (using PMBOK or LFA)
- *Other on-demand topics*

3. Strategic Management

- Strategic management
- Market research
- Building and managing customer relationships
- Business planning
- Business to business marketing (B2B Marketing)
- *Other on-demand topics*

Other Professional Services

- Workshop, seminar facilitation with high experienced facilitators (bi-lingual)
- Interpretations service, including simultaneous, consecutive and whispering interpretation (English-Vietnamese, two-way)
- Translation service: professional translation of proposals, agreement, technical documents
- Team building events

Online Management Training

Elearning courses in the OMT program aim to address the practical issues faced by the contemporary Vietnamese businesses; they are highly applicable, offered in flexible modes, and inductive to interactions. These courses are developed and delivered by experienced OCD management trainers, in consultation with subject matter experts and industry practitioners.

Selected consulting assignments in Strategic Management, Human Resources Management and Organizational Development for private sector clients

Consulting service in management system and compensation development for LIDECO3 JSC (2/2013-ongoing).

Consulting service in HR management development for CuuLong SeaPro (11/2012) and SAMEFICO (11/2012).

Consulting service in corporate restructuring and management system development for NAFoods (12/2012-ongoing). NAFoods is a fast-growing Vietnamese maker of natural concentrated fruit juices and organic vegetables. OCD consultants help to design and implement a clear-cut organizational structure for the NAFoods holding company and its two subsidiaries, as basis for deployment of a comprehensive performance-based HRMD system including compensation system, internal regulations and corporate culture policies.

Consulting service in performance assesment system based on Balanced Scorecard (BSC) for VTN – a susidiary of VNPT (11/2012).

Multi-phase consulting service to develop and implement a comprehensive human resources management system for the Power Engineering Consulting Company # 3 under Electricity of Vietnam (October 2012-ongoing).

Consulting service in compensation system development for Vinasugar I (10/2012).

Consulting service in Balanced ScoreCard system development and compensation system for Hung Thang JSC (09/2012).

Consulting service to develop and implement Balanced ScoreCard (BSC) system at Vietnam Airlines Insurance (VNI, 2012). Starting with a review of the company's core competencies and 2012-2017 development strategy, OCD consultants work with VNI leaders and managers to formulate key business objectives and indicators for each phase in the 5-year period as well as implementation plan to achieve these objectives using the Balanced ScoreCard approach.

In 2012 OCD was also contracted to facilitate the development of business strategy and professionalize the human resources management system of the **Vietnam-Japan Jewlery and Precious Stones Company (VIJAGEMS)**.

Consulting service in compensation system development by 3Ps for Hoa Binh Corporation (2012)

Consulting service in compensation by 3Ps for VICOSTONE (2012).

In 2011, OCD successfully completed the consulting project to **Restructure and Develop HR Management System** of the Post and Telecommunications Insurance Company (PTI; www.pti.com.vn), supporting their mission to become a non-life insurance retailer with the biggest distribution system in the Vietnam market.

Consulting service in compensation system development for Vietnam WACOAL (2011).

Consulting service in competency framework and employee competencies assessment based on reviewing the vision, strategy and organizational structure of PVCR (2011)

OCD provided strategic and BSC consulting services to a number of companies (2009-2011), including Strategy Development and BSC consultancy to TMS Group and Thu Do Investment Corporation - leading real estate development companies in the North of Vietnam; Strategy Development and BSC consultancy to Ba An JSC (HDPE pipe maker), Lua Viet Ltd (leading coal stove maker in North Vietnam), BSC Consultancy to Paynet, one of the leading online payment solutions providers in Vietnam.

Consulting service in restructuring and HR management development for VegaCorp (2010)

Review strategy and deloy a long term strategy system for Foundation Engineering & Underground Construction **(FECON, 2010)**.

Review and redesign of the Compensation System for Vietnam Tobacco Corporation (www.vinataba.com.vn, 2007-2009), including Vinataba headquarters, and **10 member companies** including the Vinataba Trading Company and Vinataba Import-Export Company as well as 8 provincial Tobacco companies in Thanh Hoa, Bac Ninh, An Giang, Long An, Ben Tre, Dong Thap, Vinh Long and Hai Phong, to fit with the strategic development objectives of the Corporation, taking into consideration its status as a state-owned enterprise; to facilitate the process of implementing the newly developed compensation system. The ultimate goal of the consultancy was to help Vinataba develop a more effective management practice and improve its image as the preferred employer on the labour market.

Consulting service in Organizational Development for Hoa Viet JSC, a member company of Vietnam Tobacco Corporation (2007-2008). OCD provided capacity building support to the company's task force and facilitates the process of formulating corporate vision, development objectives and implementation planning. The assignment also included organizational restructuring and development of a new compensation system in the company.

Consulting service in the restructuring process of Seaprodex Danang (2007). OCD team designed and facilitated the restructuring process from the formulation of vision for the Company, the development of strategy to formulation of organization structure with functions and positions using Balanced Scorecard methodology for performance management.

Consulting Service in Human Resources Management Framework and Policies for FPT Software Solutions Company (2005). OCD consultant team helped the management of FSS, a fast-growing, 400-plus employee company (now merged with FPT Systems Integration Company) to design and implement its HRM framework and policies, applying principles of contemporary HRM and especially deploying FPT's competency-based HRM principles.

Design the change process and facilitate management of SEAREFICO Corporation, a leading Vietnamese technology and engineering company, to implement these changes in their management structure and modality, towards more process-based and customer oriented operations, in line with the company's long term development strategy (2004-2007).

Review and improve the compensation system of Chinfon Cement Company in Haiphong (2006). OCD consultants reviewed the existing compensation system in the company against industry benchmarks and proposed improvements to make the company a competitive and attractive workplace for potential employees.

Selected consulting assignments in Organizational Development /Strategy Development for public sector clients

Vietnam Communist Party Anti-corruption Training Program (VCPACTP, 2011-2014), sponsored by AusAid. In team with Pario Solutions Group (Australia) and DTT Technology (Vietnam), OCD co-organizes a series of high-level and operational level training

courses in Vietnam and Australia and other training-related activities for multi-sectoral anti-corruption policy makers in Vietnam under AusAid's three-year project to support the implementation of Vietnam's Anti-Corruption Strategy 2020.

OCD was awarded the 2 year contract for supervision of the implementation of **"Consulting Service for CMMI Qualification and Recognition in Vietnam-based Software Companies",** a project funded by the Vietnamese Ministry of Information and Communication (MIC) and implemented by over 20 Vietnam-based software companies during 2011-2012.

OCD supported EDC-HD, a Hochiminh City-based Vietnamese Business Development Service Provider to successfully develop project concept for "**Applying Electronic Traceability System for Seafood Exporters in Vietnam",** elaborate into project document. In Oct 2011 this project successfully got funded by the Danida-supported challenge fund "Global Competitiveness Facility" (GCF), 2011-2014.

Inclusive Business with the Netherlands Development Organization (SNV). In August 2008 SNV partnered with OCD and MCG, two leading local capacity builders with experience working on new-concept initiatives, to jointly carry out a nation-wide survey to explore the active interest of Vietnam's business community to engage in Inclusive Business projects. Inclusive Business aims to build bridges between business and low-income communities for the benefit of both, contributing to poverty reduction while at the same time supporting the fundamental role of business: to generate profits. Inclusive Business was introduced by the Alliance between SNV and the World Business Council for Sustainable Development (WBCSD) and has been successfully piloted in Latin America in recent years.

Multi-year consulting contract with The Small Scale Agro-enterprise Development in the Uplands (SADU), a project funded by the Swiss Development and Cooperation Agency (SDC) and implemented by the International Centre for Tropical Agriculture (CIAT) in Vietnam and Laos to support and improve small scale agribusiness in upland provinces. Since 2006 OCD consultants are being contracted by SADU in a long-term framework contract to undertake various Rapid Market Assessments and Value Chain Analyses for the potential cash crops that SADU is supporting in the project areas, including RMA and VCA for maize, tobacco, cassava, bamboo, potato, chayote, forestry products.. Case studies on the cash crops and stakeholders training have also been conducted by OCD consultants and conference papers shared at various conferences, including the M4P conferences in 2006 and 2007 in Hanoi, Vietnam.

Experience review on the City Development Strategy (CDS) process, based on examples of completed CDSs in Hai Phong, Nam Dinh and Dong Hoi cities (October 2006-2007). The review reports synthesize results of the experience of CDS of various cities in Vietnam into models and modules for developing a CDS guide and proposing policy options for the donors to identify the potentials for further interventions and support in Vietnam using the CDS methodology.

OCD consultant as Participatory Facilitation Specialist to the Drafting Committee of the Gender Equality Law of Vietnam (GEL), to carry out widespread consultations to get inputs from stakeholders on the issues, needs, demands, and requirements to be reflected in the drafting process of GEL and facilitate the design of the materials and the process of GEL's promotion (2006-2007). The Gender Equality Law was approved by the National Assembly of Vietnam in October 2006. This assignment was commissioned by the Asian Development Bank (ADB).

OCD consultants as Economic Development Planning Specialists to Nam Dinh City People's Committee under the SDC-supported Nam Dinh Urban Development project (NDUDP) during 2000-2003 (Phase II) and 2003-2006 (Phase III), supporting the establishment of a new Planning and Economic Development entity under the City People's Committee; facilitating the formulation of the City's Socio-economic Development Action Plan 2000-2003 and City Development Strategy for 2005-2020, incorporating CPRGS targets, actions and processes at the local government level.

Consulting service in Strategy Development for four research and planning institutes in the Water Sector (WaterSPS) supported by Danida. Together with the International Consultant - Team Leader, a team of three OCD consultants facilitated Strategic Planning Process for the Water Research Institute and its HoChiMinh City Sub-Institute, the Water Planning Institute and its HoChiMinh City Sub-Institute during 2004 - 2005 in the context of their restructuring and transition from Ministry of Agriculture and Rural Development (MARD) to the Ministry of Natural Resources and Environment (MoNRE).

Consulting services in Organisational Development, including development of strategy for development and operation plan for CEETIA (Centre for Environmental Engineering of Towns and Industrial Areas) - Hanoi University of Civil Engineering and CETASD (Centre for Environmental Technology and Sustainable Development) – Hanoi University of Science, under the Capacity Building for Environmental Science and Technology in Northern Vietnam project (ESTNV), website: www.sdc.org.vn (May 2004 – June 2007).

OCD consultants were members of the program design team in the "Comprehensive Capacity Building Program for ODA Management", jointly sponsored by Ministry of Planning and Investment (MPI) of Vietnam and the Like-Minded Donors Group (2004). The team was involved in the formulation of the preliminary design of CCBP, and then supported MPI in setting up the programme office and start programme activities during the interim period, including screening and recruitment of international and national consultants; programme staffs, development of programme management guidelines.

OCD consultant took part in the Assessment of the project proposal "Poverty Reduction through Integrated Small Enterprise Development" (PRISED), funded by Sida (Sweden), 2004. In 2006, OCD consultant helped to design the transition process of PRISED from the international implementing agency (the International Labour Organisation) to the Vietnamese implementing agency (Vietnam Chamber of Commerce and Industry).

OCD consultant was member of the Training Needs Assessment and Analysis (TNAA) at the Office of the Government of Vietnam (OOG) for the Danida-funded project "Strengthening Capacity of the Office of the Government of Vietnam" (2003). Our OD Specialist was team member of the international team undertaking this comprehensive 5-month assignment at the Office of the Government of Vietnam, which helped to operationalize the Human Resources Management (HRM) and training strategies of OOG. Subsequently she was engaged in the team to design OD and HRM training programs for the Office of the Government (2004).

Selected management training programs

INPRO - Human Resources Management as a Profession. An open-enrolment training program on up-to-date human resource management for HR practitioners in both businesses and non-profit organizations, this popular training course is jointly organized by OCD and IndochinaPro (www.inpro.vn) on a regular basis since 2006. In response to high demand from past participants, during 2008-2009 OCD has developed in-depth HRM training modules, including: Performance Management using Balanced Scorecard Approach, and Building & Managing Compensation Systems.

Customer Service training for FSI executives, for PetroVietnam Finance Corporation (PVFC). In 2007-2008 OCD designed and delivered a number of tailor-made Customer Services training courses for PVFC customer-facing staff in Hanoi, Danang, Hai Phong, Thanh Hoa and Nam Dinh. Based on the success of these courses, the contents have been incorporated into the orientation training program for new staff of PVFC. OCD also provided highly contextualized customer service training to other customers in the financial services industry (FSI), including VNDirect Securities, APEC Securities, Morgan-Stanley Huong Viet Securities and An Binh Bank (2007-2008).

Project Management Training for the Institute of Policy and Strategy of Agriculture and Rural Development (IPSARD, 2007) and EDE Consulting GmbH (2008). These tailor-made training courses in Project Management equipped the diverse groups of participants of both expatriates and Vietnamese with relevant skills, knowledge and tools for effective project management.

Customer Service and Customer Care Skills training for ICT Companies. ICT is another sector where OCD has accumulated significant knowledge and expertise for specialised training. In 2007-2008 OCD had successfully provided training to leading ICT companies in Vietnam, including FPT Corporation, FPT Telecom, CMC Software, CMC Telecom, EVN Telecom, Dang Khoa IT Plaza, to name a few.

Managerial Skills Training for managers and team leaders of FPT Corporation and member companies, including FSS, FDC, FIS and FPT Telecom. Additionally OCD also provided consulting service to FPT to deploy competency-based training management (2005); designed and conducted talent screening for FPT's "Young Leaders" and "Professional Excellence" programs in 2006-2007.

Comprehensive Management Training Program for the Vietnam Postal Services Corporation (VPS)**.** Started with a two-month "Management Training Program" for VPS's managers in Hanoi in 2003, this successful training program was replicated for managers of all three regional centers of VPS. Specialised training courses in sales skill, customer service skill and business communication were also developed for various departments of VPS (2004-2005).

Training in **Best Practices in Human Resources Management and Development** for HRM managers of the Vietnam Garment and Textile Corporation (Vinatex), Vietnam Seafood Production and Export Corporation (Seaprodex), 2004. OCD was subsequently engaged to deliver a training course on "Training Management" for the managers of training functions, training centers and vocational schools under Vinatex.

Special Highlight: Online Management Training JSC http://omt.vn

The Online Management Training program (OMT), was developed by OCD since 2008 with take-off funding from the Global Competitiveness Facility (www.gcf-vn.org) to provide innovative training programs to Vietnamese organisations with customised e-learning solutions that are relevant, cost-effective and flexible, enabling them to benefit from a balanced combination of international expertise, local insight and flexible learning methods, while keeping their training budget under control and making the best use of their ICT infrastructure.

In January 2010 OMT was spun off as a member company of OCD, leveraging OCD's partner network and significant brain resources to provide elearning and mobile learning solutions and programs to businesses throughout Vietnam.

OMT adopts the "trainer-led e-learning" model that offers high levels of interaction between the trainers and participants, and among participants themselves. OMT courses provide trainer-led discussions and assignments to address the specific business or management issue raised by each participant in an OMT "virtual classroom".

Unlike the other e-learning programs on offer in Vietnam, OMT courses are:

- Customs designed for specific organizations, companies or groups of companies;
- Highly applicable for the Vietnamese context;
- Offered in flexible modes (pure online or blended training)
- Virtual classroom with real-life trainers, inducive to interactions

OMT Program is frequently expanded and updated, covering the following clusters of topics:

- Marketing, Customer Service and Strategic Management
- Finance Management

- Human Resources Management
- Production and Quality Management
- Food Safety and Hygiene
- Professional Management Skills
- Tailor-made courses

OMT is the Global Partner of the Illinois Online Network in Vietnam (http://www.ion.uillinois.edu/), an Authorised Education of Franklin University (Ohio, USA; www.franklin.edu) and a member of the Vietnam Open Educational Resources (www.voer.edu.vn), initiated by the Vietnam Foundation and supported by a number of prestigious American universities.

OCD Human Capital: Key Personnel

DAU THUY HA

Ms. Dau Thuy Ha is currently Chairwoman of the Board of Management of OCD and CEO of Online Management Training JSC (http://omt.vn). Ms. Ha has more than 20 years of experience in business development and customer service management sectors with multinational companies such as Daewoo Corporation, Hewlett-Packard, and different experience in setting up and developing new businesses, especially in the professional services industry.

During 2006 – 2007 she helped set up VNDirect Securities (www.vndirect.com.vn), a top10 stock brokerage company in Vietnam. She also advises the strategic growth and development for several businesses like DoBF Investment Training (www.dobf.vn), Dai An Security Service Company (www.daian.com.vn), Van Xuan Technical College (www.vxc.vn) and Sac Ky Hai Dang Science and Technology Services Co. (www.sackyhaidang.com.vn).

Ms. Ha graduated from the Simferopol State University (former USSR) and holds MBA degree from Boise State University (Idaho, USA). Currently she is co-chair of WomenCorporateDirectors (WCD) Vietnam chapter.

TANG VAN KHANH

Dr. Tang Van Khanh is the CEO of OCD and co-founder of OMT. He is experienced consultant in management and specializes in business services developments, developing BSC/KPI, business management systems, as well as 7 years of experience running a successful consulting firm.

As a management consultant, he completed consultancy projects for ASMED (www.business.gov.vn), the CIEM (www.ciem.org.vn), ILO-PRISED, ILO-FLIP, VPSSP, Provincial Business Associations (GTZ SMEDP), Caritas, SNV, involved in consultancy projects to develop strategy and BSC for TMS Group, Ba An JSC, setting up the compensation system for Licogi 13, Vinataba and 12 member companies, Tan Phu Plastic, Phong Nam Plastic (FOLIN), restructuring and management system establishment for Hai Phong Telecom, VegaCorp, Vicostone, Huu Nghi Foods.

Dr. Khanh had his Master of Business Administration (MBA) from Boise State University (Idaho, USA) in 1999 and his Doctorate in Economics with NEU in 2006. He has also successfully completed the Master Program in Online Teaching (MOT) of University of Illinois (USA) in 2010.

NGUYEN THI NAM PHUONG

Ms. Phuong is OCD Lead Consultant in the field of Human Resource Management and Development, Information System Management, especially Strategic Management of Human Resource, Recruitment and Selecting Staff, Evaluation the Result of Working, Training Management, On-the-job Training, Supporting Staff Development, Management Skills for HR Manager and Direct Manager, Job and Custom Service Skills.

Ms. Phuong has over 20 years of work and consulting experience and has either led consulting project or training programs for clients including the Hai Phong Telecom, LICOGI 13, Vietnam Tobacco Corporation and its Subsidiaries, Paynet, Hanoi Bakery JSC, TMS Group, NIAGS, MK Technologies Group, Sai Gon Securities Corp, FPT Corporation, Vietnam Textile Corporation, VPS, Phu Thai Group, Viettel Technologies JSC, Financial Electricity JSC, Vinashin Group, Canon Vietnam, VDC online, PVFC, Tan Viet, VNDirect, among others.

Ms Phuong graduated from Odessa State University (Ukraine) and holds a Master of Commerce degree with double concentration on HRM and MIS from the University of New South Wales (Australia). Ms Phuong is a co-founder of Small Giants@Vietnam.

NGO QUY NHAM

Mr. Ngo Quy Nham is OCD Senior Business Consultant and Lecturer and also works as a Lecturer of Business Management, Strategic Management and HRM at the Faculty of Business Administration, Foreign Trade University (FTU).

Mr Nham specializes in Strategic Management, Corporate Culture and HRM with rich experience teaching in a number of foreign MBA programs in Vietnam and extensive experience in providing consultancy services in developing compensation system and HRM system in numerous enterprises such as Petro Vietnam Fertilizer and Chemicals Corp (PVFCCo) and its Subsidiaries such as Phu My Fertilizer, Central Fertilizer and Chemicals Corporation. He developed Business Strategy for

Thang Long branch of Military Bank (2010), developed HRM processes for Thien Hoa Co (2008), Sieu Thanh (Compensation system 2008), Thanh Loi (HRM system) and Techcombank (HRM system, 2002).

Mr. Nham holds an MBA from University of Wales, UK and graduated with a BA from Hanoi Commerce University.

HOANG THI THUY NGA

Dr. Nga is OCD Senior Consultant and a lecturer of Strategic Management at National Economics University (NEU). She has over 15-year-experience in teaching and working in the field of training. She trained and consulted for Hanoi Young Business Association, the NEU Accounting and Business Consulting Center, Holland project of Advancing the Capacity of Women., the Vietnam-Denmark International Business Research project (VDIBR), and Urban Development and Investment Corporation (UDIC). Ms Nga was Head of Business Development Department of Van Xuan Management and Integration Development Corp (VCMI), OCD Deputy Director of Business. She has many years of experience in consulting the compensation and Human Resource Management System for Commercial Tobacco Corp, Import and Export Tobacco Corp, Bach Minh JSC (VEGA Corp.), LICOGI 13, Hai Phong Telecom; training for Deloitte Vietnam, VACO, among others.

Dr. Nga had her MBA degree from Boise State (Idaho, USA), a Master Online Teaching (MOT) certificate with University of Illinois (USA) in 2010 and her PhD with the National Economics University (NEU) in 2011.

NGUYEN THANH BINH

Dr. Nguyen Thanh Binh is OCD Business Consultant in marketing and strategic management; and she is currently the Head Lecturer of Marketing Subject, Department of International Business and Economics at Foreign Trade University (FTU). Dr. Binh specializes in marketing, trademark management, and customer services. She has more than 18 years of experience in delivering MBA programs in Vietnam, and wide experience in consulting for Vietnamese businesses.

Dr. Binh is a well-known trainer in the areas of Marketing Management, Trademark Management, Distribution System, Communication and Negotiation Skills, Time-Management Skill for such clients as VERA Group, NAAN Interior Design Consulting Company, Hanoi Cable Television, Vietnam National Construction Consultants Corporation, Agribank, Viettel, Hai Phong Tourism.

Ms Binh has a Master's degree of Economics and International Business; and Economics PhD at Foreign Trade University. She is currently studying Master of Online Teaching Certificate with the University of Illinois, USA.

NGUYEN QUYNH CHI

Ms. Chi is OCD Consultant specializing in Marketing Management, Custom Service, Sale Skill, Communication Skill, Strategic Management, Changing Management, Presentation Skill and Teaching Skill. She has over 25-year-experience in training Marketing of Management Capacity Development for businesses.

Ms. Chi has rich experience in training and consulting for clients PVFC, An Binh Bank, VNDirect Securities Corp, CMC Group, EVN Telecom, Dang Khoa IT Plaza, Vietnam Airlines, Vinpearl, Petrolimex, Vinashin, among others. She was the compiler of the series of books "Teach Yourself Business Management" *("Doanh nhan tu hoc")* – providing the modern business management skills for business owners (published by Young Publisher in 2001, supported by MPDF and voted as the best-selling book of the year by two of the leading newspapers in Vietnam.

Ms. Chi holds an MBA from Boise State University (Idaho, USA) and a Master Degree in Online Teaching (MOT) of University of Illinois (USA) in 2010.

LE LAN HUONG

Ms. Le Lan Huong is OCD Senior Consultant and Lecturer. She has 18 years working experience with foreign invested companies specializing in Human Resources Management. The combination of her knowledge and practical experience is her strength point in highly applicable consultancy.

For 10 years Huong was the Training & Development Manager of Grant Thorton Vietnam. At OCD she undertakes projects to develop compensation system for subsidiaries of Vinataba, LICOGI 13, Tan Phu Plastic JSC, A My Gia JSC, Hai Phong International Hospital, Vega Software JSC. She taught for many clients such as Financial Electricity JSC, Cannon

Vietnam, Habubank, Auditing Company VACO, PKF, Vietnam Auditor Association, FPT, FTMS, Fujitsu Vietnam, Vicostone and other public courses.

Ms Huong has her MBA in HRM and graduated from Master Program in Online Teaching (MOT) of University of Illinois (USA) in 2010.

LE HUY LONG

Mr. Le Huy Long is OCD Senior Consultant in Quality Management and Head of E-learning Development Department of OMT – Online Management Training JSC. He was a Consultant of Quality Management for Enterprise NVV 1 (General Department of Metrology and Quality – http://en.tcvn.vn). He has over 8 years of experience in consulting and teaching Quality Management and Food Safety and Hygiene System with the standard of ISO 22000:2005, HACCP and ISO 9001:2000.

Mr Long provided consulting in quality management and certification for companies Hien Thanh Food Company, Phuc Thinh Food, International Milk Corp, Huy Hoang Food Corp., Hai Duong Agriculture Development Corp, Dainichi Plastic Corp, Electricity Corp Tabuchi.

Mr. Long graduated from the Hanoi University of Technology with a specialization in food technology and holds Master Online Teaching (MOT) certificate of University of Illinois (USA) in 2010.

PHAM QUOC MANH

Mr. Pham Quoc Manh is OCD Senior Consultant in Financial Management, Investment, and Strategy. He has over 20-year-experience in the field of Business Finance and Investment; currently he is the Director of Business of Online Management Training. Over those years, he has taken over many key positions in some large enterprises such as: Director of Finance – Hanoi Petrol Joint Venture, Northern Director of Petro Chemicals and Fertilizer Corp, General Director of Viet Phuong Investment JSC, Vice-president of Viet Phuong Investment Group, Phu Thai Group, to name a few.

From 1993, he consulted for a number of clients, including the Rang Dong Light and Water Mains Corp, Huu Nghi Corp, Chu Lai – Truong Hai Joint Venture Corp, Hiep Huong Corp, Tay Do Corp, Ba Dinh Construction Corp, and Health Investment Corp.

Mr. Manh graduated from the University of Finance and Accounting and completed different training programs for Senior Manager with both domestic and international Universities.

CHU DINH CUONG

Mr. Chu Dinh Cuong is OCD consultant with experience in Organizational Development, Quality Management and Engineering, Continuous Improvement, Project Management. Currently he is managing OCD's multi-site SCOPE project with the Fair Labor Association (FLA) and USAID-funded Professional Exchange Program with Portland State University (Oregon, USA).

During 2006-2009, as Vice Director in charge of Business Development with the Vietnam Shipbuilding Group (2006-2009), he monitored large scale investment projects in shipbuilding supporting industries and was a key member of the Vinashin task-force working with KPMG Advisory on Vinashin's restructuring project. During 2009-2012 he was Deputy Director of the software R&D center of Hanoi-based IT house HiPT, then managed its new green technology project.

Cuong holds an MSc in Quality Engineering with University of Wisconsin at Madison (2005) and an MSc in Manufacturing System with the Southern Illinois University at Carbondale (2000).

OCD CLIENT LIST

FPT
CMC
VNPT
vinaphone
CMC Telecom
MK technology
Mạng Thanh Toán paynet
VEGA Corporation
FPT Fpt Telecom
EVNTelecom
VIETTEL VIETTEL TECHNOLOGIES Say it your way
esoftflow
VNPT Hải Phòng Nhà cung cấp dịch vụ Viễn thông hàng đầu

TAN VIET SECURITIES
APEC securities
SSI Sức Mạnh Của Nhà Đầu Tư
IPA Investments
VNDIRECT
ACBS ACB SECURITIES

VBARD NGÂN HÀNG NÔNG NGHIỆP VÀ PHÁT TRIỂN NÔNG THÔN VIỆT NAM
HBB HABUBANK HABUBANK Giá trị tích lũy niềm tin
ABBANK
PETROVIETNAM PVFC
AMG

VINASHIN
Hữu Nghị
BIM SEAFOOD
Canon
SEA FOOD CADOVIMEX
SEAREFICO
vinataba
TAPLAST ISO 9001-2000

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PhuThai The Leading Distribution Group
FPT Fpt Trading
ĐÁ ỐP LÁT CAO CẤP VINACONEX VICOSTONE QUARTZ SURFACES
LICOGI 13
tms group Tầm cao mới
FECON

FPT Fpt Services
VINPEARL LAND
vaco
Deloitte.
E.D.E.Consulting

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