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## DALI PREM ANAND



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### PERSONAL PROFILE

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Educated with an M.B.A and a Diploma in Hotel Catering and Management coupled with over 25 years of experience in areas of the service and healthcare industry, I have gained valuable experience and knowledge and have put this into use by overcoming challenges, building good relationships and implementing efficient systems that positively impact the areas under my purview to achieve growth and profitability.

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### EXPERIENCE

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#### MANAGER, MEDICAL CENTRE

JAN 2018 – PRESENT

Qualitas Medical Group – Ambulatory Care Centre (ACC)

Heading an Ambulatory Care Centre (ACC) where I oversee all aspects of clinical, facility management and operations of ACC that comprise of a day-care specialist centre, outpatient clinic and a dental centre. Key responsibilities as follows:

- Substantially increased utilization of the Operating Theatre hence increasing revenue by more than 5-fold in 2020.
- Recruitment of Specialist from various specialties such as GASTROENTEROLOGY; OBSTRETICS AND GYNAECOLOGY; EAR, NOSE AND THROAT (ENT); ORTHOPAEDICS; GENERAL SURGERY; INTERNAL MEDICINE; OPHTHALMOLOGY; PLASTIC SURGERY; CARDIOLOGY.
- Recruitment of Clinical and Non-Clinical personnel
- Panel appointments with TPA's, MCO's, and Insurance Company's
- Marketing and Business Development Strategies – Google Biz, Social Media, Corporate Packages, Prints and Billboards
- Electronic Medical Record System Implementation
- Developed Standard Operating Procedures & Policies
- Setup System Based Inventory Management
- Implemented Medical Governance Committee
- Implemented Infection Control Committee
- Budget Planning & Expenses Control
- Revenue and Profitability Management
- Continuous Improvement of Revenue Management, Processes and Quality of Services
- Project Management – New Medical Centre
- Facilities Management – Clinical & Non-Clinical
- Medical Equipment Management
- Networking and Relationship Building for Business Growth
- Administration and Operations Management

**RAMSAY SIME DARBY HEALTH CARE****2003 – 2017**

Held various management positions in Food & Beverage, Tenancy Management, Support Services and Hospitality Services at RSDH during the 14 years of employment with the organization. Details of position and functions and projects undertaken are as follows:

**MANAGER (AVP I), HOSPITALITY SERVICES****JUNE 2017 – SEPT 2017**

**(HOUSEKEEPING, LANDSCAPING, CARPARK MANAGEMENT, LOGISTICS, MAILROOM, LINEN & CONCIERGE SERVICES)**

Ramsay Sime Darby Health Care (RSDH)

Overall management of the above departments, its budget, profitability, and services. In charge of approximately 670,000 square feet of hospital area and a workforce of 138 personnel. Job scope as follows:

**Housekeeping**

- Managed the upkeep and cleanliness of SJMC by overseeing the housekeeping department with comprising of 80 in-house and outsourced personnel within the allowable budget.
- Sourced for better, cost-effective and effective products and supplies.
- Revamped cleaning process methods to ensure that it is practical, cost-effective and clean when it is carried out the first time in line with the required hospital guidelines and regulations.
- Implemented frequency-based cleaning is based on priority and high traffic areas.
- Scheduled maintenance of cleaning equipment.
- Efficient Inventory management of chemicals and supplies. Ensured sufficient stocks are available by par level management.
- Ensured chemical dilution process is adhered to for cost containment and effective usage.
- Ensured that valid and approved working permits for outsource personnel is up to date.
- Ensured safety procedures are implemented when executing tasks.

**Landscaping**

- Managed and oversaw the appointed vendor and its 5 personnel for landscaping projects, upkeep and development for SJMC.
- Managed budgets, cost and negotiated prices for plants, equipment, and workers.
- Worked closely with the vendor on the selection of ornamental plants, ground cover, and landscaping structures.
- Daily rounds are conducted to ensure landscape areas are clean, well maintained, plants are healthy and well-trimmed, and flowers are pleasing to the eye.
- Ensured suitable selection of plants is used for indoor and outdoor areas.
- Ensured the cleaning of areas as defined by zones are carried out effectively as per schedule.
- Ensured chemical dilution process is adhered to for cost containment and effective usage.
- Ensured safety procedures are practiced when executing tasks.
- Worked closely with the vendor on staff training and adherence to the hospital's policy and procedures.

**Car Park Management**

- Overall management of 1, 188 indoor and outdoor parking bays and 5 personnel.
- Responsible for an annual revenue of RM1.5 million with profit of 35%.
- Developed and implemented a plan to improve traffic flow.
- Undertook carpark enhancement plan for better directional signage's and clear visibility for drivers.

- Implemented a full auto pay parking system.
- Implemented outsource valet services for cost containment.
- Enforced the privilege use of the disabled car park.
- Proposed lost ticket replacement via autopay machine.
- Ensured complaints, disagreements are resolved diplomatically.
- Ensured daily collection from autopay machines is carried out and ensured proper sales totals are reported and recorded in time.
- Monitor work tasks and assignments are performed efficiently.

### **Logistics**

- Managed a total 7 vehicles (2 x 5-tonne trucks, 2 x 10-seater Vans & 3 x Motorcycles) and ensured vehicles are in roadworthy condition with relevant valid permits and licenses as well as 5 personnel.
- Ensured logistics scheduling of goods delivery is carried out on time to its destination.
- Monitored closely on travel patterns and timing to maximise efficiency and minimize abuse.
- Ensured budgets are used prudently.
- Scheduled drivers based on delivery location and priority.
- Managed ad-hoc and urgent delivery requests.

### **Mailroom Services**

- Organized systems of operation control for effective management of mailroom services for its 5 personnel.
- Maintained detailed records of all mailroom transactions.
- Oversaw all outstanding correspondences and ensured timely compliance with the relevant courier companies and post office.
- Facilitated all outside repair pertaining to the maintenance of the copy and fax machines.
- Scheduled mail deliveries and parcels based on priority levels and urgency.
- Enforced the policy on no delivery of personal parcels, in a move to focus on hospitals related mailroom services.
- Proposed “pop box” for self-collection and delivery of personal parcels for patients and staff in a move to ease their delivery by online purchasing.

### **Linen Services & Concierge Services**

Description stated below in the position of **MANAGER (AVP I), SUPPORT SERVICES.**

**MANAGER (AVP I), SUPPORT SERVICES  
(LINEN & CONCIERGE SERVICES)  
Ramsay Sime Darby Health Care (RSDH)**

**2014 – SEPT 2017**

Overall management of linen & laundry services for three (3) RSDH medical centres for up to 913 beds across SJMC, Ara Damansara Medical Centre (ADMC) and ParkCity Medical Centre (PMC). In addition to this, I also managed the concierge services for SJMC. Job scope as follows:

### **Linen Services (June 2017 – Sept 2017)**

- Successfully implemented the Laundry outsource services for SJMC within 3 months and achieving a saving of RM1 million operational and maintenance expenses over a 3-year contract period.
- Managed in-house linen distribution to wards with an approximately 2,800 kg (SJMC only) of clean linen daily.

- Managed uniform for all departments in SJMC.
- Ensured the entire laundering process by the vendor is executed efficiently to produce linen free of dirt, soils, and stains that are safe for patient use.
- Maintained a record of cleaning effectiveness, disinfecting and inventory management.
- Maintained vendor performance logbook.
- Continuous improvement by staying updated with current developments in the areas of efficiency, economy, accuracy, and provision of better patient care.
- Educated end users on linen management and ways to minimize losses.

#### **Linen Services (2014 – May 2017)**

- Managed an in-house laundry plant with 12 personnel (SJMC) that processes 3,500 kg of linen a day for three (3) RSDH medical centres.
- Ensured the entire laundering process is executed efficiently to produce linen free of dirt, soils, and stains that are safe for patient use.
- Implemented automatic detergent dispenser to minimize spoilage of linen and hence increasing its lifespan.
- Maintained a record of cleaning effectiveness, disinfecting and inventory management.
- Continuous improvement by staying updated with current developments in the areas of efficiency, economy, accuracy, and provision of better patient care.
- Consistently launder linen that is sufficient and ready to be transported timely to our external clients (ADMC & PMC) daily.
- Educated end users on linen management and ways to minimize losses.
- Ensured maintenance of equipment is carried out consistently and efficiently to minimize downtime.
- Uniform Management of relevant departments in SJMC.

#### **Concierge Services (2014 – Sept 2017)**

- Managed a total of 26 Concierge personnel (SJMC) while providing patient and visitor-related services, patient transfers, as well as the collection, delivery of specimens and health records.
- Continuously updated personnel on hospital updates and events to ensure they are well informed to assist guests.
- Trained staff to keep them updated on surrounding facilities and events.
- Ensured staff is well trained in handling VIP and Royalty visits.
- Facilitated staff training on grooming, courtesy, and conduct when on the floor.

<b>PROJECTS UNDERTAKEN BETWEEN for RSDH &amp; SJMC</b>			
<b>No.</b>	<b>Project Title</b>	<b>Role</b>	<b>Year</b>
1.	Feasibility Study & Cost Benefit Analysis - <i>SJMC Laundry Department Outsourcing Project</i>	Project Leader	2017
2.	Digital LED Advertising with Content Management System for SJMC	Project Leader	2017
3.	Wayfinding Project SJMC – <i>Static &amp; Digital Directional Signage</i>	Project Leader	2016 – 2017
4.	Transformation Team – <i>A Transformation Project Team that focusses on Process Improvement for RSDH</i>	Project Leader for Support Services	2016 – 2017
5.	Feasibility Study & Cost Benefit Analysis – <i>Outsourcing of SJMC Support Services Departmental Services</i>	Project Leader	2015 – 2017
6.	SJMC Employee Engagement Program – Futsal Tournament	Project Leader	2015 – 2017

**MANAGER (AVP II), SUPPORT SERVICES - TENANCY MANAGEMENT****2011 – 2014**

Ramsay Sime Darby Health Care (RSDH)

Generated new revenue resources with the development of the Tenancy Management Department with the objective to minimize operational costs and maximize profits by leasing out available lots for food and retail tenants for all medical facilities (SJMC, ADMC & PMC). Tasks include but not limited to the following:

- Provided full oversight of strategy development, sourcing and executing the opening of tenanted outlets.
- Managed eighteen (18) food and retail tenants at all RSDH medical facilities.
- Managed the Banquet Services for all RSDH medical facilities.
- Oversaw general maintenance, major repairs, remodeling and construction projects for tenanted outlets.
- Managed two (2) certified HALAL food outlets at Subang Jaya Medical Centre.
- Project team leader for the HALAL certification.
- Prepared and presented various tenancy strategy proposals and justifications for approval by Managing Director, Chief Executive Officer, and Directors.
- Developed and implemented:
  - Additional profit generation by percentage revenue sharing implementation apart from base rental and service charge revenue from tenants. Profit margin at 85% with a workforce of 3 personnel.
  - Tenancy Management Business Plan for Mediplex (Wellness Centre).
  - Terms for Tenancy Agreement and Tenant Operating Guidelines.
  - Tenancy Management Task Procedure and Policy & Procedure.
  - Tenant Selection System for fair selection of Tenants.

**ASSISTANT MANAGER (AVP II), SUPPORT SERVICES - FOOD & BEVERAGE****2003 – 2011**

Sime Darby Healthcare (SDH) - Subang Jaya Medical Centre (SJMC)

Led a team of 90 staff and ensured a high standard of food preparation, presentation and service delivery rendered to over 2,500 meals service a day to Inpatients. I am very a hands-on person and have organized numerous internal and external events catering up to 2,000 pax by executing the following:

- Developed Food & Beverage centralized production and delivery system for new medical centres (ADMC & PMC).
- Increased turnover year on year, consistently surpassing budgeted requirements.
- Planned, developed and implemented 2-week cycle menu for Inpatient Service.
- Planned numerous custom banquet menus for various events.
- Implemented marketing and promotional strategies for the coffee house.
- Developed quarterly staff performance review - (Staff Scorecard).
- Implemented vendor performance management system.
- Actively involved in various audits conducted by ministries and relevant authorities.
- Managed cost by efficient par level by implementation of usage per 1,000 systems.
- Trained staffs to provide high levels of service to inpatients and customers.

## PROFESSIONAL DEVELOPMENT & CERTIFICATION

- Lead and Conduct Audits for SJMC**  
*In preparation of actual audits performed by:*
  - Joint Commission International (JCI)
  - International Organization for Standardization (ISO)
  - Malaysian Society for Quality in Health (MSQH) & Ministry of Health (MOH)
  - Standards and Industrial Research Institute of Malaysia (SIRIM)

2003 – 2017
- Facility Maintenance and Safety (FMS) Team - SJMC**  
*Committee Member*

2011 – 2017
- Environment, Safety and Health (ESH) Committee – SJMC**  
*Lead Auditor*

2007 – 2015
- Talent and Leadership Development Program – Nominated by Top Management of SDH**  
*Certificate of Completion – LEADERONOMICS*

2011 – 2012
- Project Management Training – Nominated by CEO of SDH**  
*Certificate of Completion – SIME DARBY GROUP*

2012
- HALAL Certification Workshop**  
*Certificate of Attendance – Jabatan Kemajuan Islam Malaysia (JAKIM)*

2010

## OTHER EXPERIENCE

- FOOD COURT AND TENANCY MANAGER**  
*Kuala Lumpur Sentral Station (KL Sentral) – Malaysia*

2002 – 2003
- ASSISTANT STORE MANAGER**  
*Starbucks, Singapore*

2000 – 2002
- RESTAURANT MANAGER**  
*Taza BBQ Restaurant – Saudi Arabia Franchise (Food & Business Development – Malaysia)*

1998 – 2000
- RESTAURANT MANAGER**  
*TGI Friday's International – Malaysia*

1996 – 1998

## QUALIFICATION

- Master of Business Administration (MBA) with Commendation**  
*Nottingham Trent University, United Kingdom*

2008 – 2011
- Diploma in Hotel Catering & Management**  
*Kolej Damansara Utama (KDU)*

1994 – 1996

## COMPUTER LITERACY

### Efficient in Microsoft:

- Excel; Word; PowerPoint; Outlook; Publisher

**PERSONAL DETAILS**

<b>NRIC No</b>	740316-14-5411	<b>Nationality</b>	Malaysian
<b>Date of Birth</b>	16 March 1974	<b>Age</b>	47
<b>Gender</b>	Male	<b>Marital Status</b>	Married
<b>Languages (Spoken &amp; Written)</b>		English & Bahasa Malaysia	

**REFEREES****Dr. Muhd Daniel Soma**

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