

## **COURSE FACILITATORS**

### **Dr Quah Lee Kiang, FRICS**

Dr Quah is the Director of the Real Estate & Construction Centre and the Real Estate & Construction Academy (RECC & RECA) in Singapore. She has extensive regional and international experience in Project and FM & Maintenance research, advice and academia. Dr Quah coordinated the International Council for Research & Innovation in Building & Construction (CIB) Working Commission 70 on FM & Maintenance for over a decade. She was President of the Chartered Institute of Building Singapore Centre for two terms and served in the Royal Institution of Chartered Surveyors (RICS) Asia Board, Singapore Board and Asia Pacific Sustainability Board. Dr Quah is a member of the Workplace Safety & Health (WSH) Council Industry Capability Building Committee and FM Committee. She is a member of the Working Groups which drafted TR 96 (2021): Asset Condition Assessment Approach in the Singapore Railway Industry-Permanent Way and which updated SS 485: Slip Resistance Classification of Pedestrian Surface Materials and which is currently reviewing SS 499: Cleaning Performance for Commercial Premises.

### **Frank Veneman**

Mr Veneman has been actively involved in developing the Cleaning Industry in the Netherlands, Europe and internationally. He Chairs the Dutch standardisation committee for NEN 2075: Measuring System and Process Control for Cleaning Performance and EMCAS, the foundation for registration and certification of Consultants in the cleaning industry. He also serves as an Executive Board Member of VSR, the Dutch Association for Cleaning Research and SSK, the Foundation for Quality in Cleaning. At European level, Mr Veneman is a member of CEN TC 329: Tourism Services and contributes as an expert attached to Working Group 1, which is responsible for EN13549: Cleaning Services: Basic Requirements and Recommendations for Quality Measuring Systems. He is also a member of ISO TC 69 SC 5: Acceptance Sampling responsible for the ISO 2859 series: Sampling Procedures by Inspections. Mr Veneman is also the Principal of MBG Advies, a FM consultancy with several decades of experience in cleaning and hygiene Quality Measurement, Audits, Technical Advice and Contract Management. MBG operates in the Netherlands and Belgium and has sister companies in Northampton, UK and Germany.