

CEBE Albania

Management Consulting | Professional Development

MANAGEMENT CONSULTING SERVICES



www.cele-al.org

Tirana • Pristina • Skopje • Podgorica

Catalogue of *Consulting* Services Offered

CEBE Albania has revolutionized the consulting industry in Albania. The following services are some of the most cutting edge deliverables that we give to our clients, day in day out.

- **Project Management and Audit** **pg. 3**
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Service Expertise: Project Management & Project Audit

Project Development

Proposal development is our strong expertise. In the last 5 years alone we have developed proposals worth \$3.5 million in the private and public sector. Our focus on due diligence and 360-degree planning ensures smoother implementation.

Project development: we have built cutting edge mechanisms to evaluate and mitigate project risks, as well as track budgets via earned value and monetary outcomes on impact.

We establish **Project Management Offices** (PMOs) and project management methodologies company-wide; especially important for projectized organizations.

Project Management

Third-Party project management: CEBE Albania experts provide full-fledged project management services for third parties.

Services include project initiating, implementation and monitoring, and evaluation.

Experts have management more than \$4 million of projects independently in the last 4 years.

Project Audit & Evaluation

Project audit services ensure that projects are compliant with their initial sponsor intent, as well as following methodologies in scope, budget, and schedule.

Forensic auditing is possible to capture problematic areas that are causing problems post-closure; applicable to ongoing and completed projects.

Monitoring and evaluation: expert systems offer built up of evaluation frameworks, as well as implementation of those frameworks in the field for each project. We follow our in-house methodology for M&E work, with a success rate of 95%.

Professional Development

Training and certification of staff in project management and related areas: cutting edge training modules and certification programs provide the necessary qualification to apply proper project management principles.

Recruitment of staff in project management is completed by our experts of job placement. We can place qualified candidates in required positions for project management.

Internship hosting in project management is the recent innovation of CEBE Albania. Our project teams offer the opportunity to experience firsthand what it means to be part of a project management team.

Service Expertise: Employee Placement and Headhunting

Global Partner: Amrop International

Executive Search

Executive search helps our clients find Leaders and top talent. We assess market availability, use comparative benchmarking and find candidates who not only have the required experience and expertise but are the correct cultural fit with the organization.

Typically, a project team comprises consultants who understand both the local and global context in which the search will take place. Consultants with specific industry expertise are involved.

Multi-country assignments are coordinated by a lead consultant who acts as the primary interface with the client.

Board Consulting

We help clients identify and appoint Independent Directors who fit to the organizational and business contexts of our clients' firms.

Candidates are identified based not only their own skills and suitability but also on the requirements and objectives of the client.

Succession Planning

We ensure the long-term competitive strength of organizations. Succession planning provides a strategic view to a client's Talent Context—the resources, development needs and capacity to deal with key strategic issues.

Our clients are much better placed to understand and plan for issues of leadership and succession planning. Leadership Assessment allows companies to benchmark their internal resources with the market on both a local and global level.

Leadership Assessments are particularly useful in situations relating to changes in senior management, succession planning, and M&A.

Consultant Positioning

Matchmaking: we find the right consultant for you. Given our extensive network of experts, we can provide quickly and efficiently the right consultant for a job or engagement across several fields.

To date we have successfully positioned consultants in project management, process management, construction, IT, strategic assessment, and many more.

Service Expertise: Human Resource Management

Organizational Design

Workforce restructuring projects include departmental planning, position design and description, and org charts centered on decision effectiveness.

HR procedures, manuals, and legal hurdles help keep the workforce involved and under check. We have developed manuals, and personnel policies and conduct codes.

Effective compensation and rewards programs are centered to provide motivation and accountability, and allow for career progression. We have built pay grade systems, seniority, and qualification-based progression.)

Recruiting & Hiring Process

Cutting edge recruitment: we have developed our proprietary recruitment system including the position fit matrix and the *SmartHire* process for scientific evaluation of probability for success.

Global network of executives through our strategic global partner Amrop International gives us access to a pool of talent that is tested and tried in almost all types of industries, including real estate and retail.

Succession planning analyzes how the company should evolve in terms of human resources, and how to manage an internal pool of talents to serve its strategic direction.

Performance Evaluation

Performance review systems are built from scratch to adapt to unique company needs. Systems include MBO mentality and goal settings by position. It is highly related to pay and compensation schemes.

360-degree feedback focuses on employee development as relates to the job at hand, corporate culture, and conduct. We use this exclusively for development purposes.

Web based platform provides automation of performance reviews. **ReviewSnap** is our strategic partner, and it provides for statistical overview, web based performance management, goal tracking, and bonus recommendations.

Professional Development

Training is directly developed to improve performance evaluation indicators. We provide dedicated modules for more than 60 soft & technical skills.

Employee Boot-camp turns your new hires into professionals. The program provides basic training on assertiveness, organization, and technical skills. For prospective hires, a new program offers simulations and CV consulting.

Image management is revolutionary in the market. Handshakes, suits, hairstyle, and types of glasses – in partnership with Conselle Institute of Image Management.

Multilearning platforms

Service Expertise: Cutting Edge Financial Advisory

Internal Audit Practice

Internal audit BPO is a service offered to companies that would benefit from having this function within them, but are reluctant to invest in the long term for such function. Our experts can provide on and off internal audit services on demand, or long term support as required.

For **Internal Control**, we ensure proper effectiveness and efficiency of operations, reliability of financial and management reporting, compliance with laws and regulations, and safeguarding of assets.

In **Risk Management** we help establish and maintain Enterprise Risk Management processes, and execute a SOX requirements top-down risk assessment.

Capital Restructuring

Capital advisory functions include refinancing existing debt, supporting acquisitions and funding developments, determining credit ratings.

Capital restructuring functions include lender negotiations, recapitalizations, capital raisings, exchange offers, special situations especially in distressed M&A, and out-of-court transactions.

We are proud to work with **Rothschild Global Financial Advisory** in this practice, so our clients are sure to get the best of the best when it comes to capital restructuring.

Financial Valuations

Our **financial valuation** practice provides independent analysis utilizing accepted valuation methodology to produce well-reasoned, supportable valuation and financial consulting services.

Our **expert system** is unique in the market. It completes common size financial statements, working capital & CAPEX analysis, expanded multi-year ratio analysis with multi-industry comparisons, deal structure analysis, hypothetical terms of sale, buyer's/seller's settlement, post-sale cash flow.

Income valuation methods include capitalization of earnings, and summary discounted Cash Flows using 4 regression based projections.

Budget Planning and Monitoring

Our **budget planning** expertise derives from the project management capability built in the organization. We build budget planning mechanisms to help with better cash planning and control in the longer term.

We also provide assistance in building **budget monitoring and tracking** systems as required by organizations that are run under a regime of budgets and predetermined cash flows, such as donors, international organizations, and public sector institutions.

Service Expertise: *Strategic Planning & Commercialization Assistance*

Strategic Planning

Our **strategic planning** practice helps our clients decide how to grow, and how fast. Experts diagnose current state of affairs through cutting edge analysis tools. We look at the following criteria to point out inconsistencies in your current strategy, and recommend the best strategy to follow next.

- ▶ Value proposition of firm, and current product mix
- ▶ Industry composition and firm positioning
- ▶ Segmentation of markets and management capabilities, backed by complete financial analysis

In **marketing & pricing strategy** we define market potential and opportunity, identify risks, problems and trade-offs, guide operations and manage growth assumptions. Integrated solutions include:

- ▶ Determining pricing strategy, and design matching promotion strategy
- ▶ Evaluating market shares, establishing type of sales force, and sales support activities
- ▶ Building channels of distribution

Startup Acceleration, Commercialization Assistance

For **established companies** we provide excellent advice on new market entry projects. Especially important for new product launch and testing, our expert system evaluates the product, the market, and competition to determine chances for success. Analysis includes business modelling of sales, market dependencies, pricing objectives, and ability to deliver.

For **new startups** our expertise is unmatched. We adopt a startup and provide prototyping services to turn an idea into a feasible product. Alternatively, for startups that have a prototype already, we assist with **GO-TO-MARKET**. Our company is the one and only to offer this service in Albania.

Service Expertise: *Business Restructuring and Process Improvement*

Business Restructuring

Especially with **public companies**, restructuring is necessary. The mismatch between workforce design and needs for efficient processes results in getting nothing accomplished.

We help **build the ideal business structure**, build business units, design positions, restructure the workforce and match it with modern **processes and procedures**.

Our work includes customer service, finance and reporting, quality assurance, marketing, billing, and other departments as is relevant on a case by case basis.

Process Improvement

Our **Process Improvement** practice examines the efficiency and effectiveness of an organization's most critical processes. It is a method to deliver high quality service, productive processes, at the most competitive cost.

For each priority process we develop a view of the current state based on operational data, using detailed process maps and analysis to help identify major gaps. We then work to generate an alternative solution, along with the roadmap to achieve the near and long term results.

We focus on eliminating unnecessary wait times, handovers and sign-offs, and ensuring that the process remains intact.

Our Innovation in the Market:

Lean Six Sigma

Originally developed to improve manufacturing efficiency and quality, **Lean Six Sigma** is now being widely adopted by financial institutions, retailers, hospitals and other firms in the services industry.

Lean is focused on reducing waste, and **Six Sigma** helps companies reduce errors/diffects. Together they make processes much cheaper with higher quality.

We partner with the right companies to deliver the right tools and solutions that best meet our clients' needs.

Service Expertise: Training and Certification

Training Topics and Modules

Our organization offers more than **60 different and unique training topics** year-round. These include topics in the fields:

- ▶ Financial Management
- ▶ Accounting and Cost Control
- ▶ Leadership and Influence
- ▶ Project Management
- ▶ Communication
- ▶ Efficiency Skills and Time Management
- ▶ Customer Service
- ▶ Strategy and Implementation
- ▶ Operational Business Management
- ▶ Marketing
- ▶ Quality Control
- ▶ Team Building

Visit www.CEBEalbania.com for a complete listing of all training topics available.

Training Delivery Methods

Our organization has pioneered cutting edge training delivery methods.

The most widely demanded training method is **classroom training**, where CEBE Albania provides complete modules and logistic support.

We have also implemented long distance and online training (**eLearning**), where lecturers and participants are able to interact in long distances.

For cost-conscious clients, we provide **video tutorials** by topic of interest with online right of access.

Tailored programs are among our best programs for OnSite training in company premises.

Certification Programs

Certification programs are self-paced autodidactic programs that help candidates gain recognition in their field of interest.

1. Certified Expert in **Business Management**
2. Certified Expert in **HR Management**
3. Certified Expert in **Financial Management**
4. Certified Expert in **Strategic Planning**
5. Certified Expert in **Project Management**
6. Certified Expert in **Administrative Assistance**
7. Certified Expert in **Business Communication**
8. Certified Expert in **Quality Assurance**

Service Expertise:

Nonprofit Consulting – more than 20 years of experience

Planning for Strategy and Financial Solvency

Our expertise in **strategic design** for the private sector spills competitively to the nonprofit sector. We help in designing strategy and action plans under the local context.

We have pioneered **face-to-face fundraising** as a must of fundraising strategy. Nonprofits breathe fundraising for financial solvency. We design campaigns, and management them **start to end**.

NGO/NFP accreditation services are a must to gain donor trust. We offer a unique process of evaluation the programmatic and financial strength of NGOs to provide accreditation.

CSR Program Implementation

Corporate Social Responsibility is a new field in Albania, yet companies are spending CSR budgets for this purpose. We make sure to find the right match between CSR requirements and nonprofits.

There are countless opportunities for nonprofits to gain from CSR programs. We make sure to find a suitable CSR candidate and match it with the right cause.

We also train and build corporate governance programs, especially in the banking and financial industry.

Support Services for Nonprofits

Proposal development for grants and project ideas are our strength. We have developed more than \$4 million worth of new projects in the last 3-4 years alone.

Monitoring and evaluation services are offered as part of our project management capabilities. Nonprofits that are donor related can increase their credibility to their donors by requesting M&E services by us.

We make it easier to **setup new nonprofits**, including legalization, building internal processes and procedures, and overall operational plans. Notary services and legal counseling are part of our portfolio of services.

Professional Development

Training is directly developed to serve the strategic actions designed for a nonprofit. We deliver trainings on financial management, fundraising strategies, communication skills, and institutional support mechanisms.

We are the only Albanian firm to deliver full module on M4P development tool known as **Making Markets Work for the Poor** approach.

Additional training programs are organized on demand, and designed to specification.

Service Expertise: Analytical Research & Scientific Modelling

Research Products

Our **scientific capabilities** make it possible to build data-driven empirical analysis. In this context we provide several products to the market:

- ▶ **Economic Outlook:** Economic forecasting for major and minor indicators, with expert interpretation.
- ▶ **Research papers** for third parties, and support on differential equations, questionnaire design, database management, and analysis.
- ▶ **Reviews** of analytical work, including books and research papers.
- ▶ **Articles** on state of industry, white papers, and analytical short pieces.

Scientific Modelling

Our experts have years of experience and unmatched qualification to **design and implement causal and regression based projects** as needed.

The team is highly qualified to conduct modelling of variables in different contexts. We can provide **modelling** on expected impact of variables on different phenomena.

Examples from Our Research Work

1. We have assisted a small retail chain determine the effect on sales from the introduction of credit card outlets at POS. We used regression analysis and historical data to determine this relation.
2. We have also assisted in determining the long term effects on economic growth of tourism revenue. Secondary data, variable auto regression, and seasonality were used to establish such connection.
3. We have also assisted the government in establishing the strategic approach to growth with regional integration and agglomeration. We determined that a regional approach to growth would be incrementally more beneficial than a traditional country-based competitiveness.

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