

SOLUTIONS & ADVISORY GROUP

Comprehensive support for shared services & business process management



TRAINING & COMPETENCE DEVELOPMENT PROGRAMS

TRANSFORMATION MANAGEMENT OFFICE

ADAPTIVE SOLUTIONS

TRANFORMATION MANAGEMENT OFFICE

Leading the organization change and x-functional integration alignment.

Optimizing organizational and cost structures via people competency development, system standardization, supplier sourcing, process reengineering, harmonization and digitalization programs.

Applying market best-practices and qualified methodologies addressing business specific implementation challenges to quarantee quantified results. ORGANIZATION CHANGE MANAGEMENT

PROGRAM MANAGEMENT OFFICE

DOCUMENTATION AND HARMONIZATION

BUSINESS FUNCTION TRANSITIONS

GBS SUPPLIER CONTRACT MANAGEMENT

SOURCING MANAGEMENT

AUTOMATION SOLUTION IMPLEMENTATION

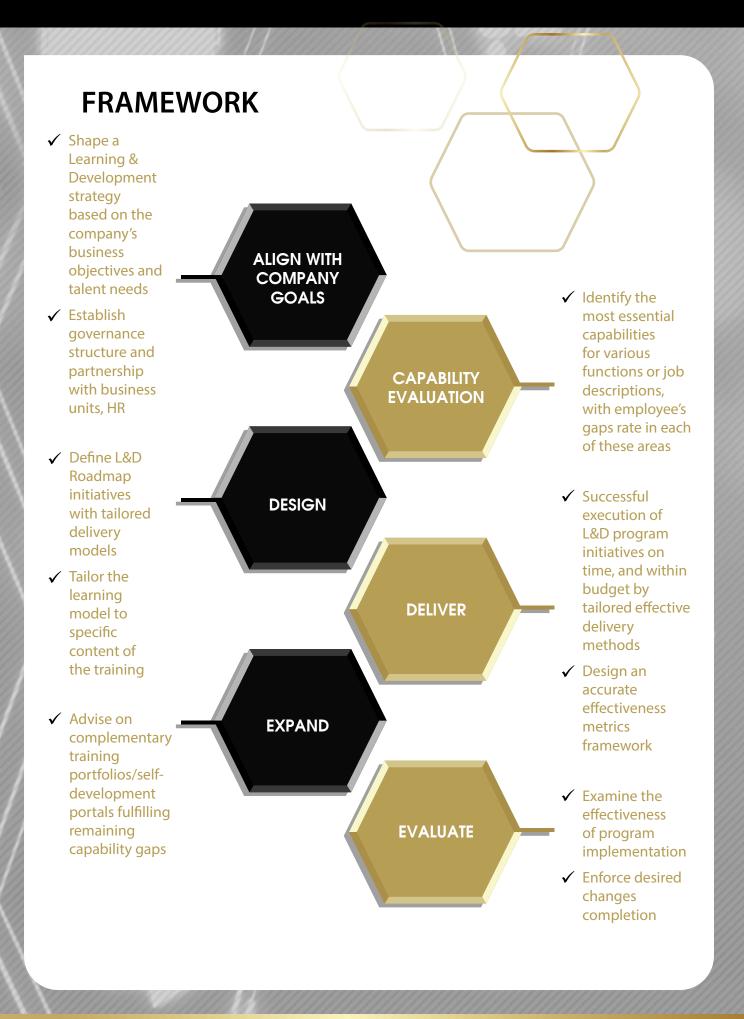
TRAINING AND COMPETENCE DEVELOPMENT

STRATEGIC BUSINESS GUIDANCE

SERVICE DELIVERY ENHANCEMENT



TRAINING & COMPETENCE DEVELOPMENT PROGRAMS



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BENEFITS



CUSTOMER SATISFACTION

Strenghtened customer service skills leading to higher satisfaction



Enhanced producitvity achieved by skilled and developed workforce



EMPLOYER BRANDING

proposition organization focusing on continuous growth and development of its workforce



Client's company known as employee value



SEAMLESS PROGRAM DEPLOYMENT

Successful and explicit L&D program management led by practicioners with proven experience



IMPROVED PRODUCTIVITY

INCREASED EMPLOYEE ENGAGEMENT

Employee opportunity for talent development and skills upgrade with enhanced personal motivation and reduced staff turnover

CREATIVITY & INNOVATION

Built an organizational culture of, out of the box' thinking model leading to designing and implementing innovative solutions

DELIVERABLES



SKILL DEVELOPMENT ROADMAP

Defined Learning & Development Roadmap with several strategic initiatives building capability and in line with business needs



ROBUST CURRICULA

An innovative training model with remained flexibility and agility to master talent development in the organization



EFFECTIVENESS METRICS

Designed an accurate success metrics framework measuring adoption to desired skill and attitude change



SKILL-GAP ASSESSMENT

Thorough evaluation of workforce's capability gaps against a comprehensive competence framework



PERSONAL DEVELOPMENT PLANS

Blended learning principles strenghtening personal development plans

CLIENT REFERENCES



World's leader of direct selling in the global cosmetics sector, with independent sales representatives and 130 years history. Company reports annual revenue on level of 5,6 BLN USD



Increase awareness and knowledge among middle-layer management on project management methodologies and change management concept & approach.

PROJECT SCOPE

Comprehensive Project Management workshops covering:

Overview of Project Management methodologies with focus on GBS environment; Project documentation & project phases; Project Management Office – set-up, roles & responsibilities, projects prioritization & selection; Project budgeting, resource planning, governance, monitoring & reporting.

Comprehensive Change Management workshops covering:

Change Management, phases of change & stakeholders management; Planning the change in organization; Communication – plan, frequency, type, channel, audience, content; Risks associated with Change Management.

CUSTOMER VALUE

- Increased competences of the team in Project Management & Change Management.
- **Experienced practical examples of Project** Management aspects during workshop activities.
- Gained knowledge of best practices in **Change Management along with most** common pitfalls.



OTHER SOLUTIONS

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PROCESS PERFORMANCE & QUALITY MANAGEMENT

INTERIM SERVICE DELIVERY LEADERSHIP

GLOBAL PROCESS MANAGEMENT

OPERATIONAL SUPPORT
- RESCUE RANGERS

CATEGORY MANAGEMENT

DIGITAL WORKFORCE FARM

AUTOMATION CENTRE OF EXCELLENCE

KNOWLEDGE MANAGEMENT FRAMEWORK

SERVICE DELIVERY ENHANCEMENT

Introducing process ownership with service delivery excellence models matching end-customer expectations and process execution challenges.

Defining adequate process measures and optimizing performance control.

Driving business domain initiatives or quality improvements leveraging people engagement and technology developments.

Supporting business domain leadership, GBS management and delivery needs at all levels.



ADAPTIVE Solutions & Advisory Group

is helping organizations in adopting themselves to market environment and seize competitive advantage in the business world through centralization, transformation and automation of business processes. With unique process transformation expertise, the Company offers dedicated business solutions for shared services & outsourcing industry, including end-to-end process management, change management, technology enhancements and GBS market intelligence.