



RADIX MANAGEMENT CONSULTING (U) LTD

"Getting to the root of Management Problems"

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STRATEGIC PLAN

2017-2020



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A: About Radix Management

Radix Management Consulting (U) Ltd is a management consultancy firm based in Uganda and operates within the region. Our essence of management consulting is to help a client's obtain information and advice which leads to real and lasting solutions of identified problems. Founded in 2006, the firm is premised on a need to providing exceptional and valuable services to its clients in an independent and rational manner. We offer an exciting work environment to our team of full time ad associate consultants while simultaneously enabling our consultants to maintain a strong personal, work life balance.

We have a team of experts that provide professional help and our clients appreciate the service we offer in a range of areas. While our clients provide the functional, technical, and industry knowledge, Radix Management and its team provides the required focus and expertise to lead the clients to desired changes and efficiencies. Our client base cuts across many sectors, industries and functional areas. We pride a team of consultants that bring a strong portfolio of both broad organization experience and a wide range of qualifications that puts them on top of the management and administrative fields. Radix Management relies on strong team of experts from both the academia and those with practical hands on experience

We are engaged in providing comprehensive Management consultancy services, training and capacity building services, project monitoring and evaluation, conducting research surveys, recruitment and selection for high-level positions, project evaluation/reviews and mid-term, or end of project evaluations, , designing and evaluating strategic plans for organizations, procurement management processes, policy analysis and management as well as developing organizational manuals and procedures among others. We create a platform for our clients to fulfill their requirements efficiently and effectively through our highly considered advice.

- Vision:** A management consultancy firm of choice in the region.
- Mission:** A Professional Client Service with a purpose
- Moto:** 'Getting to the root of Management Problems'

Core values:

Ethics and Integrity

We always make sound judgments and communicate honestly with clients and Radix employees. Examples include:

- Holding ourselves and others accountable for promises and commitments;
- Always doing the right thing;
- Exercising good judgment and common sense.

Flexibility and Adaptability

We are flexible and open to change, particularly as client needs and market demands grow. Examples include:

- Understanding and accepting changes in client requirements or project (internal or external) timelines;
- Willingness to go outside of our primary role to help the client or to provide support where it is needed;
- Embracing change and adapting quickly to new challenges.

Teamwork

We work collaboratively with clients, partners and team members to reach a common goal. Examples include:

- Assisting other team members when trying to meet a deadline;
- Sharing ideas with others and being open to others' suggestions;
- Understanding overall team goals and objectives, and working together to achieve them.

Excellence

We deliver what we promise and add value that goes beyond what is expected. We achieve Excellence through Innovation, Learning and Alertness.

- **Innovation;** We develop creative solutions and put them into action. As a firm that is establishing itself, it means developing innovative ideas and putting them into practice successfully.
- **Learning;** we learn by continuously developing and deepening our knowledge of our business, and the skills of everyone within it.
- **Alertness;** We are always alert to change and moving quickly and decisively to meet the challenges that emerge from such change; so that we provide our clients, and ourselves with a competitive edge

B: Cross-cutting Capabilities of Radix Management

Operations. We have managed successful projects delivering high quality technical assistance services as well as advisory services to institutional bodies and public administrations internationally. The Consultants have in-depth experience in technical and management of large scale programmes and plans and a deep knowledge of operational and contract procedures of many national authorities, bilateral programmes and international donors, such as the World Bank, DFG, UNDP, DFID, USAID, among others.

Project management. We ensure sound project management principles and practices through deploying Project Management teams providing continuous support from the firm's office to field operations. Backstopping services include organization, project management, financial management, detailed planning, and management of changes in program, ICT services, logistics and onsite support missions. Backstopping activities include also document control (lay-out, review, approval, transmission and amendments of project documents), and problem solving.

Ability to mobilize high-level expertise. The Consultants' Human Resource teams are able to quickly mobilize high-qualified experts in a wide range of disciplines through a number of sources, including a wide roster of consultants as well as through networks of relevant institutions and international partnerships.

Participatory approach. Ensuring participation in planning and development is one of the key elements of successful delivery of technical assistance. The Consultants are able to design and implement participatory actions including public workshops, socio-economic surveys and meetings aiming at encouraging stakeholder's participation and raising public awareness. The participatory process is carried out in strict coordination with the Client and is based on detailed stakeholders' analyses.

Institutional strengthening and capacity building. The need to enhance institutional capacities is a recurring issue of development projects. The Consultants have sound experience in designing project components aimed at improving the capacities of the public sector in planning and organizational management.

ICT capabilities and distance learning expertise. We have extensive expertise in the use of modern technologies to deliver educational services through the use of a blended learning approach.

C:

Strategic Objectives and Actions

Objective 1:

To become the leader in the Management consultancy area through developing, implementing and maintaining high standards of consultancy firm practice. This goal will be achieved through the following actions:

- a. Arrive at a consensus as to what constitutes a professional management consultancy practice, and develop a credentialing process
- b. Attracting highly qualified and experienced senior associate consultants within the areas of our core business
- c. Developing a common body of knowledge and educational delivery system to support our firm practice
- d. Develop incentives for all staff involved in the consultancy assignments of the firm
- d. Develop a multi-disciplinary register of experts across Africa
- e. Appoint a firm advisory council to work the code of ethics and professional conduct for all consultants and management staff deployed by the firm.
- f. Revise governance, organizational processes and structures to create opportunities for more members to become involved
- g. Comply with the legal and tax requirements of the governments where our services are offered

Objective 2:

To expanding our partnership potentials with regional and international management consulting firms through:

- a. Using contacts made during the over 10 years of Radix Management's existence and doing an audit research to identify potential partners.
- b. Launch an regular email, and telephone chain of firms and individuals in a similar or related business with whom we can partner to increase synergy
- c. Develop a strategy for following up on implementation of recommendations suggested to our clients through different assignments
- d. Conduct regular customer and client satisfaction surveys to get feedback on quality of our services

Objective 3:

To ensure profitability and expand growth of the firm's areas of operations through:-

- a. Develop a targeted niche-based marketing campaign to raise client awareness of the value of our services that adheres to professional industry standards
- b. Conduct a broad educational campaign and dialog with potential clients firms to fine tune the expected culture of consulting

- c. Determine the minimum size and minimum billings required on various assignments undertaken by radix management
- d. Determine the most promising areas for peer interaction based on firm core values and professional capacity
- e. Join-professional consultancy associations
- f. Establish an effective two-way communications process with our clients and staff on various assignments

Objective 4:

To ensure sustainability of the firm's core business of management consultancy through:-

- a. Helping our clients to positively identify emerging trends and to address them successfully.
- b. Promote firm eligibility through ensuring registration of the firm in various associations and compliance to tax and regulatory obligations.
- c. Review existing and additional market research to determine what consultancy services will sell through a segment approach
- d. Implement a strategy to broaden the core business areas of our consultancy firm through innovative process and product approaches.
- e. Build a permanent home for Radix Management consultancy

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