

Senior Expert Corps – a Project of Swisscontact

Promoting entrepreneurship through expertise – Imparting technical skills through volunteer work

The retired professionals of our Senior Expert Corps (SEC) are qualified experts on site. Through their consulting services, they provide hands-on, cost-effective support towards sustainable development of companies and institutions.

SEC Assignment in Macedonia, 2018

Assignment No. 3236

Location	Skopje, Macedonia
Client	Education
Expert	Urs Brunner Management and IT Consultant
Period	09. - 21.07.2018



Client Profile

Information technology education center
Founded 1995
20 employees

Tasks

1. Analyze the work, in order to increase the performance
2. Create sustainable business models
3. Review the rewarding system and propose possible improvements
4. Analyze internal communication and propose improvements
5. Give feedback on customer survey

Results

In order to analyze the maturity level of the company the assessment was made, based on the EFQM system, in advance to the stay in Macedonia. The assesment results showed clearly 8 areas for improvement. In 5 Areas the following results were achieved

- Three different Business Model Canvas were created.
- Reviewed rewardings system and proposed possible improvements.
- Analysed internal communication and proposed several improvements.
- Analysed customer survey set up and proposed improvements.
- Implemented structured team meetigs and workshops.