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Strategic Direction for 2010

ORGANIZATIONAL DEVELOPMENT

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Trajkovski & Partners is member of **British Standard Institute UK – Associate Consultant Programme**. ACP is network of consulting companies. Membership in ACP network assures proved competence for implementation of management systems based on ISO standards. In case of T&P (ACP 182) this means competence for ISO 9001:2008 and ISO 27001:2005.



Trajkovski & Partners is founder and member of the **International Telecommunications and IT Consultants Group – ITIC**. The group is founded by 15 European companies including Trajkovski & Partners from Republic of Macedonia.

itSMF[®] Macedonia
The IT Service Management Forum

Trajkovski & Partners is founder and member of **IT Service Management Forum Macedonia – itSMF Macedonia**. This forum contributes and works for promotion of quality of the IT service management profession through training and certification of its members.



Trajkovski & Partners consultants are:
Certified management consultants (1)
In procedure for CMC certification (3)

ISACA[®]
**Information System Audit
and Control Association**

<http://www.isaca.org/>

Trajkovski & Partners **experts'** competence is proved with worldwide known professional certificates in the IT area – design, implementation and managing of Information systems. Specific certificates T&P consultants own are:

CISA – Certified Information Systems Auditor
CISM – Certified Information Security Manager
CGEIT – Certified Governance of Enterprise IT

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Document control

Only the computer version is controlled version. All printed versions are uncontrolled versions.

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For internal use this Document is available for the authorized persons, and is located on the company's network.

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1. Overview of Strategic Direction

In order to ensure growth of an organization, either in the public or in the private sector, it is important to put appropriate emphasis on organizational development. The areas covered under organizational development cover various aspects of the organization, from management thru HR, to corporate culture and quality assurance.

Organization development is a planned, organization-wide effort to increase an organization's effectiveness and viability. It is a complex strategy intended to change the beliefs, attitudes, values, and structure of organizations so that it can better adapt to new technologies, markets, and challenges.

2. T&P's view and approach

Since its founding, T&P has been focused on organizational development initiatives in the public and private sector. Our experts have vast knowledge in various areas of Organization Development, and we as a company are devoted to development of our own methodologies for implementation of services related to OD, such as implementation of management standards, development and delivery of training, project management, . Etc.

Based on that experience and the competences we have, we foresee the following initiatives for support of various clients in the area of Organization Development:

- Organizational maturity assessment, strategic planning
- Management systems – design, implementation, audit, assessment
- HR development – needs assessment, skills mapping, strategies, customized training development and deliver
- Project Management and Quality Assurance – PMO support, procedures, project audits, project planning and design
- IPA Assistance - preparation of proposals, project management, technical expertise
- Innovation management – readiness and maturity assessment, business process modeling, R&D strategies and support

3. Our competences and references

Trajkovski & Partners expertise in the area is based on the long years of experience from different projects. Over the last 15 years we have worked on various projects both in the public and the private sector, with a geographical coverage of national, regional and EU countries.

All our consultants hold the international recognized CMC designation (Certified Management Consultants) and additional certificates in various fields such as strategic planning, training, project management, quality management etc.

Our key references in Organizational development include:

- Project audit for e-Cadastre system
- Project management for the development of the National Visa Center N-VIS
- Implementation of quality management system in several local ICT companies
- Design of administrative procedures for the Parliament of Republic of Macedonia
- Skills assessment in the IT directorate of Macedonian Telekom and development of training and succession plans.

4. Future initiatives and planned projects

Trajkovski & Partners has identified few initiatives regarding potential projects concerning organizational development:

- ❖ Implementation of integrated management system in companies for business success
- ❖ Implementation of quality principles in public administration – CAF
- ❖ Performance based HR strategies – skills assessment based on competence frameworks
- ❖ Project management and PMO support to large-scale projects
- ❖ Involvement in innovative and R&D projects

5. Sponsor of the strategic direction

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Short bio: Certified Management Consultant with over 10 years of experience in organizational development, strategic management and quality. Her focus is on implementation of management systems and transfer of best practices for improvement of operations in innovation centric companies. Her main competences are in project management, quality and innovation. The educational background in business administration and international business make her well grounded in organizational development activities, while the direct experiences in quality management and project management bring the real-life aspects in the assignments.