



**TRAJKOVSKI  
& PARTNERS**

MANAGEMENT CONSULTING  
WWW.TPCONSULTING.COM.MK



## ***Strategic Direction for 2010***

# ***MANAGEMENT ACADEMY***

Version: 02  
Type: Final  
Confidentiality: Public Use  
Date: 07 – 10 – 2009

Document Type 20

Skopje 2009

**WE ARE PROUD OF TRAJKOVSKI & PARTNERS PROFESSIONAL ACHIEVEMENTS  
AND ITS EXPERTS**



**FS 84157 – ISO9001:2008**

Certificate for successfully implemented and managed **Quality Management System based on ISO 9001:2008**. The system is implemented and initially certified by British Standard Institute UK in 2004.



**IS 84158 – ISO27001:2005**

Certificate for successfully implemented and managed **Information Security Management System based on ISO 27001:2005**. The system is implemented and initially certified by British Standard Institute UK in 2004.



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.



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:  
**4 Internationally Certified Management Consultants**



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**

## Document History

### Document control

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

### Revision history

Version	Date	Revision descriptions
01	14.09.2009	Creation of the document
02	07.10.2009	Review and approval of document

### Authors

*This document is produced by:*

Function	Name
Consultant / QISM	Ana Meskovska

### Approvals

*This document must be approved by:*

Function	Name
Managing Director	Jasmina Trajkovski
Quality control	Viktorija Donceva

### Distribution

Function	Name	Version (paper, electronic)

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

## **CONTENTS**

<b>1. Overview of strategic direction .....</b>	<b>5</b>
<b>2. T&amp;P's view and approach .....</b>	<b>5</b>
<b>3. Our competences and references .....</b>	<b>6</b>
<b>4. Future initiatives and planned projects .....</b>	<b>6</b>
<b>5. Sponsor of the strategic direction.....</b>	<b>7</b>

## 1. Overview of strategic direction

*“Knowledge has to be improved, challenged, and increased constantly, or it vanishes”*

*[Peter F. Drucker](#), Management Consultant and Business Strategist*

In Trajkovski & Partners Consulting we believe in the philosophy that the organizations are only as good as the people that work in them. On the other hand for people to be “good”, skillful, productive and desired by the organization they need to have appropriate knowledge and experience in order to bring additional value.

That is why one of the areas of operations of Trajkovski & Partners Consulting is T&P Management Academy which focuses on increasing the knowledge and effectiveness of operational capacities of people.

Our mission as a Management Academy is to provide high-quality capacity development opportunities for the organizations which see their growth through the professional development of their people.

## 2. T&P’s view and approach

*“Learning is an active process. We learn by doing. Only knowledge that is used sticks in your mind”*

*[Dale Carnegie](#), Self Development Author and Trainer*

Our Management Academy is devoted to providing tailor made professional development opportunities to enable organizations to remain competitive in the today’s dynamic market. We also provide custom trainings that are relevant for today environment that changes rapidly together with the technological growth.

Our training programs include more practical approach towards the corresponding topics, with lots of practical examples and simulation, transfer of know-how and experiences, tools and techniques for better absorption of the information, awareness raising for easier adoption to the needed or recommended changes etc.

We design our programs following the recommendations from ISO 10015 standard, which analyses the organizational performance gaps and finds solutions through improvement of capabilities of employees who are directly involved in realization of the processes.

T&P Management Academy recognizes four types of trainings:

- **Off-the-shelf soft skills training** – generic training with pre-defined curriculum geared toward managers and professionals from various fields. Topics include: presentation skills, team skills, negotiation, communication skills, partnering skills, etc.
- **Highly specialized managerial and technical training** – high-end specialized trainings in the areas of IT Governance, Information Security, IT Service Management, etc.
- **Tailor made training** - specific training requested by a client or initiated as result of the training needs analysis of the market (training aligned and adjusted to specific client need)
- **In-company project training** - training as part of consulting project (trainings on specific project related topics, on the job trainings, etc.)

### 3. Our competences and references

*“There is no substitute for knowledge. To this day, I read three newspapers a day. It is impossible to read a paper without being exposed to ideas. And ideas.. more than money.. are the real currency for success”*

*Eli Broad Business Leader and Philanthropist*

Trajkovski & Partners expertise in the area is based on:

- Long years of experience - T&P Consulting is established in 1991;
- Following world best practices and standards:
  - Certified Integrated Quality and Information Security Management System (IQISMS) based on ISO 9001:2008 and ISO 27001:2005;
  - Implemented guidelines for training based on ISO 10015, upgrade of the Quality Management System
  - Training programs are designed following the recommendations from ISO 10015 standard
- Accredited Trainers for BSi courses in the area of Information Security and ISO27001
- Partners with foreign accredited training providers in different fields
- Experienced and certified Trainers and Consultants:
  - 4 Certified Management Consultants
  - 3 certificates for trained Trainers and Consultants
  - 1 certified Enterprise trainer for Innovation and technology management
  - 1 certificate for trained trainer
  - 1 certified Manager as trainer
  - Certified trainers for International procurement procedure
  - etc.

### 4. Future initiatives and planned projects

T&P Management academy is working on the process and plans in near future to become accredited itSMF training provider.

Trajkovski & Partners Consulting in also plans to organize training courses together with its partner, an ISACA accredited training provider.

For the future period T&P planes to focus on custom training on the following topics:

- Soft skills (presentation, negotiation, conflict and problem solving etc.)
- Project management (project life cycles, planning, closing projects etc.)
- Information Technology (IT Service management, ISO 20000, ITIL, CISA, CISM, CISPP etc.)
- Management standards (awareness raising, implementation, internal audit, lead audit etc.)

The updated training schedule of the T&P's Management academy can be found on our website in the section for [T&P Management academy](#).

## 5. Sponsor of the strategic direction

Name: Ana Meskovska

Position: Quality and Information Security manager / Consultant

Contact details: [ana.meskovska@tpconsulting.com.mk](mailto:ana.meskovska@tpconsulting.com.mk)

Short bio: Graduated electrical engineer. Employed as Trainer and Consultant in Trajkovski & Partners Management Consulting, also has a function of Quality and Information Security Manager. Expert in development and implementation of Quality, Information Security and IT Service Management Systems. Experienced in project management and project management administration support.

Expert in tailor-made trainings and in-company project trainings. Experienced in:

- Training needs assessment
- Designing a training programmes
- Using various tools for design and delivery of trainings
- Developing the training materials (presentations, handouts, exercises, and evaluation sheets)
- Delivering training programmes
- Managing training programmes