

# Synergy Corp.

PRODUCTS & SERVICES  
PORTFOLIO



**SYNERGY CORP.**

"CREATING SYNERGY. ACCELERATING EFFICIENCY"

**MANAGEMENT SYSTEM STANDARDS (MSS) CONSULTING:** We help organizations implement management system standards and support in certification and maintenance of their management system. Our consultancy service prepares organizations for management system certification programs by helping them closely to implement different international standards that helps to speak common language with world about customer satisfaction, quality, consistency, effectiveness & efficiency throughout the organization.

Implementing the standards has the following elements:



#### Management System Standards that we consult on:

- ➔ ISO 9001 Quality Management System
- ➔ ISO 14000 Environmental Management System
- ➔ ISO 22000 Food Safety Management System
- ➔ ISO 45001 Occupational Health & Safety Management System
- ➔ ISO 18788 Security Operations Management System
- ➔ ISO 21001 Educational Organizations Management System
- ➔ ISO 27001 Information Security Management System
- ➔ ISO 22301 Business Continuity Management System
- ➔ ISO 50001 Energy Management System
- ➔ and other more

**SECTOR SPECIFIC STANDARDS & COMPLIANCES (SSS&C) CONSULTING:** Our team of experts will study, analyze and create strategy to implement **the industry specific standards, buyer compliances, countries market requirements & social compliances** to our clients' processes and help them comply the requirements effectively and efficiently.

Popular SSS&Cs we give include: **WRAP, SMETA SEDEX, FDA, KOSHER, TAPA-FSR (Facility Security Requirement), TAPA-TSR (Transport Security Requirement)** & other more.

**ORGANIZATIONAL DEVELOPMENT:** We identify potential improvement areas in every interaction & engagement with our clients and study, analyze, design & implement solutions that suits our client's contexts in the most creative, efficient & effective way.

**OPERATIONAL EXCELLENCE:** Our operational excellence package aims to create solutions that will help organizations to have effective & efficient outputs from all operations that are synchronized to achieve their mission.

Our solution includes the following elements:

- Process mapping
- Documents management
- Effective planning
- Effective follow-ups & reviewing
- Performance evaluation
- People engagement & communication
- Improvement
- Change & resilience
- Crisis management

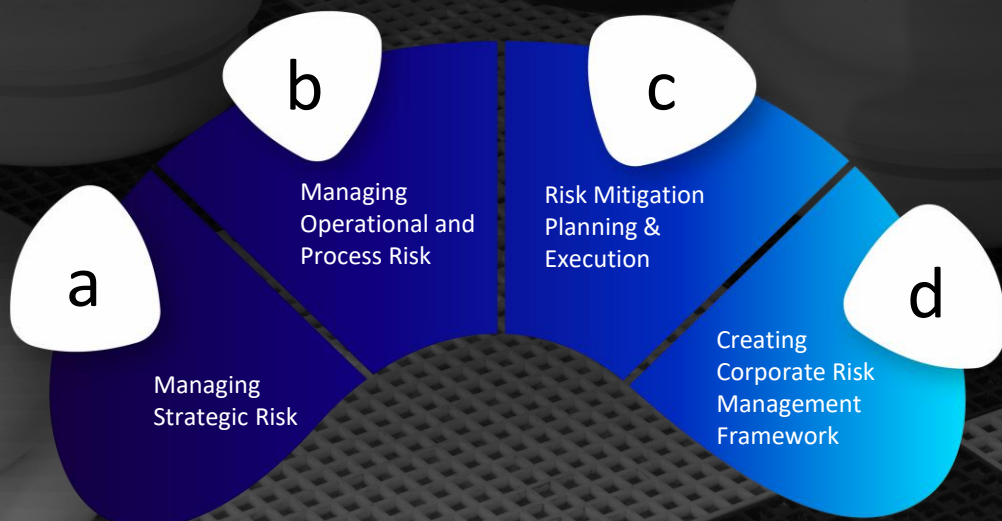


**ORGANIZATIONAL CULTURE DEVELOPMENT:** This package helps organizations to amplify their “why” within their people and create an ecosystem for their people to live together with shared values. It has the following elements:



**ENTERPRISE RISK MANAGEMENT (ERM):** We help organizations discover, interpret, prepare, and capitalize on strategic & operational risks and create a unique and simplified framework for managing their own risks using our analytics and leadership specialties.

It includes:



**AUDITING:** Our auditing package is a tool for evaluating organization's management systems' performance in a way that can easily see the improvement area; and can learn from and add value on their processes.

We offer our clients a specialized auditing services which range from a full outsourced internal audit service to structured advisory service where we help to develop a practical & tailored auditing function which is strategically aligned with your business and help to create competent corporate auditors.

**SPECIALIZED PACKAGE FOR WOMEN:** This is our specialized and uniquely designed service for women empowerment and support in the workplace. We offer tools and strategies for the organization to empower and develop women in their workplace. We design this package for the women at all levels and job positions.



Awareness of inner knowledge, skill and asset [self-awareness & leadership)



Personal empowerment to achieve greater business result



Balancing



Advanced communication and business development



Talent development



Enhance innovation and involvement in technology



Empowering each other



# TRAINING

## I. Introduction

Our trainings are designed in a three (3) levels, **Basic, Intermediate and Advanced**, which will be implemented in all the training types and training topics.

**Basic (B):** In this level, contents are designed to cover fundamental knowledge of the specific topics, why individuals who perform tasks in the first line of activities must know about the topic and how it must be translated to their daily engagement. Contents will simplify the complex contents to small, easy to do tasks that will translate to quality, consistency, cost effectiveness and resource management.

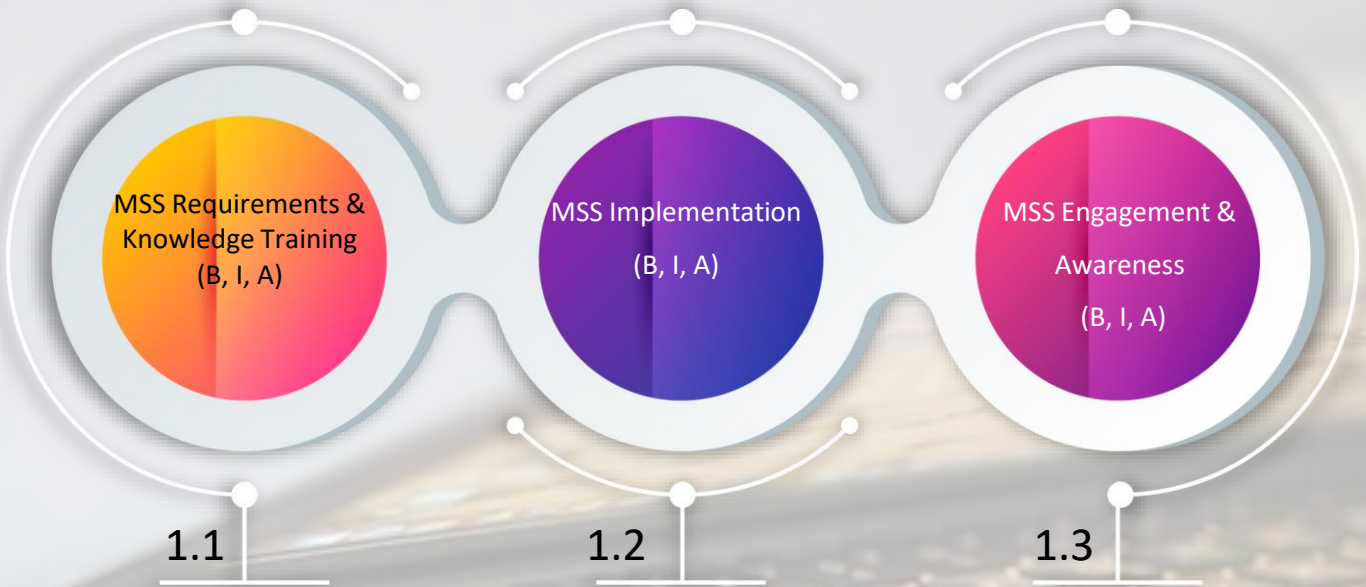
**Intermediate (I):** This level is designed to fit middle level managers. In addition to the fundamental knowledge, the contents include how they can teach & lead their teams on the specific topic and how they can supervise for quality of work and other relevant requirements related to the topic.

**Advanced (A):** This level is designed for leaders who need to be aware of the specific topic and need to create organizational strategy roll outs to be undertaken that leads to the compliance and successful execution. It deals with the role of leaders, the value of strategy and engagement rollout plans for all topics.

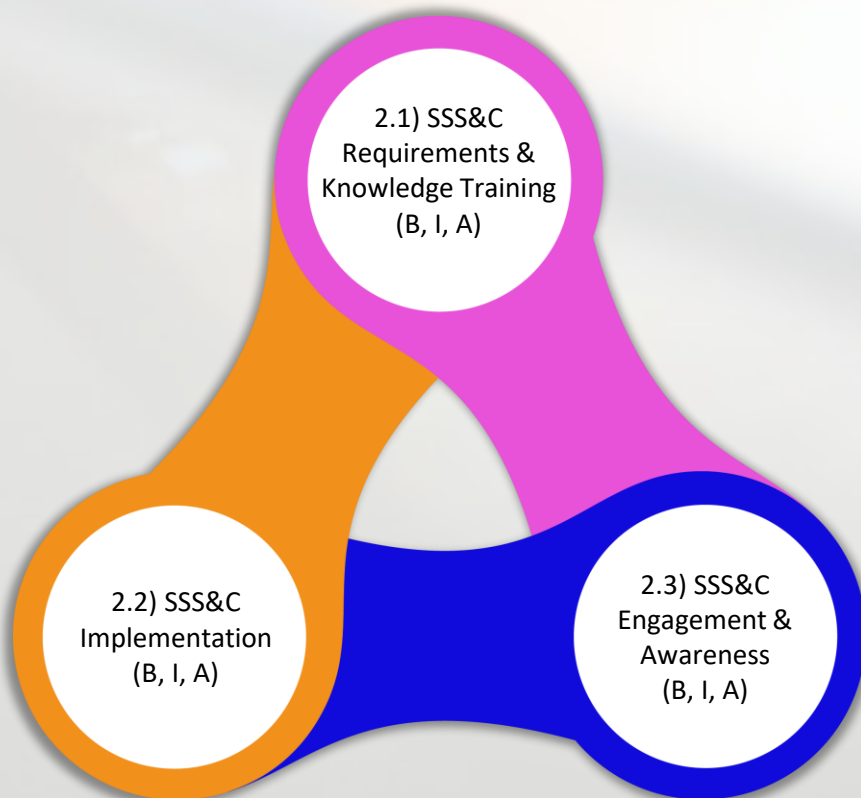
In addition, we plan and deliver customized and need based trainings as per our clients' requirements

## II. Training Types

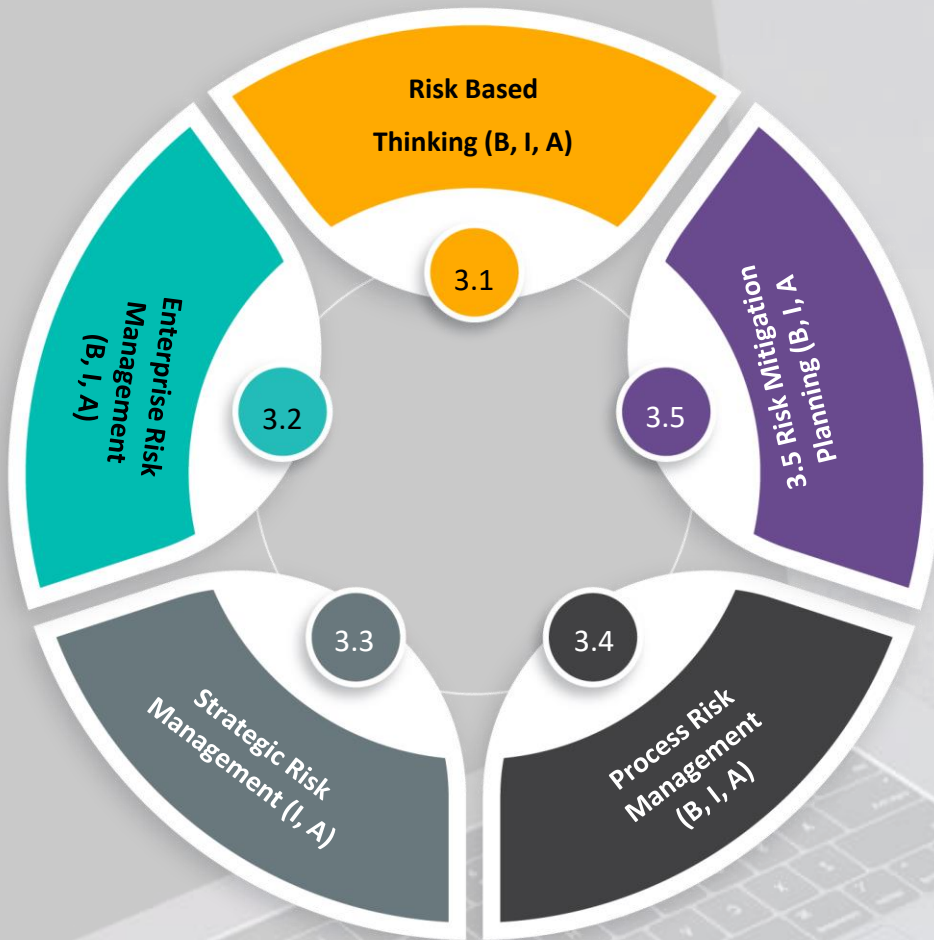
### 1. MANAGEMENT SYSTEM STANDARDS (MSS) TRAINING PROGRAMS



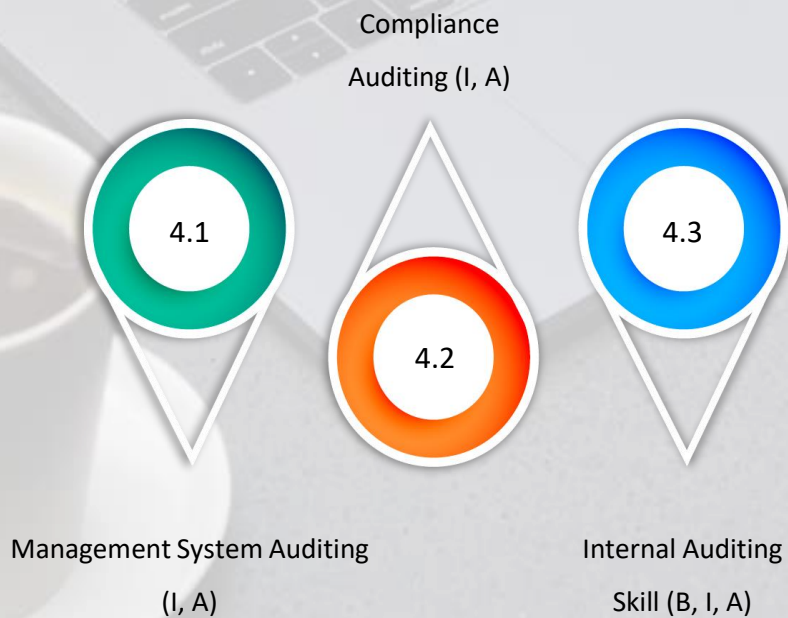
### 2. SECTOR SPECIFIC STANDARDS & COMPLIANCES (SSS&C) TRAINING PROGRAMS



### 3. ENTERPRISE RISK MANAGEMENT (ERM) TRAINING PROGRAMS



### 4. AUDITING TRAINING PROGRAMS

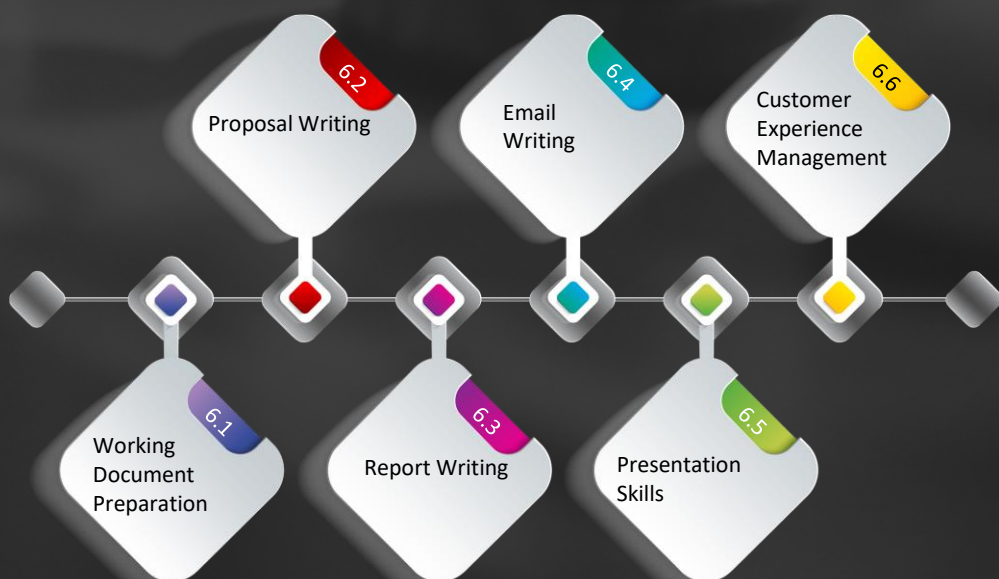




## 5. ORGANIZATIONAL DEVELOPMENT TRAINING PROGRAMS (MANAGERIAL SKILLS) (I, A)



## 6. TECHNICAL SKILL TRAINING PROGRAMS (B, I, A)



### III. Training Delivery Strategy



### IV. Training Methodology

We use unique methodologies to deliver effective trainings. The methodologies will be defined for each topic and contents as per the assessments result.

Defining training methodology is very essential before delivering trainings. That is why we adopt training methodologies and tools that reach our trainees where they're at, taking into account company's specific needs, their competency and the goals of the training.

The following are basic methodologies we use:



**Lecturing:** We use lecturing to transfer basic and core information on the contents.



**Group Discussions:** We use this methodology because it enables attendees to voice different ideas and get insights from different angels.



**Group Activities:** We use activities in order to undertake a practical exercise that can actually be implemented on tasks.



**Role Playing:** We use this methodology because it allows employees to act out issues that could occur in the workplace. It includes game simulate real-life issues faced in the workplace.

## V. Assessments



Prior to delivering any trainings we will have assessments to understand trainee's competency and skills level in order to meet the desired outcome from the training and selected methodologies can fit to the trainees.



In order to give the training on the above mentioned topics, we will conduct an assessment to define methodologies that meets the requirement.

## VI. Target Group Selection

Target groups will be defined after the competency and skills assessment.

## VII. Planning

Training Plan will be developed after the above mentioned assessments are conducted and after the final decision of the training methodologies.





## OVERALL SERVICE DELIVERY STRATEGY

01

We use international standards as a base of our solutions.

02

We use our competent internal team, technical experts and partner companies for all of our products & service as appropriate.

03

Before we start any of our work, we do organizational study with specific assessment methodology for each of our solutions.

04

Trainings and technical supports are our essential parts of our deliverables.

05

For all trainings we deliver, we do prior trainee assessment to understand trainee's competency and skills level in order to meet the desired outcome from the training and selected methodologies can fit to the trainees.

06

Detail implementation plans for each actions of our solutions and effective evaluation of outputs will be shown as a project milestone.

07

We use data and analysis to support our deliverables and to measure our outputs effectively.

08

We develop working documents (manuals, procedures and templates) that will bring consistency in the company for all our solutions.

09

We use focus group discussions, one to one meetings, regular visits and task force meetings, gap analysis, strategy development and performance evaluations at appropriate levels as our methodology.

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[ceo@synergycorpconsulting.com](mailto:ceo@synergycorpconsulting.com)



+251 913 64 54 40



[www.synergycorpconsulting.com](http://www.synergycorpconsulting.com)