

خبراء الادارة الاستراتيجية والتخطيط
Strategic Management & Planning Consultants

THINK BIG
Plan
Strategic Management & Planning Consultants



Company Profile

2017

WHO ARE WE?

PLAN Company was first established in Ramallah, Palestine in 2008, as a strategic management and consulting company, with a focus on bolstering the capacity of companies operating in the public, private and civil sector across the Middle East. As one of the very first training and consulting firms in this area of the Middle East, PLAN gets the best results for your company, helping you move closer towards your strategic goals.

VISION

Our vision is to be recognized for our outstanding management consulting services across the Middle East as well as internationally, and to be acknowledged for our commitment to the success of our clients which we achieve through the implementation of effective and efficient management techniques.

MISSION

Our mission is to use our strategic roadmap that has been custom built to aid and help PLAN Company achieve success. By including the steps that are necessary to attain the firm's strategic goals, while still promoting our core values, we ensure that we stay true to our values while grabbing all opportunities for growth.

VALUES

We pride ourselves on great customer satisfaction, strong, spirited partnerships with our clients and within our team, as well as a high degree of confidentiality and professionalism. We have a commitment to innovation and commitment as a whole, ensuring that your business is successful because of our innovative and inspiring solutions.

OUR SERVICES

Strategic Management Consultancy	Research and Studies	Conferences	Capacity Building	Business Solutions	Evaluations
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CONSULTANCY SERVICES

PLAN Company provides management consultancy services through our management consulting division: a group of qualified, professional consultants that provide clients with the most innovative services. The efficiency and high-performance of our consultants is achieved because of an interactive methodology that begins with the study and analysis of the existing management structures, and ends with a comprehensive, detailed roadmap. Our interactive methodology can be seen clearly below:



The following is a list (non-exhaustive) of our most popular services:

- Human Resource Management
- Design of Training Programs
- Employment Surveys (Analysis, Evaluation, Job Classification)
- Customer Relationship Management
- Marketing Strategies
- Economic Feasibility Studies
- Public Relations
- Strategic Planning
- Organization Development
- Organization Assessment
- Projects Design

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RESEARCH'S AND STUDIES

PLAN uses a variety of strategies and tools to conduct personalized research for each of its clients. The tools used may include: Focus Groups, Mystery Shopping, Market Surveys, Feasibility Studies, and Program and Projects Evaluation and Social Studies. We are also able to provide tailor-made studies on each of our clients, providing them with key insight into what is and what isn't working in the company.

Focus Groups are performed for a company regularly, especially when a company is about to release new services, products or work procedures. The focus groups may only include managers and supervisors, though often many staff members and clients are encouraged to join. The answers and responses are then used to develop and change new products and services, to fit customer's needs as closely as possible. Additionally focus groups may highlight the need for further research, which will examine the necessary steps that need to be taken in order to bolster the company.

Performed in the showrooms of other companies and our competitors, we use mystery shoppers to assess the services that being provided by our competitors. Through using mystery shoppers we are able to assess where improvements are needed and how the shopper's experience could be made significantly better. Based on the visits' results, Plan Company offers the needed trainings and workshops to help improve the services.

Market Surveys are one of our most important tools as they can often help us complete business transactions for some of our most important clients and customers. We collect data on the quality of customer service and satisfaction, as well as taking an in-depth look at the brand and logo as well as future growth patterns and use this information to make decisions about what can be improved and polished.

Another one of our tools, Feasibility Studies, are well written and carefully considered and are critical when making decisions related to the (established) establishment of completely new companies or projects. When starting a new company or embarking on a new project, it is essential that you understand how the project will be managed and what you can expect in the future. Feasibility studies provide you with the confidence that your decision is a wise investment into the future.

CAPACITY BUILDING (TRAINING AND DEVELOPMENT)

PLAN's training and development plan is updated regularly to include the most recent international principles and applications of consulting and management firms, while incorporating the newest market research, innovative practical experience and in-depth and up to date knowledge of the Middle Eastern business market.

PLAN has delivered numerous training programs for clients located across the Middle East. As of 2016, more than 6,000 participants from a variety of operational and functional levels have attended these training exercises, gaining valuable knowledge and skills along the way, enabling businesses across the Middle East to thrive. Many of our customers return to us year after year seeking our assistance to help them grow and expand their businesses.

PLAN maintains a unique training style as well as an organized training process, which utilizes modern methods and continuously applies the latest international training standards in an effort to achieve an effective manner and means to maximize the trainee skills and assist them in reaching the greatest benefit at the highest level. In this technique, the transfer of information is not limited to qualifying the participants but also focuses on providing practical skills and techniques that can be directly applied to the workplace.

PLAN trains participants by focusing on providing them with practical skills and techniques that can then be directly applied to the workplace. By using practical, rather than theoretical training methods, participants are ready to jump back into the workplace equipped with new tools and methods for tackling difficult problems.

PLAN works towards providing qualified staff and specialized programs for the delivering as well as the monitoring and control of the training process at all levels, with the aim of achieving the anticipated objectives of the training program.

GENERAL TRAINING

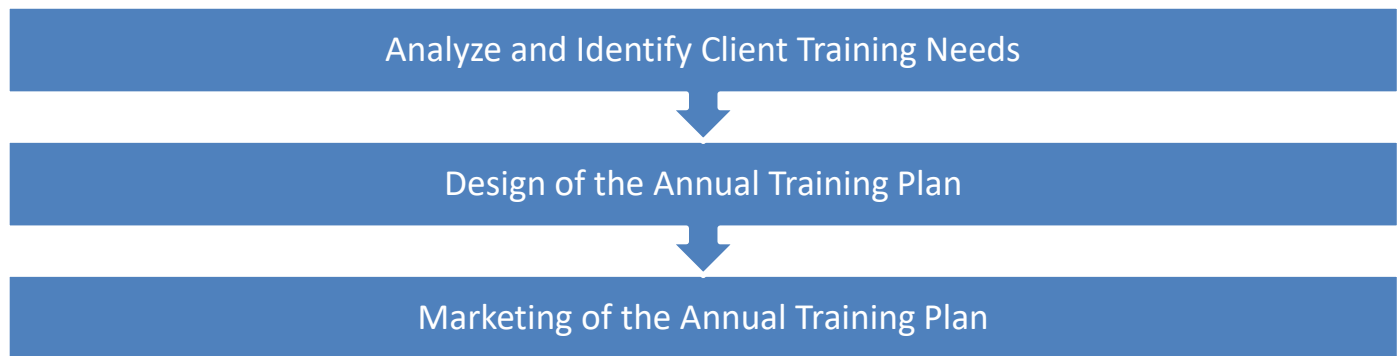
During the implementation of the training program, PLAN depends on an interactive professional training environment in an effort to create and exchange experiences through the application of the methodology using the latest methods and means of training. The goal of applying all competencies acquired by the participant (knowledge, skills, behavior) throughout the training program with regards to their work is enhanced through each participants individual experience and training program. How they apply this to the nature of their work and role within their organization is an important part of the general training program.

PLAN has developed an annual training plan that covers numerous topics, updating it every year to ensure it is in line with the needs of all clients.

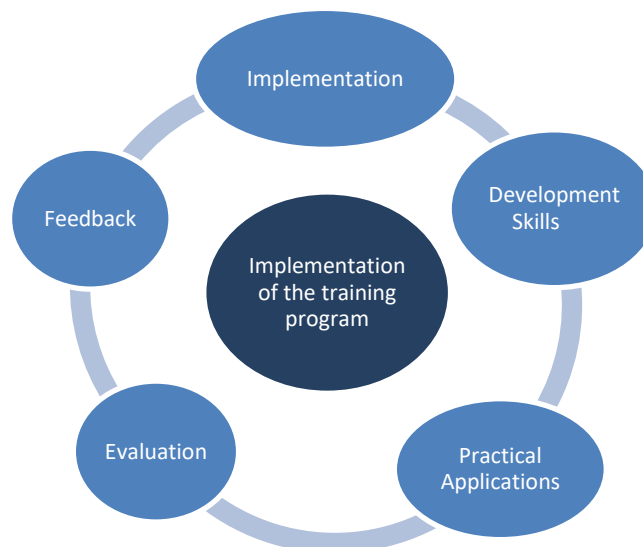
Topics that are included in our training plan are as follows:

- Strategic Management and Planning
- Total Quality Management (TQM)
- Financial Management and Accounting
- Human Resource Management
- Training and Development Management
- Project Management
- Contract Management
- Legal Department
- Professional Health and Safety Management and Industrial Security
- Supply Chain Management
- Management Information Systems Technology
- Leadership Skills and Self-Development
- Secretarial and Office Management
- Communication Skills
- Procurement and Warehousing Management
- Production and Maintenance Management Industry
- Customer Service Management
- Service Quality Improvement (repeated)
- Public Relations
- Marketing and Sales Management
- School and Education Management
- Health Education and Promotion

3 STEPS TO A SUCCESSFUL TRAINING PLAN



5 STEPS TO RUNNING THE TRAINING FROM BEGINNING TO END



CLIENTS

International Organizations

- Help Age International Hai
- Arabic Network for Education on the Rights and Citizenship – Jordan
- General Federation of Belgian Labor (FGTB) – Belgium
- FOS – Belgium
- Palestinian Trade Union Education Project – Denmark
- Foundation for the Future (FFF) – Jordan
- German Agency for International Development (GIZ)
- UN High Commissioner for Human Rights (OHCHR) – UN – Palestine
- “Maram” project for the health of the Palestinian Family
- Palestinian Center for Women’s Research and Documentation – UNESCO

Public Sector Organizations

- Independent Commissioner for Human Rights ICHR
- Office of the Palestinian President
- Palestinian Television and Radio Station
- The Palestinian Ministry of Social Affairs
- The Palestinian Ministry of Education and Higher Education
- The Palestinian Ministry of Health
- The Palestinian Red Crescent Society (PRCS)

▪ Civil Society and NGO

Private Sector Organizations

- Masrouji General Trading Group Co.
- Palestinian Investment Fund (PIF)
- Jerusalem Pharmaceutical Company
- Palestinian Telecommunications Group
- Palestine for Credit and Development – FATEN
- Palestinian Network for Small and Micro-Finance (Partnership)
- Palestinian Businesswomen’s Association – ASALAH

Trade Union Organizations

- The Palestinian General Federation of Trade Unions (PGFTU)
- General Federation of Belgian Labor (FGTB) – Belgium
- FOS – Belgium
- Palestinian Trade Union Education Project – Denmark
- Agriculture and Food Industry Association

Civil Society and Local NGO’s

- MIFTAH
- AMAN
- UAWC
- PARC
- Palestinian Union of Local Authorities (APLA)
- The National Committee for the Disabled
- Quds Open University
- Continuing Education Center of Birzeit University
- Health Work Committees (HWC)
- Palestinian Medical Relief Society
- Jerusalem Water Undertaking
- Palestine Center for Training and Development - PECDAR
- Women Center for Legal Aid and Counseling
- Roads and Environmental Safety Center
- Family Planning and Protection Association
- Primary Health Care Development Center
- National Center for the Prevention of Brucellosis
- Doctors Without Borders
- Veterinarian Doctors Without Borders
- National Health Plan – Research and Development Center
- PRCS

CONTACT US

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