

CONSULTANT'S ORGANIZATION AND EXPERIENCE

COMPANY PROFILE

General Organization Capability

Brainstorm Management Consultants Ltd a registered company in Kenya. The company is a well-established outfit with a network of branches within Kenya and its presence is maintained through head office in Nairobi, while other branches are in Mombasa and one up-coming in Kisumu. We have been operational for the last 19 years

Brainstorm Management Consultants Ltd is a company specialized in the provision of a wide range of Management Consultancy, Management Trainings, Recruitment & Selection, Research and Development services to corporate organizations, Private, Non-Profit-making organization and some of UN Agencies outside Kenya i.e. in Central Africa Republic, DRC, Sudan, Liberia, South Sudan, Ethiopia and Uganda.

Our reputation is founded on the ability to deliver services based on clients' needs and any time, we strive to provide an effective and efficient service that benefits the users that provide our clients with quality services, information and present our company in an honest and trustworthy manner at all the times and to continuously exceed our clients' increasing expectations. Further information to buttress our commitment is contained in the company's website, which we now invite you to peruse with pleasure.

Our team looks forward to working side by side with your organization on every aspect a project that we may be given to undertake, from work planning to solution development and implementation. That level of collaboration is the key to our success. Brainstorm Management Consultants are committed to be professional firms that consistently exceed organizations expectations. To achieve this goal requires an organization to commit and dedicate its resources to professional quality and service excellence.

We at Brainstorm Management Consultants recognize that we must consistently exhibit this in the work we perform on behalf of our clients. Our professionals are experienced and can deliver to the needs of the organization that requires our services to enable our clients achieve the goals they have established and develop them to meet their organizations mission. We see our role as one of the organizations that have dedicated resource personnel with relevant skills in Improving Quality and Management Development that is being required in the 21st Century. We provide services focusing on the most topical issues on new development to all institutions. Our services are tailored to an individual institutional need with close consultation on their institutions to understand their needs they have to help them implement solution.

As Human Resources continue to take center stage in the search for performance development and productivity, Brainstorm Management Consultants Ltd. continues to focus on practical techniques and skills-based trainings that can assist different institutions utilize their resources more effectively and efficiently. Our main aim is therefore to improve quality and performance that

may help organizations and their staffs have a well-designed management toolkit that may improve competency in the 21st century.

Mission Statement

To provide an effective and efficient services that benefits the users and provide our clients with quality services, information and present our company in an honest and trustworthy manner at all the times and to continuously exceed our clients' increasing expectations.

Vision Statement

To be a leading consultancy firm that understands clients' needs and offer possible solution to the challenges being experienced by providing creative advice to our clients, listening to and understanding their needs, and faithfully deliver top quality service.

ABOUT US

The combination of new technology and various business, financial and social factors has wrought far reaching changes in established working practices. The relaxation of traditional demarcation lines has encouraged an increase in multi- or cross skilling. Total Quality Management (TQM) means empowering workers rather than controlling them. Total Productive Maintenance (TPM) introduces a pro-active stance towards many aspects of production, involving staff.

Successful companies, large or small, recognize that these changes cannot be effectively implemented without training. Through measured results, clients over the past decade know that training costs are quickly recovered through increased productivity, more effective use of time and a consistently better-quality product. The more competent and better qualified workforce achieves greater job satisfaction which benefits both the individual and employers.

Highly skilled professionals who have got an extensive experience in African Business practices started Brainstorm Management Consultants in 2001. The original company was formed in 1997 as Geon Systems and Management Consultants. This has assisted the Company to offer customers intimacy in local outlooks. We are committed to giving all our customers the quality experience at each and every point of contact, going extra mile to make them feel special. This is about having the right altitude, being energized and proactive taking personal responsibility for satisfying customers and creativity dealing with the uniqueness of each situation.

Our approach on every service occasion is to anticipate customers' expectation and to rise to the occasion, treat each firm as special regardless of how complex the situation is. We are committed to giving customers the quality experience that it is not just delivering good service but delighting clients with a more energized and proactive approach. Our good reason for delivering superior customers service is that doing an excellent job is a lot more satisfying than doing a mediocre work.

Code of Ethics

We assure all our Clients and stakeholders that we at Brainstorm Management Consultants Ltd are publicly committed to providing the highest quality work at any other time we shall have an engagement with any of our clients.

Clients

- We will serve our clients with integrity, competence and objectivity.
- We will keep client information and records of client engagements confidential and will use proprietary client information only with the client's permission.
- We will not take advantage of confidential client information for ourselves.
- Before undertaking an engagement, we will disclose to our clients --prospective or existing -- any conflicts of interest whereby our knowledge of specific client actions and information risks compromising their success.

Engagements

- We will accept only engagements for which we are qualified by our experience and competence.
- We will assign staff to client engagements in accordance with their experience, knowledge, and expertise.
- We will immediately acknowledge any changes on our objectivity to our clients and will offer to withdraw from a consulting engagement when our objectivity or integrity may be impaired.

Fees

- We will agree independently and in advance on the basis for our fees and expenses and charge fees and expenses that are reasonable, legitimate, and commensurate with the services we deliver and the responsibility we accept.
- We will disclose to our clients in advance any fees or commissions that we expect to receive for equipment, supplies, or services we recommend to our clients.

Profession

- We will respect the intellectual property rights of our clients, other consulting firms, and sole practitioners and will not use proprietary information or methodologies without permission.
- We will not advertise our services in a deceptive manner and will not misrepresent the consulting profession, consulting firms, or sole practitioners.
- We will encourage reporting of violations of this Code of Ethics by member firms to the Board of Directors.

Brainstorm Values and Culture

We take ownership of our work each and every day.

1. **Integrity.** We are guided by an unwavering moral compass, ensuring our actions always reflect the strongest ethical principles. We hold ourselves accountable to doing what is right, building a foundation of trust for our colleagues, customers, and community.
2. **Honesty.** We act in a transparent and trustworthy manner in all our interactions. We communicate openly and honestly, fostering strong relationships built on clarity and mutual respect with colleagues, customers, and the public.
3. **Accountability.** We take full ownership of our commitments, our actions, and our inactions. We deliver on our promises with reliability and professionalism, building trust internally and externally by consistently taking responsibility for our results.
4. **Promise to Customers.** Our success is measured by our customers' success. We build deep, collaborative partnerships to understand their unique challenges and empower their goals. This promise is the foundation of our business, driving us to create an exceptional customer experience in every interaction.

5. **Teamwork.** We believe that none of us is as strong as all of us. By fostering a collaborative environment built on mutual respect and a shared purpose, we work together to achieve something greater than we could as individuals, driving collective success.
6. **Passion.** Our passion is the energy that fuels our pursuit of excellence. It is a joy for the work itself and for the people we work with, creating an environment where everyone is empowered to be bold, innovative, and creative in solving challenges.
7. **Quality.** We pursue the highest standard in everything we do, from initial insight to flawless execution. Our commitment to quality means delivering efficient, high-impact solutions that provide tangible and lasting value, building the security and confidence our customers rely on.

Scope of Work

We have gained a lot of experience by consulting to small and large companies where Training, Management Consultancies and Information Technology Consultancies are needed. We are committed to ensure that we give our customers the quality experience at each and every point of service, having the right attitude, being energized and proactive of taking personal responsibility for satisfying customers and creativity dealing with the uniqueness of each situation to achieve organizational requirements.

Investing in the People to Manage Change

Harnessing the enterprise of those vital business executives who will make the difference creates competitive advantage, wealth and growth. Brainstorm Management Consultants Ltd do this through our consultant team to facilitate the development of solutions to the issues faced by participants, through expertise, diversity of outstanding career experiences and a thorough understanding of global business issues. We believe that they will represent quality investment for your organization.

Information Systems Consultancy

Brainstorm Management Consultants are able to undertake:

- Structured Assessment / Design Techniques
- Structured Prototyping
- Evolutionary Systems and Management
- Strategic Business / Information Systems Planning

We have qualified network engineers to design, build and install your network, and we provide a range of products and services - including hardware, software, installation, training and support to make sure that the network you get is the right one for you.

Management Consultancy

Our consultants believe that successful companies of the future will be those that integrate business and employees' personal value, companies that think a head of their customers and can design quality into service. We are committing ourselves to continuous professional development and the study of Management as an area that needs a wider scope of understanding.

- Zero Based Assessment / Budgeting
- Business Process Re-Engineering
- Customer Service Assessment
- Quality management Systems

Our Management Consultants look at the people issue, systems and training as solutions to most of the managerial challenges companies are experiencing in the 21st century

Corporate Social Responsibility Programmes

It's an opportunity for us to build better relationships with all our stakeholders by paying closer attention to how we fulfill our social, economic, environmental and ethical responsibilities. We at Brainstorm Management Consultants Ltd believe that a commitment to CSR will provide a competitive edge, as well as align our operations with standards and expectations that are increasingly important to all of our stakeholders.

Our CSR philosophy is to integrate environmental, social and governance practices into our day-to-day business activities. We measure our success not only in terms of financial criteria, but also in building customer satisfaction and employee engagement, and supporting the clients and the stakeholders that we serve. This way of thinking is evident in our performance improvements and development approach to management, which integrates CSR elements into our strategic planning and performance evaluation processes.

As we make progress towards this goal, we gain the means to create, improve and expand the products and services we offer to our customers, and to contribute to the economy more broadly by creating jobs and paying taxes to the government - within our own company and indirectly among suppliers and customers.

Our Environmental Policy is the touchstone for all our environmental initiatives. As Management and Training Consultancy services provider, Brainstorm Management Consultants' day-to-day operations have a number of direct and indirect impacts on the environment. We take an integrated approach to environmental issues, whether creating environmental products and services, assessing the environmental risk of the organization by reducing paper and energy consumption.

BUSINESS CONSULTING

Strategy & Business Architecture

It is our business to help organizations compete and win in the digital economy by working with business leaders on their most critical strategic issues. Applying our latest thinking and innovations, we are primarily engaged in envisioning, planning and architecting new marketplace strategies, business models and capabilities to unlock new sources of value.

Customer Relationship Management

Brainstorm Management Consulting Group has a unique viewpoint on the future standards of excellence for the analytical, creative and operational disciplines of marketing and customer management. Through our own capabilities and those of our network of business partners, we bring the full suite of skills to our clients to help them create a superior experience for customers and enhance the value of their customer relationships.

Finance & Performance Management

Our Finance & Performance Management Service is helping Chief Financial officers lead our clients' value creation agenda from efficient financial operations to effective capabilities, for planning, reporting and performance management.

Our Services

With the pace of change affecting business careers seemingly becoming ever quicker, many clients look to Brainstorm Management Consultancy Ltd for help to deal with the consequences. Similarly when one's business needs to change direction or be scaled down, help with tackling the human and strategic issues is frequently sought. While Brainstorm Management Consultants Ltd offers many different skills, we are united in our determination to operate our businesses with professionalism and integrity. Our Services include:

Total Quality Management

The search for Total Quality is never-ending. It involves creating a working culture where all employees do the right thing, right first time with the aim of delighting the customer. Management training and empowering their staff at all levels to make the right decisions achieve total Quality.

Brainstorm Management Consultants Ltd can:

- Help you to undertake an assessment and top-level review of your organization's activities against an international model for 'Total Quality Management
- Develop a strategic plan to become a Total Quality Company. Advise and assist you to develop a programme of continuous improvement to achieve Total Quality Management.
- Advise and assist you to develop and implement a Quality Management System to meet the requirements of ISO9001/2.
- Provide training for all your management and staff in the necessary Quality Skills for ISO 9000 and TQM.

HUMAN PERFORMANCE

Companies depend solely on the quality of their employees to provide the vision, innovation, and technical excellence they need for competitive advantage. Good human resource management is required to attract, motivate and retain the people that companies need for success. The Services Brainstorm Management Consultants Ltd can provide change Management programmes triggered as a result of merger or acquisition, entry into new markets, relocation, and change of business strategy, management style, or organization culture. Our services include:

- Advising on remuneration packages
- Conducting salary surveys, tailored to organizational requirements, and
- Designing and implementing job evaluation schemes using a computer-based approach.

Training and Development Programmes

Brainstorm Management Consultants Ltd design training and development initiatives for staff at all levels, including:

- Undertaking training needs Assessment
- Developing training programmes
- Designing and delivering training courses for managers and executives
- Developing succession planning systems, and
- Designing and implementing performance appraisal schemes.
- Designing and managing of technical training programs as per the clients need

Reward Strategies

Demand for skilled staff outstrips supply. Implementing effective reward strategies is a key issue in every company. Putting together systems that attract, retain and motivate staff is a major challenge. Brainstorm Management Consultants Ltd will assist your organization to develop new effective reward systems for the organization

Human Resources Policies

Human resources policies need to comprise a coherent package linked to the organizations culture and objectives. We can:

- Undertake a top-level review of the human resources function;
- Develop policies, procedures and systems;
- Develop a strategy for attracting and retaining staff; and
- Advise and assist with the implementation of computerized personnel information systems.

Advisory Services

We offer advice and expertise to client organizations to help them improve their business performance. Our work focuses on operations, strategy, management, IT, finance, marketing, HR, and supply chain management across a wide range of industries and specialisms. We work with clients to provide advice and guidance on a variety of areas to help our clients make decisions about business operations, organizational strategy, or other areas where expert knowledge is needed.

Our consultants with different backgrounds and expertise are specialized in various areas. This allows them to build up deep knowledge about the issues facing our clients, which helps them provide more valuable advice. We often serve as an ongoing or on-call resource to assist as needed.

The practice of offering information and advice to other professionals too is also an area we focus on to help them manage future risks based on data modeling and the application of lived experience. Our advisory services include:

- Providing advice on how to improve organizational performance by identifying and implementing new processes or policies
- Providing leadership training to senior executives who are transitioning into new roles within the company
- Conducting exit interviews with departing employees to determine reasons for leaving the company
- Preparing reports summarizing findings and making recommendations based on research conducted by an external consulting firm
- Analyzing data and identifying patterns and trends that may indicate issues within an organization
- Providing strategic guidance to management on long-term planning issues such as organizational structure and culture, organizational development, human resources, organizational behavior, process design and improvement, and knowledge management
- Recommending improvements in business processes based on best practices from other companies or industries
- Identifying opportunities for cost savings by eliminating wasteful spending on office supplies, travel, training programs, or other expenses

- Developing a strategic plan for an organization by conducting research and analyzing data to identify opportunities for growth, then developing a plan of action
- Developing and implementing plans for improving clients' productivity, efficiency, profitability, and employee morale
- Interviewing clients to gather information about their business operations, needs and others

OUR YEARLY PROGRAMS

We develop our programs annually while thinking of new challenges, unstable economy and new opportunities that face most organizations and focuses on the cutting-edge issues and maximizing the potential for growth in trade and investment. Our programmes are highly participative, limited group size maximizes involvement and sharing of experience forms an integral part of the process, developed through case studies. Programmes are designed to enable delegates to develop and influence plans for future implementation, assisted by Assessment of the process of change and guidance on strategic direction. We also offer company specific programmes that address the essentials to improve organizational performance that focuses the need of the organization and its strategic aims. The quality of any training is always adequate when it fulfills the expectations, needs and desires of the participants of an organization.

Our main objective is to support the participants in their acquisition of the necessary competence to be able to achieve realistic goals and objectives. Our company specific programmes focus on the needs of the organization and its strategic aims. They are very powerful form of learning and particularly suited for an organization change performance.

Executive Development Training

We provide Executive education programmes focusing on the most topical issues and new development to all organizations. Trainings are directed by experts at the forefront of their specialist areas with limited delegate attendance to encourage lively discussion and full delegate participation. Because of this, most participants find our trainings powerful with networking opportunity.

In- House Executive Development

In- house programmes can be customized to the needs of an individual organization. The emphasis is on close consultation with the client organization to understand its strategy and culture identify its needs and assist in implementing solutions. Programme contents, delivery styles, location timing, duration, course materials and programme facilitators can be varied to suit clients' needs. The clients can also give us their specifications and then design them to their Training needs. In-house programmes offer many real benefits that open courses cannot usually supply.

Benefits of our training programmes

Our programmes contents are customized to the exact requirements of the organizations.

- The programmes will be used to bring participants together from different departments resulting in a valuable opportunity for members of the organization to meet, exchange views, built on existing relationships and development new ideas. This is an essential part of creating or strengthening the organizations client- focused culture.
- The costs of these programmes are fixed for up to 20 participants. These leaves the organisation free to nominate those whom you feel will benefit from attending the programmes.
- Our training will be held at the location of maximum convenience to the organization.
- The initial period of consultation and programme development ensures that problems are identified and solutions developed to fit the organization, and that the programme is designed around your specific needs, strengths and comparative advantage.

Our Experience

Each member of our facilitators has got enough experience within the profession and can give alternative solutions which management need now to conform with the changing needs in management consultancy, Information Technology and Institutional capacity building.

Facilitators

The facilitators are associates of Brainstorm Management Consultants. They are well versed in their areas of profession with the current management needs and practices most organizations want today.

Training Delivery

Our programs are conducted to enable the participants develop and influence plans for future implementation, assisted by Assessment of the process of change and guidance on strategic direction. We use case studies, group discussion and experimental methods to enhance and develop the competencies of the participants so that they could improve organization performance. The programme delivery reflects our expertise within institution capacity building and development, detailing a spectrum of strategy and skills-based training for all staff. We also make follow ups to find

out whether the participants are applying what they had learnt in the previous training/seminar at their places of work.

Technical Management Training Programs

Our technical management programs have been developed to help employees from the technical departments to analyze and evaluate business functions and processes while identifying needs. We develop business approaches using problem-solving and critical thinking methodologies and apply different strategic and project planning principles and techniques. Our programs provide current perspectives on leadership and project management in the technical arena. We adopt and integrate new technologies, modify or update existing systems, adopt new tools, and implement new frameworks. The goal of our Technical Management Training programs is to improve efficiency, increase competitiveness, and stay ahead of technological advancements.

At Brainstorm, we believe that Technical Management Training programs are critical for organizations to remain relevant and succeed in today's rapidly changing business landscape. Our comprehensive Technical Management Training equip organizations with the skills and knowledge they need to navigate this process and drive positive and impactful change within their operations. Brainstorm and University of Nairobi have a collaboration on making sure that our technical programs are developed and conducted to meet clients' needs, work together to improve key areas of need by using their laboratories to conduct our trainings and to make them more practical. We work with different consultants/trainers in their field of expertise to make the technical management programs succeed.

Research and Development (R&D)

Given the rapid rate of technological advancement, R&D is important for companies to stay competitive. Specifically, R&D allows companies to create products that are difficult for their competitors to replicate. Meanwhile, R&D efforts can lead to improved productivity that helps increase margins, further creating an edge in outpacing competitors. From a broader perspective, R&D can allow a company to stay ahead of the curve, anticipating customer demands or trends.

Key aspects of Research and Development services:

Investigating new ideas

We conduct basic research to explore new concepts and potential applications.

Applied research

We translate research findings into practical solutions for specific problems.

Product development

We design, prototype, and test new products or improvements to existing ones.

Process improvement

We optimize existing manufacturing or operational processes to increase efficiency.

Technology development

We also create new technologies or adapting existing ones to meet specific needs. We perform and apply research findings to gain new knowledge that is to be used to create new or improved technologies intended to provide a competitive advantage for the business or organization which has requested their services.



BRAINSTORM

MANAGEMENT CONSULTANTS LTD.

Enhancing Quality Service Delivery